

Unit 1: Nursing Management
Z-Chapter 10 & 11
ONLINE CONTENT (1.5 H)

Unit Objectives:

- Identify characteristics of today's workforce. (1,2,3,6,7)*
- Apply problem-solving strategies to clinical management situations. (1,2,6)*
- Analyze effective communication as it relates to patient safety. (1,2,5,6)*

*Course objectives

Read Chapter 10 in your textbook and place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/10/2024.

1. What generations currently exist in the workforce? Briefly describe each generation.

The Silent or Veteran Generation: this is the group that have retired from nursing, this generation has much respect for authority and the diversity of leadership

The Baby Boomers: this generation was once the largest group of nurses but now this is the generation that is retiring. This generation has a determination to work hard and work a lot. This generation has been introduced to many new technologies along their pathway.

Generation X: this generation looks at themselves as the best and have little loyalty to people who are above them in the line of duty. When it comes to finding a job that works for them this generation finds a job that works for them but as soon as they get tired of it they are switching their job. This generation wants their job to work around them instead of them working around their job.

Generation Y: this generation values their education and believes that is the key to success. Many times people in this generation are child of the baby boomers. This generation is always coming up with new ideas and are able to easily multitask. This generation is always wanting to do better.

Generation Z or Generation Now: This generation has always grown up around internet and rapid communication. They like to be the leaders of the group. This generation has never been without immediacy.

2. Compare and contrast the different characteristics of the various generations.

There are many differences between the generations. The Silent Generation never used the internet, Generation Y has grown up with the internet and Generation Z has never been without the internet. The Baby Boomers are always wanting to work hard where Generation X are wanting to find a new job when one does not seem right for them instead of working hard at one job. Baby Boomers have a great amount of respect for leaders whereas Generation X have little respect for their leaders.

3. What management strategies can be utilized to help manage these generations?

With Generation Z a management strategy would be to do what they can to make leaders and followers all of equal status and opportunities. A democratic management strategy would work best with Generation X due to the fact that they are most motivated when their work agrees with their beliefs and demands. With Generation Y putting them in a setting that is pushing their limits is the best type of management for them.

4. Which generation do you belong with? How do your values regarding work and your personal characteristics fit that generation?

I belong with Generation Z. I believe the fact that Gen Z are always finding new ways to accomplish work that is appropriate for the system is very true to my characteristics. The fact that this generation has never been without immediacy is also true to my values because everything I need is always right at my finger tips with the internet and social media.

5. Post a meme that you feel best describes your generation.

Read Chapter 11 in your textbook and review the TeamSTEPPS® 3.0 Pocket Guide. Place your answers to the questions below in the Z-Chapter 10 & 11 dropbox by 0800 on 1/10/2024.

1. What is TeamSTEPPS?

It is a framework, evidence based, that is used to optimize team performance across all delivery systems of the healthcare.

2. What are the key skills of TeamSTEPPS? Briefly explain each.

1. Communication: this uses many forms of communication to communicate with members of the health care team along with patients and families. This includes ways to get all of the information across to doctors for example and it includes ways for the patients to be able to learn and know that they are doing the right treatment properly. It also includes a way of communication that allows you to get critical information across in a manner that includes everything you need to say during certain situations.

2. Team Leadership: This includes teams that may be permanent and formal while also including teams that may be temporary and quickly defined. The leadership aspect allows for the team to have someone to turn to when they need help, when information changes and is shared among all.

3. Situation Monitoring: This allows for their to be a individual skill, an individual outcome as well as a team outcome. This allows for a situation to be assessed for learning opportunities or for opportunities of change. This also allows for one to know what is happening around them.

4. Mutual Support: This allows for people to assist others, whether they be in need of help or to teach them something new. This allows one to respect other people when in need. Mutual support also protects the patient when a patient's safety may be threatened.

3. What are the responsibilities of an effective team leader?

To be a team leader involves many different roles and responsibilities. These include organizing a team, make clear goals, assign certain responsibilities, monitor the plan and make changes when necessary and communicate the changes properly, provide feedback when it is needed to the team, manage the resources that are available to the team, share the information that is needed to be shared, encourage the help of other team members, provide a safe environment, be the role model as the leader, and reinforce patient-centeredness.

In order to receive full credit (1.5 H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignments not completed in its entirety by the due date and time will result in missed class time and must be completed by the end of the semester to pass the course.