MEETING THE FUTURE OF NURSING REPORT™
RECOMMENDATIONS: A SUCCESSFUL PRACTICE — ACADEMIC PARTNERSHIP

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ORGANIZATIONAL SETTINGS

- Del Sol Medical Center HCA®
- 347-bed, acute care hospital in El Paso, TX
- Services west TX, southern NM, and northern Mexico
- University of TX at El Paso
- Ranked Top 10 in the nation by Washington Monthly for social mobility, research, and service
Pillars of Excellence

- People: Recruit and retain the best
- Clinical: Strengthen relationships and promote collaboration
- Leadership: Research in evidence-based practice
- Innovation: To achieve vision/mission
- Fiscal: Sustainable nursing programs
- Community: Social responsibility and engagement
BACKGROUND AND SIGNIFICANCE

• The Institute of Medicine’s (IOM) *The Future of Nursing™ Campaign for Action Report* (2011)
  o Recommendation 3 – implement nurse residency programs
  o Recommendation 4 – increase the proportion of BSN nurses from 50% to 80% by 2020
New graduate nurse turnover at 13%-75% (Kovner, et al., 2007)
$22,000-$64,000 to replace an RN (Robert Wood Johnson Foundation, 2009)
New nurses prefer additional clinical time, more technical skills, and a wide-range of real life experiences (Chappy, et al., 2010)
Graduate nurse program - turnover 50% to 13%; ROI $823,680 over one year (Pine & Tart, 2007)
Paid undergraduate nurse positions ↓ orientation and improve transition to work (Gamroth, 2006)
New graduate RN residency program (n=524): 12-month turnover (36% to 6.4%) & reduction in contract labor ($19,099 to $5,490) per ADC (Trepanier, et. al., 2012)
Limited information on FTE savings
Wisconsin BSN Clinical Focus Program (CFP) – decreased orientation costs and improved retention to 100% in year two (Harrison, et. al., 2007)
1) Does a registered nurse internship program increase the number of BSN prepared nurses and decrease orientation FTEs, salaries, benefits, and recruitment costs while producing competent nurses at Del Sol?

2) How satisfied are the participants and preceptors with the RN internship program?

*Program goals to follow
# WISCONSIN CFP VS. DEL SOL INTERNSHIP PROGRAM

## Similarities
- Partnership between hospitals & universities
- Preceptors selected by managers; attended specialized training
- Didactic instruction specific to area of focus
- Monetary compensation at the Nurse Tech rate
- Nurse competencies
- Became FTEs upon hire; were NOT employees while in the program

## Differences

<table>
<thead>
<tr>
<th></th>
<th>Wisconsin CFP</th>
<th>Del Sol Internship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Program</td>
<td>9 months</td>
<td>4.25 months</td>
</tr>
<tr>
<td># Clinical Hours</td>
<td>360 hours</td>
<td>260 hours</td>
</tr>
<tr>
<td># Students/interns</td>
<td>10</td>
<td>26</td>
</tr>
<tr>
<td>Employment Guarantee</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td># Clinical Rotations</td>
<td>3 acute care</td>
<td>1 acute care + 1 community</td>
</tr>
</tbody>
</table>
INTERVENTION

• Collaborative meetings (Del Sol/UTEP)
• Selection and training of preceptors
• **Promotion of the program**
• Interns application & ranking of areas of interest
• **Panel interviews- behavioral based interview questions**
• Extension of intern offers – Reqs are set aside
• Promissory note
• Internship program – four months
  ❖ General and nursing orientation
  ❖ Didactic training/simulation labs
  ❖ Assimilation into department (uniform, badge)
  ❖ **Completion of 260-288 hours additional internship time (above the required 180 hours of acute care and 135 hours of community practicums)**
  ❖ Completion of Del Sol RN competencies
• **Continuum of care practicums**
  (i.e. CVICU intern > cardiac rehab program, wound care center, diagnostic center)
• **Upon UTEP graduation, guaranteed GN/RN position at Del Sol**
Goal 1: Improve or hasten competencies of graduate nurses to assure safe and high quality patient care

