

Reflective Practice # 1: Negotiation

Describe an experience in which you had to negotiate for an important issue that did not end up in your favor

As an assistant unit nurse manager in the Labor & Delivery unit, I recognized that having an Advanced Practice Nurse (APN) in the triage area would significantly improve our ability to see patients promptly and reduce wait times, thereby enhancing patient care and satisfaction. I advocated for the addition of an APN to the triage team, presenting data on current wait times, patient feedback, and the potential for improved workflow.

I also emphasized that an APN could support OB residents and staff by helping to triage low-acuity cases quickly, freeing up resources for more urgent situations, and ultimately improving overall efficiency.

However, the hospital administration was hesitant to approve this proposal because they already had OB residents on staff, believing they could handle triage duties adequately. They expressed concerns about staffing redundancies and budget constraints, and ultimately decided not to move forward with hiring an APN in this role.

Despite this outcome, I remained committed to improving patient flow and continued to explore alternative strategies, such as increasing support during peak hours or optimizing existing staffing patterns. I also maintained a collaborative relationship with administration, understanding their perspective and preparing for future opportunities to revisit the discussion.

This experience reinforced the importance of advocating effectively, understanding organizational priorities, and being adaptable when plans don't immediately align with clinical needs.

Reflective Practice # 2: Conflict

Describe an experience in which you were engaged in a conflict situation which was not resolved or ended in a lose-lose resolution

During my tenure as an L&D Assistant Unit Manager, a conflict arose when the hospital's leadership decided to cut the orientation period for new Registered Nurses (RNs) by four weeks, in an effort to reduce onboarding costs and expedite staffing.