



# TAKE 5 THE PROFESSIONALISM PIVOT - NURSING

A practical strategy for promoting professionalism in the clinical environment

## WHAT YOU CAN DO...

### 1 RESPOND IN THE MOMENT

- Communicate professional expectations to the colleague and those who witnessed the event.
- Remaining silent can send a message of tacit endorsement or perpetuate damaging stereotypes about our patients or fellow staff members.

### 2 RECOGNIZE UNDERLYING EMOTIONS

- Lapses often occur when we're feeling fatigued, under pressure, or encountering a systems issue.
- Recognize the strong emotions that stressful situations trigger by saying "I can see you're frustrated," or "It seems like you're becoming overwhelmed."

### 3 RELATE TO THE COLLEAGUE

- Remember that the goal is learning, not character judgments.
- You might say, "Sometimes our challenging shifts and numerous responsibilities make me frustrated too," or "I know it can be overwhelming to have such a complex assignment."

### 4 REESTABLISH PROFESSIONAL NORMS

- Start by using "us" or "we" statements.
- You might say, "We can try to remember that the patient's not feeling well and probably feels pretty frustrated too," or "We can keep in mind that the providers also have a lot on their plate and are working hard to take care of our patients."

### 5 REDIRECT THE CONVERSATION

- Shift the focus from the lapse and onto the patient's needs or the task at hand.
- Offer support.
- Consider asking, "How can I help you take care of this patient?" or "Would it help if I completed the admission assessment for this patient?"

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