



# Critical Care Internships: How do they impact vacancy, retention, and satisfaction?



Ashley N. Adler, BSN, RN & Brandy L. Coles, BSN, RN

*sentara nurse*



### Introduction

The Critical Care Internship (CCI) was offered four times at Sentara Norfolk General Hospital (SNGH) beginning in July 2012. SNGH is a 525 bed tertiary care, Level 1 Trauma Center with six intensive care units (ICUs). After being on hold for more than a year, the critical care internship resumed in July 2012 due to vacancy rates upwards of 22% in some of the intensive care units.

### Objectives

- Decrease vacancy rates of Registered Nurses (RNs) in each of the six ICUs
- Increase RN retention rates in each of the six ICUs
- Increase job satisfaction scores of RNs in the six ICUs

### Project Description

CCI population consisted of inexperienced ICU nurse:

- RNs with medical/surgical/intermediate care experience
- New graduate RNs (fourth internship only)

Job satisfaction was measured using the Members of the Team (MOT) Work Environment Index (WEI) score

The 12-week internship consisted of the following curriculum:

#### eLearning

- Essentials of Critical Care Orientation (ECCO) modules created by the American Association of Critical Care Nursing

#### Didactic Lectures

- Two Day Arrhythmia Course
- Cardiovascular/Hemodynamics
- Pulmonary/Ventilators
- Neurological/Stroke
- Gastrointestinal/Nutrition/Hematological
- Renal/Vasoactive drugs/Endocrine
- Multisystem/Lifenet

