Interprofessional and Intergenerational Issues
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Identify interprofessional and generational issues and their impact on nursing education and practice.

Describe common intergeneration differences.

Identify intergenerational growth opportunities in the workplace.
SUMMARY OF FINDINGS

1. Peer relationships are critical to the modern work experience. As we spend more time at work, we are investing more, emotionally and professionally, in the relationships we make at work. They have become central to the quality of our lives.

2. Having friends at work increases commitment to the company. Our engagement, trust in leaders, satisfaction, and intent to stay hinge on having friends at work. The more friends we have, the more committed we become to our companies.

3. Years of service awards that include all colleagues yield better results. Leveraging the power of co-worker relationships, and including their stories in the milestone experience, improves the quality of years of service programs.

4. Years of service awards with emotional impact are more effective. When service anniversary awards are moving or poignant experiences, they are more likely to inspire employees and encourage them to renew their commitment to the company.

5. Social Recognition® amplifies the effectiveness of years of service programs. Deploying values-based recognition in addition to a years of service program makes the program more effective. Recent recognition amplifies the impact of milestone awards.

6. Workers yearn for a more shareable and meaningful milestone experience. There is room for improvement in today’s milestone experiences. Employees are looking for more shareable service awards that reflect their memories and contributions.
• Describes the different values and attitudes between one generation and another.
• This term is typically used to describe the gap between parents and their children.
• Since the 1960’s, the term generation gap has also been used to describe the clash one age group has with another in various settings.
Generation Gap in Nursing

• Nursing is a profession where different generations must intermingle and deal with each other’s way of thinking

• What generations exist in the workplace?
Today’s workplace presents many challenges:

• Meeting goals, business objectives, and project deadlines.

• Threaded throughout the normal business activities are dynamics that could present issues and conflicts if left unchecked.
What are the Generations

Because humans live on average 77 to 80 years, four potential generations may exist in the nursing today.

• Traditionalist /Veterans
• Baby Boomers
• Generation X Nexters
• Generation Y
Generational Timeline

- **Before 1946**
  - Traditionalist
  - Baby Boomers

- **1962-1980**
  - Gen X

- **1980-1999**
  - Gen Y
Generation timelines

• The Traditionalist/Veteran Generation represents people in a generation born before 1946.
• The Baby Boomers are people born between 1946 and 1961.
• Generation X represents people born between 1962 and 1980.
• Generation Y or Nexters represents people born in the 1980s - 2000.
How the generations differ

• In each time period are experiences that shaped the attitudes and values of each generation.

• In addition, the interaction between generations is also a factor in shaping the subsequent generation.
Veterans 1922-1943

- Patriotism
- Families
- Great depression
- New deal after WWII
- Radio
- Silver screen
- RISE OF LABOR UNIONS
BOOMERS 1943-1960

• PROSPERITY
• TV
• SUBURBIA
• VEITMAN
• WOMANS LIB/CIVIL RIGHTS
• COLD WAR/ASSASSINATIONS
• SPACE RACE
Xers 1960-1980

- Watergate Nixon resigns
- Latch key kids/single parent homes
- Computers
- AIDs
- MTV
- Fall of Berlin wall
- Wall street frenzy
- Challenger disaster
Nexters (Millennials) 1980-2000

- Computers
- School violence
- Multiculturalism
Generational differences

- Veterans: “Stick with it” generation
- Boomers: Relationship generation
- GenXers: Negotiation generation
- Nexters: Goal setting generation
Employee-to-employee perspective

• Shows how different generations interacting with each other may lead to miscommunication or misunderstanding which may also be a point of friction.
• The generation gap can be seen as communication, the words, and gestures used.
• A gap at work means more work is needed to cultivate an joyful environment.
Miss use of words

- Phat verses fat
- Sick verse ill
- Others.........
Do the generations work well

• Survey showed that 33% of respondents from all generations agreed that someone from another generation offends me often or a lot
  – Dress
  – Electronic thank you cards
  – Eye contact
  – Forms of address
  – Phone manners
What other generation say about boomers

• Veterans: say they are self absorbed
• GenXers: say they are workaholics, self-rigteous; they are too political, trying to figure out just what to say
• Nexters say they’re cool they work too much
Say about Xers

• Veterans say: not educated, don't follow procedures or respect experience
• Boomers say: Slackers who lack social skills, they do things there own way and will not wait their turn
• Nexters say: cheer up
Say about Nexters

- Veterans: say they have good manners, smart little critters but...need to toughen up
- Boomers say: they are cute, need more parental discipline, need too much attention, can they do my web page
- GenXers say: neoboomers; another self absorbed group of do-gooders.
• GenXers and Nexters are very outcome oriented...don’t understand why boomers put energy into task where outcome isn't measured.

