

Hi-Touch Healthcare: The Critical Six Soft Skills

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History - Spring 2014

- Spring 2014, a representative of the California Hospital Association (CHA), and a Health Workforce Initiative (HWI) Statewide Advisory Committee Member, expressed that the health care industry is in need of “soft skills” training for their incumbent workers
- The college’s enthusiastically agreed to collaborate in this endeavor

History - Fall 2014

- HWI Statewide Advisory Committee Meeting - Made up of colleges and industry partners across California (meetings three times per year)
- Query from industry partners across California to discuss what were felt to be the “soft skills” that they would like to see consistently in their employees

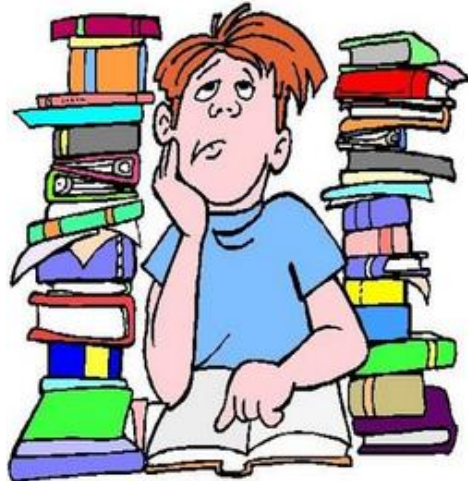
What everyone came up with

- Universal Precautions
- Fire Safety
- Drug Testing
- Background Check; DOJ, FBI, Homeland Security, Office of Inspector General (outstanding loans)
- Team player
- Collaborative
- Interdisciplinary - professional collaboration, working together, understanding role
- Networking - social expand own network
- Written Communication Skill
- No cell phone/social media
- Respect for everyone/all depts.
- Punctuality
- Adaptability
- Pride in your work
- Time Management
- Self Confidence
- Maximum Effort
- Be good listening/Active Listening
- Positive attitude
- Posture/Body Language; civility/rolling eyes
- Overview of governing regulations: joint commission
- Title 22, EEO,
- Lifelong Learning
- Cultural Competency, Humility, Age
- Compassion for their job
- Critical Thinking - Mind mapping/concept mapping; what all is needed: nursing social work, ancillaries etc
- Motivational Interviewing - when taking H&P ability to drill down what's missing
- Attendance
- Appearance - professional;
- Hygiene
- Professional presentation; body art, piercings
- Communication
- Problem Solving
- Technology Literacy; healthcare server program/computer literacy
- Sound Judgment
- Leadership/Management
- Safety
- Stress Management
- Accept Constructive Criticism
- Self-Reflection - Introspection
- Work Habits and etiquette: wearing jeans to interviews, flip-flops,
- Embedded Cultural Professionalism vs Survival Skills to get through the programs
- Gap between education & facility
- Accountability with facility/human resources
- HIPPA

What Did Industry and Colleges Define as Soft Skills?

Soft skills can be defined as a cluster of personality traits and behaviors, such as social graces, and verbal and non-verbal communication skills. The cluster also includes personal habits, friendliness and optimism, characteristics related to feelings, emotions, and insights to enhance relationships, job performance, and career prospects.

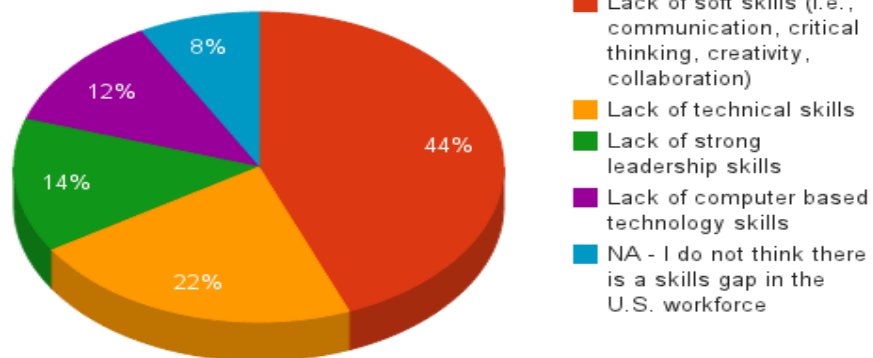
SO...



