

Chapter 16

Dealing With Chaos

Understanding the Changes

- Nursing amidst chaos
 - Feelings of chaos are related to changes in health
 - Changes in nursing education can lead to chaos
 - LPNs must understand these changes to be effective in their profession

Understanding the Changes (cont'd)

- Nursing amidst chaos
 - Cost effectiveness and patient outcomes are the current measures of nursing excellence
 - Nurses will work with those who have not adapted to the new changes
 - Effective nurses will embrace the chaos

Understanding Newtonian Physics or the Scientific Age

- Old paradigm that dominated for 300 years
- Strong sense of organization during industrial era
- Focus on parts rather than the whole
- Newtonian nursing stemmed from this thinking
 - Orderly, compartmentalized, and predictable
 - Follow physician orders and organizational rules without question

Understanding Quantum Physics or the New Science

- Explains many phenomena that Newton could not
- The world is filled with chaos
- People look at entire experiences, relationships, and processes rather than just the parts.
- Consistent with Maslow and Watson
- Focus of nursing moved from task-oriented to person outcome-focused
- Stresses empowerment, creative problem-solving, and teamwork

Chaos Theory

- Chaos is the movement away from order
- Chaos in nursing comes in part from mixing Newtonian and new science nurses
- The goal of every nurse manager: finding order in the chaos that exists in today's health care

Chaos Theory (cont'd)

- Chaos is inevitable
- Need to identify strange attractor to make chaos work for you
- Attractor concept

Strange Attractor

- Comes into play when chaos occurs
- Phenomenon of natural organization that people in chaos will self-organize
- Need to believe in the potential of others
- Nurse managers need to help others empower themselves and provide opportunities for collaboration
- Strange attractor allows people to be their best when the situation is the most chaotic

Strange Attractor (cont'd)

- Are you ready?
 - Health care changing rapidly
 - Understand modern-day theories of science and nursing
 - Embracing chaos is critical to success