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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



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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.

## INTRODUCTION TO THE COLLABORATIVE SUPPORT MODEL PROCESS

The Collaborative Support Model begins with the nurse on the Clinical Unit and continues throughout their orientation. Meetings are attended by the Unit Manager, Clinical Nurse Educator, Clinical Learning Educator, Preceptor and Preceptee. This allows for “real time” strategizing and relationship building. Self assessment in key areas by the nurse is essential as well as constructive feedback from the team. This transparent process assists in developing the nurses’ goals for the following week.

## TOOLS USED AT EACH MEETING

## NURSES TESTIMONIALS

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

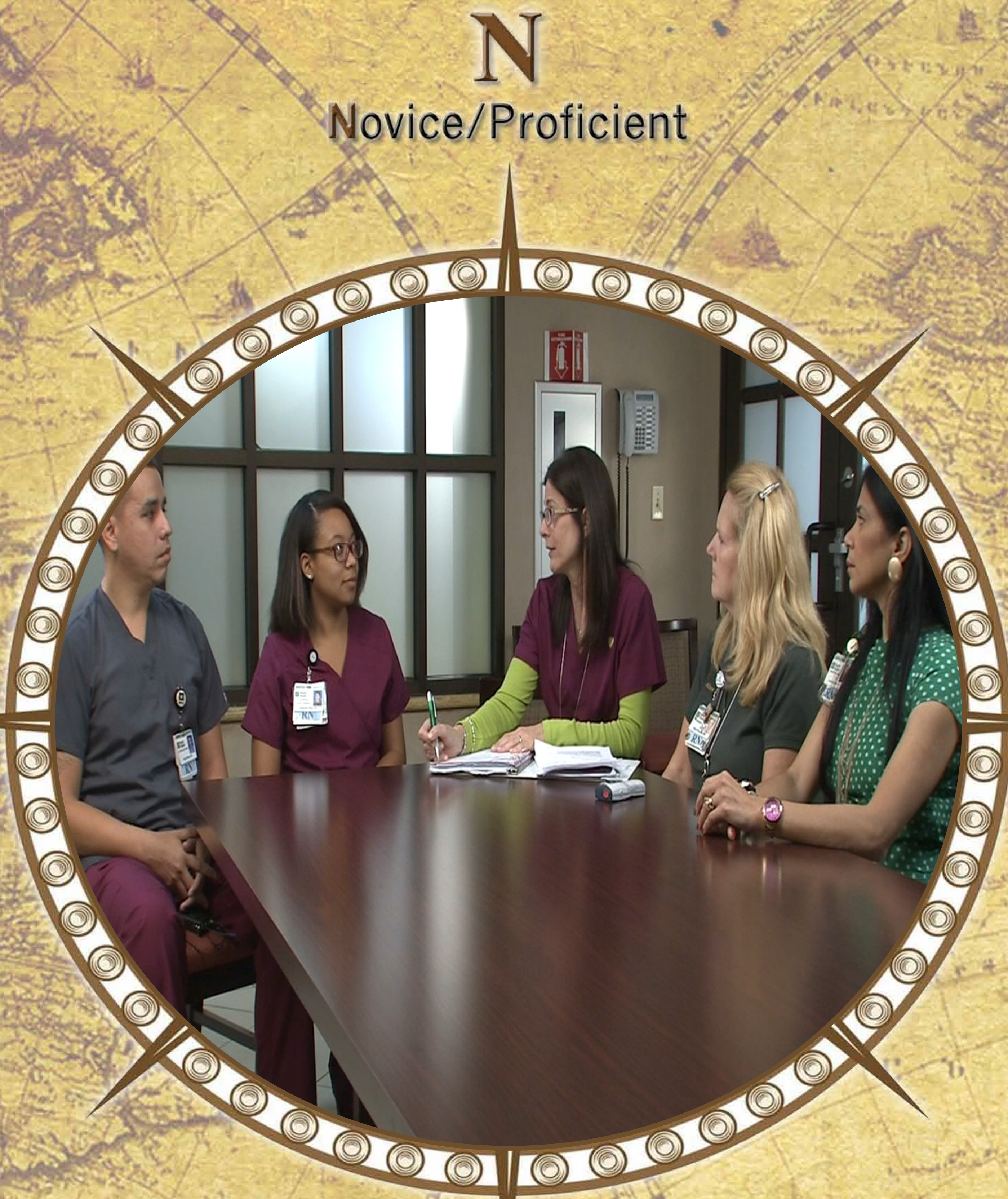
“It makes sure preceptor, nurse, and all team members are on the same page”

“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”



N  
Novice/Proficient

W  
Team Work

E  
Education

S  
Specific Goals



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

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

## 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.