

# Team leader training for ward charge nurses during increased activity due to COVID-19

**By Henny Mari Hagen, Helse SørØst: Team leader training for ward charge nurses during increased activity due to COVID-19. National Skype meeting 18.03.20 for exchange of experience on COVID-19 training.**

## 1. What is the initiative?

### AWARENESS OF THE ROLE

- Many will have this role on the ward
- Varying background and experience
- Many experience not being respected when they have this role
- Various ways to fill this role
- Get some tools to fill the role:
- Delegate responsibility to the section leader to promote this role within the section and maybe hand-pick those individuals with skills such as:
  - Dynamic leadership
  - Decisiveness
  - Courage
  - Creativity
  - Initiative
  - Empathy
  - Ability to collaborate

## 2. Why is there a need?

- Section leaders who experience not being able to motivate other nurses in taking a sufficient lead, when they themselves are not on evening, night or weekend duty
- During critical times such as these with a COVID-19 pandemic, having staff capable of taking quick decisions is essential.

## 3. How have you organised?

Invite all section leaders and assistant leaders to a brainstorming session

## 4. Describe the initiative:

### PART 1

- 8-10 participants from all sections
- Everyone must have read the guidelines
- *20 minutes about «Key skills for ward charge nurses». Use theoretical framework from NTS-AP:*
  - **A: Practise being explicit** (direct, clear and understandable). Use of language and body language
  - **B: «Regular time-outs with respect to section's status» Be VISIBLE!**
    - Situational awareness
      - o Gather information/feedback
      - o Identify and understand what information is gathered
      - o Anticipate and remain a step ahead

### Decision making

#### - C: How to update colleagues

##### Teamwork

- o Exchange information

#### - Prioritising tasks

##### Solving tasks

- o Prioritise

##### Teamwork

- o Evaluate roles and skills. What is expected of staff/person in charge?
- o Demonstrate authority and impact

## METHODS

Casework - 35 minutes: Each section devises a case.

E.g. (intro): You are about to commence an evening shift. The department is full, and we have two corridor patients at start of shift. During the first hour, the night shift nurse calls in sick and you receive two new patients. You have four patients that you are responsible for. At the same time, your on-duty telephone is ringing often. Recovery is calling regularly and reminding to collect patients since new ones are incoming. Just before the end of the shift, the nurse in charge calls from the Gastroenterology ward and has to transfer a patient to Orthopaedics. This cannot be put off until tomorrow since they have too many patients on the ward.

Presentation 10 minutes

The nurse will be better able to fill this role by improving:		Examples of elements:
SITUATIONAL AWARENESS		- Risk evaluation of the situation
DECISION MAKING		- Able to make the right decisions under pressure through having practised this
SOLVING TASKS		- Evaluate which resources are available and utilise them correctly - Ask for help early on
TEAMWORK		- Dare to be more assertive

PART 2:

Tabletop training with 1 responsible person and 6-7 nurses/health workers (for autumn).

(ANTS-AP: <https://www.abdn.ac.uk/iprc/ants-ap/> )