



Operational Guideline

TITLE: Facilitated Reflective Practice

APPROVED BY:

TARGET
REVIEW
DATE

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	Date		Date
<input checked="" type="checkbox"/> Community Health Services Leadership Team	June 23, '11	<input type="checkbox"/> Home Care	
<input checked="" type="checkbox"/> Population and Public Health	June 23, 2011	<input type="checkbox"/> Family Medicine/ Primary Care	
		<input type="checkbox"/> Mental Health	

June, 2013

1.0 PURPOSE

- 1.1 To support the development, maintenance and enhancement of quality care and services to meet staff's corresponding professional and/or workplace standards of practice.

2.0 SCOPE and GOAL

- 2.1 This guideline is intended for Public Health Nurses (PHN) and Outreach Workers (OW) working with the Clinical Nurse Specialist (CNS) and Community Nutritionists working with the Regional Manager – Community Nutrition, within the Population and Public Health (PPH) Program.
- 2.2 Staff members will engage in facilitated reflective practice with CNS within 3-5 months post-hire and every three years there-after.
- 2.3 In keeping with the WRHA mission and values, including excellence & accountability; facilitated reflective practice and co-practice experiences support the development, maintenance and advancement of quality PPH services with the WRHA. (<http://www.wrha.mb.ca/about/mission.php>).
- 2.4 The role of the CNS includes facilitation of reflective practice experiences and co-practice with staff in the PPH program in order to support the Purpose (stated above).
- 2.5 The College of Registered Nurses' Standards of Practice and Code of Ethics applies to all nursing practice.

3.0 PROCESS

- 3.1 In collaboration with the staff member and CNS, the Team Manager (TM) or designate, will schedule a minimum of 2 co-practice experiences with associated reflective practice session for the staff member and CNS. This should be scheduled every 3 years or more frequently as required to support nurses who have identified areas for improvement for their practice.



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3.1.1 For new Staff Members and those returning from leave, the co-practice experiences are to be scheduled prior to the end of the probationary period.

3.1.2 At least one co-practice experience must be within the Staff member's primary area of practice (e.g. STBBI case follow-up for the HS/HR team; Tb case for Tb team; initial postpartum visit for the general program; clinic visit for Travel Health team; outreach engagement for OW).

3.2 In preparation for the Facilitated Reflective Practice experience, staff are expected to:

3.2.1 Be familiar with their position description as well as existing competencies and standards for their program area as described in 'Recommended Reading'.

3.2.2 Identify the practice area and personal objectives to share with the CNS. Objectives may be based on standards and competencies.

3.3 Following the co-practice experience, staff members are to:

3.3.1 Reflect on the experience / practice using the Co-practice/Reflective Practice Tool (see Recommended Resource).

3.3.2 Complete applicable, relevant questions in steps 1-3 for each co-practice experience (i.e. use a separate copy of steps 1-3 for each co-practice experience).

3.3.3 Complete steps 4-6 based on all co-practice experiences as a whole.

Note: The questions in the tool are designed to encourage description, reflection, identification of patterns, strengths & learning needs in order to assist in developing learning &/or practice goals.

3.4 After the staff member has completed their independent reflection:

3.4.1 The staff member and CNS meet to discuss, facilitate additional reflection, and contribute to professional development plan.



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3.4.2 CNS may complete relevant portions of the Co-practice/Reflective Practice Tool to provide feedback and stimulate further staff reflection.

3.5 After the staff member and CNS have met, they meet with the Team Manager to share the information and further develop staff member's learning plan based on the co-practice experiences and facilitated reflective practice

3.5.1 Learning goals and plans should be based on developing competency to meet standards

3.5.2 TM may take notes, ask about process and outcomes including learning goals, strengths/challenges

3.5.3 Information and written notes from the meeting regarding the facilitated reflective practice experience can be integrated into the performance appraisal process that is completed with the staff member and team manager.

3.5.4 In addition to the discussion regarding the facilitated reflective practice session with the TM, staff members can choose to forward written notes to TM.

4.0 RECOMMENDED READING

4.1 Accreditation Canada (2010). *Public Health Services Standards*.
http://home.wrha.mb.ca/quality/files/PubHlthSrvcs_2010.pdf.

4.2 Community Health Nurses of Canada (2009). *Public Health Nursing Discipline Specific Competencies Version 1.0*. <http://www.chnc.ca/phn-nursing-competencies.cfm>

4.3 Canadian Public Health Association (2010). *Public Health – Community Health Nursing Practice in Canada Roles and Activities*.
<http://www.cpha.ca/en/activities/3-1bk04214.aspx>.

4.4 Centre for Substance Abuse Treatment. *Outreach Competencies*.
http://www.nattc.org/userfiles/file/CentralEast/Counselor_competencies.pdf.



