Leadership Engagement and Retention Toolkit: Stay Interviews and Reverse Mentoring

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Purpose
Specific aggregate and unit survey questions based on our National Database of Nursing Quality Indicators (NDNQI) nurse satisfaction 2014 survey results were reviewed.

The purpose of this project was to the percent of RNs planning to remain in direct patient care in the ED through the use of innovative strategies.

Methods
Stay Interviews improves understanding of what keeps the highly valued employee, shows their work is appreciated, inquires what more can be done to support them, and reinforces the factors for staying.

Feedback is shared with the leadership group and used to build “Stay Plans”.

Results/Outcomes

Staff nurses and leadership developed a Nurse Satisfaction Improvement plan.

In 2015, best practices utilized outside of the healthcare industry were sought.

Two essential tools to improve nurse satisfaction were implemented—Stay Interviews and Reverse Mentoring.

Implications
Stay Interviews and Reverse Mentoring are new strategies that can help build strong relationships with leadership.

This can result in higher satisfaction and lower turnover.

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