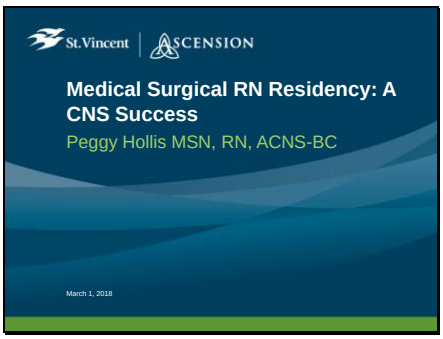
Slide 1



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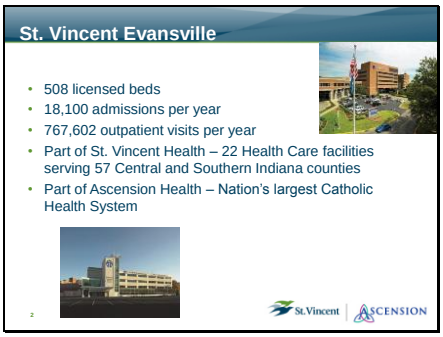

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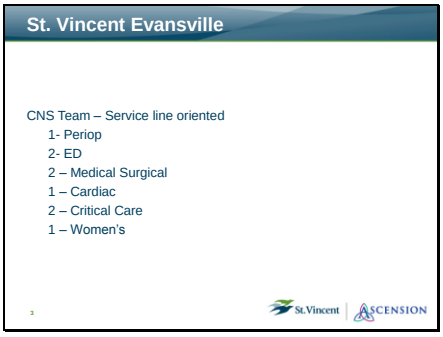

Slide 4

Background

- Recruitment - 2014
  - Asked to create a Medical Surgical Nurse Residency Program
    - Competitor
    - Other service lines
- Retention
  - Turnover for MS RNs was 27% at 15 months and 41% at 18 months
  - National average (2015) 20.4%

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Slide 5

Background

- American Association of Colleges of Nursing (AACN) through the Commission on Collegiate Nursing Education (CCNE)
  - First accreditation (2008) standards for Nurse Residency Programs
    - Defined as:
      - 12 month program
      - Foster acquisition of knowledge, skills, attitudes, values, and norms
      - Focus on role transition and role acquisition
      - Bridge the gap between academia and practice

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Slide 6

Evidence

University HealthSystems Consortium (UHC) of Academic Hospitals

Krugman, M. (2006) The national post-baccalaureate graduate nurse residency program: A model for excellence in transition to practice, *Journal for Nurses in Staff Development, 22 (4)*, 196-205.

- Partnered with AACN
- Goal to standardize (decrease variation) nurse residency programs
  - Not a repeat of undergraduate content
- Develop effective judgement and decision making skills
  - Coaching
- Strengthen commitment to nursing
  - Mentoring
- Incorporate research-based evidence

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Slide 7

Background

- American Nurses Association (ANA) through the American Nurses Credentialing Center (ANCC)
  (2016) Practice Transition Accreditation Program (PTAP)
  Defined as:
    - A program at least 6 months in length
    - Acquire knowledge, skills, and professional behaviors
    - Provide support as RNs transition into the clinical setting

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Slide 8

Krugman, M (2006)

Resident Facilitator-

- promotes continuous learning and development
- fosters critical thinking
- provides feedback
- encourages self-assessment
- promotes professional development

"CNS is ideally suited for this role"

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Slide 9

Evidence

Goode, C. (2013). Lessons learned from 10 years research on a post-baccalaureate nurse residency program, *The Journal of Nursing Administration, 43*(2), 73-79.

First year turnover went from 12% to 4.4%

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Slide 10

Evidence

Author	Title	Outcome	Finding
Fiedler, R. (2014)	Long-term outcomes of a post-baccalaureate nurse residency program	Turnover rates	5.6% 12 month turnover
Kramer, M. (2012)	Impact of healthy work environments and multistage nurse residency programs on retention of newly licensed RNs	Turnover rates	Significant improvement (P<.0001)
Trepanier, S. (2012)	New graduate nurse residency program: A cost benefit analysis based on turnover and contract labor usage	Turnover rates	Significant improvement (P<.005) 36.08% to 6.41%