<table>
<thead>
<tr>
<th>Department</th>
<th>Intern numbers</th>
<th>% RN Competencies Completed/ # Competencies Required</th>
<th>Hours of Orientation Post Internship</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED</td>
<td>5</td>
<td>89.8 / 323</td>
<td>72.0</td>
</tr>
<tr>
<td>ICU</td>
<td>4</td>
<td>95.0 / 494</td>
<td>72.0</td>
</tr>
<tr>
<td>CVICU</td>
<td>4</td>
<td>99.8 / 566</td>
<td>54.0</td>
</tr>
<tr>
<td>NICU</td>
<td>1</td>
<td>88.0 / 419</td>
<td>36.0</td>
</tr>
<tr>
<td>Telemetry</td>
<td>2</td>
<td>98.0 / 532</td>
<td>72.0</td>
</tr>
<tr>
<td>Med-surg</td>
<td>10</td>
<td>87.6 / 321</td>
<td>64.8</td>
</tr>
<tr>
<td>TOTAL</td>
<td>26</td>
<td>91.9%</td>
<td>65.1 Hours</td>
</tr>
</tbody>
</table>

*limited to UTEP BSN 8th semester students
Goal 2: Determine satisfaction of nurse interns and preceptors

- Survey completion (n=26; 100%)
- Modified Casey-Fink Graduate Nurse Experience survey: 5 Likert-scale items ranging from 1 (very dissatisfied) to 5 (very satisfied)
INTERN RESPONSES RELATED TO SATISFACTION

![Bar Chart]

Error bars: +/- 1 SD

- Preceptor
- Number of Internship Hours
- Shift Assigned
- Internship Stipend amount
- Encouragement and Feedback

Mean

0 1 2 3 4 5 6
PRECEPTOR RESPONSES RELATED TO SATISFACTION

Mean

- Understood Purpose of Internship Program
- Received Adequate Training
- Understood Competency Completion
- Had Appropriate Tools to Orient
- Satisfied with Intern's Progress
- Adequate Leadership Guidance
- Satisfied with Encouragement and Feedback

Error bars: +/- 1 SD
CASEY-FINK GRADUATE NURSE EXPERIENCE
SURVEY SUBSCALE ITEMS

• Items were divided into subscale scores
• Scale ranged from 1 (strongly disagree) to 4 (strongly agree)
• Subscale with the highest ratings:
  o Professional satisfaction (µ=3.67, SD=.42)
  o Support (µ=3.55, SD=.35)
• Highest rating: “There are positive role models for me to observe on my unit.” (µ=3.77, SD=.43)
• Lowest rating: “I feel I may harm a patient due to my lack of knowledge and experience.” (µ=1.88, SD=.71)
Goal 3: Assure employment offers were extended to those interns who were a good match with Del Sol’s culture

- Selectivity for the internship program - 79% (26/33)
- Yield for the internship - 100%
- Yield for employment - 100%
Goal 4: Increase the proportion of BSN prepared RNs at Del Sol

- January 2012 - program baseline (58.8% BSN nurses)
- January 2013 - program completion (↑ to 65.8% BSN nurses)

- Z-test used for comparison: Significant increase in the proportion of BSN prepared RNs as evidenced with the statistical Z-test of $Z = 2.44$, $p < .05$ ($p = .0147$ for two-tailed probability)
Goal 6: Determine if improvements in graduate nurse’s understanding of a patient’s continuum of care occurred

• Qualitative feedback in weekly meetings
• Positive Intern Feedback
  o Felt prepared for RN-NCLEX
  o Felt like part of the department and respected by experienced nurses
  o Felt better prepared to care for patient population through community practicum experience
  o Expressed decreased anxiety as new graduates
  o Expressed would participate in a program such as this all over again
• Suggestions for improvements
  o Add a death and dying course
  o Add a course on chest tubes
  o Change the order of practicums (community practicum prior to acute care practicum)
Goal 7: Determine if improvements in RN recruitment and retention to specific specialty areas occurred

• Matching to area of interest
  o (n=17, 65.4%) first area of interest
  o (n=8, 30.8%) second area of interest* (ICU vs CVICU)
  o (n=1, 3.8%) third area of interest
• 100% were hired into their trained, specialty area
• **First time RN-NCLEX pass rate = 96%**
LESSONS LEARNED

(1) Involve preceptors/faculty early in process
(2) Track competency completion early in semester
(3) Strong collaboration must exist for program’s success
(4) Positive faculty feedback compared with other UTEP students not participating in the program
(5) Del Sol and UTEP executive champions – crucial
(6) No additional resources needed
Completing 7th cohort of interns (n = 102)
Retention at year 1 = 96%
Retention at year 2 = 82%

Expanded to L&D, postpartum, and perioperative areas
Added 8th semester summer graduating students to program