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Transformation of a System-Wide Nursing Team Orientation: Bridging the Past with the Future

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Background

- Prior to the COVID-19 Pandemic, system-wide general nursing team orientation (GNTO) was a two day in-person event that included both didactic content and hands-on skills stations for nursing and support roles.
- This format changed abruptly and drastically when the pandemic worsened.
- In-person orientation was replaced with a 2-hour asynchronous video lesson located on a learning management system (LMS), as health system educators responded to the situation at hand.
- From early 2020 through early summer 2023, orientation morphed from the LMS video to a few different versions of virtual sessions; the last one included more interactivity, and a virtual escape room was added. This allowed for increased participation, engagement, and teamwork.

Purpose

- The purpose of this project is to create a system-wide nursing team orientation program that utilizes past concepts and integrates new ideas to envision a more engaging future state.

Goals/Objectives

1) Conduct a Comprehensive Gap Analysis and Curriculum Review

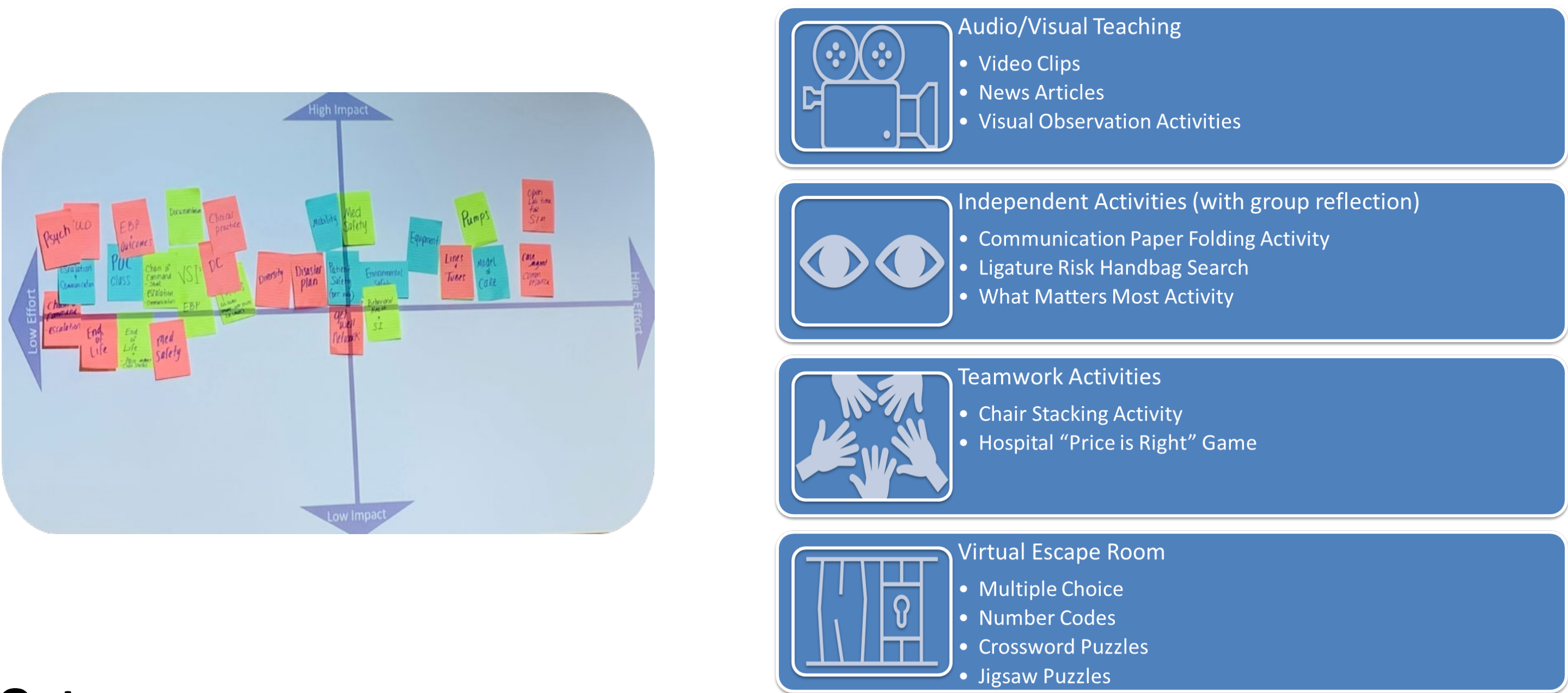
- Perform a gap analysis by evaluating current orientation programs, identifying deficiencies, and reviewing common themes and feedback from past participants.
- Outline a revised curriculum based on the gap analysis findings, incorporating both established concepts and innovative practices to address identified needs and enhance program effectiveness.

2) Develop and Implement Engaging and Interactive Orientation Content

- Create interactive and engaging training materials, such as multimedia presentations, simulations, and case studies, tailored to the needs of newly hired nursing staff.
- Pilot the new orientation content with a select group of new hires, gather feedback, and make necessary adjustments to ensure it meets engagement and educational goals.
- Roll out the finalized orientation program system-wide, ensuring all newly hired nursing staff receive the updated, engaging content as part of their onboarding experience.

Methodology

- After resuming in-person orientation, a full day brainstorming session was held in June 2023 to review the old program and envision the future.
- A gap analysis identified needed improvements, and common themes were evaluated for effort and impact using an impact-effort matrix.
- It was decided that the updated orientation program should enhance engagement and teamwork and cater to different learning styles while covering essential topics.
- Two educators led the creation of new, modernized didactic and activity segments for the revised orientation program.
- Concepts from the impact matrix were expanded into a general curriculum using various teaching methods to boost learner engagement.



Outcomes

- Attendee evaluations were positive, with over 95% of responses with “very good” to “excellent” ratings.
- ⬆ Positive Post Orientation Evaluation
- ⬆ Application of Knowledge
- ⬆ Retention of Knowledge



Conclusions

- The COVID-19 Pandemic took educators by surprise. The process of changing to a completely virtual education format from an in-person venue was challenging. The undertaking to bring orientation back to an in-person format after more than a 2-year hiatus took a great deal of strategic effort from all educators in the healthcare system.
- Support from nursing leadership was an important aspect to help move this forward. Bridging past, present, and future ideas for orientation was our key to success.
- Being proactive and forward-thinking is crucial in the event a disruption to nursing team orientation occurs again in the future. The nurse educators leading orientation have ensured the content is easily transferable from an in-person format to a virtual venue.

References

- Harper, M. (Ed.). (2023). *Core curriculum for nursing professional development* (6th ed.). Association for Nursing Professional Development.

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