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Transforming a multinational nursing unit into one cohesive team

This presentation will share the lessons learned; the success and challenges experienced by the Cleveland Clinic Abu Dhabi (CCAD) Perioperative Leadership team in uniting 15 different nationalities and cultures into one cohesive, high performing patient care team. CCAD is the first Academic Medical and Research Centre in the UAE. A total of 75 different nationalities comprise the caregiver population at CCAD. With 15 different languages and the accompanying accents, misunderstandings through verbal communication and body language, is a constant hazard. CCAD has been open to patient care since February 2015 and within this start-up environment, change is the common theme on all levels throughout the organization. A primary goal for the perioperative team is harnessing the experience, knowledge and enthusiasm of so many different caregivers and channeling it into one consistent way of caring for our patients and families. Adding to the complexity of working with a multinational group is the intricacy of providing care for the unique and multifaceted Emirati culture. These amazing people are our patients, families and co-workers and willingly share their world with us every day. Creating and implementing the CCAD way through evidence based practice, AORN Guidelines, Hospital Policy, Unit Based Practice Councils and Education, we continue to grow into ourselves, building our future and striving for excellence in our care.

Biography

Lorraine McInnis has been a Perioperative Nurse for over 27 years and has worked on all three coasts of Canada. She has fulfilled multiple nursing roles throughout her career and has presented at both national and international conferences on various topics for the perioperative environment.

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