"Building Collaborative Relationships with Parents, School Administrators, and Health Care Providers"

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Objectives:

As a result of this session school nurses will be able to...

- Articulate the importance of building collaborative relationships with parents, school administrators, and medical clinic staff to improve health outcomes.
- Identify the multiple stakeholders supporting the student.
- Analyze their own role in conflict.
- Develop strategies for handling complicated situations, particularly when there are conflicts or disagreements.
- Cultivate a trauma-informed environment to support students' health and emotional well-being.

Importance of Collaborative Relationships

✓ Improved
Health Outcomes
- A holistic
approach supports
students' physical,
mental, and
emotional health.

Continuity of Care - Ensures consistency across home, school, and medical settings.

✓ Shared
Resources & Knowledge Enhances care and decision-making.

Building Trust
 Strengthens
 relationships
 between
 stakeholders.

Benefits of Building Collaborative Relationships

- **Deter Coordination** Everyone works together toward student success.
 - **♦ Regular Communication** Ensures clarity and problem-solving.
 - **Empowerment** Encourages student independence and advocacy.
 - ♦ Prevention & Early Intervention Addresses issues before they escalate.
 - ♦ Mutual Respect & Trust Creates a positive and inclusive environment.

Stakeholders in care of students with diabetes











School staff (teachers and others)

So conflict could result among any of these individuals.

Student

Learn age-appropriate self-management skills

Communicate with family, healthcare providers, school nurse, school staff

Follow DMMP to the best of their ability (think trauma informed care)

Parents/caregivers/family

- Advocate for their child
- ► Provide supplies and medical orders, help develop DMMP or school health plan
- ▶ Provide emergency medication if prescribed
- ► Support developmentally appropriate self-management skills and independence
- Support (good) school attendance
- ► Support (good) communication between family, healthcare provider, and school

Healthcare Providers

Develops care plan in collaboration with student and family based on individual health of student

Communicate health plan or DMMP to school nurse (staff)

Work with family and student to make sure they are understanding of the plan

Advocates for student's needs to be met at school

School staff/teachers

Provide day to day observation and assist with diabetes care following health plans

Support student's academic success

Support student's emotional health

Responsible for a classroom of students

School administrator

Responsible that this student and all students achieve academic success

Provides for safe environment for student and that health needs are met

School Nurse

Care coordination and communication

Development of school health plan that staff will follow

Ensure safe environment

Provides training to school staff

Encourages developmentally appropriate self care and independence

Resolves misunderstandings between between students, teachers, and peers regarding diabetes management (e.g., why a student needs to eat in class or leave to check blood sugar).

Handling Conflict

▶ <u>M</u> Why Conflict Happens

- Differing priorities and values.
- Miscommunication or lack of understanding.
- Conflicting expectations.
- Limited Resources
- Emotional Factors

Handling Conflict -Resolution

Resolution Strategies

- Active Listening Ensure all voices are heard.
- Open & Transparent Communication Address issues directly and calmly.
- Team Mentality Work together toward solutions.
- Ongoing Education & Support Foster shared understanding.
- ► Empathy & Respect Acknowledge different perspectives.

What's your role in conflict?

Addressing your own role in a conflict—whether as a participant, mediator, or observer—requires self-awareness, accountability, and a commitment to resolution.

Self-Reflection

- Ask yourself: What was my role in this conflict?
- Identify your **emotions**, **biases**, **or actions** that may have contributed to the situation.
- Consider how your communication style (e.g., tone, wording, body language) may have impacted the other person.

Take Responsibility

Acknowledge mistakes or misunderstandings instead of shifting blame.

Seek Understanding

- Ask the other party for their perspective without being defensive.
- Clarify intentions: "I want to understand where you're coming from."

What's your role in conflict?

Communicate Effectively

- Stay calm and professional, especially in emotionally charged situations.
- 4 Avoid escalating conflict through blame, sarcasm, or passive-aggressive behavior.
- Focus on solutions rather than proving a point.

Apologize and Make Amends

- Offer a sincere apology if needed: "I'm sorry for my part in this conflict. That wasn't my intention."
- Follow up with actions that rebuild trust (e.g., making necessary changes, keeping commitments).

Learn and Grow

- Reflect on the conflict as a learning experience.
- Consider how to handle similar situations better in the future.

What's your role in conflict?

Remember to use a trauma informed approach to conflict.

Use your knowledge of the stages of health behavior change.

Recognize what is and what is NOT within your control (and accept it).

By playing a **proactive and supportive role**, the school nurse helps create a **safe and inclusive** school environment for students with diabetes, reducing conflicts related to their health needs.

What is Trauma Informed Care?

An approach that recognizes the impact of trauma on individuals and integrates this understanding into policies, practices, and interactions to create a safe and supportive environment.

- ► Key Principles of Trauma-Informed Care:
- Safety
- Trust & Transparency
- Peer Support & Collaboration
- Empower Voice & Choice
- Cultural Sensitivity

How can school nurses create a trauma sensitive school environment?

- Recognizing Signs of Trauma
- Creating Safe Spaces
- Building Trusting Relationships
- Using a Compassionate Approach
- Promote Emotional Regulation
- Coordinating with Mental Health Professionals
- Providing Staff Training
- Encouraging Predictability

Conclusion: Key Takeaways & Next Steps

- Collaboration Leads to Success
 - Strong relationships between parents, school staff, and healthcare providers improve student health and academic outcomes.
- Effective Communication is Key
 - Active listening, transparency, and teamwork help resolve conflicts and build trust.
- ✓ Trauma-Informed Care Matters
 - A supportive environment fosters student well-being and selfmanagement.

Reflection & Action

What supports do you currently have to build collaborative relationships?

What barriers have you encountered or overcome in developing collaborative relationships?

Together, we create healthier, more inclusive school environments!