

## An Intensive and Focused Orientation Program Skyrockets Retention and Nurse Satisfaction

Rosemary Dunn, DrNP, MBA, RN  
Chief Nursing Officer

Kimberly Hummel, BSN, RN  
Director Interventional Cardiology, Patient Monitoring Services, Women's Health Unit

Jill Rachild, BSN, BS, RN  
Clinical Educator Interventional Cardiology



### PURPOSE

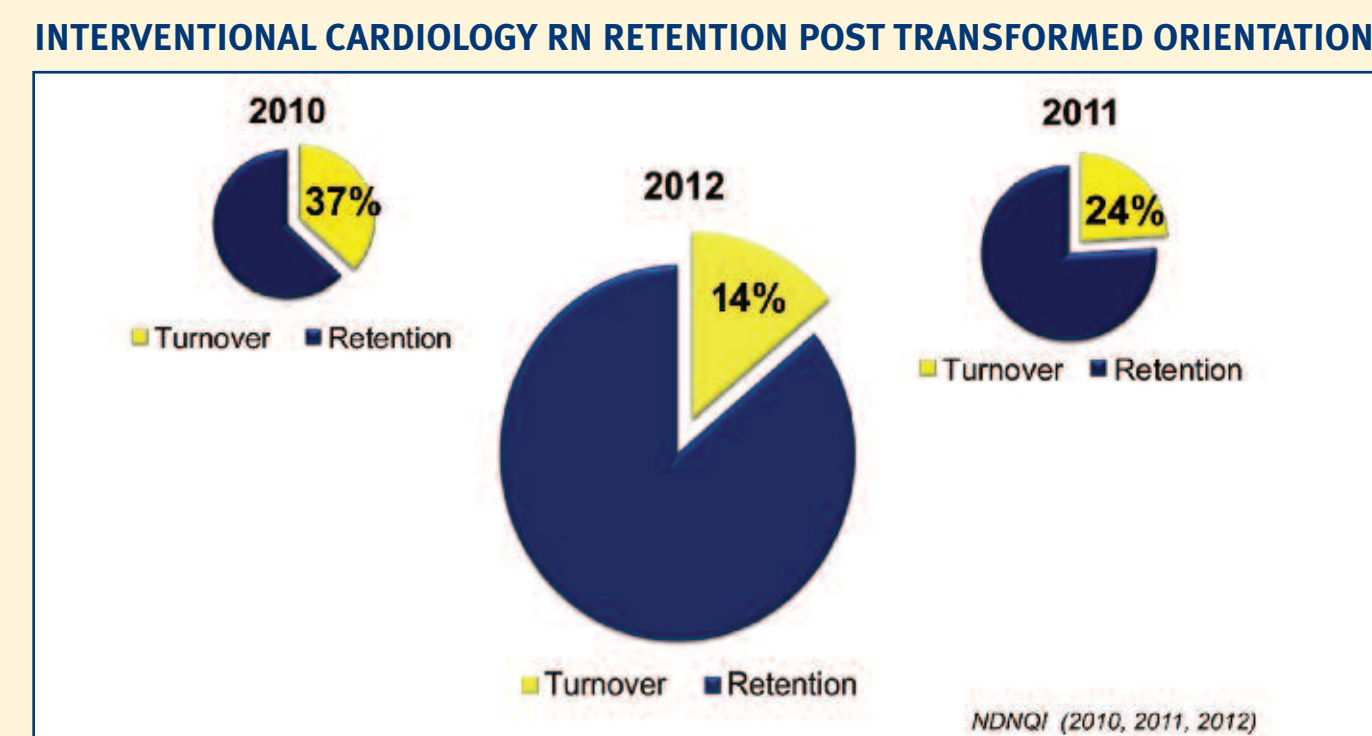
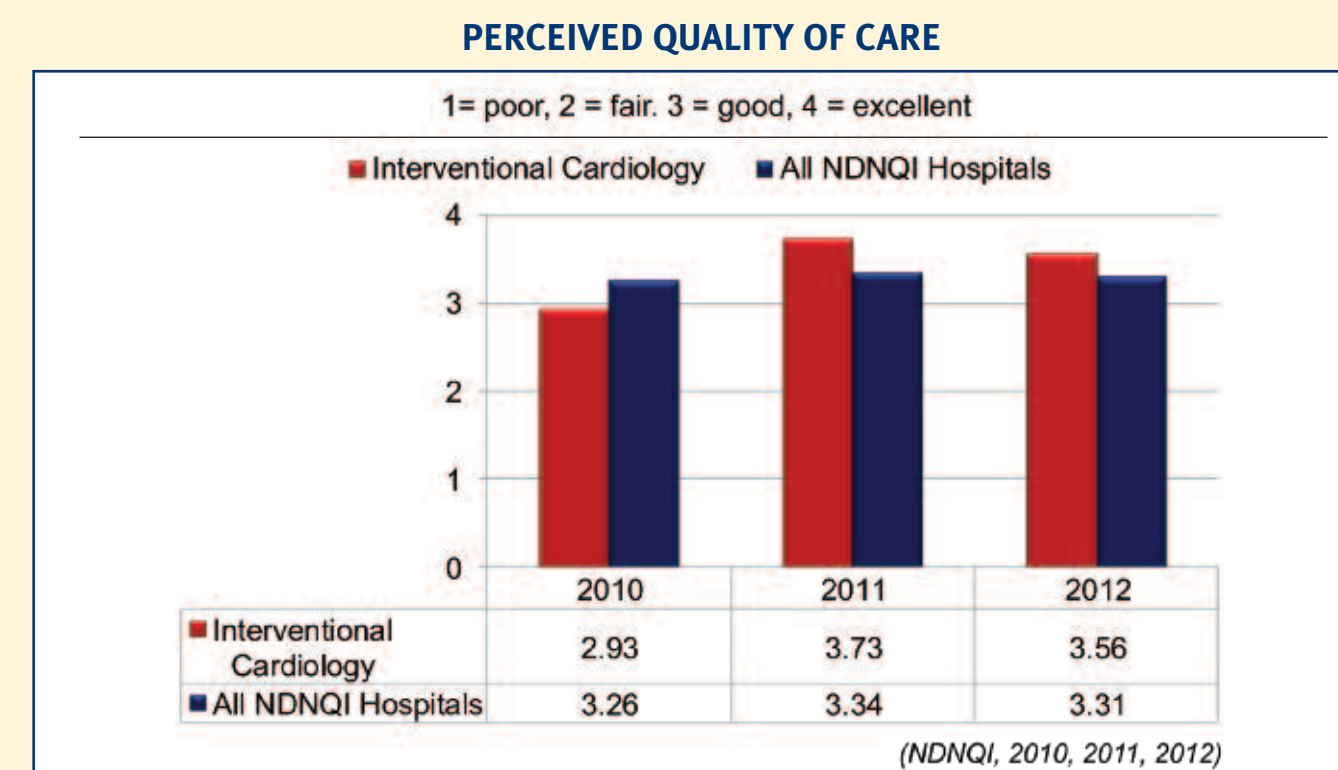
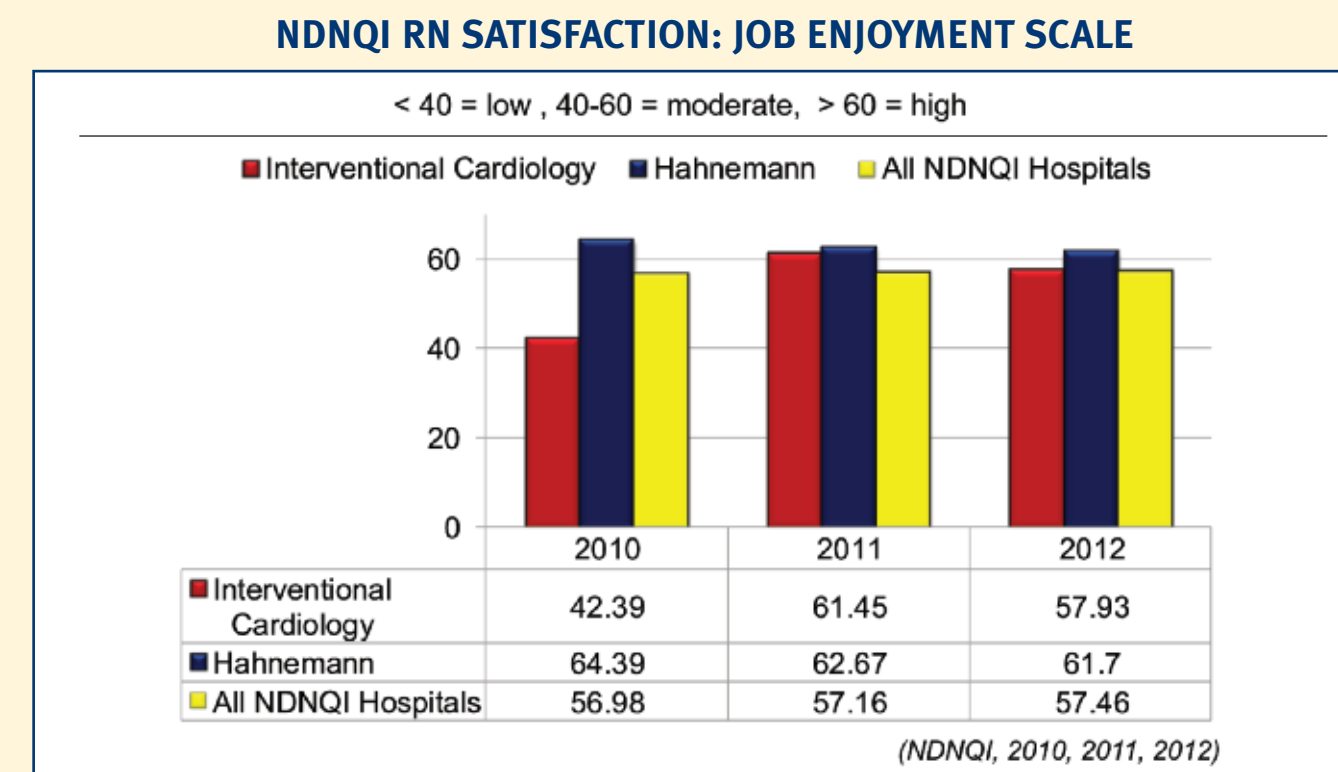
- An educational initiative was introduced through the vehicle of shared governance to reduce novice RN Turnover and increase the knowledge, competence, and accountability of the bedside clinician on the Intermediate Cardiology Unit.

