



Increasing Retention of Newly Hired Nurses & Improving Quality of care: Post Orientation Education Program

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Overview

- Newly hired nurses (NHN) often have limited clinical experience when entering the workforce. They have an orientation period and then are expected to be “on their own”. However, when transitioning off of orientation, NHNs often experience a lack of support from their colleagues. Novice nurses coupled with inadequate support systems can lead to negative patient outcomes.
- An innovative post-orientation education program (POEP) was developed to address these concerns.
- The program focused on continuing education regarding common diagnoses of the primary patient population.
- POEP was effective in developing NHN’s critical thinking skills, confidence, all while fostering lasting relationships with leadership nurses.
- The WIN! Turn over rate decreased from 15% to 2.8% after the implementation of this program.

Implementation

Program Design

- 10 week program
- Pre- test/Post test
- Weekly one to one meetings to review/ discuss common diagnoses with different leadership nurses
- Program Evaluation

Goals

- Build on clinical knowledge base
- Expand critical thinking
- Develop supportive relationships

How Success Was Measured

- Turnover rates 1 year after hire decreased from 15% (2006-08) to 2.8% (2008-10).
- 100% of NHN demonstrated safe patient care up to one year after orientation
- Comparison between pre/ post test results
- Program Evaluation

Results

Pre- POEP

January 2006- February 2008

- 17 New Graduate Nurse Hires
- 59% demonstrated safe, effective, patient centered care up to 1 year after orientation
- High turnover rate peaking to 66.9%

Post- POEP

March 2008- Present

- 17 New Graduate Nurse Hires
- 100% demonstrated safe, effective, patient centered care up to 1 year after orientation
- Turnover rate reduced from 15.3% (FY2010), to 2.8% (FY2011)

Qualitative Program Evaluation Results

- Increase in Communication Skills
- Increase in Critical Thinking Skills
- Increased Confidence

Pre and Post test Results

Number of Participants (March 2008- Present)	Average Pre Test Scores	Average Post Test Scores
17	66%	92%

Implication for Practice

- Coupled with national nursing shortages, nursing turnover rates are very high and new graduates are leaving their position within the first year. Retaining staff post orientation is a must for nurse leaders.
- Mentoring programs have shown to increase retention and ultimately improve patient care.
- High turnover impacts patient care outcomes within hospitals. A significant result of the POEP is that it has shown to increase retention of NHN and positively impact patient care outcomes.

References

Cockerham, J., Figueroa-Altmann, A., Eyster, B., Ross, C., & Salami, J. (2011). Supporting newly hired nurses: A Program to increase knowledge and confidence while fostering relationships among the team. Nursing Forum, 46(4), 231-239.