

CULTURE OF FEEDBACK

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Background: Difficulty giving and receiving feedback among PACU/PSC staff members. Lacking ability to provide positive teaching moments. Staff felt uncomfortable giving and receiving feedback. Inconsistent communication styles.

Objectives: Create a culture of feedback and improve the quality of our practices by incorporating new structures, tools and skills for giving (and receiving) feedback.

Implementation: Developed a structured all day educational program that encompasses the concept and importance of feedback, barriers to giving and receiving feedback, and how communication styles impact the feedback process. Created a Culture of Feedback Model consisting of three elements: **A)** Positive Teaching Moment; giving feedback while considering the environment, **B)** Exploration and Discussion; exploring the reasons for repeated behaviors after feedback has been given, and **C)** Leadership Assistance; getting an objective perspective from team leaders about the situation. Over a six month period all staff members were scheduled. Posters illustrating the model were placed in all units.

Successful Practice: Staff are demonstrating an increased awareness of the different communication styles: direct, systematic, spirited, and considerate. They are utilizing the Culture of Feedback Model as a guide and applying the learned techniques to give and receive feedback effectively.

Implications for advancing practice: Feedback, when properly given, can be extremely useful in the PACU/PSC environment. It is meant to help staff either continue or modify their current behavior so that they can capitalize on strengths and enhance developmental areas. With practice, feedback can become comfortable. It can be used to achieve positive results and promote collaboration within the team if everyone has the necessary tools and skill sets.