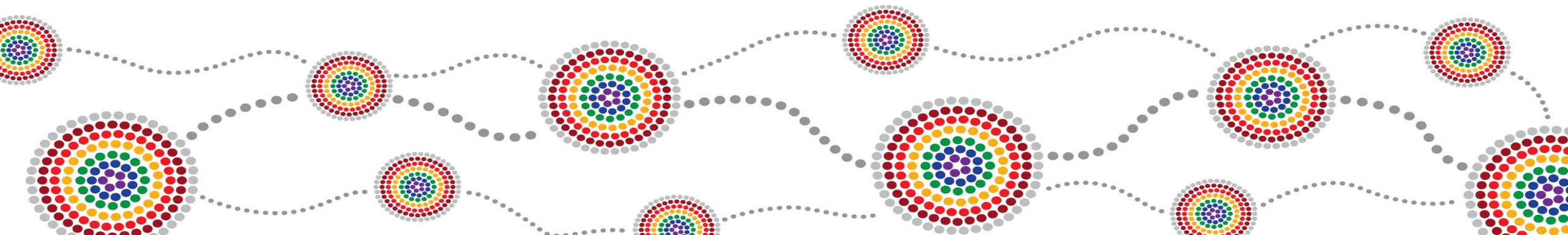


# ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the lands and waters where we work and live of the Northern Rivers NSW.

We acknowledgement the Traditional Custodians' living culture, their connection to country and their contribution to the life of this region.

We pay our respects to the Ancestors and Elders of the region, and to all Aboriginal people past, present and future.





Health  
Northern NSW  
Local Health District



OurNAMS  
Nursing & Midwifery Services

# Using Interactive Virtual Appreciative Inquiry to Understand Nurses and Midwives Practice Development Activity during Covid19

'U N ME Project'

