Purpose

**Purpose:** Investigate methods to increase retention and recruitment efforts.

**Motivation:** In comparison to other Magnet facilities, our current turnover rates were approximately 5% above the national average.

**Team:** The team consisted of nurses from all areas and backgrounds.

**Task:** The team was tasked with completing a literature review on various topics such as: Skill mix, burnout, retention, recruitment, retirement, and use of ancillary staff.

  - The evidence from the literature review lead the team to complete an overall environmental assessment to determine areas for improvement opportunity.

Environmental Assessments:

Assessment neutral zones were assigned to team members to support staff to freely comment and share their thoughts.

  - Fliers were distributed in each department that included meeting dates and times.
  - Interview sessions were held on all shifts, including nights and weekends.
  - A sealed box was placed in each department to allow for feedback from those team members with additional thoughts or those unable to attend.
  - Email addresses and telephone numbers of the assessment team were given on the fliers to provide more feedback avenues.
  - Assessment sessions consisted of three-four per department, and lasted anywhere from 15 to 120 minutes in length.

Findings

**Professional Development:**

- The team was tasked with completing a literature review on various topics such as: Skill mix, burnout, retention, recruitment, retirement, and use of ancillary staff.

**Recruitment:**

- Sub-committees were formed to address identified trends listed above.

**Retention & Recruitment:**

- Utilizing a stoplight tool allowed the council to track progress on initiatives: green (completed projects), yellow (current projects), and red (projects unable to complete at this time).

**Total Reward:**

- The Workforce Development team plans to reassess in fall of 2017.

Outcomes

- Overall hospital and department specific findings were then shared with department leadership and frontline staff.

- Creation of the Retention & Recruitment Council.

  - Sub-committees were formed to address identified trends listed above.
  - Utilizing a stoplight tool allowed the council to track progress on initiatives: green (completed projects), yellow (current projects), and red (projects unable to complete at this time).
  - The Workforce Development team plans to reassess in fall of 2017.

References