

**School of Health Professions
Institute of Nursing
Winterthur, Switzerland**

***A Peer-To-Peer counseling Process To Improve
Family Nursing Interviewing Skills In A Children
Hospital in Switzerland***

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Initial situation (history)

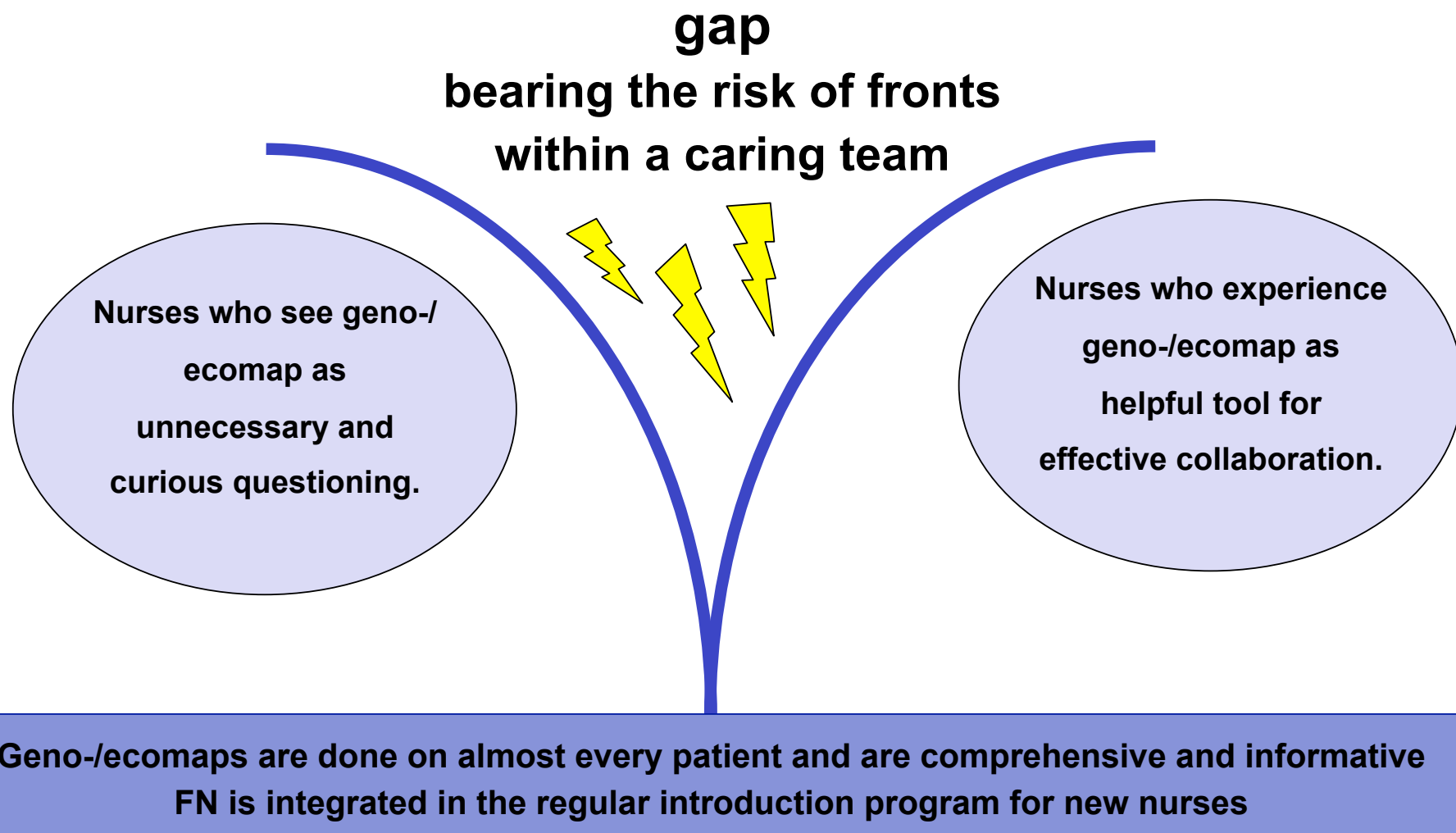
Children's Hospital in St.Gallen, Switzerland

