

FUTURE OF NURSING™

Campaign for Action

AT THE CENTER TO CHAMPION NURSING IN AMERICA



Listening Session Discussion Guide

TIME: 75 minutes

WELCOME (5 minutes)

Welcome everyone. My name is _____, and I'd like to thank each of you for joining me today. We're here today to talk about the nursing profession, and your perceptions and impressions.

I am facilitating this discussion on behalf of the Campaign for Action, an initiative of AARP, the AARP Foundation, and the Robert Wood Johnson Foundation. We are interested in hearing from both nurses and thought leaders outside of the profession on how nursing should evolve to help meet the unmet social and health care needs of today's patients.

Before introductions, I want to go over how we'll spend the next 75 minutes. I have a series of questions that I'll pose to the group. There are no wrong answers. We don't have enough time for every person to answer every question, but I hope you all fully participate and give everyone else around the table a chance to speak as well. And if you haven't spoken up in a little while, I may call on you.

(If applicable:) A colleague of mine, _____, has joined me to observe and take notes. Don't let them distract you from participating fully. We're also recording today's discussion—just to make note-taking easier. Your names will not be used. After today's session, when we go to write up a summary that discusses the findings from our conversation, we will not refer to anyone by name.

Last, but not least, I'm going to put a timer here on the table. We want to respect your time, and if necessary, I may need to move the discussion along so that we can be done on time.

INTRODUCTIONS (10 minutes)

1. Let's start with introductions, and let's go around the room.
 - a. First, for those of you who are *nurses*, I'd like you to state:
 - i. Your name
 - ii. How many years you have been a nurse
 - iii. The setting where you work
 - b. And for those of you in the room who are *not nurses*, when we come around to you I'd like you to state:
 - i. Your name
 - ii. Your title and organization
 - iii. Just a brief sentence or two on the perspective that you bring to this discussion

[Call upon someone to start.]

2. Now, one more question just for the nurses in the room. I'd like to go around the table, and have all the nurses share:
 - a. The highest level of education or degree that you hold (RN, MSN, DNP, etc.)
 - b. Whether you have any specialty certification, such as pediatrics, oncology, critical care, med-surg, etc.
 - c. Whether you are currently pursuing, or plan to pursue, further education, and if you are, why.

INDIVIDUALS' HEALTH NEEDS (15 minutes)

Now I'd like to ask a few questions to everyone here about the people nurses today serve, and any unmet needs they have that may impact their health.

3. What do you think are the most critical unmet needs that impact the health of the individuals nurses care for today - in other words, those issues that you feel are most urgent and important for us to address as a nation? *[Encourage someone to jump in and start.]*
4. Think about the answers you just provided. *[Give a broad recap of the answers that the group offered.]* Keeping these issues in mind, my next question is, do you think nurses today are equipped or qualified to address these unmet needs? (Y/N)
 - a. Of those who said 'yes':
 - i. Please elaborate. Why do you feel this way?
 - b. Of those who said 'no':
 - i. What would nurses need to be able to do so?
 - ii. What would the institutions that employ nurses need to do?
 - iii. What are the system changes that might be required?

COMMUNITY/POPULATION HEALTH NEEDS (10 minutes)

Now, let's talk about community health needs. As I ask this next set of questions I want you to be thinking about what impacts the health of a *group* of people – as opposed to individuals.

5. First, think about the community in which you live. What are the biggest obstacles to health in your community? *[Encourage someone to jump in and start.]*
6. Now, think about the answers you just provided. *[Give a broad recap of the obstacles to community health that were just offered.]* **What are the unique contributions that nurses can make** in helping communities overcome these issues? *[Encourage someone to jump in and start.]*

CULTURE OF HEALTH (5 minutes)

I'm now going to read you a passage, then I'd like to ask you about it:

“A culture of health means that everyone has a fair and just opportunity to be healthier. This requires removing obstacles to those things that affect the health and well-being of people: the social determinants. They can include poverty, discrimination, and their consequences; including powerlessness and lack of access to good jobs with fair pay, quality education, housing, safe environments, and health care.”

7. By show of hands, how many agree with this statement? (Agree/Disagree)

8. With this statement in mind, by show of hands, how many of you think nurses have a unique role to play in keeping people healthy and well by addressing the social determinants? (Y/N)
 - a. Now a question for those who said 'yes':
 - i. **What are the unique contributions nurses can make** in addressing the social determinants?
9. What do you think it would take to help nurses feel better equipped to address the social determinants? *If prompting is needed:*
 - a. *Where does the responsibility lie?*
 - b. *Who needs to be involved?*
 - c. *What specifically needs to happen?*

[Encourage someone to jump in and start.]

EDUCATION AND TRAINING (15 minutes)

Shifting gears slightly, I'd now like to get your thoughts on nursing education, training, and technology.

10. Think back on all of the issues we've discussed so far – the unmet health and well-being needs of individuals today, obstacles to health in your own community, addressing the social determinants of health, etc. Does anyone here think that technology and innovation can help today's nurses address or solve any of these challenges? (Y/N)
 - a. For those of you who said 'yes':
 - i. Are there specific technologies or innovations that you are thinking of?
[Probe for examples.]
 - b. For those of you who said 'no':
 - i. Can you elaborate?
11. Do you believe nurses are involved in creating or promoting innovations and technology? (Y/N)
 - a. For those of you who said 'yes':
 - i. Why do you feel this way?
 - b. For those of you who said 'no':
 - i. Why do you feel this way?
 - ii. What do you think is holding nurses back from doing this?
 - iii. What more can be done?
12. As the population continues to grow more and more diverse, let's talk about the training or preparation you think nurses need to care for that changing population.
 - a. First, what do you think are the most urgent issues we need to address today, related to an increasingly diverse population in the U.S.? *[Ask someone to jump in and start.]*
 - b. Thinking about those issues you've just mentioned *[restate them]*, what is it that you think nurses need to be better able to address these issues? *[Ask someone to jump in and start.]*

13. Now, think about any of the areas we've discussed today — promoting health and well-being and ensuring all have equitable care, caring for a wide diversity of people, or creating or using specific innovations and technologies. As far as you know, do today's nurses receive formal training or education in any of these areas? (Y/N)
- a. For those of you who said 'yes':
 - i. Can you elaborate?

[Encourage someone to jump in and start.]

CHALLENGES/OPPORTUNITIES FOR THE FIELD (10 minutes)

14. We're nearing our end time. Before we wrap up, let's do a quick round robin.

- i. First, what do you think is the one biggest challenge facing the nursing field in the next 5-10 years?
- ii. Finally, what do you think is the one biggest opportunity facing the nursing field in the next 5-10 years?
- iii. What is the one recommendation you would want the NAM committee to make related to nurses building a Culture of Health.

Thank you all for your time. We appreciate you joining us.