#### Simulation Experiences

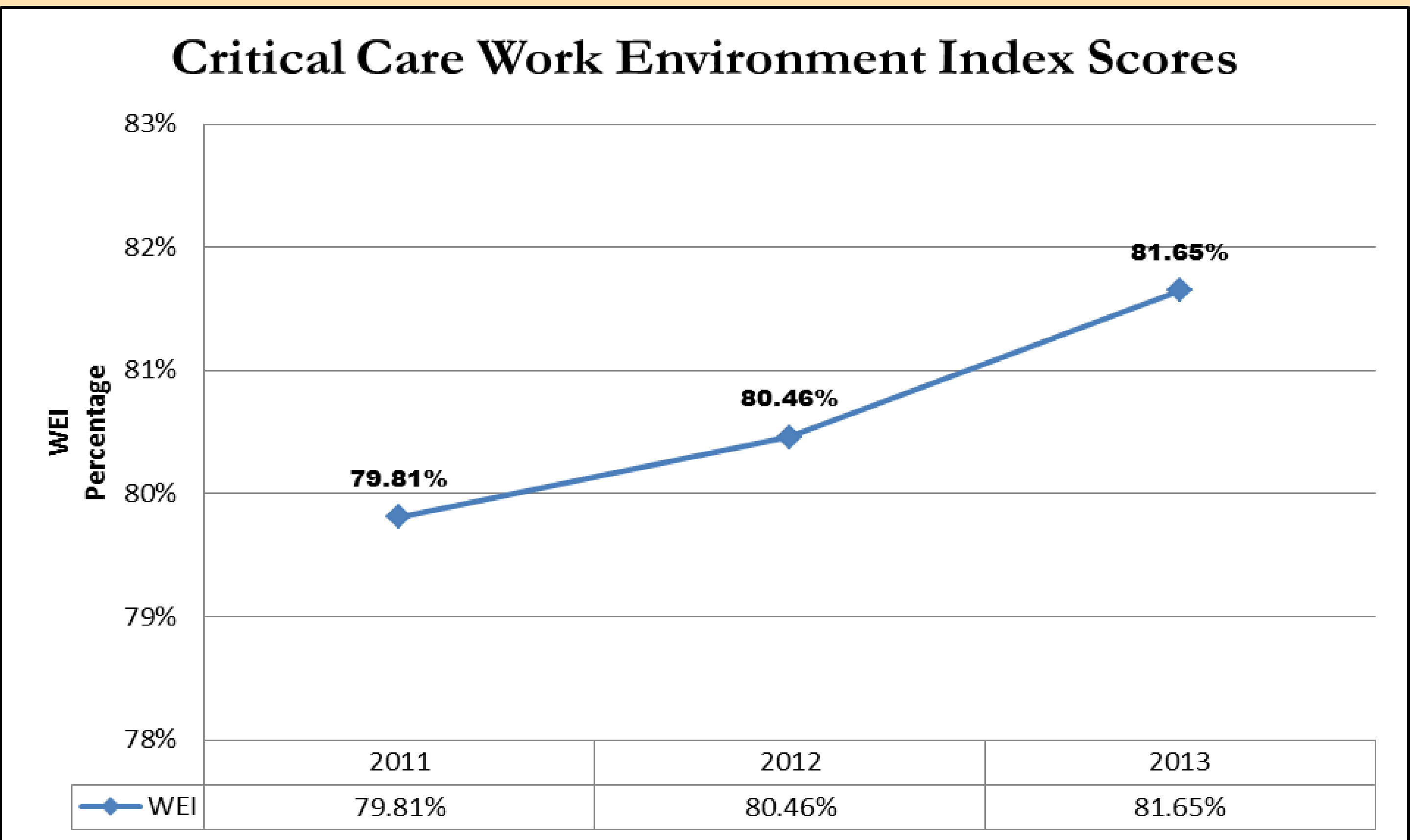
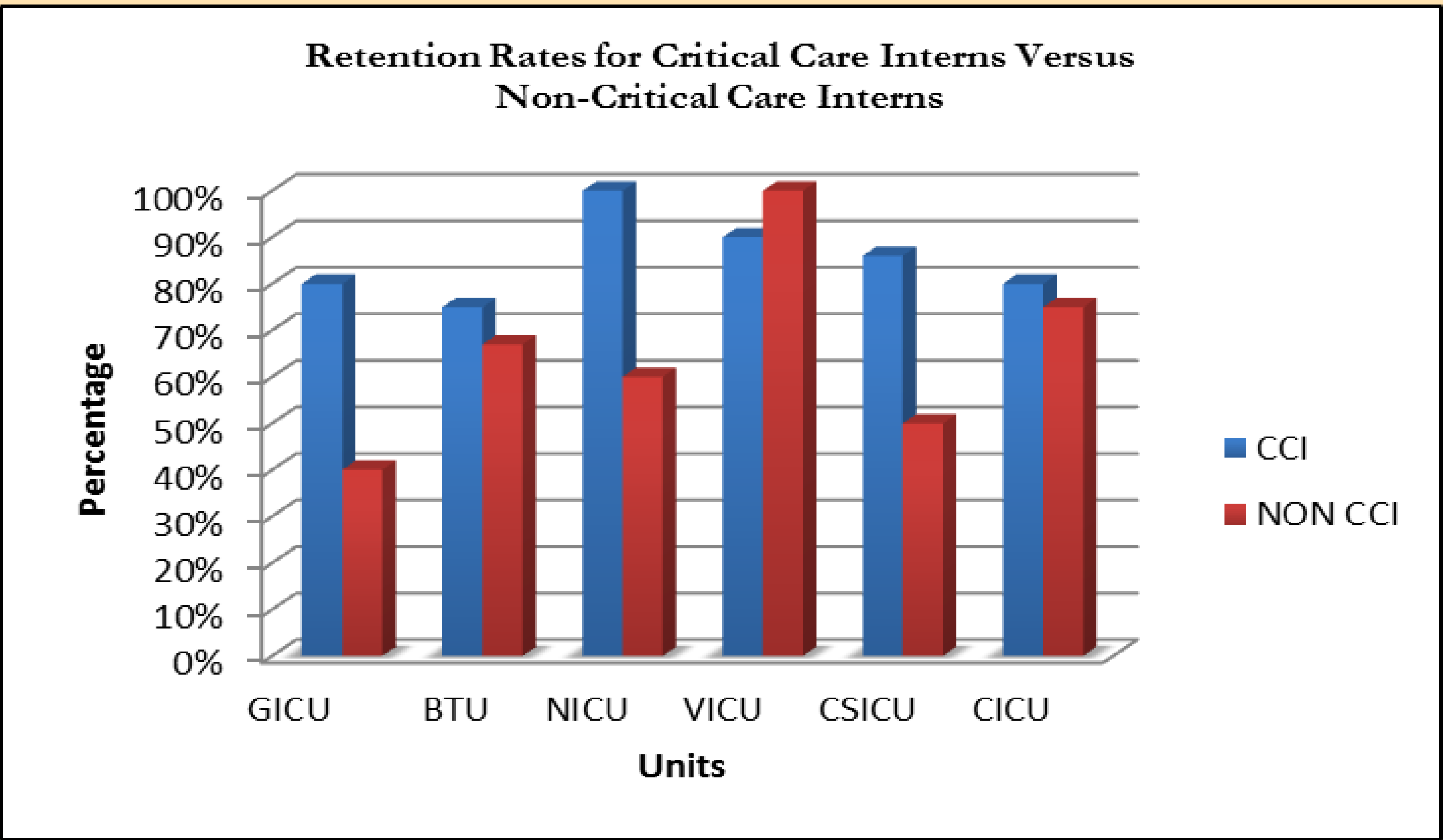
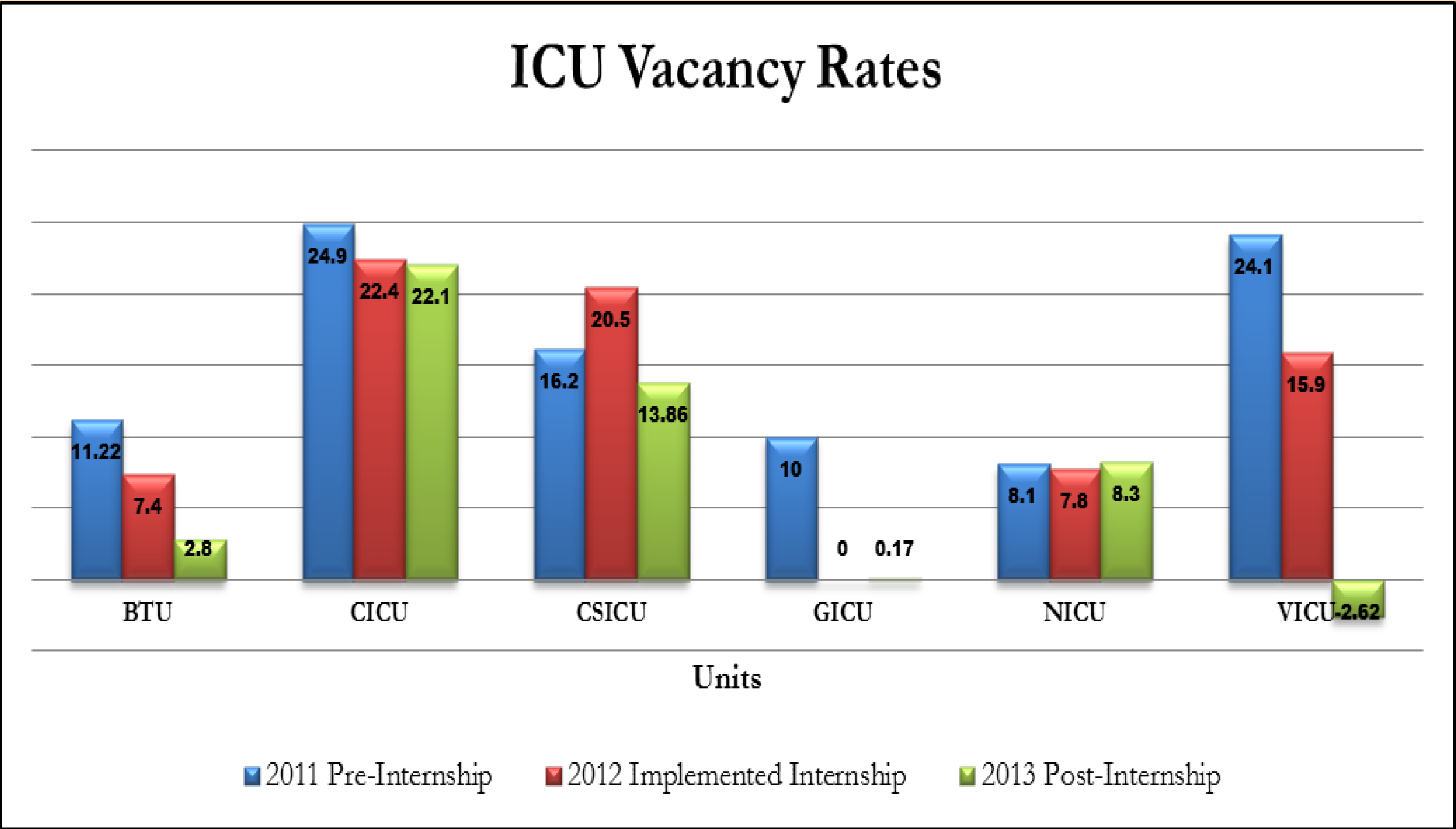
- Code Blue
- Sepsis

