



Orientation Navigators: Leading the Way Through Mentorship

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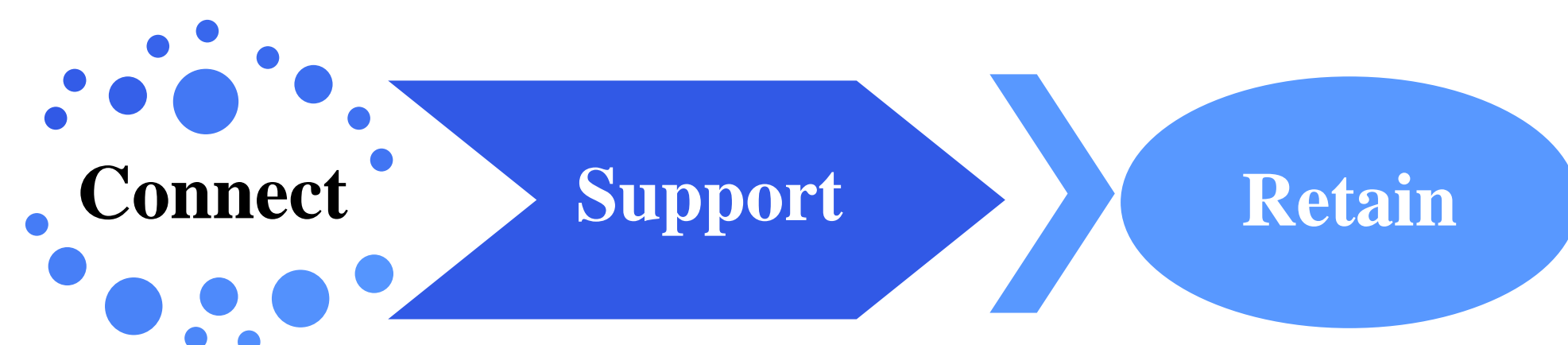


Problem Identification/Introduction

- Retention has been a challenge in many areas of health care.
- Lack of long-term support for orientees was noticed by leadership and believed to contribute to lack of retention.
- Mentorship adds an additional layer of support to the orientation process.
- The preceptor focuses on developing the nurses' skill set and introduces unit-specific guidelines. In contrast, mentors focus more on peer support and developing one's role through relationships.
- Mentors can advise the orientee on how to deal with the stress of the unfamiliar environment and demands of clinical practice.

Purpose of the Quality Improvement Project

- The goal of the Orientation Navigator team is to support the orientees as a mentor throughout their orientation and beyond as they transition to established staff members, while also increasing retention throughout perianesthesia.
- Through this, we hope to enhance the new hires' experience by creating a larger support system during orientation to maintain orientee retention.



