

Sunrise to Sunset: Red Carpet Clinical Rotations and the Alumni Nurse Program

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Learning Objectives

- The importance and key features of the “Red Carpet Clinical Rotation” and “Alumni Nurse” programs
- How to create, assess, and maintain successful “Red Carpet Clinical Rotation” and “Alumni Nurse” programs
- Centegra Health Systems success story

Red Carpet Clinical Rotation

- Why is the Red Carpet Clinical Rotation so important?
- What are the major features of our program?
- How do we assess the effectiveness of the Red Carpet Clinical Rotation?

Why is the Red Carpet Clinical Rotation so Important?

- Clinical Rotations are truly like a “test drive” of a new car; it provides students with the opportunity to sample the workplace culture and decide if they would want to pursue employment.
- Clinical Rotations provide nursing students with the opportunity to learn, develop and hone their skills, critical thinking and nursing practice.
- Crucial to establish an effective learning environment.

The Bottom Line

- When students have a bad clinical experience there is nothing –sign-on-bonuses, loan forgiveness, BSN completion programs and/or competitive compensation-that will attract or draw them to that hospital.
- If a recruiter is first meeting a nursing student during his or her last semester it is too late!
- Bad clinical rotations have more to do with the student's lack of positive relationship with nursing staff than any clinical or educational experiences.



Features of our Program

- All clinical rotations are scheduled, structured and effectively use our finite clinical resources.
 - We set limits as to the number of students we can effectively serve
 - No surprises-nurse leaders and staff are always timely notified of when students will be on their unit(s)
 - In advance, we determine from the instructor what are the educational objectives of the clinical rotation.

Features of our Program (con't)

- On the first day of the clinical rotation, students receive a welcome celebration a clinical orientation, a computer charting course and a hospital tour.
- Importance of a warm welcome
 - Catered event with white table cloth, flowers etc.
 - Overview of system and discussion of our mission, vision and values
 - Students are given the opportunity to verbalize their expectations of the clinical rotation

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Features of our Program (con't)

- Engaged and enthusiastic nurses who embrace, welcome and encourage students.
- Clinical Coordinator of Nursing Practice who rounds daily on the nursing students.
- Catered exit luncheon which provides opportunity to see if the expectations of the student have been met.
- Student nurse feedback is gathered by a quantitative tool along with a group discussion focusing on what went well and what needs improvement.



Results of the Program (con't)

- The vast majority of the nurses reported the following:
 - They had an overall excellent clinical experience
 - They rated Centegra nurses as excellent in their ability and willingness to demonstrate the values of Centegra.
 - They stated that the clinical at Centegra was excellent compared to other hospitals.
 - They indicated that they would consider employment at Centegra after graduation.

Results of the Program (con't)

- Comments from the student nurses
 - “It is a welcoming, warm environment. The staff is willing to listen and teach. The staff allows a student freedom to learn but is always there to help. “
 - “The experience here has been wonderful. Everyone is so passionate about their work and seems to enjoy working here so much that the attitude is infectious. There is a strong sense of team support and I would consider joining you. “
 - “It was evident that Centegra employees live their values. I appreciate that and it is very important to give good care. The welcoming attitude towards students is very much appreciated.”
 - “Hands down it has been the best clinical experience. Here everyone goes out of their way to make certain that the students get what they need. They like to teach new people. It has been a very great experience.”
- We are hiring 40-60% of the seniors who complete their last clinical with Centegra.



Alumni Nurse Program

- What is the Alumni Nurse Program and why is it so important?
- What are the major features of our program?
- How do we assess the effectiveness of the Alumni Nurse Program?

What is the Alumni Nurse Program and why is it so important?

- Birth of a program
 - Identified growing number of retirees
 - Let's have lunch
 - How can we best utilize the nursing talents and abilities of our retired nurses?
- Impending Retirements-Baby Boomers
- Centegra Health System-designated one of AARP's top organizations for workers age 50+

Features of the Alumni Nurse Program

- Relaxed Registry
- No heavy lifting!
- Flexibility
- Job Duties
- Admission and Discharges
- Expanding our horizons!

The Effectiveness of the Alumni Nursing Program

- Qualitative-A feel good story
- A calming influence-Impact on the floors
- A celebration-five years

The Effectiveness of the Alumni Nursing Program (con't)

- Alumni Nurse's speak
 - Enjoy the flexibility and autonomy of the role
 - Caring for the patient and their families on a one to one basis
 - Providing support (i.e. gift of time) and education to the staff
 - Welcome and appreciation from their co-workers and administration
 - Single focus, not multi-tasking: patient comes first
 - Ability to serve patient and staff
 - Increased patient and family satisfaction and listening to their needs
 - Fulfilling their need to continue in the profession they love and feeling the role is needed
 - Mentor to new graduate nurses
 - Collegial environment
 - Work-life balance to spend time with family
 - Best job in US!
 - Future of the Alumni Nurse Program
 - Full Circle

Why Successful?

Fertile Ground - Strong Culture


Strengthened by:

- A clear Vision and Mission
- Strong Value statement
- A focus on success and recognition
- Numerous venues for Associate input
- Action based on that input

Strong Culture

Mission

To provide quality healthcare service with innovative and responsible use of resources and promote wellness for the greater McHenry County area.

 Centegra Health System

www.centegra.org

Vision


To be the destination System in the midwest providing the clinical quality of a Mayo Clinic and the service quality of a Ritz-Carlton by 2010.

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Values

We commit to serving with Genuine Respect, Passionate Caring and a Joyful Spirit.

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Why Successful?

- Two pieces of the nurse recruitment and retention puzzle

Questions?