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Universal Onboarding: Impacting Satisfaction and Turnover



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Background/Significance

- While Nursing schools prepare students to pass board exams, burden to prepare nurse to practice falls on Clinical Nurse Educators (CNE).
- With high expectations from new graduate nurses, and onboarding experience feedback from former nursing residents, CNEs developed a universal onboarding process to bridge gap between school and expectations to safely practice in clinical setting.

Methods

March 2022, CNE team fully implemented a universal onboarding (UO) process with nursing residents for concept learning events.

Events included a sequestered week with CNEs conducting mock codes and a "show and tell" from interdisciplinary team members and physical assessments conducted on each other and rationales.

UO concepts were based in evidence on Benner's learning theory and Donna Wright competency principles which state that learners require experience to improve and focus on competency-based patient safety.

Key to learning was "immersion" session added to clinical resident rotation involving working alongside interprofessional team members.

Results/Outcomes

- Evaluation of learners' experience included questions about what they learned and their satisfaction with program.
- Outcomes proved promising as residents from start of its implementation had provided positive feedback and were able to be released off orientation sooner than previous cohorts while expressing a better understanding of clinical practice concepts.
- Written evaluations revealed positive quantitative (see graph) and qualitative feedback (see word cloud).
- Incidentally, upon analyzing direct patient care nurse turnover data around time of initiative, turnover dropped from 14.11% to 5.81%, a 58.8% turnover reduction.

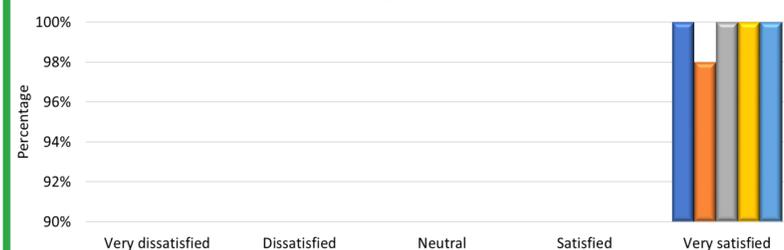
Project Goal/Objectives

- Purpose of initiative was to develop a remodeled new nurse onboarding structure through (CNE) conducting hands on learning as a supplement to residency program, aimed to better prepare new nurses to bedside practice and increase staff and educator satisfaction.



Results/Outcomes

Nurses' Degree of Satisfaction with Universal Onboarding March 2023 Cohort



Implications/Conclusion

- Immersive universal onboarding learning for new nurses is an effective preparation for safe bedside practice with a high degree of satisfaction and impact on turnover.

References

- Durkin GJ. Implementation and Evaluation of Wright's Competency Model. J Nurses Prof Dev. 2019 Nov/Dec; 35(6):305-316.
- Murray M, Sundin D, Cope V. Benner's model and Duchscher's theory: Providing the framework for understanding new graduate nurses' transition to practice. Nurse Educ Pract. 2019 Jan;34:199-203.