2004 beginning to use the genogram and
ecomap in daily nursing practice

2010 development process by action learning

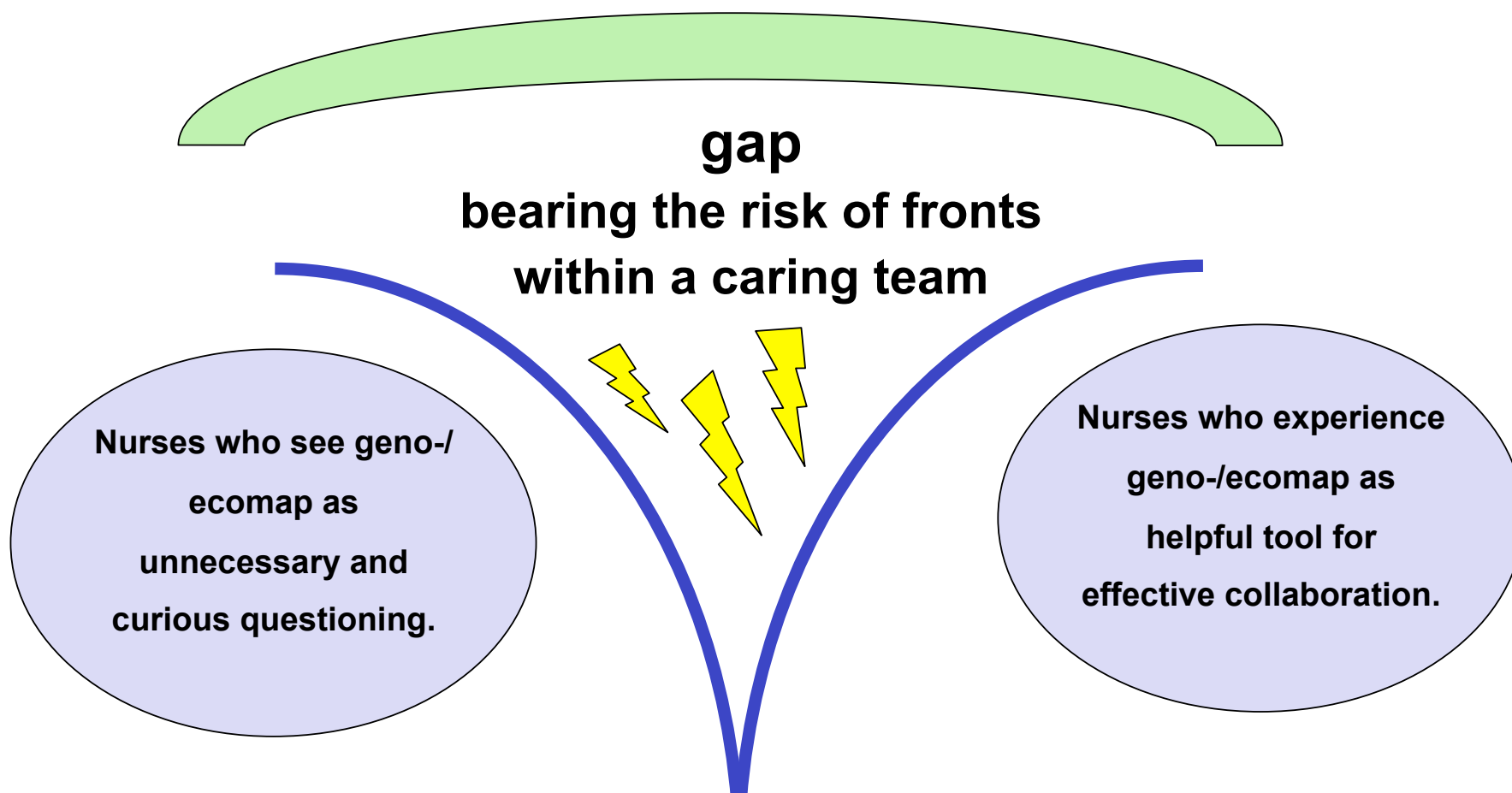
2011 implementing peer-to-peer counseling
process for family nursing interviewing skills

The Gap



The Gap

How can we enhance quality and further development of FN?



