Importance of Effective Training and Support During the Preceptorship period

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Nursing Development
Student nurse retention in East Midlands

- £4.2 million wasted on attrition
- Empty places on Nursing programmes

Importance of Registered Nurse recruitment

35% - 40% don’t want to stay in East Midlands after qualifying

HEEM, 2016
Nursing Vacancies in East Midlands

Total 1,760 wte vacancies (6.9%)

- Adult Nursing - 1,004 wte (7.6%)
- Mental Health – 109 wte (4.9%)
- Learning Disabilities 26 wte (7.6%)
- Children - 56 wte (4.7%)
- Community 327 wte (6.9%)

Health Education East Midlands, 2015
Nottingham University Hospitals NHS Trust

Three sites:
• 1700 beds
• 4,500 Registered nurses and midwives
• 1200 non-registered staff
• 87 Wards
Preceptorship at NUH

- 103 newly qualified adult nurses started in September 2015
- 29 Children’s nurses
- 149 International Nurses (further 38 pending)
- Many nurses from non-acute areas - Nursing / care Homes

Preceptorship Nurses
3.4 WTE Adult
2.0 WTE children
Importance of Preceptorship

anxious

excited

nervous

overwhelmed

confident

apprehensive

scared

happy

worried

relieved

oddness

environment

firstshift

underprepared

gettingready

terribly

readytonewpeople

reallynervous
Transition Shock

- Accelerating patient turnover – high patient caseload (Beecroft, 2008)
- Rising acuity of patients (Duscher, 2008, NICE, 2007)
- Increase in responsibility and awareness of personal accountability (Feng and Tsai, 2012, Higgins et al, 2009)
- Increasingly complex technology and tasks (Ellerton, 2003)
- Frustration and demoralization as a result of their perception of nursing and its reality (Duscher, 2008, Thrysoe et al, 2011, Maben et al, 2007)

Risks related to skill deficits of ward-based nurses exposed to increasingly complex care (Cooper et al, 2010)
It happens to us all!
Generation Y

- Family orientated
- Ambitious and career motivated - but not company loyal
- Team player
- Like to be loved
- Need a sense of purpose and to be engaged in meaningful work
- Tech savvy

Importance of Preceptorship

Key areas of concern for newly qualified nurses at NUH:

• Not having the practical skills required to care for deteriorating patients in non critical care areas.

• Fear and anxiety associated with identifying the deteriorating patient, dealing with cardiac arrests

• Providing appropriate care for the increasing numbers of highly dependent patients in ward areas

(Haines and Callow, 2011)
Key objectives of Preceptorship at NUH:

• To enable new nurses to develop the necessary skills and knowledge when caring for the acutely ill and/or deteriorating ward patient.

• Provide a focussed programme of teaching and clinical development for Preceptees within 12 months of commencing employment.

• To improve patient safety through training and development of acute care skills.

• Developing “human factors” skills - to improve communication, time management and assertiveness skills.

• Develop streamlined strategy for acute care skills training during the nurse’s career.

• Improving resilience.
Importance of Preceptorship

Acute Care Skills Foundation Programme

Commenced in October 2013 as a pilot

Designed by Specialist educators as part of Trust Acute Care education Strategy

Adult and Children’s Hospital worked closely together
**Adult Acute Care Skills Foundation Programme**

- **Day 1**  Airway Assessment and management / AHLS
- **Day 2**  Breathing assessment and care, oxygen therapies, suctioning techniques
- **Day 3**  Cardiovascular assessment, EWS tool, escalation, care of a patient with sepsis
- **Day 4**  Providing compassionate and appropriate End of Life Care, care of patient with diabetes, pain management
- **Day 5**  Objective Structured Clinical Examination (OSCE) 8 patient scenarios, and Human Factors training
- **Day 6**  Practical medical device training and assessment of competence (8 devices)
- **Day 7**  Intravenous Drug administration Skills / anaphylaxis
<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 2</th>
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<tbody>
<tr>
<td>Patient Safety and Compassion in Care</td>
<td>Airway &amp; Breathing</td>
<td>Circulation</td>
<td>Disability &amp; Environment</td>
<td>PILS</td>
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<td>General Introduction</td>
<td>Recognition and Assessment</td>
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<td>RCUK Paediatric Immediate Life Support</td>
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<td>Documentation</td>
<td>PEWS</td>
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<td>PEWS</td>
<td>Includes OSCE type assessment of A-E, basic airway management</td>
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<td>Handover and Patient safety checks</td>
<td>Oxygen Therapy</td>
<td>Shock and Emergency Fluid</td>
<td>Care of the child with reduced level of consciousness</td>
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<td>Failure to Rescue and Antecedents Audit PEWS Escalation and SBAR</td>
<td>Oxygen Saturation monitoring</td>
<td>resuscitation</td>
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<td>Compassion in Care</td>
<td>Care of a child with airway adjuncts</td>
<td>Sepsis</td>
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<tr>
<td>Bereavement – care of the dying child and family</td>
<td>Acute Care of a child with a respiratory conditions –</td>
<td>Cardiac Monitoring – rhythm recognition</td>
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<td>Communication - Standards, attitude and behaviours</td>
<td>Care of the child with chest drain Scenarios</td>
<td>Manual BPs</td>
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<td>Fluids Requirements</td>
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Attendance at Acute Care Skills Course since October 2013

584 Adult Nurses

132 Children’s nurses
Patient involvement

- Patient involvement in training and assessing nurses is key

- Setting attitudinal objectives – 6Cs
  (Department of Health, 2012, NUH Values and Behaviours policy)

- Patients assess the nurses ability to deliver compassionate care when under additional clinical pressure
Importance of Preceptorship

Summatively assessed OSCE
Key benefits of OSCEs

- Clearly identifying nurses who need extra clinical teaching and support
- Assurance for Trust that new nurses reach required standard
- Improving knowledge and skills of nurses when caring for acutely ill ward patients – relevance to practice
- Improving patient safety
- Developing NQNs as faculty
"Feedback always needs to be supported by evidence and from a patient point of view."

"I actually feel rather privileged to be able to participate in the education and development of the next generation of nurses."

"Feedback time is a cliff-hanger. White knuckles all round."
Impact In Practice

“Implements confidence in clinical practice” Ward sister

“Develops key practical skills” Learner

“I have been initiating interventions – oxygen, PGD fluids” Newly Qualified nurse – Oncology ward

“Better referrals to CCOT” Critical Care Outreach Nurse
Other training

- Inter professional Preceptorship Day
- Bi-monthly IV drop in sessions
  - Support with complex drug calculations
- Preceptor training days
- Student nurse introduction to practice days
Preceptorship Pathway

Importance of Preceptorship

We are here for you
Importance of Preceptorship

Social media

Closed Facebook account

Twitter

Newly Qualified Forum

Preceptorship intranet pages

Team Mobile phone
Rotational posts

Acute Medicine

Surgical pathway

Respiratory / renal cardiology

Trauma pathway
Has it worked?

Turnover for RNs (2015-6) - consistent between 10.8% and 11.47%

Variation across specialities

Accurate exit data complex to access

Evaluation from NQ and managers positive

Students actively asking about Preceptorship support prior to applying
The future?

- Robust recruitment and retention strategy

- Face to face exit interviews for nurses up to 2 years post qualification
  - *Done by senior nurses (8a and above)*

- Safer Staffing app

- Questionnaire exploring staff opinions as to why staff are leaving NUH

- Focus groups with NUH returners (staff who have left NUH and then come back) to explore their experiences
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Thank you

Importance of Preceptorship