

Implementing the BMT Orientation Program for New Grads

The Problem

We identified that new nurses were completing their orientation process with knowledge deficits and/ or a lack of skills to adequately care for our specific inpatient population. Depending upon the type of experiences they were exposed to during orientation, new nurses were starting their independent practice with varying degrees of competency.

Aim/Goal

To design a more structured orientation program, specific to the Bone Marrow Transplant Program, that would increase theoretical and clinical knowledge of new nurses over the course of twelve weeks. The program would provide consistency to individual learners and ensure new nurses were competent and proficient in their skills, and thus ultimately improve overall quality of care for our patients.

The Team

- The 7 Feldberg Nurses and Resource Nurses
- The 7 Feldberg Unit Educator and Nurse Manager
- BMT Attending Physicians, Nurse Practitioners and Physician Assistant
- The Bone Marrow Transplant Co-ordinators
- The Clinical Nurse Specialist
- The 7 Feldberg Nurse Case Manager

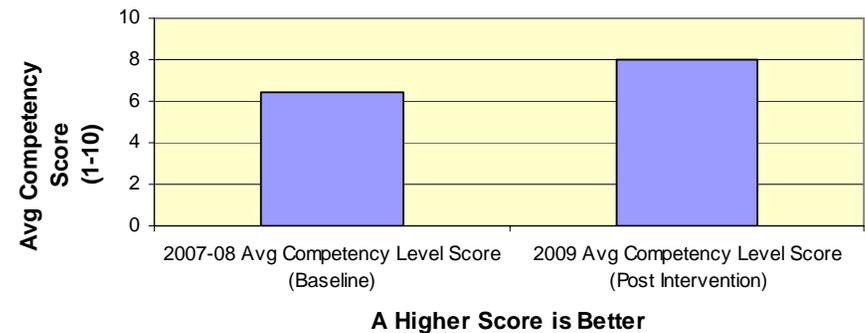
The Interventions

- We looked at our old orientation program and through discussions with the 2007 and 2008 new nurses and their preceptors, we identified areas that needed improvement and developed potential solutions.
- We spoke with our multidisciplinary team to determine ways in which we could maximize the opportunities for learning.
- We combined the existing hospital-based skills checklist with a unit-based skills checklist that included more specific tasks for the orientee to complete.
- We gave each orientee a journal to keep track of their progress and concerns, as well as for general note taking.
- We initiated a bi-monthly meeting with the orientee, preceptor and a unit administrator (nurse educator, nurse manager, CNS or resource nurse) to evaluate progress.
- Shadowing opportunities were provided with the BMT outpatient clinic nurses, Unit Case Manager, Nurse Practitioners, Physician Assistants and the Pheresis Lab Staff.

The Results/Progress to Date

We asked nurses from 2007 and 2008 to rate their overall competence level on a scale of 1-10. This rating took into account their ability to perform daily nursing tasks specific to our unit, on their own with minimal coaching. The rating also considered the level of comfort at which they performed these tasks following the basic orientation process. We then asked the most recent group of new grads from 2009 to answer the same question, having used our new orientation program.

Improving BMT Nursing Competency through Orientation Program



The five nurses from the 2007-08 cohorts had an average competence level of 6.4, while the three nurses in the 2009 cohort had an average competence level of 8.0.

Lessons Learned

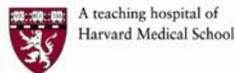
We found that with this more specific program in place, nurses were more competent in their skills and more confident for independent practice. Fellow nurses observed that the new nurses had more specific theoretical knowledge and a clinical skill set that better suited the Bone Marrow Transplant Unit, resulting in better patient satisfaction, safety and outcomes.

Next Steps/What Should Happen Next

- Continue to evaluate the progress of the new grads from 2009
- Continue to find additional learning opportunities for new grads in 2010
- Address challenges that may have impeded successful achievement of the improvement goals
- Follow patient satisfaction ratings



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