



What We are Learning from Salon Conversations

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Creative Health Care Management began hosting a series of salons as a way to connect with our colleagues and provide a space to share what is on your hearts and minds. Our website displays the quote: "Conversations change people, and people change the world." With that sentiment CHCM developed a venue for debriefing knowing that debriefing often helps people cope. Salons have been an integral part of CHCM's history starting with our founder Marie Manthey and used in a variety of settings as a way for people to gather and have meaningful conversations. Salons, and specifically our salons in response to COVID-19, provide the opportunity for healthcare colleagues to gather to have open, thoughtful conversations and network with other colleagues from different organizations.

Salons, hosted by CHCM consultants and inspired by colleagues that we partner with, were developed around the themes of Cultures of Excellence, Interprofessional Nursing, Educators, Holding Each Other Up, and Relationship-Based Care Leaders. In true salon fashion, there are no set agendas and participants show up and share openly thoughts that are part of their worlds today.

Below are some of the recurrent themes we heard in different salons:

- We are preparing for the surge, it's like the calm before the storm.
- Our hospital has been experiencing low census and nurses are sent home daily, some have been furloughed
- Many discussed the stresses of daily work and how it's hard to sleep at night
- Nursing staff is generally in good spirits
- Our culture helped us prepare for this crisis, having great structures/processes in place
- When we come out of this, we need to focus on lessons learned, what will be our new "normal," our new standards, what is really important in delivering care, and how we prepare next time
- Team (value of interprofessional partners) has shown up during this crisis, silos have become null and void
- Virtual town halls by leader are vital
- How we are preparing nursing students to handle this type of crisis

Leaders in the organization shared:

- CNO struggling to balance leadership instincts to be transparent with staff about what is needed in the future
- One leader reported: Salons were previously introduced by Marie Manthey at leadership summit, now being used in the organization as debriefing process
- Stresses in organizations felt in many areas of individual life: as parent, nurse leader, how lack of interactions with family affects home life

Educators shared:

- Need for just in time learning
- Using staff in creative roles
- Exploring ways for “partners” or teams to take care of patients
- Educators moving to support staff
- Relationship Based Care and Competency Models have helped their teams respond better to this crisis
- Educators and Leaders are part of SWOT teams who answer and triage questions and actions (like equipment, don/doff issues, mask leaks, lab triage, etc.)

Other salons report:

- Waiting for the surge and daily policy changes
- Struggling with guilt of spending time with family, working in a job that is not on the frontline
- Pride in pulling together
- Appreciation for Relationship-Based Care and See Me as a Person in organizations. This helped prepare them to get through this.

We have learned so much from our salons, and we are using these themes to continue to offer services and products that are much needed now and in the future. We will continue to host salons as long as they are needed, and people participate. We are happy to be here and facilitate conversations concerning what is important to you.

For a list of upcoming salons [click here](#).