Project Lead: Suzie Kuper

Co- Researcher: Matt Peterkin

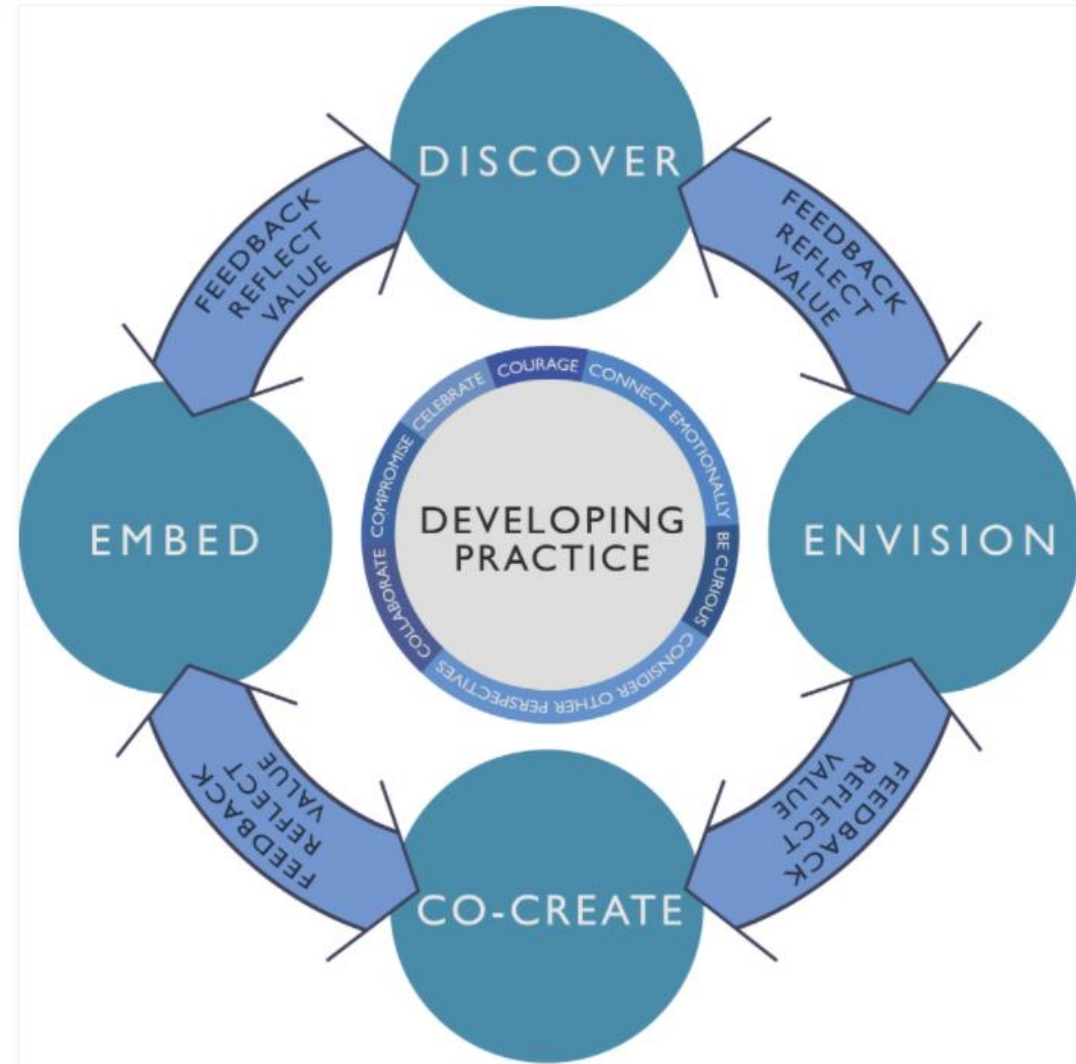


# Practice Development (PD) Emancipatory Action Research <sup>(1)</sup>

## Mixed Methods

- Surveys
- Virtual Practice Development Workshops
- Virtual Focus Group

## Theoretical Framework: Appreciative Inquiry (AI) <sup>(2)</sup>



DEWAR 2014

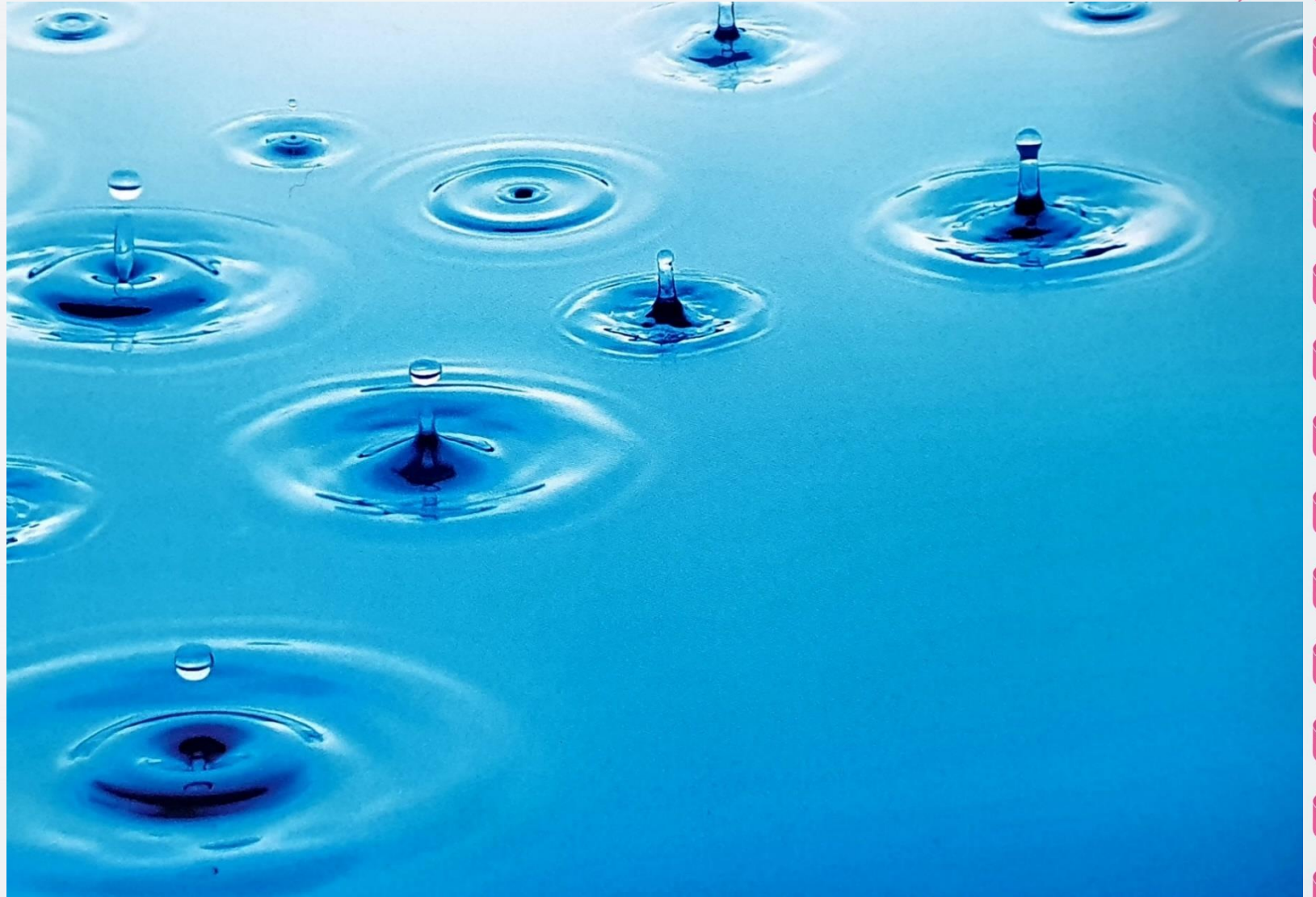


# Objectives

Exploring nurses and midwives' 'Senses' within their practice development.

Grounding foundational emancipatory PD programme concepts in learning and development.

Informing future practice development strategy to embed in corporate strategy



# The Senses Framework Survey

Enriched environments where staff, patients and carers thrive <sup>(5,6,7)</sup>.

