Can Caring and Self-care Education Improve Nurse Retention During the First Year of Nursing Employment?

Ann Quinlan-Colwell

Conflict of Interest Disclosure

Author Conflict of Interest:

A. Quinlan-Colwell, Consultant & Speaker for
Mallinckrodt Non-branded Education
Objective # 1

To explore whether workshops designed to convey caring, and to teach nurses self-care behaviors, can improve retention of nurses during their first year of employment.

Objective #2

To assess changes in nursing retention following attendance at a four week mandatory holistic workshop during nursing orientation.

General Background

The US national nursing shortage coupled with the financial challenges in the US provided a platform for innovative and creative nursing retention practices by hospitals.
NHRMC Specific Background

During rolling calendar year ending in June 2009

- 41 RNs left NHRMC for a variety of reasons
- estimated cost was greater than $180,000.00

Top 3 Reasons for Resignations During the 1st Year at NHRMC

- moving out of area
- took another job
- family reasons
Other Reasons for Resignations
During the 1st year at NHRMC

- quit without notice
- failure to return from leave
- dislike type of work
- temporary job ended
- returning to school
- death

The first year of employment is a time of high anxiety and frustration for nurses entering an organization.

RN Needs Assessment
RN Needs Assessment Revealed:
- coping challenges
- perceived feelings of incompetence
- perceived knowledge deficits
- difficulty managing stress
- difficulty managing interpersonal conflicts

RN Needs Assessment Also Revealed:
- difficulty prioritizing tasks and care of patients
- time management challenges
- not feeling cared about by co-workers/administration
- need for realistic career planning

Literature
- "Long-term, evidence-based solutions such as those strategies aimed at fostering collegial relationships, enhancing nurses’ sense of self, promoting professional development, and encouraging feelings of professional worth are required"
- Supports the need to provide newly hired nurses Holistic support and acknowledgment of the importance of self care during the first year of employment
**Self Care**

"activities individuals, families, and communities undertake with the intention of enhancing health, preventing disease, limiting illness, and restoring health. these activities are derived from knowledge and skills from the pool of both professional and lay experience. they are undertaken by lay people on their own behalf, either separately or in participative collaboration with professionals." (World Health Organization, 1983)

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**Theoretical Framework**

Transforming healthcare one nurse, one caregiver one organization, at a time.

Dr. Jean Watson

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**Aim & Objectives**

- Improve retention of RNs
- Encourage self-care behavior among RNs
Methodology

Longitudinal descriptive study

Sample

- Convenience Sample
- All newly hired RNs at NHRMC
  - Only 89 participated in research study
- During orientation process new RNs were told about the workshop
- Original sample (pilot group)
- Expanded sample (one year)

Intervention

- Mandatory workshop consisting of
  - 90 minute sessions
  - Once per week
  - Four consecutive weeks
  - During nursing orientation
The workshop sessions were

- Based on a holistic framework
- Designed to help RNs to understand the importance of self care during the first year of employment

Week 1

Importance of Self Care and Needs Identification

Self Care
Week 2
Improving Coping Skills

Needs Identification
Improving Coping Skills

How do you cope?

Week 3
Learning to Work within a Team Environment

Needs Identification
Week 4
Looking to Your Professional Future

Needs Identification
Your Future at NHRMC

Evaluation Design

- Less than 10 minutes to complete
- Unique ID for identification
- Random order
- Follow up Questionnaires
  - placed in envelopes marked confidential
  - delivered to each unit
  - SASE provided for return of questionnaires
Evaluation Schedule

- Questionnaires
  - At conclusion of last workshop session
  - 30 days
  - 60 days
  - 90 days
  - Month of one year anniversary month

Evaluation Content

- Effectiveness of the workshop sessions from the perspective of the RN participants
- The current commitment of the RNs to remaining employed at NHRMC
- Rating what the RNs consider most important regarding their work
- Objective questions related to career goals

Initial Evaluation Responses

- 85/89 completed the questionnaires
- Not all new nurses participated
- Not all completed four sessions
- The responses told us:
Degree to which workshop helped in your transition to NHRMC?

- "A Little": 4.5%
- "Somewhat": 36%
- "A Lot": 29.2%
- "Very Much": 13.5%
- DNP: 4.5%

Would you recommend workshop for other orientees?

- "A Little": 7.9%
- "Somewhat": 31.5%
- "A Lot": 27%
- "Very Much": 24.7%
- DNP: 4.5%

At this point in my employment:

- Experience Good Plan to Remain for ≥ 1 yr: 82%
- Experience Not so Good but Plan to stay: 10.5%
- Experience Not so Good but Plan to Leave within 1 yr: 4.5%
- DNP: 4.5%
### Rank in order of importance “Ability to get time off”

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Most important</td>
<td>13.5%</td>
</tr>
<tr>
<td>29.2%</td>
<td></td>
</tr>
<tr>
<td>36.0%</td>
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<tr>
<td>11.2%</td>
<td></td>
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<tr>
<td>Least important</td>
<td>5.6%</td>
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### Rank in order of importance “Positive relationship with supervisor”

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Most important</td>
<td>24.7%</td>
</tr>
<tr>
<td>27.0%</td>
<td></td>
</tr>
<tr>
<td>31.5%</td>
<td></td>
</tr>
<tr>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Least important</td>
<td>4.5%</td>
</tr>
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</table>

