



# 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

### Nurse Preceptor Performance Evaluation Tool

**Project**  
Nurse Preceptor Performance Evaluation Tool Implementation

- Formatted as an electronic Survey Monkey evaluation tool
- 15-item tool that measures nurse preceptor performance in 4 categories: Leadership, Role Modeling, Social Skills, and Teaching

**Purpose**  
The Nurse Preceptor Performance Evaluation Tool supplies a platform for nurse orientees to provide reciprocal feedback regarding preceptor performance during the orientation process.

**Nurse Preceptor Performance Evaluation results may be utilized to...**

- Design educational programs for ongoing preceptor development
- Offer customized education plans to meet individual preceptor learning needs
- Provide recorded documentation for annual Employee Performance Reviews
- Meet Magnet requirements regarding preceptor performance/development

**Plan**

- Nurse Preceptor Performance **Evaluation LINK** given to Nurse Manager/Designee <https://www.surveymonkey.com/tr/PreceptorPerformanceEval>
- Nurse Preceptor Performance **Results LINK** given to Nurse Manager/Designee <https://www.surveymonkey.com/results/SM-8TVJJR3G/>
- Nurse Manager/Designee uses **Results Link** and **password XXXX** to access preceptor performance evaluation results in Survey Monkey
- Nurse Manager/Designee distributes Nurse Preceptor Performance **Evaluation LINK** to Nurse Orientees who completed orientation on March 1, 2017
- Nurse Preceptor Performance Evaluation Tool located in Wavenet on the Nurse Preceptor Development Site

**Precautions**

- Nurse Manager/Designee must distribute Nurse Preceptor Performance **Evaluation LINK** to nurse orientees to evaluate preceptor(s) at end of orientation & 6 months post orientation
- Nurse Manager/Designee must use Nurse Preceptor Performance **Results LINK** and **password XXXX** to access preceptor performance evaluation results in Survey Monkey

**Problems**

- Anticipated technical issues with Survey Monkey

Questions? Contact...

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## Nurse Preceptor Development Toolkit

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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REFERENCES

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