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# The Collaborative Support Model: On Boarding Using A Team Approach

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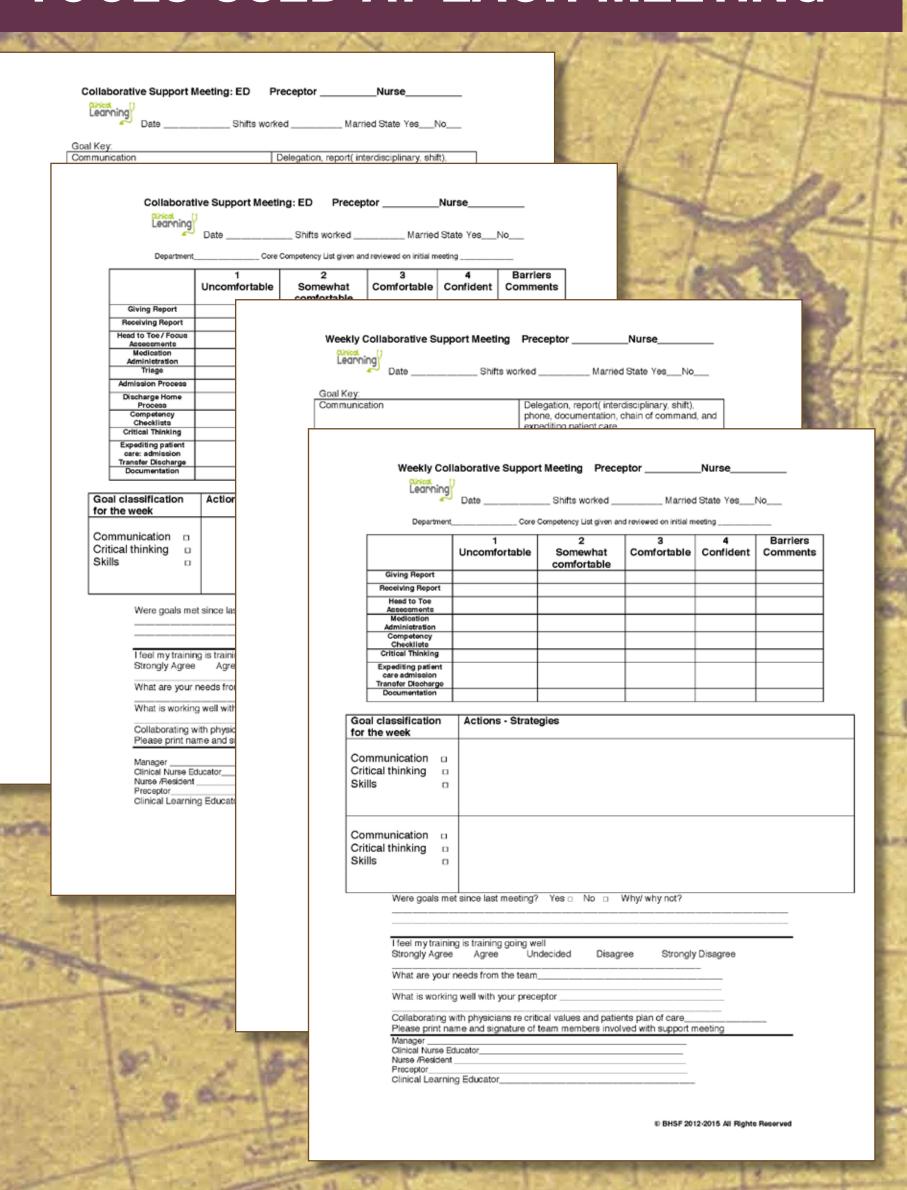
# THE COLLABORATIVE SUPPORT MODEL ON-BOARDING USING A TEAM APPROACH



Diane Kramer BSN, RN, P-PC • Vivian Fuentes MSN, RN • Kayce Tugg MSN, RN AOCN, P-PC

The Collaborative Support Model (CSM) is a proactive and individualized approach for providing safe, monitored and guided clinical experience during the nursing orientation process with a team approach.

## TOOLS USED AT EACH MEETING



Team Work

# **NURSES TESTIMONIALS**

"I like that it is a safe environment for discussing difficult topics"

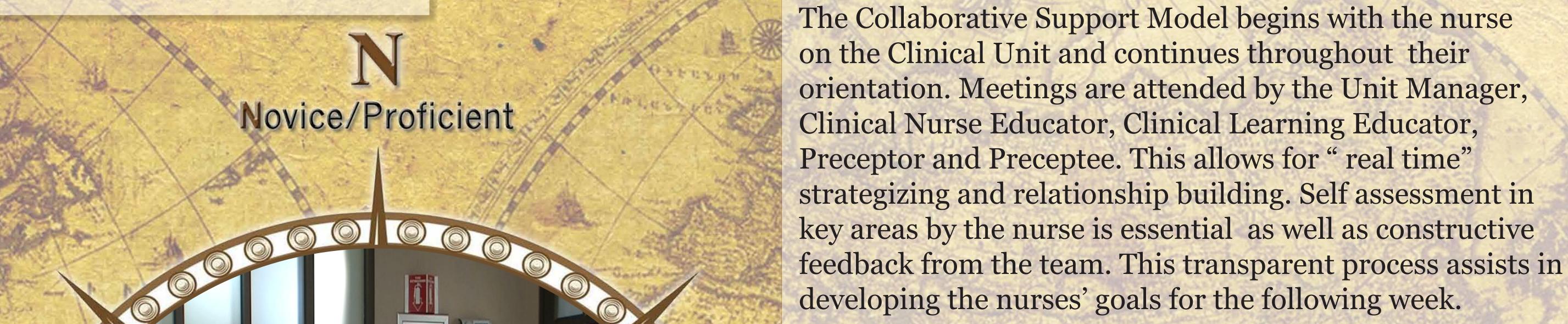
"It makes sure preceptor, nurse, and all team members are on the same page"

