

Sentara Norfolk General Hospital

Reciprocal Evaluation of Nurse Preceptors gives New Grad Nurses a Voice

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sentara nurse



INTRODUCTION

New graduate nurses participating in Sentara Norfolk General Hospital's (SNGH) first Nurse Residency Program (NRP) identified that a reciprocal evaluation tool was needed to allow them the opportunity to provide feedback about preceptor performance at the completion of unit-based orientation.

PURPOSE

SNGH Nurse Residents asserted that the implementation of a reciprocal evaluation tool measuring preceptor performance would give them a voice to help shape and improve preceptor development.

PROBLEM

At the completion of unit-based orientation, would reciprocal evaluation of nurse preceptors by novice nurses improve preceptor performance, and ultimately, new grad nurse retention rates?

IMPLICATIONS

The outcome of a successful preceptorship is the transition of a novice nurse to professional nurse where the individual demonstrates clinical competency, critical thinking, teamwork, communication, and time management skills. Ongoing reciprocal evaluation results allow organizations to measure nurse preceptor effectiveness.

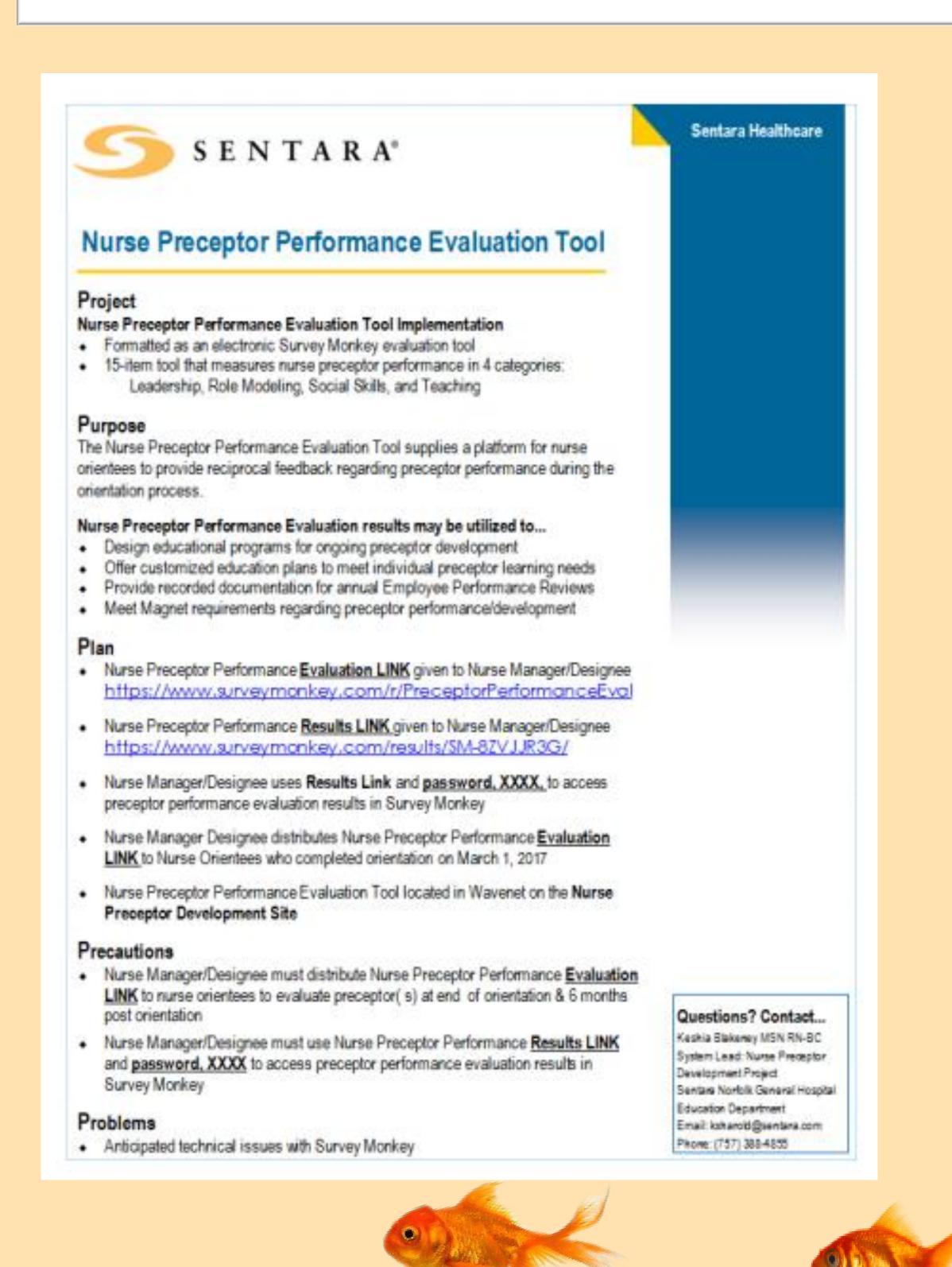
METHOD

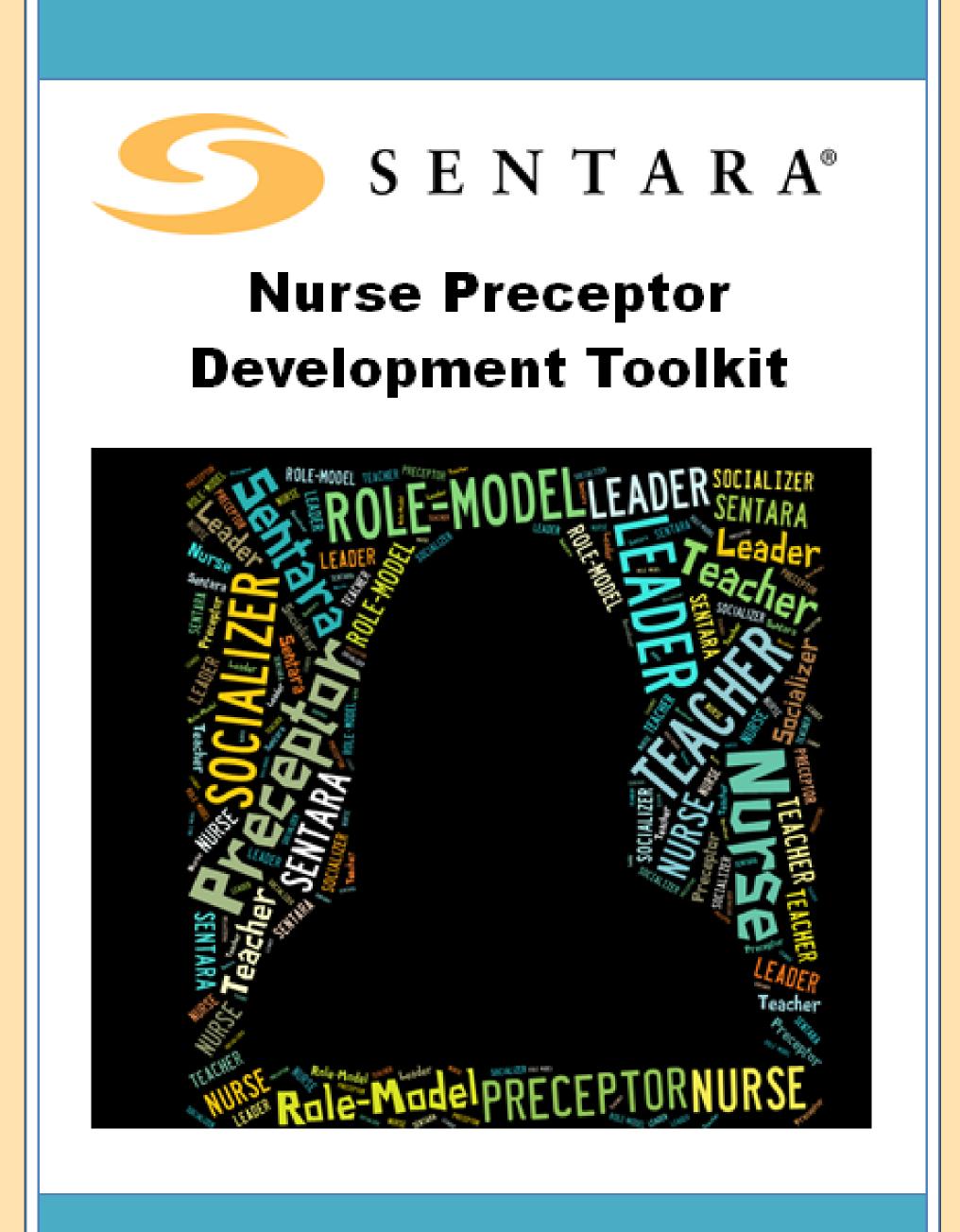
A 15-item electronic evaluation tool was developed that measures preceptor performance based upon (4) key roles that preceptors assume during the orientation process: Leader, Role Model, Socializer, and Teacher.

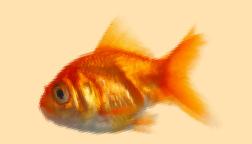
