Orienting with a Tiered Skills Acquisition Model: Impact and Outcomes

ANPD Annual Convention 2018

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“To look is one thing. To see what you look at is another. To understand what you see is a third. To learn from what you understand is still something else. But to act on what you learn is all that really matters.”

-Educator’s Dispatch

Objectives

Upon completion of this activity the learner will be able to:

1. Transform clinical orientation from a productivity based orientation model to that of competency based tiers
2. Develop appropriate orientation outcome metrics

Introduction

- This session will share the quality improvement strategies utilized to develop, evaluate, modify and ultimately transform the way orientation is being done at a large Midwestern Hospital.

- What do you hope to take away from this session?

Setting the Stage

- Small Group Discussion

  - What is your current clinical unit orientation process?

  - Discuss current challenges or gaps in your process.

- Prepare to Share!

Background

- Productivity Model
- Gaps Identified
- Evidence Found in the Literature
Tiered Skills Acquisition Model (TSAM)

- Full productivity (preceptor + orientee) work together as one
- Skills move from simple to complex
- Preceptors have the ability to move orientees based on their demonstrated level of competence
- Average number of shifts developed per tier
- Resource time- activities off the unit to enhance knowledge and critical thinking skills

Key Elements of Planning and Implementation

- Involve key stakeholders in the process (preceptors, nurse managers, orientees)
- Leadership buy in is essential!
- Create model
- Prepare preceptors for success
- Quality Improvement Considerations:
  - Identify gap
  - Timeline estimates and clear communication with nursing leadership
  - Data sources, baseline measures, and counterbalance measures
  - Analyze the process using QI methods: Plan, Do, Study, Act (PDSA) cycles
Outcome Measures

- Stakeholder satisfaction
- Number of shifts added to orientation versus number of shifts off orientation early
- Number of Patient Experiences
- Number of Not Meeting Expectations (NME) - failed orientations
- Retention
- Cost Avoidance

Small Group Discussion

- Describe issues or challenges you may encounter changing an orientation process.

- Discuss what outcome measures would be important to measure within your organization.

Lessons Learned

- Partnerships with preceptors, orientees, and nurse managers are critical to the success of a process change
- Using PDSA cycles as a method for continuous evaluation including listening to feedback from preceptors and orientees is essential.
- Preceptor development using TSAM is critical to success.

Questions, Answers, Discussion

Notes:
References


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“The only person who succeeds is the person who is progressively realizing a worthy ideal. He’s the person who says, ‘I’m going to become this’ and then begins to work toward that goal.”

-Earl Nightingale