Challenging Situations with students or clinical staff

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Objective
- Analyze strategies for working with challenging student or staff situations in health education.
- Challenging situations
- Explore real case scenarios
- Discuss problems and possible solutions
- Share take-home points

About a Nurse

This is strange. My bladder just sent me text message begging me to start taking bathroom breaks."

The things we do....
Challenging Experiences from Clinical

<table>
<thead>
<tr>
<th>Challenges</th>
<th>Unsupportive environment</th>
<th>Lack of confidence</th>
<th>Managing new responsibilities</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Unmotivated Staff</td>
<td>Self-doubt</td>
<td>Managing competing priorities</td>
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<td>Clinical faculty lack of experience</td>
<td>Feelings of impostor syndrome</td>
<td>Curriculum design &amp; delivery (P/F vs. graded)</td>
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<td>Lack of fit between students' abilities and patient acuity</td>
<td>Uncertainty about self/relevant expectations</td>
<td>Lack of role models</td>
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<td>Lack of interprofessional teamwork</td>
<td>Dysfunctional relationship between faculty and staff</td>
<td>Living on fear</td>
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In groups of 3 or 4........

Decide on the following order:
- Select 3 to 5 themes to capture thoughts/themes important to share with larger group

1. Brainstorm situations
2. Discuss as a group what the problem(s) are within the case/s, i.e., communication, skills, knowledge, etc.
3. Choose strategies that could be used to resolve, correct or prevent the conflict or problem from recurring. Would these strategies fit with a different population of students? If not, what would you do differently?
4. List one or two take-home points for the CI to keep with her/him in future situations.
5. Have partner summarize take-home points for the larger group.

Cases and Take-Home points

Student issues
Instructor issues
Staff issues
Patient issues
Strategies For Coping With Challenges

- For faculty, instructors, preceptors
- For students
- For staff nurses

- Check your biases at the door
- Communication is essential
- Resiliency starts with awareness and learning to balance competing demands (Jackson, 2018)
- Support one another

Questions?

- Thank you for coming!

References


*See gallery for clinical encounters and reflections over the last several years.*