Can Caring and Self-care Education Improve Nurse Retention During the First Year of Nursing Employment?

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To explore whether workshops designed to convey caring, and to teach nurses self-care behaviors, can improve retention of nurses during their first year of employment.
Objective #2

To assess changes in nursing retention following attendance at a four week mandatory holistic workshop during nursing orientation.
General Background

The US national nursing shortage coupled with the financial challenges in the US provided a platform for innovative and creative nursing retention practices by hospitals.
NHRMC
Specific Background
During rolling calendar year ending in June 2009

- 41 RNs left NHRMC for a variety of reasons
- estimated cost was greater than $180,000.00
Top 3 Reasons for Resignations During the 1st Year at NHRMC

- moving out of area
- took another job
- family reasons
Other Reasons for Resignations During the 1st year at NHRMC

- quit without notice
- failure to return from leave
- dislike type of work
- temporary job ended
- returning to school
- death
The first year of employment is a time of high anxiety and frustration for nurses entering an organization.
RN Needs Assessment
RN Needs Assessment Revealed:

- coping challenges
- perceived feelings of incompetence
- perceived knowledge deficits
- difficulty managing stress
- difficulty managing interpersonal conflicts
RN Needs Assessment
Also Revealed:

- difficulty prioritizing tasks and care of patients
- time management challenges
- not feeling cared about by co-workers/administration
- need for realistic career planning
Literature

“Long-term, evidence-based solutions such as those strategies aimed at fostering collegial relationships, enhancing nurses’ sense of self, promoting professional development, and encouraging feelings of professional worth are required”

Supports the need to provide newly hired nurses Holistic support and acknowledgment of the importance of self care during the first year of employment
Self Care

"activities individuals, families, and communities undertake with the intention of enhancing health, preventing disease, limiting illness, and restoring health.

these activities are derived from knowledge and skills from the pool of both professional and lay experience.

they are undertaken by lay people on their own behalf, either separately or in participative collaboration with professionals."

(World Health Organization, 1983)
Theoretical Framework

Transforming healthcare one nurse, one caregiver one organization, at a time.

Dr. Jean Watson
Aim & Objectives

- Improve retention of RNs
- Encourage self-care behavior among RNs
Methodology

Longitudinal descriptive study
Sample

- Convenience Sample
- All newly hired RNs at NHRMC
  - Only 89 participated in research study
- During orientation process new RNs were told about the workshop
- Original sample (pilot group)
- Expanded sample (one year)
Intervention

- Mandatory workshop consisting of
  - 90 minute sessions
  - Once per week
  - Four consecutive weeks
  - During nursing orientation
The workshop sessions were

- Based on a holistic framework
- Designed to help RNs to understand the importance of self care during the first year of employment
Week 1

Importance of Self Care and Needs Identification
Self Care
Needs Identification
Week 2
Improving Coping Skills
Needs Identification
Improving Coping Skills

How do you cope?

now take a deep, cleansing breath

and slowly slide your front paws forward

Think Outside the Box - we do
Week 3

Learning to Work within a Team Environment
Needs Identification
Team Work

Evidence Based Practice Principles

- Clinical Decision-Making
- Work Allocation
- Management of the Patient
- Communication
- Legislation/Regulation
- Standards of Performance

Patient & Family
Week 4

Looking to Your Professional Future
Needs Identification
Your Future at NHRMC

Clinical Ladder

Leadership
QI and Outcomes
Education
Service
Professionalism
Clinical Skills

American Nurses Credentialing Center
The Commission on Certification Grants
Certification to Carolyn S Jones, RMN
as a Psychiatric and Mental Health Nurse valid
December 01, 2005 to November 30, 2010

The Invisible Path to Success

Clinical Nurse Scientist
Post-Doctoral Training
Pre-Doctoral / Doctoral Student
Advanced Practice Nurse
Case Manager / Study Coordinator
Clinical Research Nurse
New Graduate
Undergraduate Student
SUCCESS
Evaluation Design

- Less than 10 minutes to complete
- Unique ID for identification
- Random order
- Follow up Questionnaires
  - placed in envelopes marked confidential
  - delivered to each unit
  - SASE provided for return of questionnaires
Evaluation Schedule

- **Questionnaires**
  - At conclusion of last workshop session
  - 30 days
  - 60 days
  - 90 days
  - Month of one year anniversary month
Evaluation Content

- Effectiveness of the workshop sessions from the perspective of the RN participants
- The current commitment of the RNs to remaining employed at NHRMC
- Rating what the RNs consider most important regarding their work
- Objective questions related to career goals
Initial Evaluation Responses

- 85/89 completed the questionnaires
- Not all new nurses participated
- Not all completed four sessions
- The responses told us:
Degree to which workshop helped in your transition to NHRMC?

- **"A Lot"** 29.2%
- **"Very Much"** 13.5%
- **"Somewhat"** 36%
- **"Not at All"** 5.6%
- **DNP** 4.5%
Would you recommend workshop for other orientees?

