Our aims

- to provide the rational for exploring the stories of newly qualified nurses though a digital medium
- to describe the digital story-making process in the context of the Patient Voices programme
- to consider the storytellers’ experiences of the story-making process
- to explore the themes arising from the stories produced
- to consider how the stories might be used with current students, educators and practitioners.
Background: the issue

Reality shock

“the reactions of new workers when they find themselves in a work situation for which they have spent several years preparing and for which they thought they were going to be prepared, and then suddenly find they are not.” (Kramer 1974)

Recent studies, current experiences and attrition data continue to reiterate this message.

Background: the consequences

- loss of ideals
- loss of values associated with caring and person-centred practice
- loss of analytical thinking skills
- compartmentalising the ‘ideal’ and separating it from the ‘reality’
- low job satisfaction
- attrition
Background: the question

How can we minimise the impact of ‘the shock of reality’?

Patient Voices and digital storytelling
Markers and guides...

From stories to transformation

Markers

Guides

Comfor

Warning

Stories

Reflection

Empathy

Interprofessional education

Palliative care

Grievance in practice

Organisational change

Death
The digital stories

Creation

- Eight newly qualified mental health nurses were recruited to take part.
- Participants were asked to identify and prepare a story about a situation they found challenging during their early experience of practice.
- A three-day workshop was facilitated by the Patient Voices Programme [www.patientvoices.org.uk](http://www.patientvoices.org.uk/)

Themes

- gap between expectation and reality
- conflict of values
- challenges of the therapeutic relationship
- coping with the emotional consequences of distressing events
Vicky’s story

‘Locked door’
Participants’ experiences: motivation

Motivation to take part

- an opportunity to reflect
- creating a valuable teaching resource
- to communicate an important message

Participant’s experiences: benefits

Benefits of the process

- validation from others
- engaging in deep reflection
- gaining closure on difficult experiences
- increasing awareness of challenges for others
- sharing with others
Participant's experiences: challenges

Challenges of the process
- discolouring of personal experiences into the public arena
- maintaining the meaning of the story
- emotional consequence of the process

Reducing the reality shock: a joined-up solution

Education
‘Preventive anticipatory socialisation’
- expose student nurses to more of the realities of the working world through the digital stories
- promote empathy with storytellers AND characters in the story

‘Promoting equilibrium by reducing stress’
- support to develop or identify resources to cope with the challenges.
Reducing the reality shock: a joined-up solution

Practice

- Followed up with a ‘preceptorship’ period to complement the educational interventions
- NQNs are matched up with senior nurse for support and guidance
- Digital stories encourage preceptors to re-engage with the ‘shock of reality’ and consider appropriate support

A different story?

Concrete experience [1]

Testing in new situations [4]

Observation and reflection [2]

Forming abstract concepts [3]
A different story?

Concrete experience

Testing in new situations

Observation and reflection

Forming abstract concepts

Reality shock

Create stories

Learning for storytellers

Sharing stories

Different stories

Learning for preceptors, students, and educators

Changes in practice

Forming abstract concepts

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References


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Patient Voices programme www.patientvoices.org.uk


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