



## How to Train Staff for Complex Spine Cases

Nancy Boyd  
Administrator  
Crane Creek Surgery Center  
Melbourne, Florida

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## Overview

### Successful Training for Complex Cases is a Matter of:

- Strong leadership
- Clear mission & vision
- Shared core values
- Building high-performance teams
- Effective training approach
  - Best practices in method & style
  - Empowering learners
- Knowledge & expertise about the procedures

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## The Pyramid of Success




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## About CCSC

### Overview:

- Melbourne, Florida
- 14,000 sq feet
- 4 ORs & 2 procedure rooms
- Multi-specialty: Orthopedics, spine, ENT, general surgery, pain, urology
- Known for:
  - Handling complex outpatient cases – ALIFs, PLIFs, DLIFs, OLIFs
  - Focus on patient experience

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## CCSC Facility




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## CCSC Mission

### Mission:

CCSC is dedicated to promoting the health and meeting the ambulatory surgical needs of the patients in our area by providing high-quality, cost-effective care in a comfortable, patient-centric environment.

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## CCSC Vision

- To achieve the highest standards for ambulatory surgical care and health improvement in the community in which we live and work.
- Standards of performance – each employee shall
  - Project a positive and confident attitude.
  - Assist and encourage my team members to provide exceptional service.
  - Improve communication through active listening
  - Greet patients immediately
  - Be accountable for decisions and actions.

*Each day, my attitude and my performance reflect the very best of myself.*

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## CCSC Core Values

- We believe that patients and their families are the center of our work.
- We work as partners with our physicians and staff.
- Our staff is the source of our strength.
- We work as a great team with dignity and respect.
- We are committed to continuous improvement in ourselves and our company.
- We believe in honesty, integrity, hard work and balance.
- We believe in creating a healthier community.
- Profit and growth are a measure of our success and make all other values possible.

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## Training Begins with Leadership

### Successful Leaders are known for:

- Integrity
- Positive attitude
- Ability to work with others
- Communication skills
- Ability to plan/organize
- Problem solving
- Technical knowledge
- Professionalism
- Enthusiasm
- Appearance

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## Actualization through Leadership

- Manager selected
- Leads established for different areas: Pre-op, OR, PACU, Business Office
- Professionalism groomed
  - Participation in AORN
  - Journal club formation with Committee Chairpersons selected
- Strategic planning
- Staff involvement with governance
- Peer review and recognition
- Routine staff meetings and in-service meetings
- Communication through rounds and huddles

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## Building Strong Teams




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## 9 Steps to Set Up for Success

1. Set clear expectations
2. Provide context
3. Seek commitment
4. Communicate & promote the team mission
5. Choose the right skill sets
6. Find engaged “learners”
7. Instill excitement
8. Encourage free-thinking
9. Plan for growth

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## Checklist for Successful Teams

- Communication
  - Mission statement
  - Roles & responsibilities
  - Huddles & rounds
- Commitment to Excellence
  - Passion
  - Engagement
- Capability
  - Technical skills
  - Willingness to learn

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## Training Theory: Do's & Don'ts

**Nurses tend to be practical or experiential learners – doing rather than reading:**

### **Do's:**

- Use practice or real-life scenarios to bring facts and theory alive.
- Allow people to work in groups (if practical) to pool ideas and learn from each other
- Share feedback with larger group and facilitator
- Let learners explore “what if” situations or histories
- Use visual media such as video, photos & diagrams.

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## Training Theory: Do's & Don'ts

### **Don't:**

- Demonstrate and not allow the learner to handle the equipment, carry out the action etc.
- Expect learners to be proficient after only 1-2 attempts.
- Leave mistakes uncorrected, especially in the theory surrounding a practical subject.
- Go through the whole demonstration without breaking it down into sections for the learners to digest at their own speed.

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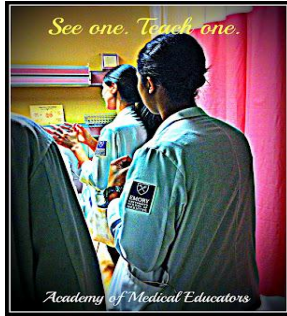
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## Seem Familiar?




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## Practical Learning

### The “see one; do one; teach one” model:

- Encourages the student to learn as if she were going to be a teacher
- Greater mental involvement in the knowledge-gaining process
- Let learners work in monitored trios, with a supervisor, employee and another person, each participant taking each role in turn and the observer feeding back.

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## From Learning to Practice

- **Teacher defines action plan**
- **Key trainee questions:**
  - “What are the learning aims?”
  - “What are the 5 most important learning outcomes?”
  - “How will I use the information gained today?”
  - “How will today’ s session change my practice?”
  - “How will the change be monitored?”

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## Teaching Tips

- Make eye contact and hold pauses
- Smile as you speak
- Address each person individually
- Make your body language confident & relaxed
- Breathe and speak more slowly as you speak
- Keep it short & simple (KISS)
- Use pictures instead of words

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## Complex Spine Cases

### Getting past the “fear factor:”

- Retain “safety first” focus
- Effective teaching & learning styles apply

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## Training & Preparing

- Confidence & competence through training & preparation:
  - Planning sessions & dry runs
  - Equipment training
  - Supplies
  - Procedure “concepts”
  - Back-up planning & “what if” scenarios – bleeding, hospital transfers
  - Video feed in surgery – only way for some staff to see the work and grow their knowledge

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## Vendor Courses

- Encourage staff development
- Medtronic' s "Making Sense of Spine Surgery"  
– theory and practicum
- Practical, "hands-on" demonstrations – use  
equipment to create a fusion & see results

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## Shifting Focus

All CCSC clinical personnel are exposed to surgical arena to understand what patients experience:

- Pre-op: nurses work with Anesthesia on plan of care.
- Post-op: Q/I studies to incorporate the discharge planning with surgeon's office and nurse visit same night
- Post-op: PACU nurses embrace discharge plan with patient and family for continuity of care

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- Twilight zone clip




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## From Training to Empowerment

- By giving access to courses, in-service sessions and journal presentations, staff is empowered to strive for further goals.
- Moving from learner to teacher increases knowledge and improves level of patient care, outcomes and patient satisfaction scores

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## Thank You! Questions and Discussion



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