## THE SENSES FRAMEWORK

**Security** - to feel safe

**Belonging** - to feel part of a valued group, to maintain or form important relationships

**Continuity** - to be able to make links between the past, present and future

**Purpose** - to enjoy meaningful activity, to have valued goals

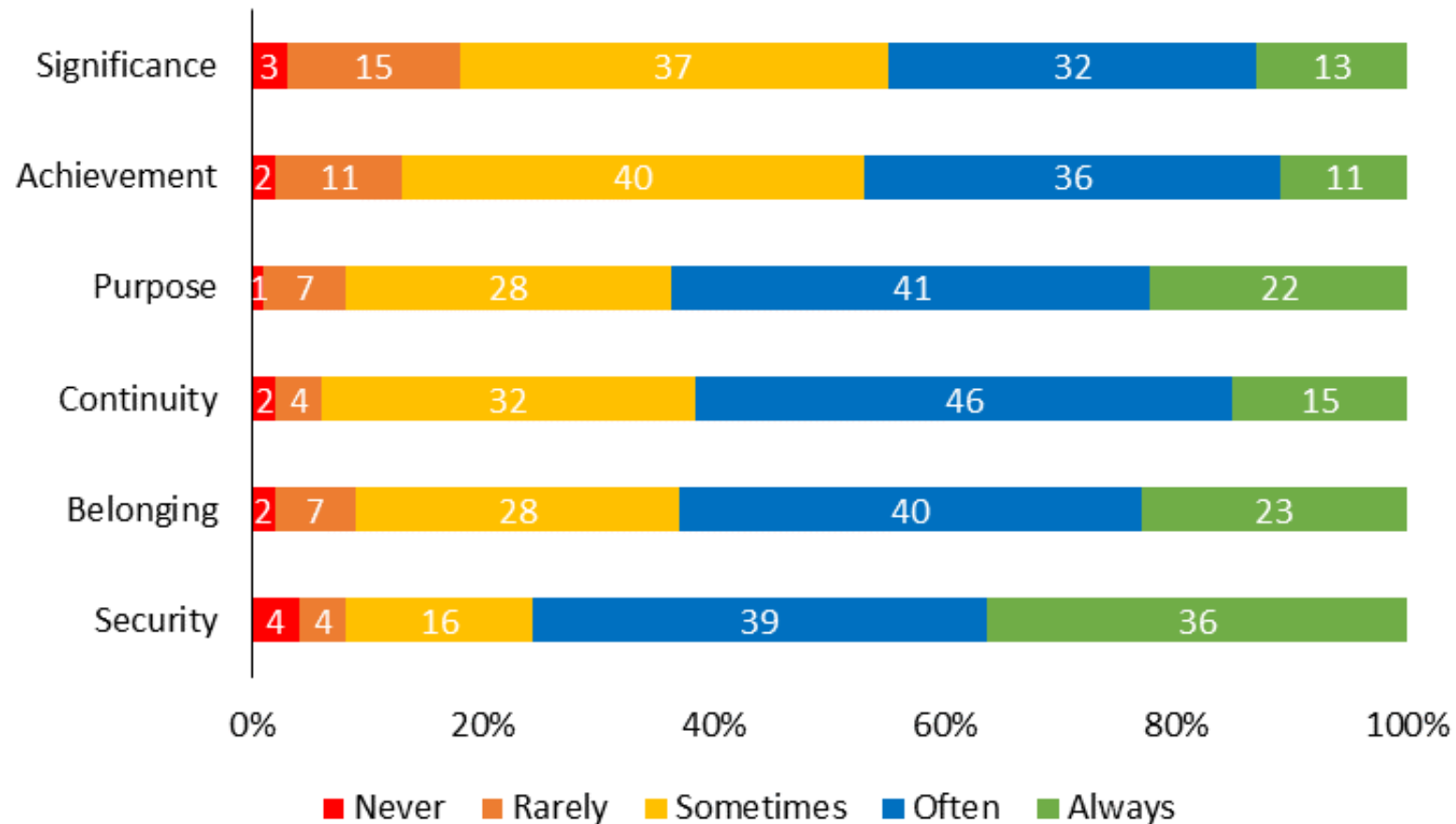
**Achievement** - to reach valued goals to satisfaction of self and/or others

**Significance** - to feel that you 'matter' and are valued

(Nelands et al 2006)



# Senses Framework Survey Findings (n=347)



Envisioning Phase →

# UNME Project

(Understanding Nurses and  
Midwives Experience)

Virtual Action  
Learning Program

30min

Workshops

67 Sessions

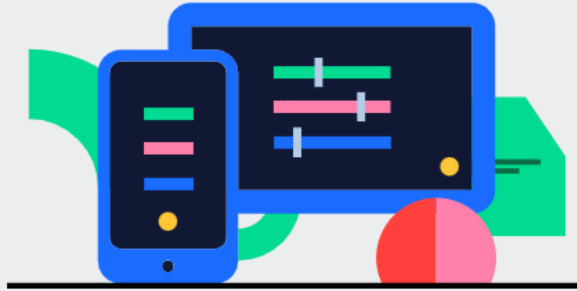
690 Attendees

- Practice Development and Person-centered Care
- Workplace Culture and Values Clarification
- Compassionate Workplaces & Self Care
- Appreciative Inquiry
- Practice Development Tools
  - Circle of Concern/Circle of Influence
  - Claims, Concerns and Issues
  - Patient, Carer and Staff Stories

