



Patient Voices

The shock of reality:
digital stories of newly-qualified nurses

Narrative, Health and Social Justice
Conference

Keele University
June 2009

Gemma Stacey, University of Nottingham
Pip Hardy, Pilgrim Projects/Patient Voices



© 2009 Pilgrim Projects



Our aims

- to provide the rationale for exploring the stories of newly qualified nurses through 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.



© 2009 Pilgrim Projects





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.



© 2009 Pilgrim Projects




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




© 2009 Pilgrim Projects






Background: the question




How can we minimise the impact of 'the shock of reality'?




PILGRIM PROJECTS

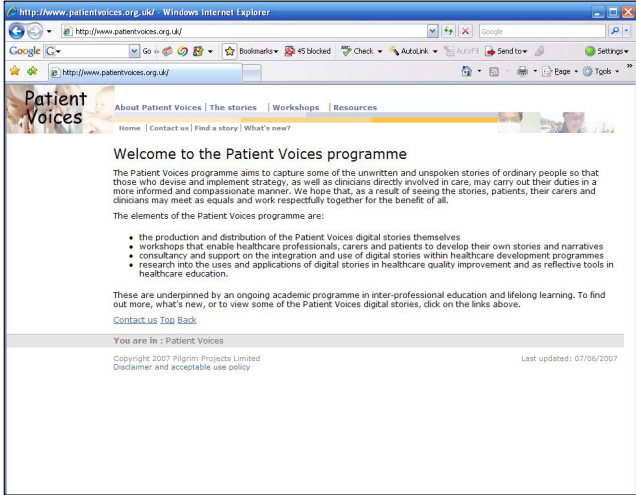
© 2009 Pilgrim Projects



The University of Nottingham



Patient Voices and digital storytelling



http://www.patientvoices.org.uk/

Windows Internet Explorer

http://www.patientvoices.org.uk/

Google

Go

Bookmarks

49 blocked

Check

AdiLink

RAAFI

Send to

Settings

http://www.patientvoices.org.uk/

Print

Exp

Topic

Patient Voices

About Patient Voices | The stories | Workshops | Resources

Home | Contact us | Find a story | What's new?

Welcome to the Patient Voices programme

The Patient Voices programme aims to capture some of the unwritten and unspoken stories of ordinary people so that those who devise and implement strategy, as well as clinicians directly involved in care, may carry out their duties in a more informed and compassionate manner. We hope that, as a result of seeing the stories, patients, their carers and clinicians may meet as equals and work respectfully together for the benefit of all.

The elements of the Patient Voices programme are:

- the production and distribution of the Patient Voices digital stories themselves
- workshops that enable healthcare professionals, carers and patients to develop their own stories and narratives
- consultancy and support on the integration and use of digital stories within healthcare development programmes
- research into the uses and applications of digital stories in healthcare quality improvement and as reflective tools in healthcare education.


These are underpinned by an ongoing academic programme in inter-professional education and lifelong learning. To find out more, what's new, or to view some of the Patient Voices digital stories, click on the links above.

[Contact us](#) [Top Back](#)

You are in : Patient Voices


Copyright 2007 Pilgrim Projects Limited
Disclaimer and acceptable use policy

Last updated: 07/06/2007



PILGRIM PROJECTS

© 2009 Pilgrim Projects



The University of Nottingham




Markers and guides ...