• Boomers meet to create relationships. That is their outcome.
Differences

• GenXers and Nexters aren't afraid of conflict people skills lacking offending some in path

• Males and females deal with conflict and sabotage differently than females to female conflict (nursing is 93% female)

• Boomers and Veterans do not value conflict resolution
Goals of GenX vs. Nexters

- Nexters get rich 81% to GenX 62%
- Nexters get famous 51% to GenX 29%
- Both say “Helping people” at 30 to 36% respectively.
- Nexters on being community leaders 33% to GenX 22%
- Becoming more spiritual GenX at 31% compared to Nexters at 10%
The World Health Organization [WHO] estimates a shortage

Four million doctors, nurses, midwives, and others

Bottom line:

There are not enough health care providers to meet the escalating need for quality health care.

WHO, 2006a, p. 11
Recruitment and Retention

• What is your manager’s generation?
• What education is needed so Managers can be successful in recruiting?
• How will retention be impacted by generational differences?
• What is cost of ignoring conflict?
Manager to Employee

• Generation gaps in this situation could be difficult if the relationship starts on the wrong foot.

• For the manager, knowing that there are differences in the way generations communicate, view authority, life-work balance, and relationships is just the beginning.
Educators

• Educators need to understand how the generations select and learn.
• Generational work is needed to cultivate an environment that respects each generation’s perspective and way of life.
• Educators have to be observant and knowledgeable of the various traits associated with each generation.
ALL need perspective

• plan how to address these issues proactively, avoiding difficult or tense situations.
• Prevent situations that lead to poor morale and productivity.
• Impact recruitment and retention.
How to work in Teams

When multigenerational workers are sitting around same conference room table whose edition of the etiquette rule book do you play by??
• Disorganized rambling meetings-27%
• People who interrupt-17%
• People who fall asleep-16%
• No Bathroom breaks-9%
What about differences in Disciplines

• Complexity theory: The Wicked Question
• Multigenerational
• Interprofessional groups
• Diverse populations of care givers and patients
Interprofessional education

Nurses also should be educated with physicians and other health professionals both as students and throughout their careers in lifelong learning opportunities.”

–Institute of Medicine (2010)
The Triple Aim is IHI’s framework for optimizing health system performance:

• Improving the patient experience of care including quality and satisfaction
• Improving the health of populations
• Reducing the per capita cost of health care

(IHI, 2013, para. 1)
Interprofessional education occurs:

“when students from two or more professions learn about, from, and with each other to enable effective collaboration and improve health outcomes”
The objectives of this type of education are:

- To prepare students in the health professions to be ready to practice in collaborative teams upon graduation
- To optimize the skills of members
- To promote collaboration on case management
- To improve the quality of health services delivered to individuals and communities

(WHO, 2010, p. 10)
All levels of nursing education must emphasize:

- Nurses work in teams in providing care
- Nurses are groomed as full partners with other health care providers
- Nurses are leaders of future health care initiatives
- Nurses understand data and outcomes.
- Nurses do their peer review
Partnership in Practice

• True partnership requires intentional practice solidly anchored in partnership theory
• Just being educated together does not exclude intimidation of one profession over another
• Partners demonstrates personal accountability, ownership and equity
Aligning structure to Interprofessional work

- Interprofessional forms of governance as new structure
- Patient care models of EBP /Research that crosses all disciplines
- Respect for each discipline in decision making.
- No Hierarchical models of care and care delivery
Key to Survival

• Give people the benefit of the doubt
• Don’t forget the little things
• Say hello or good-bye, please and thank you
• Greet by name
• Diversity awareness is a key competency
• Be prepared to Set goals and measure outcomes
Positive behaviors for all generations and disciplines

- Flexibility is in!
- Listening
- Acknowledging
- Acting on suggestions
Questions
Thank you for attending this educational session. We hope that you have found this session informative and helpful.

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