### SIGNIFICANCE

- In a high volume patient care environment challenges are placed on nursing to increase the number of patient admissions, transfers, and discharges in a timely manner, presenting significant challenges to the novice RN. Educational preparation prior to the acute patient setting does not always incorporate the practical needs required to manage patient clinical presentations and patient flow.

### STRATEGY AND IMPLEMENTATION

- RN's who recently completed orientation were surveyed of how well they were prepared to come off of orientation. The majority had specific concerns related to their educational readiness to manage patients without the clinical support of the preceptor.
- The Unit Educator in collaboration with the bedside clinicians developed an innovative and informative orientation process that includes:
  - Consistent primary and secondary preceptors
  - Weekly meetings with Unit Nurse Educator
  - Specific didactic skills required to manage patient presentations
  - Peer evaluation of orientees' progress
  - Classroom and hands on educational sessions



### IMPLICATIONS FOR PRACTICE

- Our intensive and focused nursing orientation model can be implemented at any organization through a shared governance vehicle and bedside clinician input, drive, and application, support by leadership.
- A key aspect with any implementation of change is: Can the change sustain the accountability, quality, perception of care and job enjoyment?

### DISCUSSION

- Clinical areas of focus to evaluate the success of the Primary Nursing Care Delivery Model were emergency events, medication errors related to anticoagulation therapy and skin breakdown. All areas trended remarkable improvement. The most dramatic was the reduction of emergency events. The nurses are able to assess, plan, and implement care for their patients in a timely manner and anticipate any changes in patient status.
- Hahnemann University Hospital's Care Delivery Model pilot has proved extremely successful results for patients, staff, and the organization.
- Our nurse led RN Care Delivery Model pilot can be implemented at any organization through a shared governance vehicle and bedside clinician input, drive, and application, with support by nursing and hospital leadership.
- Our intensive and focused orientation met the needs of the novice nurse by enhancing their clinical quality and critical thinking skills and providing confidence, ultimately improving quality of care, nurse satisfaction and RN Retention.

### REFERENCES

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