From stories to transformation





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/



© 2009 Pilgrim Projects



The digital stories

Themes

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



© 2009 Pilgrim Projects



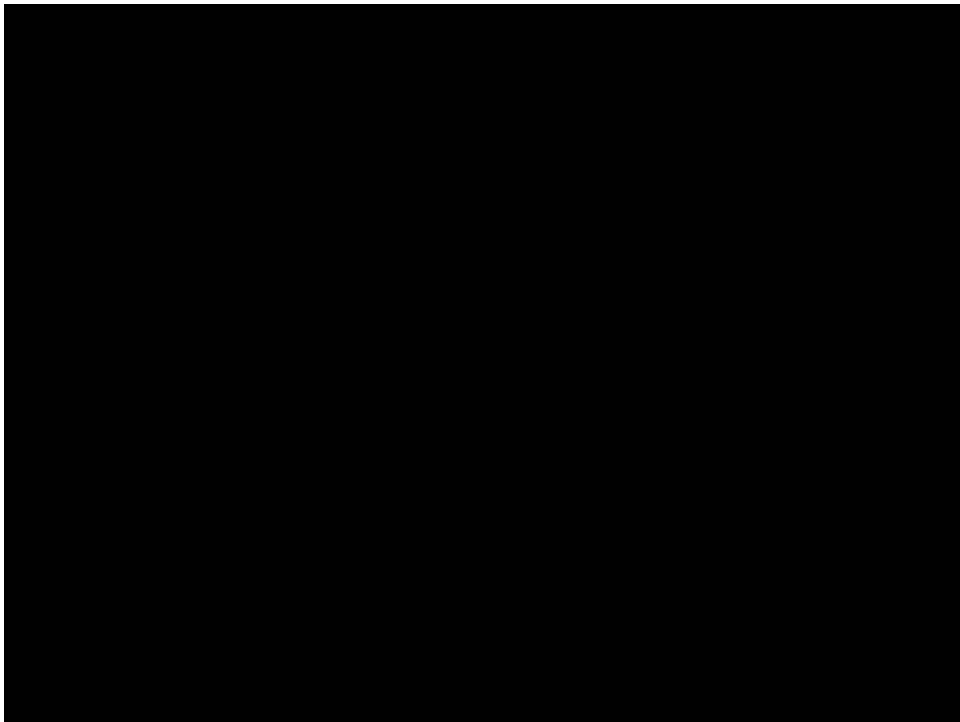


Vicky's story

'Locked door'



© 2009 Pilgrim Projects





Participants' experiences: motivation

Motivation to take part

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



© 2009 Pilgrim Projects



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



© 2009 Pilgrim Projects





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



© 2009 Pilgrim Projects



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.



© 2009 Pilgrim Projects





Reducing the reality shock: a joined-up solution

Practice

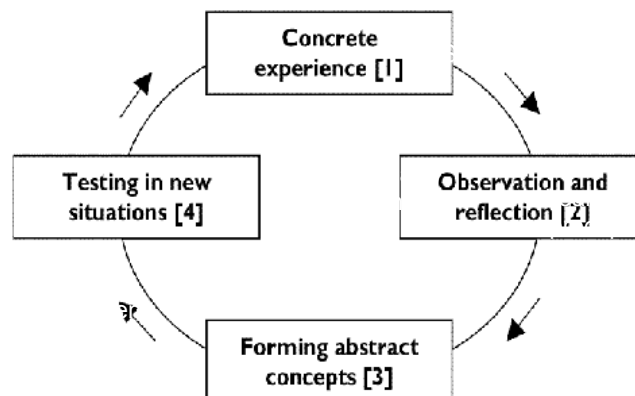
- Followed up with a 'preceptorship' period to complement the educational interventions
- NQNs are matched up with senior nurse for support and guidance
- Digital stories encourage preceptors to re-engage with the 'shock of reality' and consider appropriate support



© 2009 Pilgrim Projects



A different story?



© 2009 Pilgrim Projects





A different story?



Concrete experience

Testing in new situations


Observation and reflection

Forming abstract concepts




© 2009 Pilgrim Projects





A different story?



Concrete experience

Sharing stories

Learning for storytellers

Reality shock

Observation and reflection

Learning for preceptors, students, and educators


Forming abstract concepts

Changes in practice


Create stories

Different stories

Testing in new situations



© 2009 Pilgrim Projects





References

- Bradby, M. (1990) Status passage into nursing: another view of the process of socialization into nursing. *Journal of Advanced Nursing*. **15**(10): pp. 1220-5
- Clouder, L. (2003) Becoming Professional: exploring the complexities of professional socialization in health and social care. *Learning in Health and Social Care*. **2**(4) pp. 213-222.
- Department of Health (2006) *Recruitment and retention of mental health nurses: Good Practice Guide*. HMSO:London
- Hardy, P. 2007. 'An investigation into the application of digital patient stories in healthcare education: quality of learning, policy impact and practice-based value' (masters' dissertation, University of Ulster), www.patientvoices.org.uk
- Holland, K., (1999) A journey to becoming: the student nurse in transition. *Journal of Advanced Nursing*. **29**(1) pp.229-236.
- Kelly, B. (1998) Preserving moral integrity: a follow-up study with new graduate nurses. *Journal of Advanced Nursing* **28**(5), pp.1134-1145.
- Kramer, M. (1974), *Reality Shock - Why Nurses Leave Nursing*, St. Louis: Mosby.
- Mackintosh C (2006) Caring, the socialisation of pre-registration student nurses, a longitudinal study. *International Journal of Nursing Studies*. **43** 8 953-962
- Patient Voices programme www.patientvoices.org.uk
- Smith, M. K. (2001) 'David A. Kolb on experiential learning', *the encyclopedia of informal education*, <http://www.infed.org/b-explrn.htm>



© 2009 Pilgrim Projects



Thank you

pip@pilgrimprojects.co.uk

Gemma.stacey@nottingham.ac.uk

www.patientvoices.org.uk

The distribution of the Patient Voices digital stories
is funded by Pilgrim Projects Ltd.



© 2009 Pilgrim Projects

