



Insight in practice

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Goals for this session

- What is insight?
- Why is it important?
- How can we help others to get it?





NCNZ & Professional regulation

Registration and renewal

- ❖ the criteria for who should enter and remain in the profession

Accreditation

- ❖ educational preparation for entering nursing

Codes and guidelines

- ❖ Advice and standards

Complaints and notifications

- ❖ Criteria that would lead to exclusion



Regulation & competence

- **Competence** is reflected in all four of the regulatory elements listed above
- Ensuring **Competence** is the major purpose of professional regulation
- The need for competent nurses and midwives is inarguably a **public protection matter.**

Competence awareness

- The awareness of competence or incompetence (often referred to as **insight**) is vital to public protection
- The question is - how do you **develop** the **capacity** for insight?



What do we mean by 'insight'?

Insight

noun

- the *capacity to gain* an accurate and deep *understanding* of someone or something.

(https://www.google.co.nz/search?q=define+%27insight%27&rlz=1C1CHKB_en-gbNZ618NZ618&oq=define+%27insight%27&aqs=chrome..69i57j69i59j0l4.8272j1j8&sourceid=chrome&ie=UTF-8)

Brainstorm

**Insight and/or
competence
falters**

- *causes*
- *reasons why*



Main reference

- Chiarella, M. & Vernon. Insight into insight: analysis of case files of nurse and midwife registrant performance complaints. *Collegian* (2018), <https://doi.org/10.1016/j.colegn.2018.10.001>



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Chiarella & Vernon's 2016 study

Criteria for inclusion in the study

- Complaints dealt with locally, and did not proceed to prosecution
- A total of 712 complaints were analysed
- In total 148 excerpts were selected
- Thematic analysis was elicited from the qualitative and quantitative data
- Key elements of insight were identified



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Insights into insight

- Chiarella & Vernon found that reflection was not the same as insight
- Reflection is simply the first step in a series of elements



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Insight more closely defined

“**Insight** is awareness of one’s internal state and is associated with the ability to identify and express feelings; that is, people who inspect and monitor their **thoughts, feelings, and behaviours** well should have good self-reflection and insight. Further, self-reflection and insight are positively correlated.”

- (Grant, Franklin, & Langford, 2002, p. 822 as cited in Chiarella & Vernon, p2)



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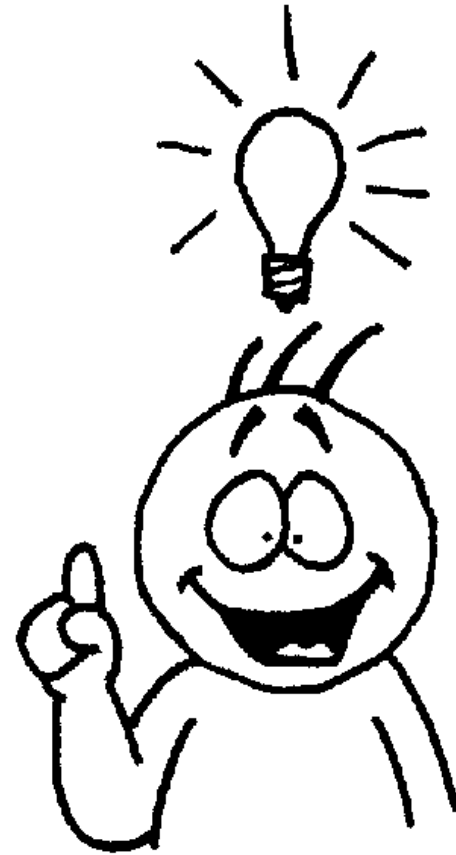
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What does insight look like?

Ownership of
the event

and

Action on
reflection





Insight and reflection

- Does the nurse demonstrate insight
or a lack of insight?
- Their responses *and* behaviours post reflection are crucial

Awareness, competence & safety

	Competent	Incompetent
Aware	Aware they are competent -SAFE	Aware they are incompetent - POTENTIALLY SAFE
Unaware	Unaware they are competent- POTENTIALLY UNSAFE	Unaware they are incompetent- UNSAFE



Whose responsibility is it to ensure competence?

Is it the regulatory authority's issue?

Or

The employer's?

Or

The individual's?



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Key elements of insight (study findings)

- Ownership of and taking responsibility for the incident
- Evidence of reflection on and analysis of the incident
- Evidence of reflection on and analysis of the registrant's (nurse's) own mental and/or physical state
- Analysis of the context in which the incident occurred



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Key elements of insight (study findings, cont'd)

- Recognition of own failures or mistakes
- Expressions of remorse, sorrow or regret
- Making an effort to improve oneself through targeted education
- Thinking about and describing what the nurse would do differently next time
- Seeking out counselling/mentorship



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The insightful (or not) nurse

- The issues of **ownership** of their role in the situation, followed by a willingness and then the impetus **to improve** seem to go to the heart of what is required for insight to be acceptable to the regulators.

(Chiarella & Vernon, p6)



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Sources of concern for regulators

1. Not understanding the issue
2. Blaming others
3. Making excuses
4. Making no attempt to change
5. Non-compliance with improvement measures



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Best approaches to developing insight

- Clear language to describe behaviours and attitudes
- Clear assessment templates of clinicians' performance
- Taking a proactive educational approach to the development of insight



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Coaching as a tool to grow insight

How can we help people to develop insight into their situation?



“It’s OK, everyone makes mistakes. Look at me. I hired you.”

Acting dumb can be really smart

- In coaching, being too smart can be really dumb
- Don't let your awesome brilliance get in the way – they are also awesome and brilliant!
- Facilitate their problem solving



Get curious

- Be willing to inhabit the space of not knowing
- We ask the best questions when we are curious
- The enemy of curiosity is judgement, which shuts down the process
- Ask “what do you think of that?”



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Avoid the dark side of Empathy

- Too much empathy puts you in the shoes of the client
- We can get trapped in their perspective & feelings
- Locks you into a way of experiencing things



"Can we swap glasses? It might help me to see your point of view!"

Get on the balcony

- Great to use to explore conflict situations
- Ask “if you were on a balcony observing that interaction, what would you have seen?”
- Explore who was angry, body language, professionalism, were they listening to each other, how do you think they felt after the interaction?
- Enables the person to reflect on their state during the interaction.



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Final tips

- People will sometimes be annoyed or feel betrayed by what you say
- The realisation of how they are to others/what they have done can be hard to accept initially
- Don't expect an "Aha" moment – enjoy if you do.
- Coaching is supposed to be challenging in order for us to see our blindspots and grow
- Reflect on your coaching too.



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