Geno-/ecomaps are done on almost every patient and are comprehensive and informative
FN is integrated in the regular introduction program for new nurses

action learning – results peer-to-peer counseling process

concept introduction on individual ward by FN specialist



nurses perform **peer-to-peer shadowing** during assessment
interview with shared preparation and review using **the self-
evaluation-instrument**



1st in-depth-discussion and written goal setting with FN specialist



attendance at case discussions / Reflecting Teams on the ward



2nd in-depth-discussion and evaluation of achievements with FN
specialist



certificate of training

evaluation research: sampling, data collection and analysis

two focus-group interviews

- 8 nurses from different wards who finished the peer-to-peer shadowing process
- 7 nurses from core group (FN specialists) who are leading the peer-to-peer shadowing process on their individual wards

key questions during focus-group interviews

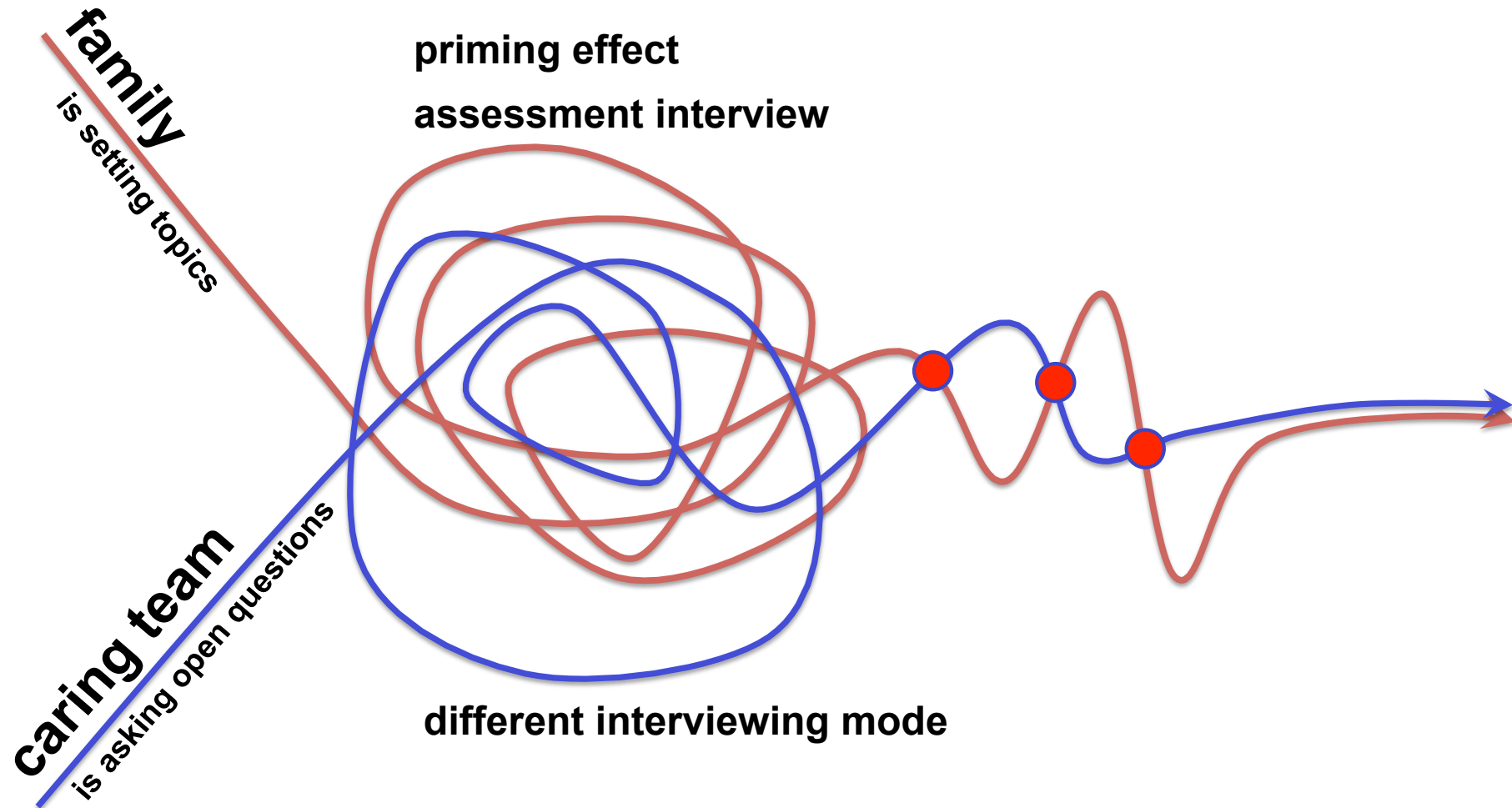
- “Recall and describe a family centered assessment interview using the geno- and ecomap?”
- “What were your experiences in peer-to-peer shadowing?”
- “What are your wishes in order to further develop your individual competencies?”

