ALL ABOARD!
Preparing Nurses Upon Hire for Success

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Objectives

Upon completion of this session, attendees will be able to:
1. Review the key elements of organizational orientation.
2. Examine the components of successful staff development.
3. Evaluate your organization based on best practices

Successful Onboarding…

• Provides a positive experience for both new employee AND the facility
• Reduces frustration
• Can improve retention
• Sets the expectation for everyone in the facility
• Needs to be an organized, planned and formal system

Key Elements

ORGANIZATIONAL ORIENTATION

Onboarding New Nurses

"Well-trained and dedicated employees are the only sustainable source of competitive strength."

- Robert Reich

Onboarding

• Try not to overwhelm new employees with packing too much into the first day
• Make them feel welcome
• Introduce to department heads
• Prepare ahead of time and determine an appropriate mentor
• No matter how staff challenged we are, don’t skimp on orientation period
What is YOUR System?

- 1-2 days of P&P review
  - Mission and Vision Statement Review
- Required Training
  - Abuse
  - Resident Rights
  - Emergency Preparedness
    - Fire Safety
    - Tornado
    - Flood, etc.
  - Infection Control
  - Ergonomics and Safe Patient Handling
  - Resident Safety
  - Confidentiality

Topics Recommended

- Customer Service
- Rehabilitation/Restorative Nursing for all nursing staff
- ADL documentation
- Care Plans and Documentation
- How to promote resident involvement in ADL’s
- Resident Behaviors, wandering, elopement
- Dementia Care
- Prevention or reduction in incontinence/toileting programs
- Nutrition and hydration
- Pain Management
- Oxygen delivery
- Pharmacy policies and procedures
- Lab services/values
- Resident change in condition
- Financial reimbursement

Topics Recommended (Continued)

- Dignity, Confidentiality and Resident Rights
- Abuse
- New Policies and Procedures
- Restraints
- Fire Safety and emergency preparedness
- Quality Assurance and QAPI
- Safe resident lifting, employee safety, MSDS book
- Infection Control
  - Hand washing
  - Isolation Precautions
  - PPE
  - Standard Precautions (Bloodborne Pathogens)
- Fall prevention and resident safety
- Confidentiality

Don’t Forget….

- Table of Organization
- Who reports to who!
- Facility system for communication

Education-Make it Fun!

- Employee involvement in training
- Try games, puzzles
- Incentives/Prizes, etc.
- Small Groups
- Discussion
- Question/Answer
- Encourage Input!

Education

- Favorable Hours based on staff input
- Keep a calendar for staff to observe and plan
- Attendance sheet
- Skills checklists
- Return Demonstration
Education
• Check your budget for allotted time
• Ensure all staff sign-in
  – Date, subject, instructor, timeframe
  – Post test if applicable, evaluation
• Include new equipment and devices
• Survey Process
**What is your process for holding staff accountable?**
  – Need a system for verification
  – Disciplinary Process

Skills Checklists
• Head to Toe Assessment
  – Neurological
  – Oral
  – Respiratory
  – Sensory
  – Cardiac
  – Musculoskeletal
  – GU
  – GI
  – Pain Management

Skills Checklist (continued)
• Change of Condition
  – Assessment and documentation expectations
• 24 Hour Report
• Notifications
  – MD, family, DON, Administrator, etc.
• Charting
• Care Plan Expectations
• MD orders
• Incident/Accidents
  – Reports
  – Investigation
  – Documentation
  – Reporting

Skills Checklist (continued)
• Discharge or Transfer Requirements
  – Documentation and Notifications
• Emergencies
  – CPR, AED
  – MD Notifications
  – DON/Administration
• Medication Administration
• Treatment Administration
• Use of the P&P Manuals

POSITIVE POSITIONING

STAFF DEVELOPMENT

Ongoing Quality Staff Development for Employees is Crucial for New and Seasoned Employees!
Positive Positioning

The basics!
- Positive working environment
- Fair workload
- Competitive wage and benefit package
- Ongoing training
- Ongoing verbalization of expectations
- Ongoing feedback

Positive Positioning

Positive Working Environment
- Have you surveyed current employees on an ongoing basis regarding work environment?
- How do employees treat each other?
- How visible is management staff?
- Do we really listen to employee input?
- Do employees really feel like they are able to contribute to decision making in the facility?

Positive Positioning

How is Morale?
Morale Boosters:
- Ability to feel valued in the company
- Feedback is ongoing
- Staff bonding!
- Professional Courtesy and Respect

Positive Positioning

How is Morale?
Morale killers:
- Employees get only negative feedback
- Employees who don’t pull their weight are not dealt with
- Employees feel their voice is not heard
- “One bad apple” syndrome

Positive Positioning

Fair Workload
- Have we taken time to observe and evaluate the workload of each employee type in the department?
- Are our expectations consistent with the resources available?
- Are we expecting to fit a size 16 body into a size 10 jeans?

Positive Positioning

Ongoing Feedback
- During rounds
- Whenever exceptional care is observed
- Timely feedback

We all know...
Discipline in private
Praise in public!
Positive Positioning

Ongoing Training

• How often do we have educational opportunities?
• Are we only doing the “required” training?
• Are we PROACTIVE or REACTIVE?
• Can address as a PIP in your facility QAPI Program!

Ongoing Verbalization of Expectations

• Have we reviewed our job descriptions lately?
• Do we review them with employees annually?
• Review of the Nurse Practice Act?
• Are our Policies and Procedures current and available?
• How often do we have meetings?
• Do employees have ability to discuss or give input?

Components of Staff Development

• Support by Leadership
• Positive Environment
• Positive Tools and Training
  – Policy and Procedures
  – Ongoing education
• Communication
• Feedback
  – Positive/affirmation
  – Constructive Suggestions

Evaluation of Organization Based Upon Best Practices

Evidence Based Best Practices

• Industry Studies
• Resident Care Metrics
• Resident Care Expertise
• Government Agencies
• National Professional Organizations
**Used to develop facility systems for success!

Examples

• CMS
  – Appendix PP
  – MDS 3.0 RAI Manual
  – S&C Memos
• OIG
• AMDA (American Medical Directors Association)
• ANA (American Nurses Association) – also State Assoc.
• State Licensing Agencies
• Advancing Excellence
• Nursing and Medical University Studies
• Professional Journals and Periodicals
• Professional Associations
Evidence Based Best Practices

- OSHA (Occupational Safety and Health Administration)
- American Heart Association
- CDC (Centers for Disease Control and Prevention)
- FDA (US Food and Drug Administration)
- Industry Association Resources

Using Evidence Based Practices

- Who will continue to keep processes and systems up to date?
- How will you update your P&P's?
- Ensure proper education
- Audit system!
- QA and QAPI

Onboarding New Nurses

- New Nurses will appreciate facilities that utilize best practices and train staff to do a good job!
- Ensure you continue to provide support
- Ongoing Monitoring
- System for evaluating both nurse impression and competence with orientation training

Onboarding New Nurses

- You never get a second chance to make that first impression (therefore, be prepared)
- Ensure New Nurses complete their entire orientation schedule
- Choose mentors wisely
- Suggest a year-long mentor relationship
- Have a mentor training program
- Ensure a positive experience

Questions?

Resources

- [https://www.nhqualitycampaign.org/goalDetail.aspx?g=SS](https://www.nhqualitycampaign.org/goalDetail.aspx?g=SS)
- [http://nursing.advanceweb.com/Features/Articles/The-Importance-of-Onboarding.aspx](http://nursing.advanceweb.com/Features/Articles/The-Importance-of-Onboarding.aspx)
Resources


Thank You For Attending Today’s Presentation!

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