- "Very Much": 24.7%
- "A Lot": 27%
- "Somewhat": 31.5%
- "A Little": 7.9%
- "Not at All": 4.5%
- DNP: 4.5%
At this point in my employment:

- Experience Good: 82%
- Experience Not so Good but Plan to stay: 5.6%
- Plan to Leave In 1 yr: 4.5%
- DNP: 2.2%

Experience Good Plan to Remain for ≥ 1 yr
Rank in order of importance
“Ability to get time off”

- Most important 13.5%
- 29.2%
- 36.0%
- 11.2%
- Least important 5.6%
Rank in order of importance “Positive relationship with supervisor”

- Most important: 24.7%
- 27.0%
- 31.5%
- 7.9%
- Least important: 4.5%
Rank in order of importance “Positive relationship with peers”

- Most important: 23.6%
- 52.8%
- 13.5%
- 2.2%
- Least important: 3.4%
Rank in order of importance “Ability to give quality care”

- Most important: 75.3%
- 12.4%
- 2.2%
- 2.2%
- Least important: 2.2%
Important “Other Factors”

- “Better pay” (x 3)
- “Ability to give input & see related change”
- “Being confident in my skills”
- “Benefits”
- “Educational opportunities”
Important “Other Factors” Continued

- “Enhance my skills & judgment"
- “Obtain a FT position”
- “Patient assignment numbers"
- “Peers”
Top 5 Factors Influencing Continuing to work at NHRMC

- Benefits
- Nice place to work
- Pay
- Polite employees
- Location
Other Factors Influencing Continuing to work at NHRMC

- “Good fit”
- Self-scheduling
- Administration interest in me
- Opportunities to advance career
- Good work ethics
Have you identified factors that are causing you to seek employment elsewhere?

- **No**: 79.8%
- **Yes**: 15.7%
- **DNP**: 4.5%
How long do you plan to work at NHRMC?

- >2 Yrs: 19.1%
- 5 yrs: 40.4%
- Don’t Know: 22.5%
- No Reply: 4.5%
- < One year: 5.6%
- 1 yr: 1.1%
What would make you leave NHRMC to work elsewhere?

- Possible relocation (home/school/spouse) 26
- *If not supported in work environment* 23
- Better pay 20
- Family/personal 11
- “Dream” position (better/advance) 8
What would make you leave NHRMC to work elsewhere?

- Education: 6
- Better staffing: 5
- Travel time: 4
- Better schedule: 3
- Not feeling effective as RN: 2
- Outdated charting: 1
- Less stressful job: 1
Subsequent Questionnaires

- 1/85 returned for 60 days
- 5/85 returned for 90 days
- Only one used unique ID number
## Retention Data

<table>
<thead>
<tr>
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<th>11/1/08 - 10/31/09</th>
<th>11/1/09 - 10/31/10</th>
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<tbody>
<tr>
<td>RN’s Hired</td>
<td>198</td>
<td>161</td>
</tr>
<tr>
<td>Number of RNs termed within 1 yr</td>
<td>51</td>
<td>27</td>
</tr>
<tr>
<td>Percent of RNs termed within 1 yr</td>
<td>25.6%</td>
<td>16.8% in 1st 6 mos</td>
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Anecdotal Comments

- “I can’t believe that a hospital would do this for the nurses.”
- “The workshops were wonderful.”
- “Every hospital should do this.”
- “If they had this the last time I worked here I would never have left.”
Challenges

- Perceived importance of the sessions
- “It’s all about me!” is ok in context
- Science (technology) vs. Heart of Nursing
- Competing orientation needs
- Confounding factors with retention
Limitations

- Not all nurses attended
- Not all nurses completed all four sessions
- Perception of importance
- Poor response to follow up questionnaires
- Outside issues affecting retention
Additional Lessons Learned

- New graduate nurse vs Seasoned nurse
- Weekly format
- Perceived value
- Message that “we care about you”
Implications for Nursing

- Encourage the importance of self-care
- Creating an environment of nurses caring about nurses
- Increase civility among nurses
- Improve team function
- Improve retention
- Educate managers and administrators
Mary Ellen’s Thoughts

- We can’t let this stop!
- Blessed by community that trusts & values
- Patients & families deserve well balanced RNs who want to work here
- NHRMC deserves the best of the best
- Commitment needs to be mutual
- Need to support RNs in life long learning and through the self-actualization process
Changes Made

- Timing of workshop
- Structure of workshop
- Needs Identification
- Contact hours
Growth

- All new nurses
- Nurse Managers
- Nurse via net learning
Evaluation Comments

- “Great class!”
- “A great part of my new hire experience.”
- “Great interactive workshop!”
- “Makes you stop & think about the impact of stress on our lives.”
Evaluation Comments

“Made me feel appreciated a new hire”

“I never had a class like this before”

“Fun, relaxing, informative workshop”

“All nurses should have to attend this!”
Evaluation Comments

- “Would love to see something like this every 6 months”
- “Made me feel like part of a family”
- “Great to realize you are not alone in the way you feel”
Future

- Nurse Leadership team
- Possible with other nursing groups
- Electronic follow up
- Qualitative study
New nurses (1 year or less) who participated in our LEAN Group conveyed:

- they felt that the Self-Care Workshop was helpful
- but not in the second week of employment
- when they were so excited about being a new nurse
- they don't realize the importance of needing self-care
Then,
several months later when they are overwhelmed in their new roles,
they realize the need the self care information
but have forgotten everything they learned
Solution

Re-schedule the self care workshop
Concluding Thoughts

- This research study has been:
  - Informative
  - Important
  - Living
  - Evolving
Similar to Anne Morrow Lindbergh when asked who she put first her husband or her children, replied: “my husband I together put our children first,”

Mary Ellen supports nurses and empowers them to be able to put patients first.