Nurse Retention Strategy
Utilization of Stay Interviews

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Purpose
Nursing shortage verges on crisis
• Aging population
• Chronic disease
• Maturing nursing workforce
• Sophisticated medical technology
• Changing demographics
The Stay Interview (SI) process was used to develop nurse retention strategies
SI was reviewed and analyzed for positive impact on nurse retention.

Literature review
Nursing turnover costly
SI a tool to build engagement/understanding re: nursing employment motivations
SI is a periodic one-on-one structured interview between manager/employee
The SI provides:
• opportunity to build trust/assess employee satisfaction
• two-way conversation/follow-up
• Why position originally accepted
• Employee likes/desired improvements
• Identify employees at risk to leave
• Access competition information
• Reducing unwanted turnover
SI not to evaluate work performance
Should not occur with performance evaluation

Conceptual Framework
Kanter’s Structural Theory of Organizational Empowerment
• Creating meaningful work environment
• Access to power/opportunity structure
• Structural empowerment associated with nurses’ sense of autonomy/control over their practice-key predictor of nurse satisfaction

Methodology
SI conducted at community hospital.
Five questions asked of current employees specific to nurse satisfaction/work environment/engagement
1. What motivates you to stay in the organization?
2. What aspects of the culture are working? Not working?
3. If you were your own manager, how would you manage yourself?
4. What would make a better working environment?
5. Have you considered other professional opportunities within the last six months and explain why?

Data Analysis
Analysis of the results of the informal SI mirrored themes researchers reported in their studies including frustration due to lack of communication/disengagement of leadership and administration

Motivation to Stay

Positive Organization Culture
Negative Organization Culture

Self Management

Work Environment Improvements

Recent Job Change Considerations

Results
Recommendations identified to increase retention of nurses:
• Increase communication between leadership/nursing staff
• Provide nurse staff recognition
• Implement nurse mentorship program
• Offer flexible scheduling options
• Empower nurses through shared governance councils/committees
• Conduct SI and develop stay plans
• Implement strategies from the Evidence-Based Nurse Retention Protocol (Gess et al, 2008)

Conclusion/Discussion
• Many of the reasons nurses leave their positions are preventable.
• SI identifies components of decision to leave/remain, as well as issues that are problematic that can be addressed
• Engagement is closely linked to retention
• Promote autonomy, recognition and communication
• High turnover rates of nurses are costly to an organization. Implementations of stay interviews/stay plans facilitate the improvement of nurse retention