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Unit Retention Strategies

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The United States Department of Health and Human Services predicts that the national shortage for nurses will be well over one million by 2020 (Fashek, 2003). Contributing factors for this shortage include: a need for more nurses, an aging nurse population, and nurses departing the patient care field.

MS5 turnover rate was historically low, however in October 2011 the rate began to rise. Over the next 9 months (through June 2012) the turnover rate averaged 2%. Investigations at the unit level revealed uncontrollable and controllable resignation factors contributed to the increased turnover rate. MS5’s internal goal was to maintain clinical nurse turnover at or below 3% as measured by Human Resources (HR).

By December of 2013, clinical nurses from MS5 attended 96% of Shared governance meetings. Six out of 9 nurses who were nominated for the Daisy Award from MS5, received the award. RN-MD collegiality scores on the NDNQI survey increased to 3.55, well above the benchmark of 3.05.

The turnover rate on MS5 returned to 0% for five consecutive quarters.

### Project Goal
- MS5’s internal goal was to maintain clinical nurse turnover at or below 3% as measured by Human Resources (HR).

### Plan
- Uncontrollable resignations are resignations of an employee that does not result from an issue or environmental issue that is under the control of the employer.
- Controllable resignations are those that result from an issue or environmental feature or trait that is under the control of the employer. The unit chose to concentrate on strategies to enhance controllable resignations.

### Check
- By December of 2013, clinical nurses from MS5 attended 96% of Shared governance meetings.
- Six out of 9 nurses who were nominated for the Daisy Award from MS5, received the award.
- RN-MD collegiality scores on the NDNQI survey increased to 3.55, well above the benchmark of 3.05.

The turnover rate on MS5 returned to 0% for five consecutive quarters.

### Act
- Department managers and Human Resources personnel continue to conduct Exit interviews and to assess the proportion of staff turnover that is potentially controllable.
- Managers and UPC members from MS5 continue to work together to develop retention strategies that maintain turnover well below benchmark.

### References

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