#### Unit Preceptors

- Each intern was placed with a preceptor at the start of the internship

### Evaluation Strategy

Data was collected from each ICU reflecting vacancy rates. The average vacancy rate for the intensive care units in July 2011 was 15.75%. The pre-internship vacancy rate in June 2012 was 12.33%. The post-internship vacancy rate as of August 2013 was 7.34%. Forty-two interns entered into the internship and 36 remain, resulting in a retention rate of 85.8%. MOT surveys were completed by unit staff annually in 2011, 2012, and 2013. The average WEI scores for the six units were 79.81% in 2011, 80.46% in 2012, and 81.86% in 2013.



### Conclusion

Overall, vacancy rates have improved from 15.75% in 2012 to 7.34% in 2013. A comparison of retention data was done for nurses hired into the internship versus nurses hired during the same time period that did not participate in the internship. The results show a 85.8% retention rate for internship participants versus a 58% retention rate for nurses that did not participate in the internship. Job satisfaction data reflects an ongoing annual improvement. The WEI scores have improved from 79.81% in 2011 to 81.86% in 2013.

### Future Considerations

Through feedback from interns, units, and previous internships, the following additional experiences related to caring for critically ill patients will be incorporated into future internships:

#### • Simulation:

Simulation experiences will accompany the eLearning and didactic education.

#### • Preceptor Experiences:

A Respiratory Therapy shadow experience will be incorporated.

#### • Supplemental Learning and Assessment:

An intern project supported by evidence based research will be required. Beginning October 2013, all interns will complete a Basic Knowledge Assessment Test (BKAT) before and after the program to evaluate knowledge acquisition and retention.

#### • Intern Job Satisfaction Measurement

In addition to WEI scores, intern job satisfaction will be assessed by ongoing surveys at the end of the internship, 30 days post-internship, and six months post-internship.

#### • Patient Satisfaction

Patient satisfaction will be measured using the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores.

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