New grad nurses are required to complete the Nurse Preceptor Performance Evaluation Tool at the end of orientation using a Survey Monkey link. Evaluation results are utilized to create classes for ongoing preceptor development, provide documentation for annual employee performance reviews, and serve as evidence for hospitals that hold Magnet ® designations, or are on the Pathway to Excellence ®.

SNGH's implementation of the Nurse Preceptor Performance Evaluation Tool

- 5P Communication disseminated to Nursing Leadership
- Tool distributed to NRP Nurse Residents
- Tool introduced in all nurse orientation classes to help hardwire utilization









OUTCOME

The voice of new grad nurses was heard!

In response to Nurse Resident feedback, the Nurse Preceptor Performance Evaluation Tool was launched at SNGH and across 11 Sentara hospitals on 3/31/17. A Preceptor Essentials class, introduced on 7/8/16 at SNGH, is being offered monthly, and a Nurse Preceptor Development Toolkit is being revised to provide educational resources for nurse preceptors.

"Open Letter to SNGH **Nurse Preceptors**"

Dear SNGH Preceptors, We are new to nursing and we are ready to learn. Help us be a part of the Sentara team. Please be patient, share your knowledge and experience, foster our growth and professional development.

Thank you for your time and effort to teach us, we are indeed grateful. We are a reflection of you and what the Sentara nurse embodies. Help us grow.

Make us one of your own.

Sincerely, **New Nurses**

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