

Fierce Conversations--Mineral Rights Conversations

List the initials and general description of two people engaged in the Mineral Rights Conversation. Also include date, time and location of each conversation, (i.e., J.L., spouse, 5/20/17, 7 pm, restaurant or M.B., nurse colleague, 5/26/17, 8:15 am, hospital break room).

1. K.N., co-worker, 3/16/20, 9:30 am, nurse workstation department 128 Kaiser Santa Clara.
2. R.O., wife, 3/21/20, 10:30 am, Kitchen center island.

How is this type of conversation valuable to teamwork?

The mineral rights conversation is valuable to teamwork because it looks at an important issue and breaks it down into parts that affect the individual and the entire team. It examines the impact not only on the person you are talking to but how it impacts the organization and your co-workers. It helps clarify the issue as much as possible. It looks at the current impact, future implications, ideal outcomes, and a commitment to solve the issue at hand.

Provide a summary paragraph of your experience with these conversations. Consider the following questions as you prepare your paragraph: What was your experience of asking to have the conversation? Were you genuinely curious about the person and his or her reality? Did feelings get expressed as well as issues and solutions? Were there any surprises in your experience of the Mineral Rights Conversation?

My first conversation was with my co-worker K.N. I made sure she had time to speak with me before we started. I chose her because she is very open and has a candid way of speaking. I certainly was curious about her reality as she is a valuable member of our team. The experience I had with her was incredible and somewhat surprising. I asked her what the most important thing was that we should talk about? She opened up about assigning nurses to patients that were either rule out Covid 19 which we call PUI's (patient under investigation) or Covid positive patients. We clarified the issue; she was upset because the day before she

had a different set of patients and when she came back today the charge nurse gave those patients to another nurse and she got the PUI patients. She was upset that they changed her assignment and gave it to another nurse who hadn't worked the prior day. What bugged her even more was that the nurse who took her assignment didn't speak to her or even make eye contact with her during the shift. I asked her what she wanted to do? What would help make her feel better? She said if that nurse had just come up to her and said I'm scared or uncomfortable taking those patients, can we change our assignments and you take them? The current impact was how we staff for the PUI patients. Future implications would be future staffing and how this new virus would affect our team relationships. She made an important point that we must all work as a team if we're to win this battle. We can't have nurses that are passive aggressive or refuse assignments because they have children at home. We all have families and are affected by this pandemic. I allowed her to truly open up and she started getting tears in her eyes. I asked her if I had somehow contributed to this problem. She just smiled and said I don't know did you Dan? I told her that I had, I knew the nurse she was talking about was scared to death of taking care of the PUI patients. I had told the night supervisor not to assign her those patients if it was at all possible. I admitted this to her and told her how bad I felt about what happened. We decided that the best outcome would be to share the responsibility of taking care of these patients. The most potent step we could take at that time was to report this to our manager and have her get involved in staffing decisions regarding this new patient population. The only surprise in the conversation was her emotional state and how it turned so quickly. I felt the mineral rights conversation went very well, was direct and got right to the issue and helped solve the problem.

The second conversation I had was with my wife at home in our kitchen. I chose her because she is the most important person in my life. I'm always interested in her reality as she is my wife and the mother of my two children. I asked her what the most important issue was that we needed to talk about? She wanted to know what I was doing to protect her and our children from the Covid 19 virus. She knows that I have taken care of PUI's and even two patients that were positive. I asked her to clarify what she meant. After several minutes of boiling down the issue, it was determined that she wanted to know what my routine would be when I left work and came home. What we discovered was that nothing had changed about my routine, despite the new threat of the virus. This wasn't acceptable to her or frankly me either. The current impact was I was endangering myself and the family, changes had to be made to mitigate the new threat. If things remained the same, future impact could be devastating if our entire family got sick with the

virus. I could see that my wife was getting upset, so I asked her to help me come up with a plan to protect us all. We would tackle this new problem as a team. I made it clear that my contribution to the problem was not changing my routine, and things would change starting my first day back at work 3/23/20. A new plan would have to be implemented before that deadline. We agreed that the ideal outcome would involve me changing out of my uniform at work. Changing my shoes at work and using Clorox wipes to wipe down the car and anything that went into the hospital. My wife suggested that I store my shoes in a cardboard box in the trunk of my car and put my uniform in a plastic bag in the trunk. Later, when I got home, I would dump the uniform into a bigger cardboard box and there it would stay for at least 3 days prior to washing it. These were big changes that she and I felt gave us a chance against Covid 19. By getting my wife involved she felt better and by having a firm plan in place now, we were committing to action to solve this problem. I wasn't surprised that my wife had a deep concern for me and the family when it came to this issue. I felt this mineral rights conversation helped my wife more than it did me. When I look back on my nursing career, I've dealt with the HIV virus, MRSA, VRE, CRE, TB, and I even was infected with the H1N1 virus. I think the attitude I had regarding Covid 19 was that it was just the next thing up and I would deal with it. This conversation may end up saving my life and at the very least change how I prepare to come home from work for the rest of my career.

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