Novice to Expert: Improving Orientation Productivity

Dana J. Nichols, MSN, RN
Phyllis Knight-Brown, MSN, RN, NPD-BC
Mechelle Mumford, MSN, RN, CMSRN
Objective

• Describe the role of the Novice to Expert Transformation Team (NET-T) in supporting the newly hired Registered Nurse (RN).
NET-T

Novice to Expert Transformational Team

Decentralizing Nursing education and support
Who makes up the NET-T?

- Staff Development Instructors
- Clinical Educator
- Nurse Practice Specialist
- Preceptor
- Charge Nurse
Orientation Process
Definitions

- **Orientation** - Time to orient an employee to their unit
- **Probation** - 90 days from hire date
- **Internal Transfer** - A change of position within the Medical Center (between the WFUHS and NCBH business units)
- **Trial period** - Begins the first day of the new position and ends when the staff member has completed 90 consecutive calendar days in the new position
- **Productivity** - a measurement used in creating a baseline of how much care should be delivered to a patient i.e. nursing hours per patient day (NHPPD)
Newly Licensed RN

- Periodic checkpoints with NM, ANM, CE, and SDI
- If orientation is not completed within expected time frame, it will require:
  - DON notification & authorization
  - Action Plan
  - Weekly meetings
  - Extension up to additional 30 days
- If orientation is not completed up to 30 day extension:
  - Employee can either be placed on a 30 day personal
- Orientation and Probation are not dependent on each other.
  - Employees should be removed from orientation, when completed.
  - Employees should be removed from probation after 90 days from hire date.
- Remove from Journeys program 1 year from hire date.
Newly Licensed RN

Med/Surg
10 weeks

ICU
Up to 12 Weeks

Peds
Up to 12 weeks

PICU
Up to 24 weeks

NLRN Hired
(10-24 week Orientation)

Go to assigned unit and work with Preceptor

Attend Specialty Classes
(Wk 3-6)

General Nursing Orientation
(Wk 1-2)

Biweekly meeting with Preceptor/NM/ANM/CE/NLRN

Is progress satisfactory?

Yes

Continue Orientation Process

Is it over 90 days from hire date?

No

Wait for 90 days to remove from Probation

Yes

Remove from Journeys – 1 year from hire date

NLRN placed on 30 days Personal Leave or Terminated

Has NLRN met Orientation requirements within required time?

No

Remove from Orientation on Manager Self-Service/NLRN takes full assignment

Is progress satisfactory?

Yes

Extend 30 days
*DON Authorization
*DON of Education - Notified
*Action Plan - Completed
*Weekly Meetings

Is it over 90 days from hire date?

No

Wait for 90 days to remove from Probation

Yes

Complete 90 day review and remove from probation on Manager Self Service

Is the NLRN off Orient/Probation in system?

No

Nursing Operations Coordinator sends follow-up reminder to NM/ANM/DON

Is the NLRN off Orient/Probation in system?

Yes

Nursing Operations Coordinator verifies and reminds NM/ANM

Yes

No

NLRN placed on 30 days Personal Leave or Terminated

Is the NLRN off Orient/Probation in system?

No

Nursing Operations Coordinator sends follow-up reminder to NM/ANM/DON

Is the NLRN off Orient/Probation in system?

Yes

Nursing Operations Coordinator verifies and reminds NM/ANM

Yes

No
- Orientation time is determined on unit requirements.
- Should have periodic checkpoints
- If orientation is not completed within expected time it will require:
  - DON notification & authorization
  - Action Plan
  - Weekly meetings
  - Extension up to additional 30 days
- If orientation is not completed up to 30 day extension:
  - Employee can either be placed on a 30 day personal leave or terminated
- If orientation is not completed up to 30 day extension:
  - Employee can either be placed on a 30 day personal leave or terminated

- Orientation and Probation are not dependent on each other.
  - Employees should be removed from orientation, when completed.
  - Employees should be removed from probation after 90 days from hire date.
Experienced RN

