ALL ABOARD!
Preparing Nurses Upon Hire for Success

SUCCESS

Susan LaGrange, RN, BSN, NHA
Director of Education
Pathway Health

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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   -Outbreak Management
  - Isolation Precautions   -Multi-drug resistant organisms
  - 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
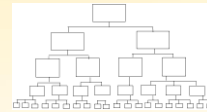
Education-Make it Fun!

- 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

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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   -Documentation
  - Investigation   -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

AED

POSITIVE POSITIONING

STAFF DEVELOPMENT

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

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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!

Positive Positioning

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

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Evidence Based Best Practices

- Industry Studies
- Resident Care Metrics
- Resident Care Expertise
- Government Agencies
- National Professional Organizations

**Used to develop facility systems for success!

Evidence Based Best Practices

Examples
- CMS
  - Appendix PP
  - MDS 3.0 RAI Manual
  - S&C Memo's
- 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
- http://nursing.advanceweb.com/Features/Articles/The-Importance-of-Onboarding.aspx
- http://www.healthleadersmedia.com/page-1/NRS-256137/Onboard-New-Nurses-to-Prevent-Them-from-Jumping-Ship

Resources

- http://www.advisory.com/topics/workforce/recruitment-and-retention/orientation-and-onboarding
- http://www.in.gov/isdh/files/Staffing_Strategies_Resource_Manual_Tab_4.pdf
- http://www.nursingcenter.com/lnc/cearticle?tid=1052774

Thank You For Attending Today's Presentation!

Sue LaGrange, RN, BSN, NHA
Director of Education
Pathway Health

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