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Background/Significance

Hospitals today have an increase in staff turnover and an influx of new employees. New employees hired by the hospital experienced inconsistencies within the orientation period. This included but was not limited to clearances, accesses, Clinical Nurse Educators (CNE) availability, and variances in the unit specific orientation. The need for a standardized onboarding process became evident to support both the unit based CNE and the new employee. The ability to disperse information to a larger group of employees allowed the unit based CNEs to have less interruptions in their workday and an impactful onboarding process was noted.

Methods

The onboarding CNEs held monthly debriefing with the unit based CNE's and leadership to assess any feedback while maintaining the impact of having a structured onboarding process. Adjustments were made unanimously to comply with standardization. Various methods of communication were utilized with all parties involved. This included emails to interdisciplinary teams involved to achieve accesses, education, hospital processes, etc. Data was gathered from peer reviewed articles utilizing the CINAHL Database and the hospital's library department. Key words such as "onboarding," "educators," and "orientation" resulting in 31 articles reviewed. Of the articles reviewed only 5 articles matched the needed documentation, of which 2 were utilized for this project. Subjective data was gathered via a 5 series Likert Scale Survey sharing the overall satisfaction or dissatisfaction completed by the unit based CNEs monthly during debriefing meetings.

Findings/Implications

New employees are assigned to a classroom environment onboarding session. This setting allowed a larger number of employees to be onboarded at once. The onboarding CNEs conducted these sessions utilizing a didactic approach including PowerPoint presentations, printed packets, and a witness return demonstration to ensure competency. An introduction to the hospital's culture initiates the process by which the new employee starts to live the hospital values. Review of hospital policy and protocol sets the expectations that the new employees will be held to the highest standards required of the facility's commitment to providing safe and quality care. Feedback obtained from the new employees and the unit based CNEs from the monthly staff meetings created an opportunity to improve the onboarding process. The process also helps ensure the new employee is ready for their first day at work and that there is no delay in their clinical practice.

Purpose/Objectives

The development of a standardized onboarding process was established to provide new employees working in a large community hospital with a welcoming experience, while supporting the unit based CNE. The onboarding team, led by three CNEs, was developed to ensure the completion of pertinent paperwork required by auditing agencies, welcoming new staff to the hospital's culture, and securing the appropriate access for each employee to succeed in their role. It is important for the new employee to have all these accesses to do their role effectively and care for patients safely. Continuous collaboration with unit based CNEs and relevant team members involved in the onboarding process was utilized to create a cohesive plan, while optimizing time efficiency for all members.

Results

Scan to access our survey

JAN - DEC 2022

Units	RN Count	CP Count	NI Count
2 Clarke	17	17	0
4 Clarke	18	12	0
5 Clarke	13	7	0
2 Hope	37	10	0
4 Hope	19	19	0
5 Hope	20	9	0
6 Hope	18	13	0
4 MCVI/SSC	16	7	0
3 Tower	9	20	0
4 Tower	21	17	0
5 Tower	17	9	0
Float	32	6	114
2/3 Main	10	16	0
4/5 Main	12	9	0
	259	171	114

Data collected from 14 inpatient units showed an overall satisfaction of the implementation of a standardized onboarding process in 2022. As a result of this successful process, the expansion to specialty areas is projected to be completed in 2024.

Conclusion

Standardized onboarding for new employees gives an impactful initial impression of the organization, including interactions with key personnel such as onboarding CNEs and unit-based CNEs. The new employees can also engage with each other and meet fellow unit-peers. The benefits and success of the onboarding process will aid in the expansion of onboarding sessions to other hospital areas, while improving efficiency.

References

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