

A3 Report

Project Details

Organization	Southern Health-Santé Sud	Facility	Regional, Community and Transitional Care Acute Facilities
Project Name	Project NOT (Nursing Orientation Team)	Project Facilitator /Belt Level	Deb Weir (Green Belt Trainee)
Project Sponsor	Kim Dyck	Project Team	Arlene Peters, Betty Loewen, Donna Bleakney, Dorothy Wicklund, Jo-Anne Derochers, Karla Thiessen, Roseline Préjet, Shelly Rempel (new to committee replacing Dorothy and Jo-Anne – Julie Roberts and Wilma Lank-Wiebe
Project Start Date	Nov2/15	Project End Date	Sept/16

Problem Statement - Currently in SH-SS we have an inconsistent process for orientating nurses newly hired to acute care, in the following areas; content, attendance tracking, and utilization/accessibility of resources. This results in confusion, increased risk, errors, decreased confidence, frustration, lack of retention, lack of compliance with Regional standards/values and less than ideal patient care.

Current State Analysis - What's the Data Story?

The data had been obtained primarily from a survey that was conducted with all of the acute care delivery sites. The total number of facilities surveyed was 18, eliminate 1 mental health facility, for a total of 17 facilities. Of those 17 facilities 16 had Nursing Orientation Checklists. Inconsistencies in content was found. The Regional Centres offer a Clinical Nursing Orientation on a monthly basis with differing timeframes. Bethesda Regional Health Centre 16.5 hours, Boundary Trails Health Centre 8.5 hours, Portage District General Hospital 16.5 hours. Number of newly hired nurses to acute care (including transitional care) facilities and number of those new hires that remain in the region after one year of employment from October 31, 2014 to November 1, 2015:
 242 new hires to acute, 213 still with SH-SS
 Identified inconsistencies in the documentation/attendance at Clinical Orientation.

Project Aim: Aim statement

As of September 1, 2016 all newly hired nurses to acute/transitional care will attend 2 days of Regional Clinical Orientation (RCO) offered at a Regional site. Each Regional site will deliver RCO monthly.

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Implementation Plan

	A Standard 2 day Regional Clinical Orientation (RCO) will be provided for all nurses hired to acute care including transitional care. Regional Clinical Orientation will be offered monthly at each of the 3 regional sites following the Regional orientation schedule. Facilities/departments will need to deliver orientation to the newly hired nurse that is specific to their area of work. This will be completed within 1 month of hire. (9 pilots to be delivered prior to Sept 1/16)	April 25 & 26, May 30 & 31, June 8 & 9, June 13 & 14, June 16 & 17, July 6 & 7, July 11 & 12, July 14 & 15, Aug 22 & 23
	Registration for Regional Clinical Orientation will follow the model of Regional Orientation thereby will be managed centrally. The list of attendees and contact information will be shared with the Clinical Educators prior to days of RCO	August, 2016
	There will be consistent documentation of attendance to RCO in QHR to clearly indicate where time from hire to time of receiving RCO is reflected accurately. Goal is for all newly hired nurses to acute care including transitional sites to have received RCO within 1 month of hire.	September, 2016
	There will be a process established that will ensure that the content of the Regional Clinical Orientation is reviewed on an annual basis to ensure that information is current and that any additional ROP's specific to acute care nursing are included in the content.	September, 2016

Controls Utilized

<input checked="" type="checkbox"/> Fundamental Change	Removed the old system. For smaller sites, change to attend a clinical orientation instructed by Clinical Educator
<input checked="" type="checkbox"/> Error Proofing	In QHR flag can be stimulated to come up when 1 month past hire date has occurred
<input checked="" type="checkbox"/> Visual Control	Visible checklist to follow.
<input checked="" type="checkbox"/> Standard Work	Standard list of material and content delivered at all 3 sites. All staff receive same information.
<input checked="" type="checkbox"/> Training	Training for educators to deliver content and Training provided to all newly hired nurses to acute care
<input checked="" type="checkbox"/> Continue to Measure	Track changes.
<input type="checkbox"/> Audit	
<input checked="" type="checkbox"/> Checklist	Checklist utilized and to be maintained on new hires personnel record
<input checked="" type="checkbox"/> Policy & Procedure	Policy to be developed to indicate attendance at RCO a requirement within 2 weeks of hire
<input type="checkbox"/> Written Sign	

Outcomes – Qualitative and Quantitative Outcomes