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- 4.5 Community Health Nurses of Canada (2008). *Canadian Community Health Nursing Standards of Practice*. <http://www.chnc.ca/nursing-standards-of-practice.cfm>.
- 4.6 Community Health Nurses of Canada. *Canadian Community Health Nursing Standards of Practice Learning Needs Assessment*. pp 44-48. http://www.chnc.ca/documents/Standards%20Toolkit/Published_Toolkit_Binder.pdf
- 4.7 Public Health Agency of Canada (2007). *Core Competencies for Public Health in Canada: Release 1.0*. <http://www.phac-aspc.gc.ca/ccph-cesp/index-eng.php>.

5.0 VALIDATION

- 5.1 College of Registered Nurses of Nova Scotia (2004). Building your profile: tools for reflective practice and lifelong learning. <http://www.crnns.ca/default.asp?id=190&sfied=Content.Id&mn=414.70.81.413&se arch=1161>.
- 5.2 College of Registered Nurses of Manitoba (2010). Continuing competence program. <http://www.crnmb.ca/memberinfo-continuingcompetence.php>.
- 5.3 College of Registered Nurses of Manitoba (2010). Nursing Practice Expectations. Standards of Practice and Code of Ethics. <http://www.crnmb.ca/publications-standardscodedocs.php>
- 5.4 WRHA (2010). Mission, Vision and Values. <http://www.wrha.mb.ca/about/mission.php>.

Recommended Resource:
Co-practice/ Reflective Practice Tool

Date/Time	Staff Name: Ph #:	<input type="checkbox"/> New Staff (3-5 months) <input type="checkbox"/> Existing Staff (q 3 yrs)
Name/phone # of facilitator: (Clinical Nurse Specialist or Reg'l Mgr-Community Nutrition)	<input type="checkbox"/> PHN <input type="checkbox"/> Outreach worker <input type="checkbox"/> Community Nutritionist	Community Area/Team
Suggested Co-Practice Experience (E.g. community prenatal class, school immunization clinic, community outreach).		
Learning Objectives / Comments re: Planned Co-Visit		

Recommended Resource:
Co-practice/ Reflective Practice Tool

Step 1: Describe Co-practice Experience	
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Preparation done for the visit.
 What was the experience?
 Who was involved? 2 client identifiers?
 Assessment of client's strengths/challenges.
 Interventions provided. Routine Practices.
 Anticipatory teaching done.

Followup/referral/community resources plan
 Use of consumer health information
 Involvement of client in service planning
 Client response to service.
 Evaluation and Outcomes
 Documentation

This tool is a resource for the staff to complete for each co-practice experience. Note that questions within each box are the primary question to answer. Questions listed under each step are to assist in framing your responses. Use additional paper as necessary to adequately address each step. The CNS should complete relevant portions to facilitate reflection and learning plans.

Recommended Resource:
Co-practice/ Reflective Practice Tool

Step 2: How do the *Canadian Community Health Nursing Standards of Practice* of practice apply? Please click (below) all standards that apply and describe as appropriate

- | | | |
|---|---|---|
| <input type="checkbox"/> Health Promotion | <input type="checkbox"/> Prevention & Health Protection | <input type="checkbox"/> Health Maintenance |
| <input type="checkbox"/> Professional relationships | <input type="checkbox"/> Capacity Building | <input type="checkbox"/> Access & Equity |
| <input type="checkbox"/> Demonstrating professional responsibility and accountability | | |

Step 3: Reflect on your practice using this and other experiences as examples. Learning can only occur when critical reflection occurs. Reflection allows the professional to expand knowledge and examine thoughts, feelings and values.

What are your feelings about the experience? What was good about it? What was not so good about it? Were the results what you expected (*please describe*)? What communication strategies were used and how did they work? E.g. open ended questions, paraphrasing etc. Describe (if applicable) your management of challenging encounters.

Recommended Resource:
Co-practice/ Reflective Practice Tool

Step 4: Identify patterns or connections you can see in your practice related to this or other experiences. There is something to be learned from both positive and negative experiences. Identifying learning opportunities is a step toward improving practice.

What would you continue to do? What do these experiences show that you know and/or can do? What skills/knowledge did you develop or build upon?

Step 5: Identify strengths and learning needs.

In relation to this co-visit, what works well in your practice? In relation to this co-visit, what does not work as well? Please describe anything you would like to have done differently? Please describe any patterns related to past practice experiences?

Recommended Resource:
Co-practice/ Reflective Practice Tool

Step 6 What are your learning goals and plans? How can reflection on this co-practice experience impact your ongoing practice? May consider the following areas of competency when developing goals

- | | |
|---|---|
| <input type="checkbox"/> Public Health and Nursing Sciences | <input type="checkbox"/> Assessment and Analysis |
| <input type="checkbox"/> Policy and Program Planning, Implementation and Evaluation | <input type="checkbox"/> Partnerships, Collaboration and Advocacy |
| <input type="checkbox"/> Diversity and Inclusiveness | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Leadership | <input type="checkbox"/> Professional responsibility and accountability |

How do you envision your practice developing?
Given this situation, knowledge & awareness, what would you like to do now or in the future?
How do you plan to improve your practice based on what you have learned?