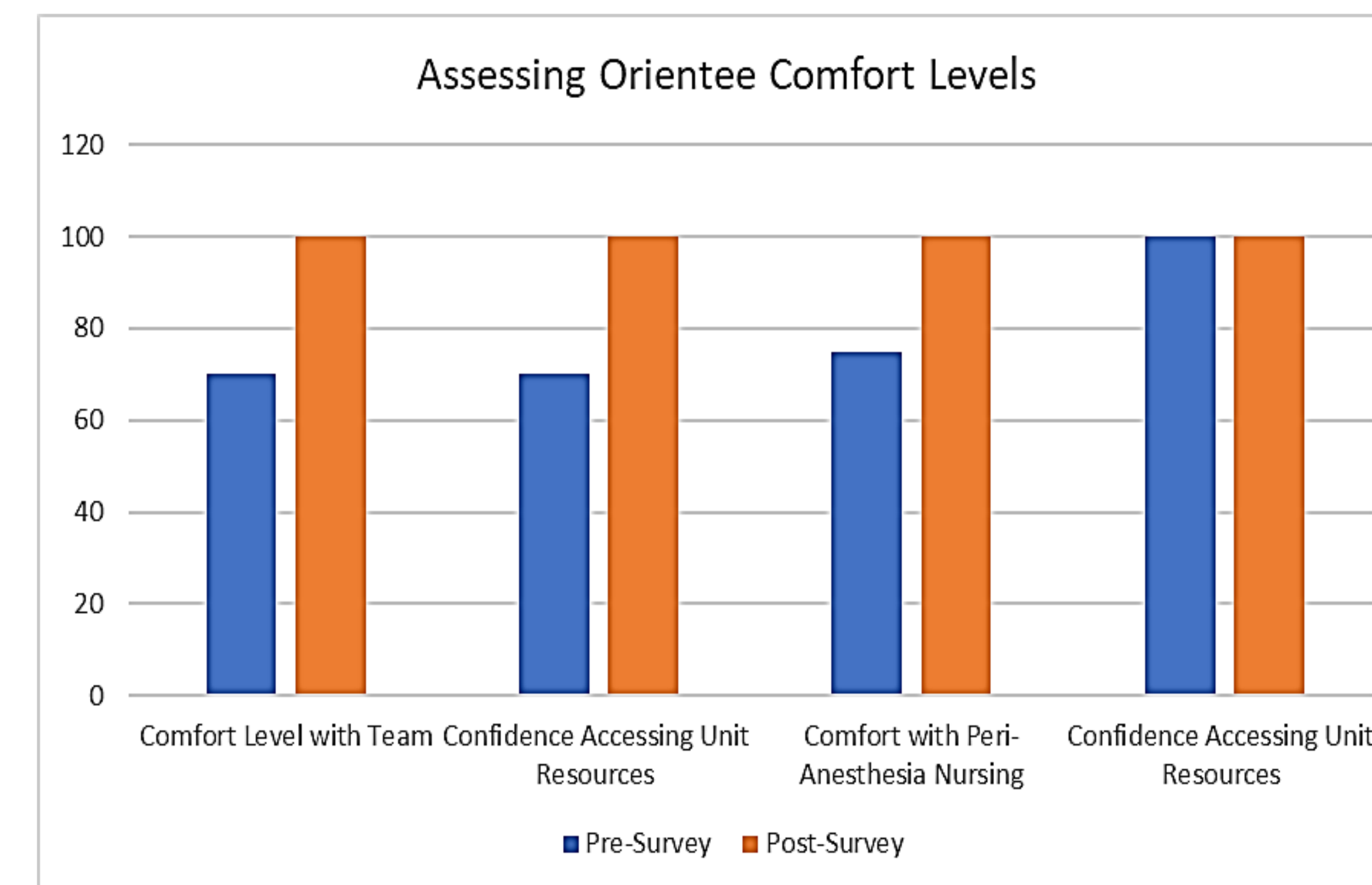
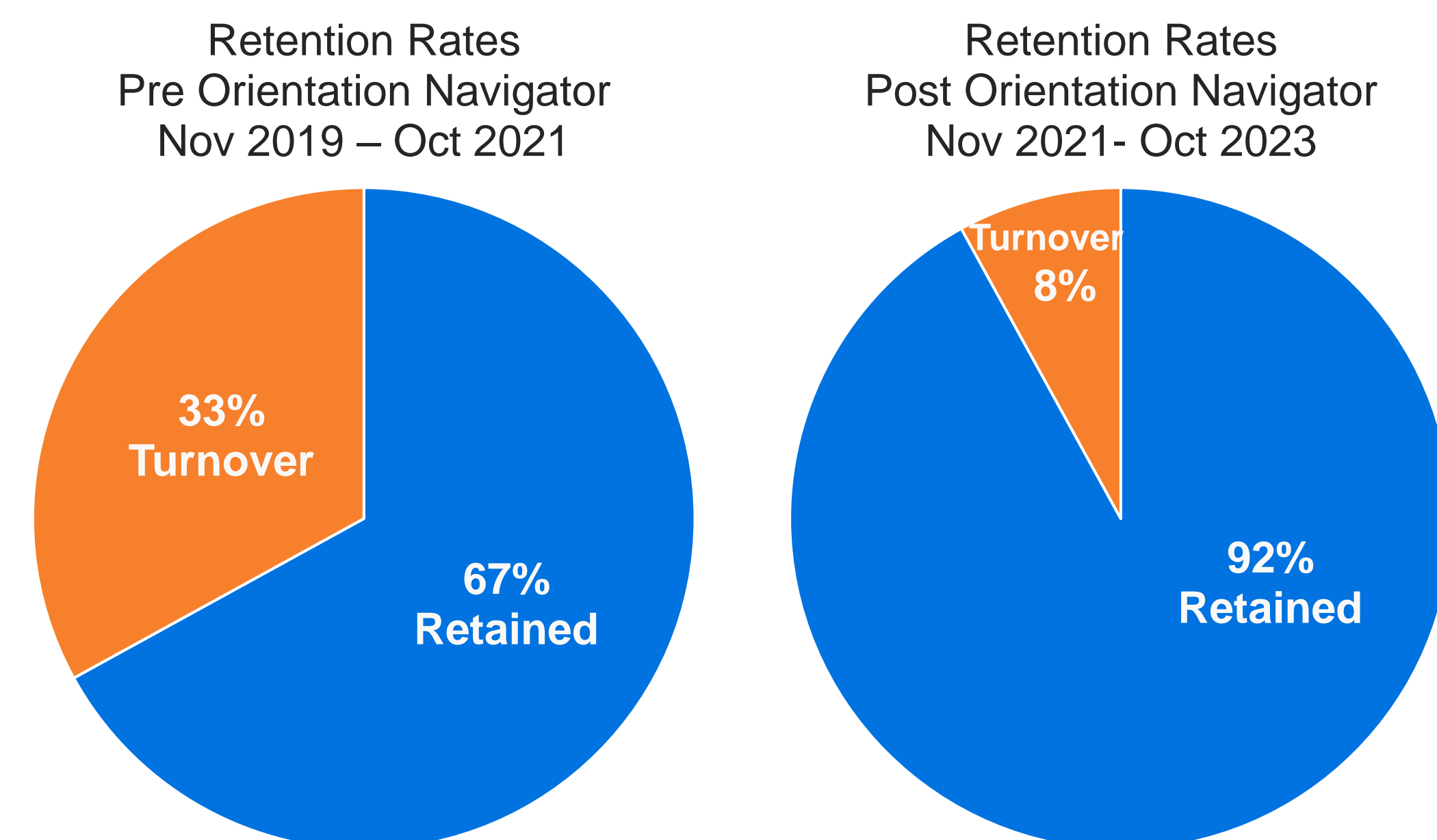
Methods