# What is Mentimeter?



Prepare



Engage



Follow-up

Interactive Software: Virtual, In Person or Hybrid

<https://www.mentimeter.com/>

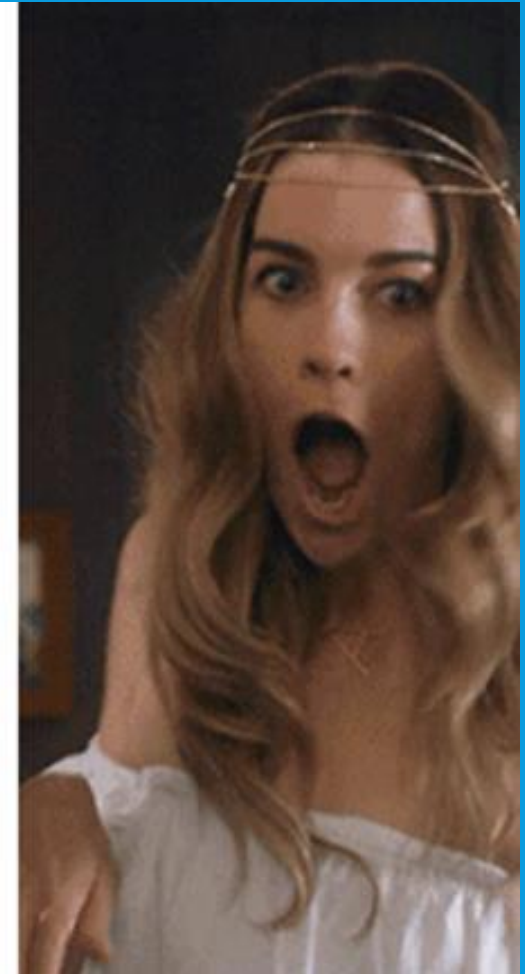




# Mentimeter Unfolding Stories Icebreaker

What is on your mind right now?

my son beach dinner  
surprise shock bewildered  
work missing someone  
another lockdown  
fun friends time  
excitement tired hungry r  
work stress the load  
love home  
!#\*&!\$  
workload  
skillmix  
coffee hairdresser dinner  
weekend  
upcoming shift  
tired  
tightness  
covid  
frustrated  
family  
lockdown  
work busy home



# Same Question Different Format



## What is on your mind right now?

Cup of tea

We are a bit confused atm. Writing this for the team. Staff are feeling tired both physically and mentally however will totally support each other

How long have you got???

Information overload - new grad orientation Time management Just need to support each other into the future

I got a puppy to help me through covid19. He is the best

As a team we support each other greatly. We are talking about dealing with covid19 and how it has changed things

I need a good sleep!!

What is the future of nursing???

I've got so much additional work to do here to prepare staff for working in this new environment