A little research on the subject...

2013 Survey of 500 Senior Execs

Which of the following do you feel BEST defines the “gap” in the U.S. workforce skills gap?



SOURCE: ADECCO

CNBC

Soft Skills and Medical Errors

“Communication, collaboration, and delegation are frequently thought to be 'soft skills'—despite that the majority of unintended medical errors involve a breakdown in communication among caregivers.”

(Ray & Overman, 2014, p. 64)

Hard Facts About Soft Skills
AJN, American Journal of Nursing

More Research on the Subject..

Hay Group (2014) survey findings are *alarming...*

- 88% of business leaders and Human Resource Director's believe good people skills essential
- 81% are concerned with the future because of the lack of soft skills with recent graduates employed
- *69% of the graduates surveyed believe people skills get in the way of getting the job done!*
- *48% believe there is "no value in pandering to the feelings of others in their team."*

Retrieved from <http://atrium.haygroup.com/us/our-products/misc.aspx?ID=5988>

Spring 2015 - BOG, CCCCCO Grant Imbedded Soft Skills

Approval by the California Community Colleges Chancellor's Office to:

1. Engage the health care industry in the identification of soft skills and subsequent curriculum development and training
2. Develop curriculum modules to embed soft skills into nursing and allied health program co-requisite courses and/or foundational and clinical components
3. Provide incumbent worker training for nursing and allied health professionals in identified soft skill areas
4. Pilot instruction of the courses developed that are imbedded with the soft skills modules with students in nursing and allied health programs

The Soft Skills Team

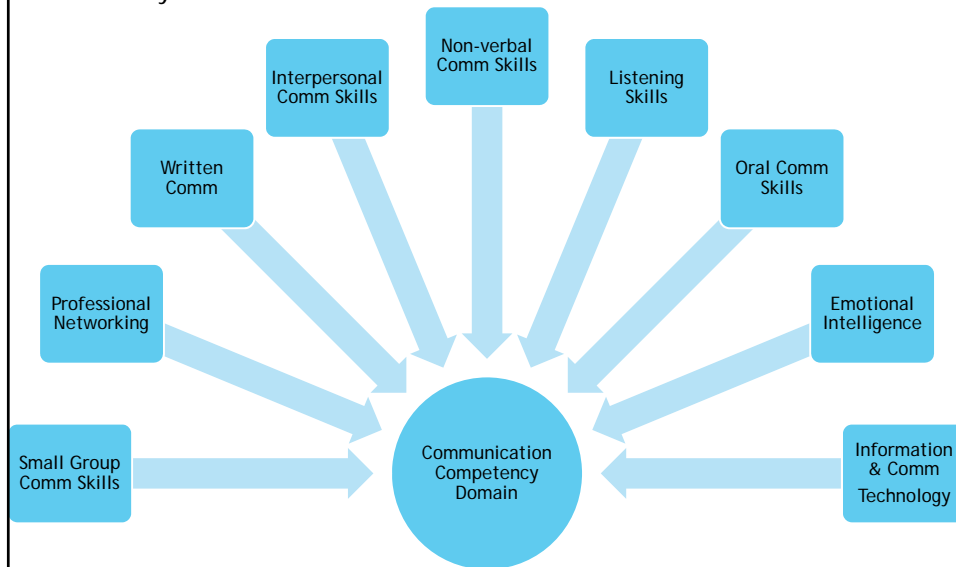
- **Stacey Bartlett, BSBM, MA**
 - Department Chair Communication Studies, Butte College
- **Susan Craig, RN, MSN**
 - Nursing Program Director/Chair, Butte College
- **Laurie Meyer, RN, MSN**
 - Assistant Nursing Program Director, Butte College
- **Shelly Presnell, BA, MA, MAEd**
 - Instructor Communication Studies, Shasta College

