

**Title:**

The Influence of Preceptor Training on Nurse Satisfaction and Role Confidence

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**Session Title:**

Poster Presentations

**Slot (superslotted):**

PST: Friday, April 8, 2016: 10:00 AM-10:45 AM

**Slot (superslotted):**

PST: Friday, April 8, 2016: 12:00 PM-1:15 PM

**Slot (superslotted):**

PST: Friday, April 8, 2016: 2:30 PM-3:15 PM

**Slot (superslotted):**

PST: Friday, April 8, 2016: 6:00 PM-7:00 PM

**Slot (superslotted):**

PST: Saturday, April 9, 2016: 7:30 AM-8:30 AM

**Slot (superslotted):**

PST: Saturday, April 9, 2016: 10:00 AM-10:45 AM

**Slot (superslotted):**

PST: Saturday, April 9, 2016: 12:00 PM-1:15 PM

**Keywords:**

Nurse Retention, Nurse Satisfaction and Preceptor Training

**References:**

Marks-Maran, D., Ooms, A., Tapping, J., Muir, J., Phillips, S., & Burke, L. (2013). A preceptorship programme for newly qualified nurses: A study of preceptees' perceptions. *Nurse Education Today*, 33(11), 1428-1434

Hyrkas, E. K., Linscott, D. A. & Rhudy, J. P. (2014). Evaluating preceptor's and preceptees' satisfaction concerning preceptorship and the preceptor-preceptee relationship. *Journal of Nursing Education and Practice*, 4(4), 120-133.

Moore, P., & Cagle, C. S. (2012). The lived experience of new nurses: Importance of the clinical preceptor. *The Journal of Continuing Education in Nursing*, 43(12), 555-565.

**Abstract Summary:**

The preceptor - preceptee relationship can significantly impact job satisfaction and retention. In the absence of a strong preceptor, nurses can experience barriers adjusting to the culture of an organization and attrition can rise. This activity reflects the impact of formal preceptor training on nurse satisfaction.

**Learning Activity:**

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
Identify the impact of formal preceptor training on nurse satisfaction	The connection between nurse satisfaction and retention will be explored utilizing evidence-based practice studies.
Describe the value provided by preceptor training to improve role confidence among staff nurses	Results of researcher's study comparing nurse satisfaction and role confidence pre and post formal preceptor training.

**Abstract Text:**

Healthcare organizations today are faced with significant financial and operational challenges. Nurse turnover results in an average financial loss between \$4.21M and 6.02M in hospitals with retention challenges. (Nursing Solutions, Inc. [NSI], 2014). Job satisfaction and role confidence are distinctively linked to nurse retention.

By 2020, half a million nurses will retire, resulting in a significant loss in nursing expertise (Cazier & Spaulding, 2014). Retention of existing nursing staff is critical to the financial and operational sustainability of healthcare systems. Increased turnover is a catalyst to a rise in sentinel events. A key factor impacting retention is nurse satisfaction, which is directly impacted by the culture of the organization. The relationship between a nurse and their preceptor can be a dynamic component in job satisfaction and retention. To preserve satisfaction among nursing staff, a sense of belonging and engagement with the culture of the organization must be palpable. New staff need support as they navigate the organization and as they gain confidence in their role. In the absence of a strong preceptor figure, nurses can experience barriers adjusting to the culture of an organization and attrition can rise.

Utilizing Watson's Theory of Caring as a foundation, an eight (8) hour preceptor workshop was implemented at a metropolitan acute-care hospital. Pre and post workshop surveys, utilizing a five-point Likert scale, were completed by staff nurses serving as preceptors. Data from the pre and post-workshop surveys were analyzed to identify the impact of formal training on nurse satisfaction and role confidence among staff nurses serving as preceptors. Pre-workshop baseline evaluation criteria included job satisfaction in preceptor role, satisfaction with knowledge and skills as a preceptor and the perceived need for formal preceptor training. Post-workshop summative criteria included job satisfaction in preceptor role, satisfaction of knowledge and skills as preceptor post-training and satisfaction with preceptor training.

Satisfaction in the preceptor role increased from a mean of 2.8 to 4.54, while confidence in preceptor skills increased from a mean of 3.35 to 4.75. The participants' perceived ability to impact the acclimation of new hires increased from a mean of 3.3 to 4.6. Statistically significant improvement was appreciated in the areas of role confidence, nurse satisfaction and perceived impact on the acclimation of new hires.

Preceptor training can positively impact organizations challenged with nurse satisfaction and retention. Formal preceptor training provides the skills to facilitate an effective orientation and evaluation of the preceptee and improves job satisfaction and role confidence in the nurse serving in the preceptor role. The implementation of formal preceptor training can enhance satisfaction for nurses joining the organization, as well as for nurses who serve as preceptors.

Cazier, J. A., & Spaulding, T. J. (2014). An empirical analysis of nurse retention: What keeps RNs in nursing? *The Journal of Nursing Administration*, *44*(2), 111-116.

Nursing Solutions, Inc. (2014). 2014 National Healthcare & RN Retention Report. Retrieved from <http://www.nsinursingsolutions.com/Files/assets/library/retention-institutNationalHealthcareRNRetentionReport2014.pdf>