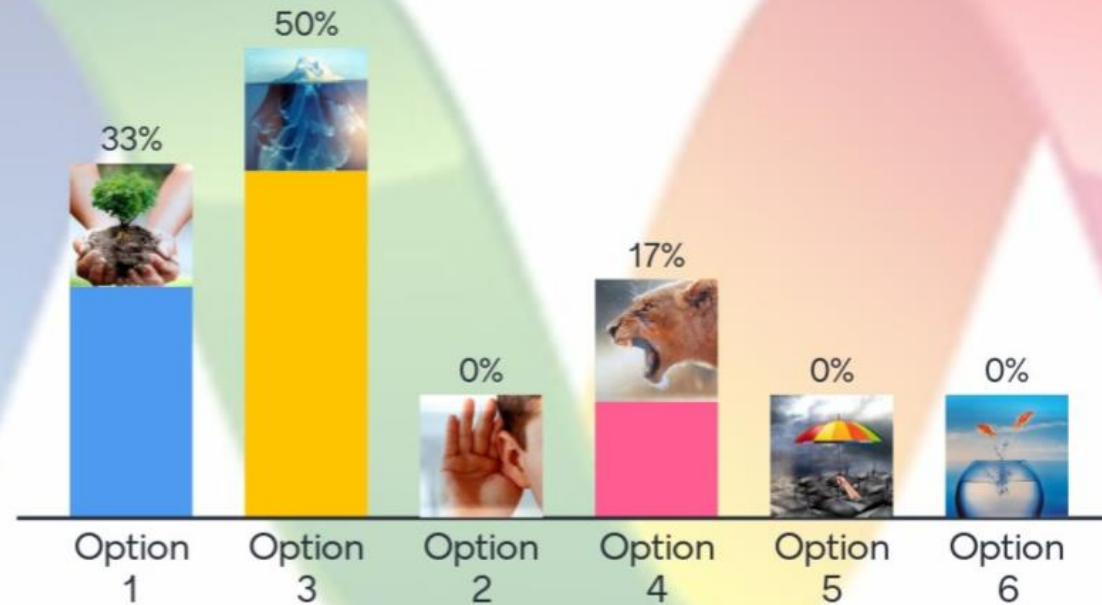
writing notes - making sure everything is done before weeked

I live alone and really miss my family in Brisbane, and my old dog died and I haven't been able to take on a new one



# Integrating Visual Inquiry

Which image would you choose to represent developing practice together as a team in your clinical unit as it is now?



6





# What did the picture you chose mean to you?

Feeling unsafe

We are only just scratching the surface

External impacts on ability to develop as unit

Top out of water, while the workers support it

To me it means support to learn and grow as a midwife

Riding the storm of an unsafe workplace.

Escaping the routine of swimming in circles

Growth of a strong team from well nourished team members, nourished with knowledge

All working together to help an idea grow

Good, effective nurturing, supportive working environment

Practice development is the umbrella under which we all step out of the storm

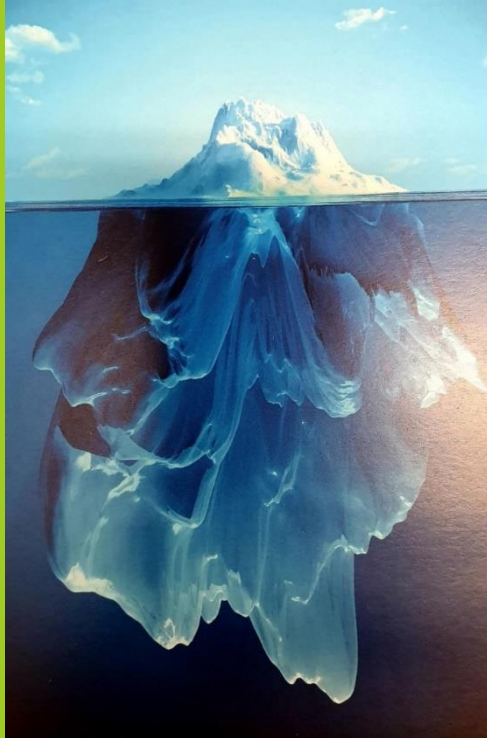
PD is a way forward..bright umbrella.. when it feels stormy all around

One of the big challenges is motivating the team to see possibilities that are often not obvious to start with

It's about tending to the soil as the foundation and from a well tended soil structure anything can grow. Tending to the foundations