### Rank in order of importance “Positive relationship with peers”

<table>
<thead>
<tr>
<th>Importance</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Most important</td>
<td>23.6%</td>
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<tr>
<td>52.8%</td>
<td></td>
</tr>
<tr>
<td>13.5%</td>
<td></td>
</tr>
<tr>
<td>2.2%</td>
<td></td>
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<tr>
<td>Least important</td>
<td>3.4%</td>
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</table>
Rank in order of importance “Ability to give quality care”

- Most important 75.3%
- 12.4%
- 2.2%
- 2.2%
- Least important 2.2%

Important “Other Factors”

- “Better pay” (x 3)
- “Ability to give input & see related change”
- “Being confident in my skills”
- “Benefits”
- “Educational opportunities”

Important “Other Factors” Continued

- “Enhance my skills & judgment”
- “Obtain a FT position”
- “Patient assignment numbers”
- “Peers”
Top 5 Factors Influencing Continuing to work at NHRMC

- Benefits
- Nice place to work
- Pay
- Polite employees
- Location

Other Factors Influencing Continuing to work at NHRMC

- “Good fit”
- Self-scheduling
- Administration interest in me
- Opportunities to advance career
- Good work ethics

Have you identified factors that are causing you to seek employment elsewhere?

- "No" 79.8%
- "Yes" 15.7%
How long do you plan to work at NHRMC?

- >2 Yrs: 19.1%
- >5 yrs: 40.4%
- Don’t Know: 22.3%
- 1 yr: 1.1%
- No Reply: 4.5%

What would make you leave NHRMC to work elsewhere?

- Possible relocation (home/school/spouse): 26
- If not supported in work environment: 23
- Better pay: 20
- Family/personal: 11
- “Dream” position (better/advance): 8

What would make you leave NHRMC to work elsewhere?

- Education: 6
- Better staffing: 5
- Travel time: 4
- Better schedule: 3
- Not feeling effective as RN: 2
- Outdated charting: 1
- Less stressful job: 1
Subsequent Questionnaires

- 1/85 returned for 60 days
- 5/85 returned for 90 days
- Only one used unique ID number

Retention Data

<table>
<thead>
<tr>
<th></th>
<th>11/1/08 - 10/31/09</th>
<th>11/1/09 - 10/31/10</th>
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</thead>
<tbody>
<tr>
<td>RN's Hired</td>
<td>198</td>
<td>161</td>
</tr>
<tr>
<td>Number of RNs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>termed within 1 yr</td>
<td>51</td>
<td>27</td>
</tr>
<tr>
<td>Percent of RNs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>termed</td>
<td>25.6%</td>
<td>16.8%</td>
</tr>
<tr>
<td>Within 1 yr</td>
<td></td>
<td>In 1st 6 mos</td>
</tr>
</tbody>
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Anecdotal Comments

- “I can’t believe that a hospital would do this for the nurses.”
- “The workshops were wonderful.”
- “Every hospital should do this.”
- “If they had this the last time I worked here I would never have left.”
Challenges

- Perceived importance of the sessions
- "It's all about me!" is ok in context
- Science (technology) vs. Heart of Nursing
- Competing orientation needs
- Confounding factors with retention

Limitations

- Not all nurses attended
- Not all nurses completed all four sessions
- Perception of importance
- Poor response to follow up questionnaires
- Outside issues affecting retention

Additional Lessons Learned

- New graduate nurse vs Seasoned nurse
- Weekly format
- Perceived value
- Message that "we care about you"
Implications for Nursing

- Encourage the importance of self-care
- Creating an environment of nurses caring about nurses
- Increase civility among nurses
- Improve team function
- Improve retention
- Educate managers and administrators

Mary Ellen’s Thoughts

- We can’t let this stop!
- Blessed by community that trusts & values
- Patients & families deserve well balanced RNs who want to work here
- NHRMC deserves the best of the best
- Commitment needs to be mutual
- Need to support RNs in life long learning and through the self-actualization process

Changes Made

- Timing of workshop
- Structure of workshop
- Needs Identification
- Contact hours
Growth

- All new nurses
- Nurse Managers
- Nurse via net learning

Evaluation Comments

- “Great class!”
- “A great part of my new hire experience.”
- “Great interactive workshop!”
- “Makes you stop & think about the impact of stress on our lives.”

Evaluation Comments

- “Made me feel appreciated a new hire”
- “I never had a class like this before”
- “Fun, relaxing, informative workshop”
- “ALL nurses should have to attend this!”
Evaluation Comments

- “Would love to see something like this every 6 months”
- “Made me feel like part of a family”
- “Great to realize you are not alone in the way you feel”

Future

- Nurse Leadership team
- Possible with other nursing groups
- Electronic follow up
- Qualitative study

LEAN EVENT

New nurses (1 year or less) who participated in our LEAN Group conveyed:

- they felt that the Self-Care Workshop was helpful
- but not in the second week of employment
- when they were so excited about being a new nurse
- they don’t realize the importance of needing self-care
LEAN EVENT

- Then,
- several months later when they are overwhelmed in their new roles,
- they realize the need self care information
- but have forgotten everything they learned

Solution

Re-schedule the self care workshop

Next Generation

- Continue
- Ownership by Nursing Congress
- Coordinate with Nurse Mentorship Program
Concluding Thoughts

- This research study has been:
  - Informative
  - Important
  - Living
  - Evolving

Similar to Anne Morrow Lindbergh when asked who she put first her husband or her children, replied: “my husband I together put our children first.”

Mary Ellen supports nurses and empowers them to be able to put patients first.