THE INFLUENCE OF PRECEPTOR TRAINING ON NURSE SATISFACTION AND ROLE CONFIDENCE

Beth Marquez, DNP, MSN, MBA, RN – Associate Dean of Faculty-DNP Program | bmarquez@chamberlain.edu
Chamberlain College of Nursing

Objectives
The learner will:
• Identify the impact of formal preceptor training on nurse satisfaction
• Describe the value provided by preceptor training to improve role confidence among staff nurses
• Explore the connection between nurse satisfaction and retention

Background
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 is distinctively linked to nurse retention. The implementation of formal preceptor training can positively impact satisfaction for nurses joining the organization, as well as for nurses who serve as preceptors.

Purpose
The purpose of this project was to explore the impact of formal preceptor training on nurse satisfaction and role confidence, among staff nurses serving in the preceptor role.

Abstract
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 relationship between a nurse and their preceptor can be a powerful factor in job satisfaction and retention (Moore & Cagle, 2012). Nurse turnover results in an average financial loss between $4.21M and 6.02M in hospitals with retention challenges. (Nursing Solutions, Inc. [NSI], 2014). Preceptor training can improve attitudes and consistency of organizational processes and preceptee relationships exist (Aaron, 2011).

Conceptual Framework
Watson’s Theory of Caring was selected due to the objective of the project and the identified cultural needs of the organization. The concept of human caring is not limited to caring for patients alone, but should be equally shared among nursing peers. Watson argued that caring is a responsibility of the nurse to patients, the community and the entire world (Lukose, 2011).

Methods
• Pre-workshop survey administered utilizing a 5-point Likert scale.
• Post-workshop surveys utilizing a 5-point Likert scale were conducted at one-day post-training, one-month post-training and two-months post-training.
• 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.

Literature Review
• Relationships between the preceptor and preceptee can be a powerful factor in job satisfaction and retention (Moore & Cagle, 2012). Nurse turnover results in an average financial loss between $4.21M and 6.02M in hospitals with retention challenges. (Nursing Solutions, Inc. [NSI], 2014). Preceptor training can improve attitudes and consistency of organizational processes and preceptee relationships exist (Aaron, 2011).

Interventions
• 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.
• Eight-hour preceptor workshop implemented at a 202 bed, level II acute care hospital.
• Workshop included assessment of emotional intelligence among participants.
• Post-workshop summative criteria included job satisfaction in preceptor role, satisfaction with knowledge and skills as preceptor post-training and satisfaction with preceptor training.

Results
• Satisfaction in preceptor role increased from a mean of 2.8 to 4.54.
• Confidence in skills increased from a mean of 3.35 to 4.75.
• Perceived ability to impact the acclimation of new hires increased from a mean of 3.9 to 4.6.
• Improvement was statistically significant in all categories.

Conclusions
• Preceptors need structured training in order to support preceptors.
• Preceptor programs are highly successful in improving satisfaction and reducing attrition of nursing staff.
• Formal preceptor training is essential for today’s healthcare organization.

Implications for Practice
• Increased nurse satisfaction
• Increased retention
• Reduction in sentinel events
• Adds value to the organization

References