

Feasibility Testing of the Relational Playbook Leadership Development Program Using the Whistle Systems Employee Recognition Platform

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Background

- Healthcare leadership programs often fail for they do not fit within busy clinician schedules.
- The Relational Playbook is an evidence-based leadership development program developed in the Veterans Health Administration.
- We partnered with the Whistle Systems Employee Recognition Mobile Platform to virtually deliver the Playbook as microlearning content using behavioral science and gamification principles.
- We piloted the program with University of Colorado, Department of Medicine Cardiology Nurse Practitioners (NP).

Methods

- One-year, mixed-methods case study.
- Playbook content was delivered weekly via nudge notifications.
- Engagement metrics and user experience data were collected through weekly surveys, a post-implementation acceptability, appropriateness, and feasibility survey, and interview with lead NP.
- Descriptive statistics summarized engagement levels.
- Thematic content analysis of qualitative data.

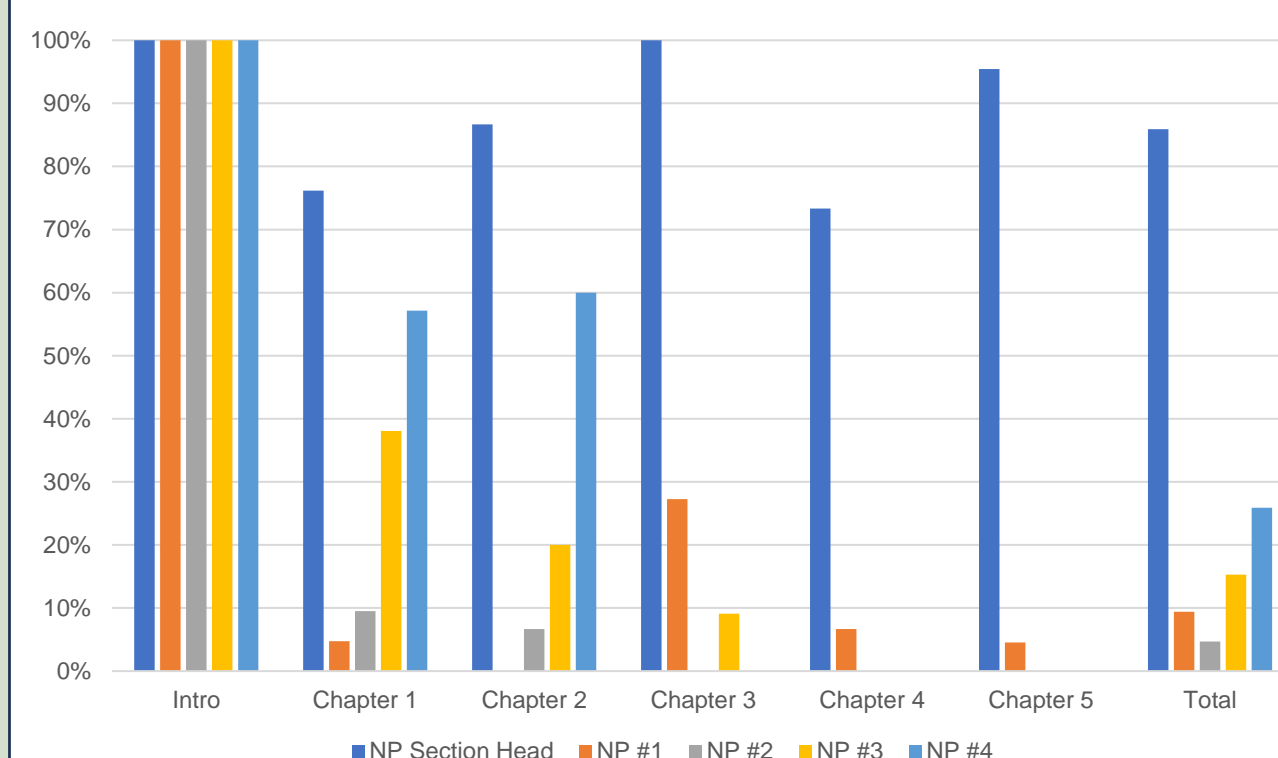
Results



5 cardiology NPs participated in the study, with the NP section head serving as the site champion.

- NP Section Head rated the Playbook on the Whistle platform as *highly acceptable, appropriate and feasible for implementation (5/5; 1-5 Likert scale)*.
- NP Section Head engaged with *86% (73/85) of the learning content and reflection surveys and implemented all 11 interventions at least once*.
- 4 practicing cardiology NPs *fully engaged with the introductory content, but their participation declined over the five chapters*.

The Playbook on Whistle Completion Rates by Chapter



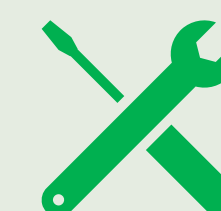
Primarily used the website -- rating it easy to use

The Playbook content was described as *"bite size enough to be done in one sitting and ... easily digested."*



Rated implementation of the Playbook practices as moderately easy

"there's some hard days... and we focus a lot on the negative... instead of what went right. I liked that about the Playbook."



Suggested adaptations:

- 1) Tailor Playbook for virtual teams
- 2) Condense program to 6-months
- 3) Reduce nudge frequency
- 4) Develop non-leader educational module

Conclusions



Whistle platform was found to be an acceptable, appropriate, and feasible tool for delivering the Playbook to Nurse Practitioners

- Participants appreciated the nudges, evidence-based learning content, and flexibility offered by the virtual platform.
- Findings suggest that delivering the Playbook on Whistle is and , efficient, effective, and scalable approach to enhance the growth & well-being of nurse leaders.

Implications

Academic research and technology partnerships can enhance the delivery of evidence-based practices to diverse populations.

Researchers can work with CU Innovations Technology Transfer to explore academic-industry partnerships.

Disclosures

The Relational Playbook is a registered invention with the VA Tech Transfer (VA ID 2022-474).

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