



# Leadership Engagement and Retention Toolkit:

## Stay Interviews and Reverse Mentoring



The Miriam Hospital  
A Lifespan Partner

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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 Leadership team looked at business strategies to improve engagement and retention

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

### Design

Staff Satisfaction Improvement Project

### Setting

Teaching, urban emergency department with 67,000 visits

### Participants



ED Leadership, RNs

### Relevance/Significance

Higher nurse satisfaction translates to quality care at the bedside



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

### Methods

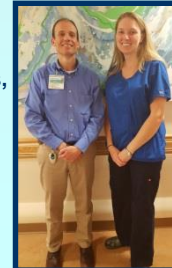
Stay Interviews improves understanding of what keeps the highly valued employee, shows their work is appreciated, inquires what more can be done to support them, and reinforces the factors for staying



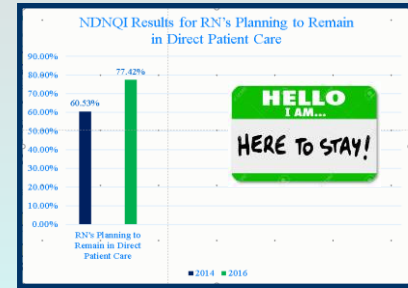
Feedback is shared with the leadership group and used to build "Stay Plans"

Reverse Mentoring is a concept to retain our youngest staff members in which the "Millennial" staff is selected to mentor the leadership team where the average age gap is 25 years

During monthly meetings, mentors have offered strategies to increase staff feedback, enhance work-life balance, engage staff to build teams, and improve communication



### Results/Outcomes



Currently, staff are reporting improved relationships and higher satisfaction

### 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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