Slide 11

Curriculum Outline

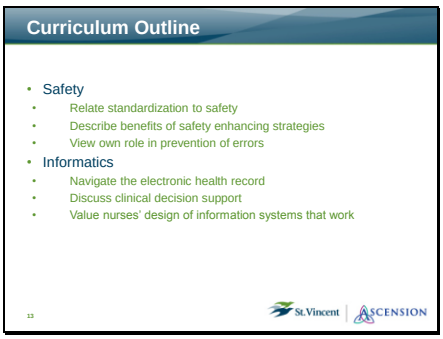
- Patient Centered Care
  - Patient education
  - End of Life
  - Pain management
  - Diversity
  - Patient satisfaction
  - Goal directed care
- Teamwork and Collaboration
  - Communication techniques
  - Effective team functions
  - Commitment to team goals
  - Conflict management

Slide 12

Curriculum Outline

- Evidence-Based Practice
  - Integrate EBP into practice
  - Read research reports
- Quality Improvement
  - Discuss cause and effect
  - Participate in RCA
  - Identify gaps in practice

Slide 13



Slide 14

Slide 15

Slide 16

CNS Competencies

- Mentors nurses to translate research into practice.
- Uses leadership, team building, negotiation, and conflict resolution skills to build partnerships within and across systems, including communities.
- Determines nursing practice and system interventions that will promote patient, family and community safety.
- Provides leadership for establishing, improving, and sustaining collaborative relationships to meet clinical needs.

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Slide 17

CNS Competencies

- Practices collegially with medical staff and other members of the healthcare team so that all providers' unique contributions to health outcomes will be enhanced.
- Designs health information and patient education appropriate to the patient's developmental level, health literacy level, learning needs, readiness to learn, and cultural values and beliefs.
- Implements staff development and continuing education activities
- Mentors staff nurses, graduate students and others to acquire new knowledge and skills and develop their careers

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Slide 18

Program Development

- 12 month program starts at end of orientation
- 4 hour monthly modules (dropped to 3 hours after the 1st cohort)
- Facilitated by the 2 MedSurg CNSs
- Use didactic, case studies, IT, discussion, simulation
- 30 minutes for open discussion at the beginning of each session

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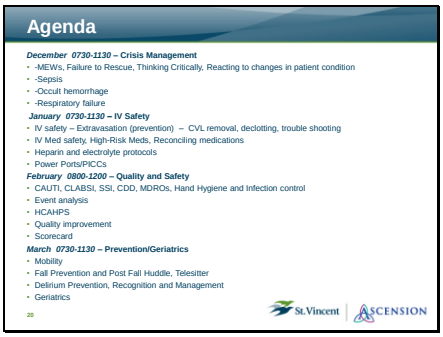
Slide 19

Slide 20



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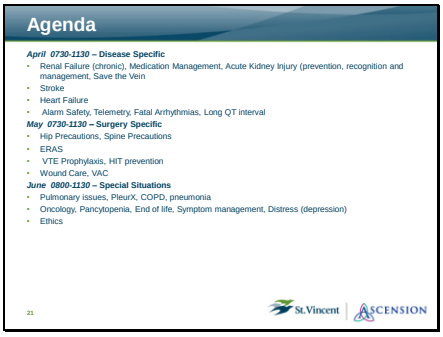

Slide 22

Outcomes

Relationship Building

- Crucial for the role of the CNS
- Difficult to hardwire with occasional bedside consults
- Great to have neutral time to build rapport

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Slide 23

Outcomes

Some of the comments made by the new RNs were as follows:

- *Awesome class! I learned a lot. Very relevant information.*
- *Looking forward to the next class. This class is very effective in helping you feel a part of the team, helping you become connected and addressing the things that were not covered in orientation.*
- *I really needed this!!! I feel like soooo much was thrown at us (and quickly talked about) in orientation.*
- *I have been very overwhelmed!! I have been mostly overwhelmed and nervous over exactly what we've talked about today! (organizing, what to chart, where to find things in Quest) Thank YOU!!!!*
- *This was a lot more beneficial than I thought it would be. I can't wait for the next session!*
- *I liked to be able to look at this information in relation to the patient and patient's chart.*
- *Awesome!*

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Slide 24

Outcomes

Feedback from key stakeholders.

Lisa Downen Director of 6E stated "the new RNs come back from class and teach the RNs on the unit some of the concepts they learned in class".

Kathy Stewart Director of Patient Relations stated "I can tell a difference in this [cohort] of new RNs…they seem better able to assume their role."

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Slide 25

Outcomes

System fixes - Too new to become deconditioned

- Lab Turn Around Times
- Interventional Radiology

Slide 26

Outcomes

Cohort	15 month turnover	18 month turnover
FY 15	27%	41%
FY 16	23%	31%
FY 17	15%	15%

Slide 27

Next Steps

Consider a 6 month program

Continue to look at outcomes for 2, 3 and 4 year retention

Questions