data analysis

- using content analysis

evaluation research: results (2)

a successful establishment of relationship



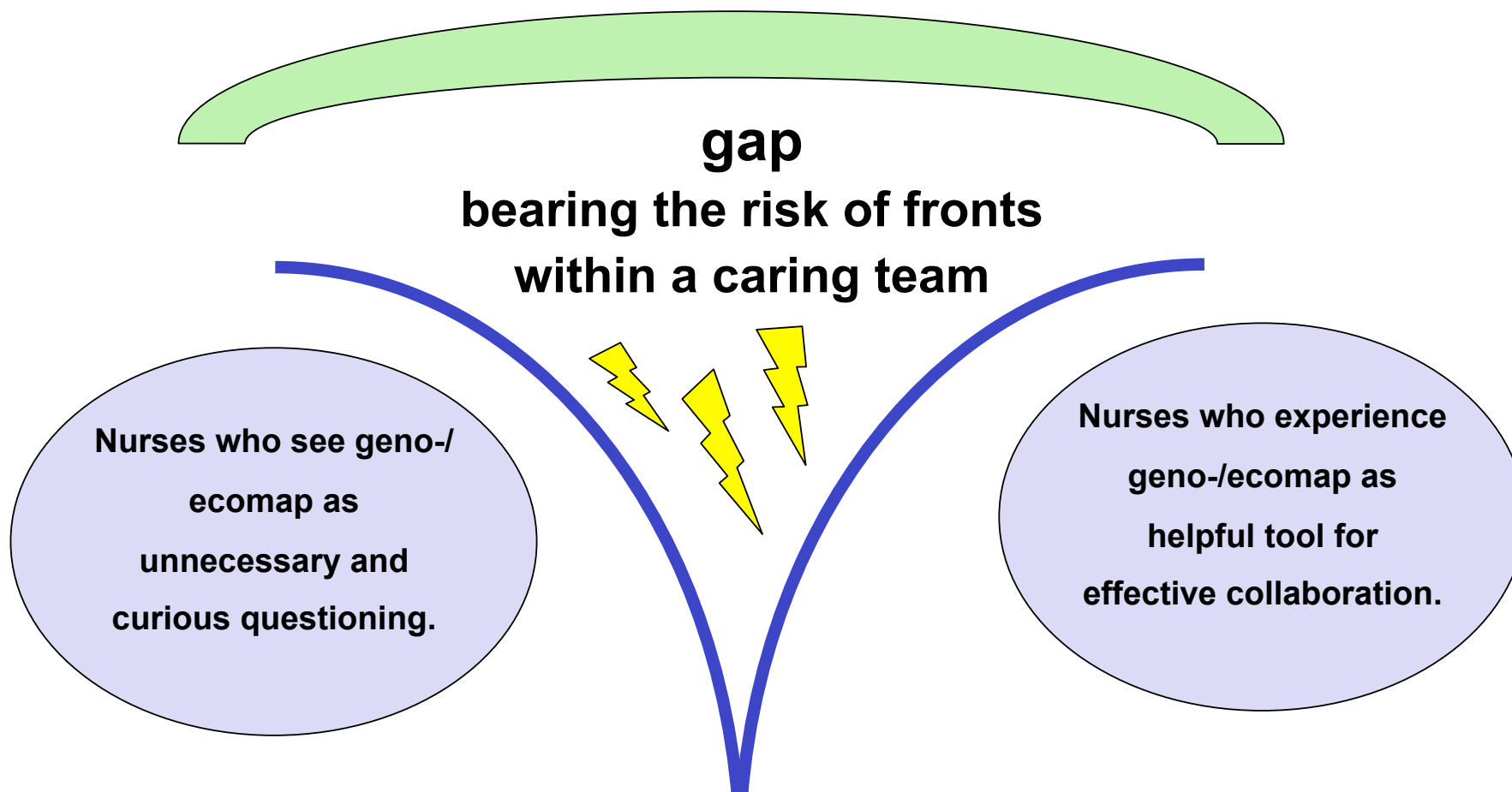
evaluation research: results (3)
a successful establishment of relationship

Outcome:

- lowered stress
- families show initiative
- families will address important issues
- caring team won't be burdened with
unspecific and irrelevant questions
collaboration becomes more effective

