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### Supporting Onboarding & Achieving Role Readiness Education Program: Nurse Residents “SOARR” into NSI Speed Dating

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# Supporting Onboarding & Achieving Role Readiness Education Program: Nurse Residents “SOARR” into NSI Speed Dating

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## Background

- Newly licensed nurses face a large amount of new information during orientation.
- They are initially taught about patient safety and Nurse Sensitive Indicators (NSIs), which are crucial for assessing nursing care quality and patient outcomes.
- NSIs track important measures like hospital-acquired infections, pressure injuries, and patient falls.
- Nurses are responsible for preventing these issues through routine assessments, evidence-based interventions, and teamwork.
- Data from January 2022 showed that Nurse Residents at Baystate Health felt unsure about managing NSIs, including CAUTI, CLABSI, and pressure injuries.
- Transition-to-Practice Programs, such as the Baystate Health Nurse Residency Program (BHNRP), support new nurses by offering ongoing education on NSIs.
- The BHNRP is a 10-month program designed to help nurses with less than 10 months of experience transition into their roles effectively.
- The Supporting Onboarding and Achieving Role Readiness Education Program (SOARR) includes station-based training to reinforce knowledge on patient safety and NSIs, facilitated by expert nurses and educators.

## Purpose

- The purpose of this project is to enhance job satisfaction, retention, and competency among nurse residents by closing the transition-to-practice gap, improving nursing skills confidence, and increasing knowledge using the SOARR program.

## Goals/Objectives

- 1) **Close the transition-to-practice gap and improve job satisfaction, retention, competency, and confidence**
  - Improve confidence in performing nursing skills by 10% on Casey-Fink Survey© data results at month 10 of BHNRP.
- 2) **Increase nurse resident knowledge about the topics reviewed at SOARR including NSIs**
  - >90% nurse residents evaluate ‘The program was useful and will contribute to improving my practice’ as Agree/Strongly Agree on SOARR evaluation.

## Methodology

- Nurse residents are required to complete the Casey-Fink Survey© at month 1, 4 and 10. The surveys are designed to evaluate transition-to-practice program outcomes, measure experiences of graduate nurses, assess readiness for practice, and identify factors that affect nurse retention.
- Engaging and creative strategies, such as our Supporting Onboarding and Achieving Role Readiness Education Program (SOARR), include a station-based training activity that allows newly licensed nurses an opportunity to reinforce knowledge of important patient safety topics and provides opportunities for expert nurses, nurse educators and other subject matter experts to facilitate education about topics like NSIs.
- The ‘speed dating’ approach allows nurse residents to reinforce their knowledge and gain a better understanding of how NSIs impact patient outcomes in a more intimate setting.
  - The Nurse Residents visit eleven 15-minute stations focused on hot topics like infection prevention, wound care, CAUTI prevention, central line care/CLABSI prevention, care of tubes and lines, and falls reduction practices.
  - Examples of the stations include donning and doffing of gowns and gloves, skin assessments, pressure injury prevention measures and treatment options, urinary catheter care, removal protocols and external urinary collection devices.
- SOARR concludes with a fun and interactive competitive timed game in which teams of Nurse Residents work together to complete tasks. These tasks include a ‘Fall Scene Investigation (FSI)’ in which the team works together to identify ten concerns in a simulated room for a patient that is assessed to be at high risk of falls.

## Outcomes

- In 2022, nine SOARR Sessions with 32 facilitators were completed.
- Evaluations: 95% of participants rated agreed/strongly agreed with the statement “The program was useful and will contribute to improving my practice.”
- Qualitative responses included:
  - “This program was useful and will contribute to improving my practice.”
  - “It was interactive and a nice way to move around and be engaged.”
  - “I was able to learn about what NSIs are and how I can have a positive impact on my patients.”
  - “This was a great opportunity for me to learn more about why we do what we do and how to prevent hospital acquired conditions like CAUTI and CLABSI.”

## Conclusions

- Overall, Nurse Residents enjoyed the opportunity for hands-on practice with equipment, networking with fellow nurse residents, meeting facilitators, and the competitive timed game to reinforce the importance of NSIs on patient care and outcomes.
- As our organization paves the way towards high-reliability and our journey towards zero patient harm, the education of Nurse Residents through the SOARR program provides an opportunity for newly licensed nurses to reinforce their knowledge of key concepts like NSIs to improve patient safety and outcomes.
- In the future, we plan to collaborate with the Baystate Health Nursing Outcomes and Quality Improvement Team to review NSI data and the impact of the SOARR program.

## References

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