- The Orientation Navigator team is comprised of six expert clinical perianesthesia nurses passionate about nursing education, with an average of 18 years of nursing experience.
- The Navigator is paired with an orientee prior to orientation start date via email and will set up three check-ins; an initial, a midway and a final meeting.
- These "coffee chat" style meetings promote a casual and comfortable environment to establish rapport, foster open communication, and facilitate guidance.
- Pre and post orientation surveys are distributed to the orientee assessing comfort levels using Likert scale questions with additional section for feedback on the post orientation survey.
- Retention rates and surveys completed by the orientees are used to measure and evaluate the program's effectiveness. Survey feedback is used to tailor the program to improve the orientation experience.

Pre and Post-Orientation Survey

1. Rate your comfort level with your new team: *
 - o Very comfortable
 - o Somewhat comfortable
 - o Neutral
 - o Somewhat uncomfortable
 - o Very uncomfortable
2. Rate your comfort level to the perianesthesia unit: *
 - o Very comfortable
 - o Somewhat comfortable
 - o Neutral
 - o Somewhat uncomfortable
 - o Very uncomfortable
3. Rate your confidence in assessing unit resources: *
 - o Confident
 - o Somewhat confident
 - o Neutral
 - o Not confident
4. Rate your level of comfort in asking questions to facilitate your learning experience: *
 - o Extremely comfortable
 - o Somewhat comfortable
 - o Neither comfortable nor uncomfortable
 - o Somewhat uncomfortable
 - o Not at all comfortable
5. Please provide any other feedback you would find to help better your orientation experience *

Outcomes/Results



References/Acknowledgements

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Schroyer, C., Zellers, R. & Abraham, S. (2020). Increasing Registered Nurse Retention Using Mentors in Critical Care Services. *The Health Care Manager*, 39 (2), 85-99.
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Discussion/Conclusion

- Since the initiation of the Orientation Navigator role in November of 2021, 24 RNs have completed orientation through September 2023 with 22 RNs still working in perianesthesia. This represents a retention rate of 92% as compared to a rate of 67% of the new hires in the previous 2 years.
- Survey results show an increase in level of comfort with the new team and peri-anesthesia specialty, asking questions for their learning experience, and increasing confidence to access unit resources.
- As mentors, Navigators interact with orientees in a more informal setting modeling organizational values, unwritten expectations, and unit norms. The addition of the Orientation Navigator role assists in increasing the orientee's confidence, feelings of support, and retention rates of new hire nurses.
- Providing mentorship through an evidence-based program, encouraging peer support and socialization with colleagues, and modelling professional behaviors will lead to a seamless enculturation of the orientee, increasing job satisfaction and new orientee retention rates.

Implications for Perianesthesia Nurses and Future Research

- Creating a culture of inclusion from the beginning of orientation will prevent high nurse turnover rates, increase retention for the institution and improve nurse satisfaction with their new jobs.
- A mentor-based orientation program is an evidence-based approach that enhances new employee's confidence and competence (Bano, 2017). It successfully integrates new orientees into practice which has been shown to positively impact satisfaction and retention (Moss, 2022).
- Increased retention leads to cost savings by reducing turnover and new hire training needs.