# Virtual Action Learning Program Findings

Below the Surface

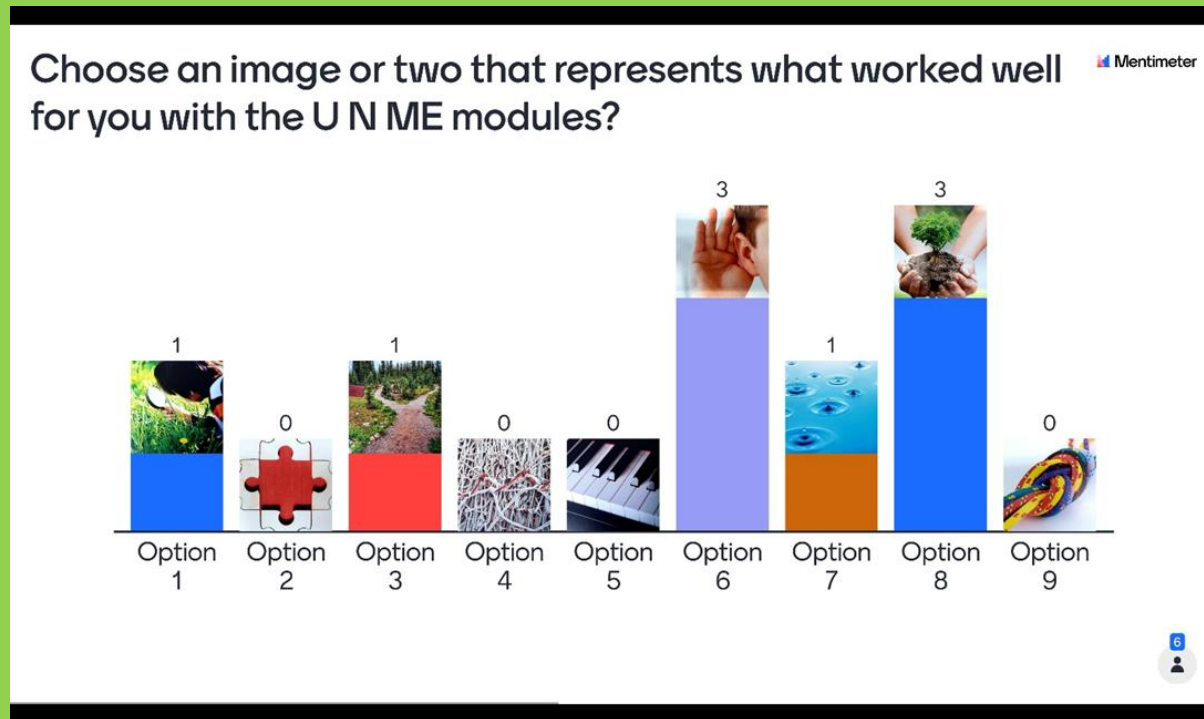


Growing Together





# Focus Group Findings



- Reflect, identify and appreciate the important things
- Self care; Sharing and listening to others experiences, mutual support
- Think about positive change ; open to possibilities; new perspectives and growth
- Explore conversations; ok to be curious
- The organisation was invested in my wellbeing





## U N ME Sessions

Mentimeter



6

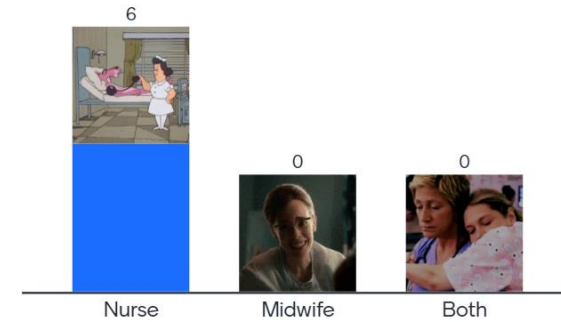
## Improvement opportunities:

- Manager buy in/ attendance
- Prioritised/ protected release time
- Face to face sessions