Conclusion

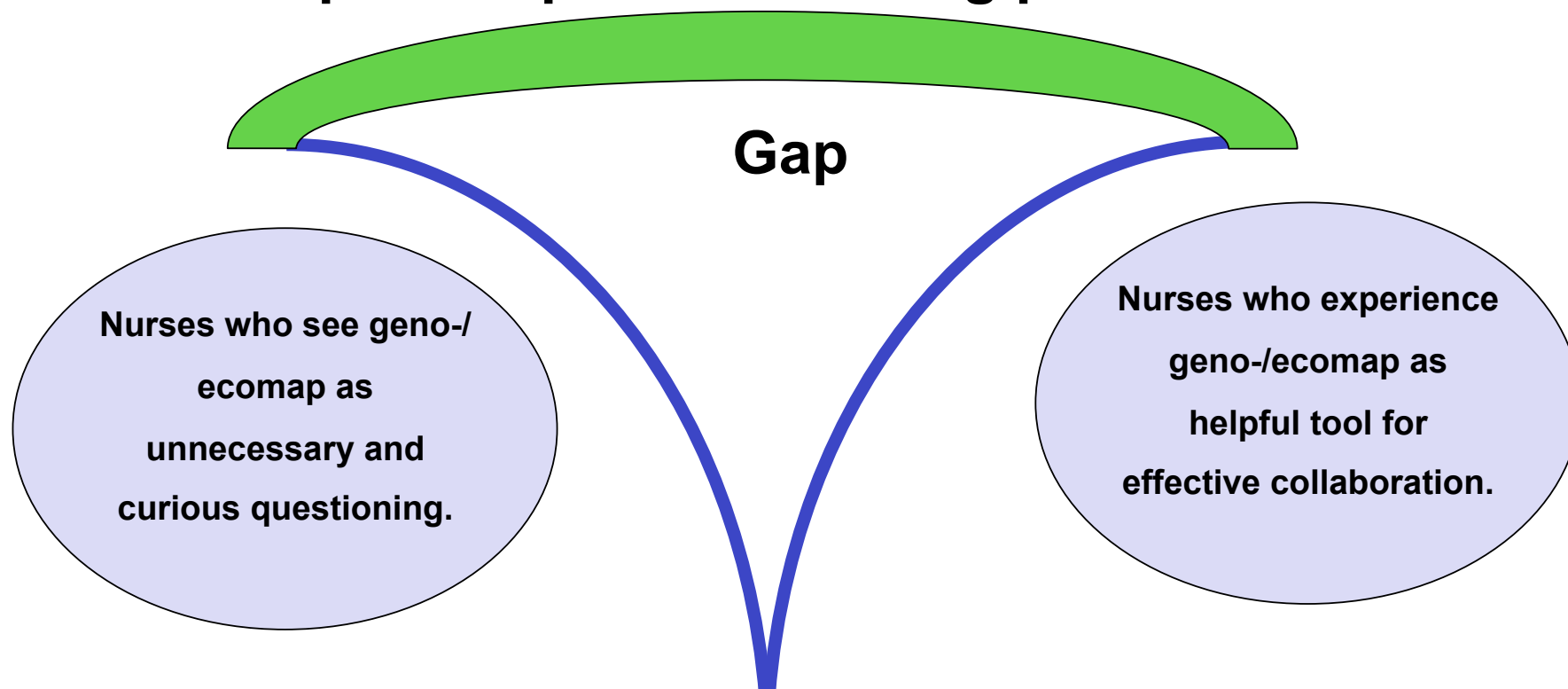
How can we enhance quality and further development of FN?



Geno-/ecomaps are done on almost every patient and are comprehensive and informative
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Conclusion

peer-to-peer counseling process



**Geno-/ecomaps are done on almost every patient and are comprehensive and informative
FN is integrated in the regular introduction program for new nurses**

evaluation research: additional outcomes

- Mutual counseling is meeting the expectations for development of individual and shared competencies.
- Self-teaching and evaluation has additional effects:
 - nurses benefit from the new routine to prepare every family meeting for 3-5 minutes and enunciate nursing goals and hypotheses.
 - nurses find it helpful to start interviews with open questions (How are you? How is your situation at home?)
- A bridge has been built over the gap, further members of the caring team can follow the road.
- Nurses show much interest, they wish regular in-house short-trainings.

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