- Go to assigned unit and work with Preceptor
- Attend Specialty Classes, as needed

Biweekly meeting with Preceptor/NM/ANM/CE/RN Week 4-8

Is progress satisfactory? Yes
- Continue Orientation Process
- Action Plan Developed and SDI notified

NO

Did RN pass Specialty Class tests? Yes

NO

Has RN met Orientation requirements within required time? Yes
- Extend 30 days – *DON Authorization* 
  *DON of Education - Notified* 
  *Action Plan - Completed* 
  *Weekly Meetings*

NO

Is progress satisfactory? Yes

NO

Remove from Orientation on Manager Self-Service/RN takes full assignment

Has RN met Orientation requirements within required time?

Is it over 90 days from hire date? Yes

Wait for 90 days to remove from Probation

Is the RN off Orient/Probation in system?

No

Yes

Complete 90 day review and remove from probation on Manager Self Service

Is the RN off Orient/Probation in system?

No

Yes

Process Completed

RN placed on 30 day Personal Leave or Terminated

Nursing Operations Coordinator verifies and reminds NM/ANM

Nursing Operations Coordinator sends follow-up reminder to NM/ANM/DON

Is the RN off Orient/Probation in system?

No

Yes

Yes

Process Completed

Yes

Yes

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?

NO

Is progress satisfactory?
Internal Transfer

- Orientation time is determined on unit requirements.
- Should have periodic checkpoints
- If orientation is not completed within expected time it will require:
  - DON notification & authorization
  - Action Plan
  - Weekly meetings
  - Extension up to additional 30 days
- If orientation is not completed up to 30 day extension:
  - Employee can either be placed on a 30 day personal leave or terminated
- To be determined – who is responsible to code Orientation?
**Internal Transfer**

(goal is a 4-6 orientation process)

- **4 Week Orientation Weekly Meetings**
- **4+ Week Orientation Biweekly Meeting**
- **Meeting with Preceptor/NM/ANM/CE/RN**
- **Go to assigned unit and work with Preceptor**
- **Attend Specialty Classes, as needed**

**Internal Transfer is coded as “Orient”**

- **Did RN pass Specialty Class tests?**
  - **Yes**
    - Go to assigned unit and work with Preceptor
    - Attend Specialty Classes, as needed
  - **NO**
    - **Meeting with Preceptor/NM/ANM/CE/RN**
      - **Is progress satisfactory?**
        - **Yes**
          - **Continue Orientation Process**
        - **NO**
          - **Action Plan Developed and SDI notified**

- **Has RN met Orientation requirements within required time?**
  - **Yes**
    - **Continue Orientation Process**
  - **NO**
    - **Extend 30 days –
      - *DON Authorization*
      - *DON of Education - Notified*
      - *Action Plan - Completed*
      - *Weekly Meetings*
    - **Is progress satisfactory?**
      - **Yes**
        - **Process Completed**
      - **NO**
        - **Wait to complete 90 day review**

- **Is it over 90 days from transfer?**
  - **NO**
    - **Wait to complete 90 day review**
  - **YES**
    - **Complete 90 day review.**
    - **Is the RN off Orient in system?**
      - **NO**
        - **RN placed on 30 day Personal Leave or Terminated**
      - **YES**
        - **Is the RN off Orient in system?**
          - **NO**
            - **Nursing Operations Coordinator sends follow-up reminder to NM/ANM/DON**
          - **YES**
            - **Nursing Operations Coordinator verifies and reminds NM/ANM**

- **Did RN pass Specialty Class tests?**
  - **YES**
    - **Process Completed**
  - **NO**
    - **Process Completed**
# Sample Action Plan

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>OUTCOME</th>
<th>GOAL DATE</th>
<th>ACTIVITES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GENERAL INFORMATION**


Contact Information:

Phyllis Knight-Brown: pbrown@wakehealth.edu; 336-716-4412
Mechelle Mumford: mmumford@wakehealth.edu; 336-716-9171
Dana Nichols: danichol@wakehealth.edu; 336-716-9160