



We All Go Together: Social Support for Rehabilitation Nurses Utilizing Standardized Checkpoints and Scripting

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Implementation/Discussion



Defining and Scripting Social Support

Instructions and script given to nursing staff titled: "Assess and First Medication Pass" by the nursing supervisor.

After you have reached the checkpoint, use scripting to offer focused assistance to one nurse working beside you to the same checkpoint.

Assistance is focused on bringing the nurse working beside you to a checkpoint.

Results

The survey instrument utilized a Likert scale to collect data, whereby respondents were requested to provide their feedback on a given statement or question by selecting an option from a range of four, with each option being associated with a numerical value ranging from 0 to 3.

Pre-Intervention

Collegiality	2.25
Peer Support	2.8
Willingness to Foster Social Support	2.8

Post-Intervention

Comfort Using Checkpoints and Scripting	2.95
Recommend Implementation of Checkpoints and Scripting	2.95

Discussion/Conclusion

- Survey results indicate that a single checkpoint and scripting process promoting social support within the nursing team can improve staff well-being and patient centeredness.
- Implementation of the social support intervention can enhance collegiality, peer support, and willingness to foster social support among the nursing team (Gameiro et al., 2020).
- Increased social support can reduce job strain and negative health outcomes such as burnout, depression, and cardiovascular disease among nursing professionals.
- Checkpoints and scripting can be an effective way to promote social support within rehabilitation nursing team.

Acknowledgements

The nursing leader team and staff nurses in Dublin, Ohio.

References

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Introduction/Background

- \$240 billion spent on mental health issues related to work stress (Lecca et al., 2020).
- JDCS model links workload, time pressure, and job control to staff well-being (Lecca et al., 2020).
- Bedside nurses face high demands and pressures with physiological and psychological consequences (Pérez-Fuentes et al., 2018).
- Low job control with high job demands leads to negative health outcomes (Pérez-Fuentes et al., 2018).
- Social support, communication skills, emotional intelligence, and empathy can reduce burnout in nursing professionals (Pérez-Fuentes et al., 2018).
- Low self-efficacy is a significant dimension of burnout (Michele Masanotti et al., 2020).
- Basis for inquiry is to investigate whether implementing standardized checkpoints and scripting in a rehabilitation setting can improve nursing staff self-efficacy, communication, teamwork while reducing work-related stress.

Methods

Plan:

- Prepare one rehabilitation nursing team to employ one social support intervention
- Administer pre-intervention survey to assess current level of collegiality, peer support, and willingness to foster social support
- Create standardized checkpoint and scripting to encourage social support

Do:

- Outline standardized checkpoint and scripting process to the nursing team
- Lead the nursing team on how to use the process one shifts

Check:

- Analyze the nursing team's perception of collegiality, peer support, and willingness to foster social support

Act:

- Modify or adjust the standardized checkpoint and scripting process based on feedback and evaluation
- Continue to promote social support and well-being among the nursing team through ongoing education and support

Please read the following:

One intervention that nurses can use to promote a culture of support is team-based social support is to offer help for the purpose of bringing the nurse working beside you the defined checkpoint using a script. Additionally, if you need help reaching the checkpoint, use the defined process and script to seek timely and focused assistance to reach the checkpoint.

Task: Ideally, this checkpoint should be scheduled 2-3 hours after the start of the shift and **AFTER** you have assessed and completed first medication pass.

Touch base with the nurse working to the left or right of your assignment and complete the "Assess and First Medication Pass" checkpoint".

Scripting: Have you assessed your patients and completed your first medication pass?

Answer: Yes.
Script: Great, I am going to the nurse on the other side of my assignment to check on them. Will you see if the nurse on the other side of your assignment is at the same point and we are?

Answer: No.
Script: Which patients still need medications and I will help.

Note: Offer to pass medications for the patient with the least complicated or time consuming 1st. If you are concerned more help is needed, enlist the help of any other available nurse.

Script to Patient: Greet and introduce yourself: Your nurse is taking care of another patient and didn't want you to have to wait any longer for your medications, is it ok if I administer them to you?

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