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Communication Competency	Workplace Ethics and Professionalism	Team Building and Collaboration	Effective Problem Solving	Embracing Diversity	Demonstrating Compassion
✓ Interpersonal Communication Skills	<input type="checkbox"/> The 3 A's - Attendance, Appearance and Aesthetics	<input type="checkbox"/> Leadership <input type="checkbox"/> Management Skills	<input type="checkbox"/> Effectively Giving and Receiving Feedback	<input type="checkbox"/> Cultural Professionalism <input type="checkbox"/> Cultural Competency	<input type="checkbox"/> Mutual Respect <input type="checkbox"/> Empathy <input type="checkbox"/> Caring Behaviors
✓ Oral Communication Skills	<input type="checkbox"/> Ethics in Healthcare	<input type="checkbox"/> Followership Skills	<input type="checkbox"/> Sound Judgment	<input type="checkbox"/> Diversity in the Workplace - Peers and Patients	<input type="checkbox"/> Motivational Interviewing
✓ Small Group Communication Skills	<input type="checkbox"/> Flexibility and Adaptability	<input type="checkbox"/> Passion for the Job and Positive Attitude	<input type="checkbox"/> Stress Management and Self Care	<input type="checkbox"/> Tolerance	<input type="checkbox"/> Self-Reflection
✓ Listening Skills	<input type="checkbox"/> Integrity	<input type="checkbox"/> Building Effective Collaborative Teams	<input type="checkbox"/> Conflict Management	<input type="checkbox"/> Mutual Respect	
✓ Non-verbal Communication Skills	<input type="checkbox"/> Accountability	<input type="checkbox"/> Workplace Pride and Self Confidence	<input type="checkbox"/> Time Management		
✓ Written Communication	<input type="checkbox"/> HIPAA		<input type="checkbox"/> Critical Thinking		
✓ Professional Networking	<input type="checkbox"/> Social Media and Technology Use		<input type="checkbox"/> Resource Awareness		
✓ Information & Communication Technologies	<input type="checkbox"/> Lifelong Learning	<input type="checkbox"/> Delegating vs. Dumping			
✓ Emotional Intelligence	<input type="checkbox"/> Maximum Effort <input type="checkbox"/> Social Graces				

Competency Domains + Grab-N-Go:

Trainer's have opportunity for more comprehensive understanding of a content area overall but training is designed for Grab-N-Go ease and functionality!



Program Vision and Next Steps

- Immediate needs for healthcare industry
 - Training for incumbent workers
 - Grab-n-Go Modules
- Identify key co-requisite classes (e.g. small group communication and interpersonal communication)
 - Create small unit certificates
 - Themed courses for pre-requisites
 - Look to best practices: Learning Community and/or Themed classes

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Each content area tool kit includes:

- PowerPoint and related materials from the in-service face-to-face experience
- Additional resources:
 - Websites
 - Videos
 - Activities
 - Case Studies

A key emphasis for each training will be orienting the audience to the value with WIIFM (What's In It For Me?)

Grab-N-Go Modules and the Tool Kit

- Trial trainings will begin in December at several hospitals across the state on the Communication Competency Domain
- Any necessary changes will be made, and all of the remaining Competency Domains and Grab-N-Go modules will be finalized
- Industry training will occur across the state on how the package works and how to do the training

Grab-N-Go Modules and the Tool Kit

- After evaluation and feedback from industry training will begin at colleges and universities across the state
- Embedded into allied health and nursing curriculum
- Themed pre-requisite courses will be developed (eg. Psychology for the Health Care Worker)

Activity

- **WIIFM: What's in it for me?**
 - As more and more technology emerges and enters our lives, the communication associated with those technologies has also evolved.
 - It is important, as we study and improve our communication competencies to consider the impact these evolving communication channels are having on the way we communicate.

Life with the Wright Family

Please quickly form a circle, standing side-by-side and facing inward.



Write Down Your Answers

- "Who didn't go on the vacation with the family?"
 - Answer: Aunt Linda Wright
- "Why did Tommy have to run back home?"
 - Answer: Father Wright left his wallet so Timmy went to get money
- "Who got sick in the car?"
 - Answer: Susan Wright

Thank you!!