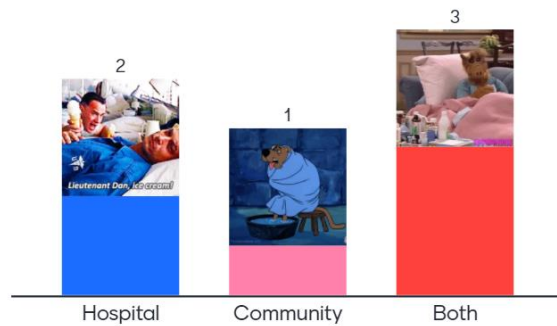


# Focus Group Question examples using Mentimeter GIFs

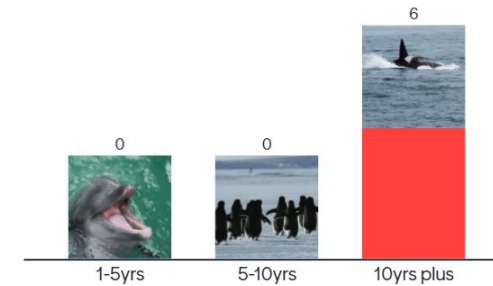
Are you a ...



Where have you worked?



How many years total experience have you had?



# Recommendations

- Embed findings in the Practice Development Framework, and into corporate strategy.
- Continue using virtual or face to face AI to engage teams in interpersonal skill development and facilitated critical reflection.
- Use SMART goals to support evaluation of PD evidence in the workplace.
- Continue to consult staff on better ways to celebrate their significance and the achievements they make.
- Encourage everyone to engage in small acts of kindness.



# Acknowledgements

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Katherine Duffy, Rae Rafferty and Peta Crawford for supporting my application for the RRCBP, believing in me and offering sage advice along the way

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For their help, support contribution, listening, advice and their participation, thanks goes to

My colleagues Matt & Lou

My colleagues at Tamar St

My RRCBP colleagues

U N ME Project participants

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# Appendices

## PD & Person-centred Care Unfolding Story Questions

- One great thing about my clinical unit is...
- A good day at work is....
- Patients really like it when....
- Staff really like it when...
- My clinical unit would be even better if....
- How might we make this happen....
- How would we know if we have achieved success.....





# Workplace Culture and Values Clarification Unfolding Story Questions

- What does the word culture mean to you?
- In the culture you were raised in, what are the most important values?
- Which image would you choose to represent the current culture where you work?
- What does the picture say about the current culture?
- How might you go about exploring the culture in your workplace?
- Who do you need alongside to help you to the next steps



# Compassionate Workplaces Self-care Unfolding Stories Questions

## ( 2 Parts)

- What is on your mind right now?
- How could we respond compassionately to any of those thoughts?
- Which image would you choose to represent compassion in your workplace
- What does that image say about your workplace?
- How well are you caring for yourself through these unprecedented times:
- What is frustrating you right now
- Which Blob Person are you right now and why? (Blob Bridge)
- In relation to developing a compassionate workplace in your unit, how accountable are you? (Blue Sky Accountability Ladder)
- What are some kind things you can do in your workplace this week?
- What is one self care activity you are going to include in your week



# Appreciative Inquiry Unfolding Story Menti Questions

What do you find most challenging about the way the world is now

What makes words powerful

What is the best thing someone has said to you in the last few days?

My 7Cs focus is...

One C I am doing well is...

One C I want to notch up is....

How could you notch this C up....

Respond to I am fed up with this.....

Respond to thank you – you are all terrific





# Focus Group Questions

Are you a Nurse, Midwife or Both

How many years total experience have you had

Where have you worked, hospital, community or both

Choose an image or two that represents what worked well for you with the U N ME modules?

What did the image/s say about your experience?

What else helped you to have a good experience of the U N ME modules?

What could we do more of together to improve experience of the modules?

Choose an image that represents a sense of ACHIEVEMENT with practice development activity ?

What did the image/s mean to you ?

What do we all need to do more of to elevate a sense of achievement?

Choose an image that represents a sense of SIGNIFICANCE in practice development activity in your workplace?

What did the image/s mean to you ?

What do we all need to do more of to elevate a sense of significance?

What else would you like to say?