"I really liked getting feedback often and weekly in each session"

"It helped me identify my goals and most importantly helped with critical thinking"

"I was able to discuss things I needed help on and come up with ways to improve"

"Able to see perspectives out of the box from team members"



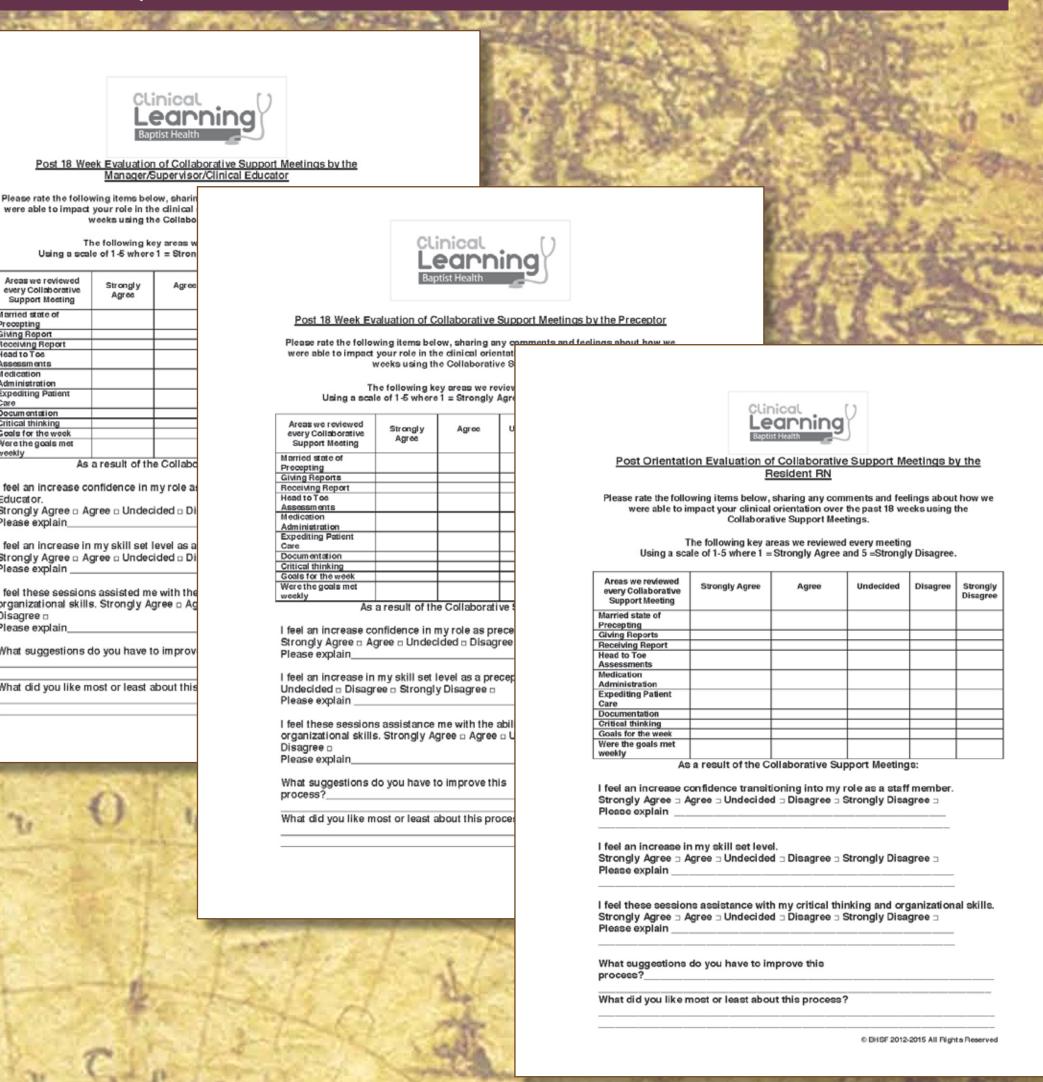
EVALUATION TOOL FOR NURSE, MANAGER, PRECEPTOR, EDUCATOR AND SUPERVISOR

INTRODUCTION TO THE COLLABORATIVE SUPPORT

MODEL PROCESS

Please rate the following laters below, were able to impact your role in the development of the following key a Using a scale of 1.5 where 1 =

Areas we reviewed every Collaborative Support Meeting Agree Meeting Giving Report Receiving Receiving



## **SUMMARY**

The anonymous evaluations by preceptors and nurses reflect that the CSM process has enabled them to overcome obstacles in the clinical setting with formalized team support. The adaptation of the model for the graduate emergency nurses and newly hired experienced nurses demonstrates the adaptability potential of the CSM. Moving forward research has been initiated to validate the CSM for its impact on organizational cultural change.

Specific Goals



ANCC approved class to disseminate and educate nurse leaders, educators, and staff.
Research and data collection is ongoing