

**BMH Preceptor Program:  
Providing Staffing Solutions  
&  
Setting the Tone for  
Excellence**

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## **Objectives**

- Defining organizational excellence
- Discussing importance of understanding your organization
- Identifying your preceptor
- Preceptor training & development
- Program structure
- Strategies for recruitment & retention

## **Defining Organizational Excellence**

## **Understanding Your Organization**

- Mission
- Vision
- Values



## **Preceptor Selection**

- Strong leadership skills
- Role models hospital's mission, vision, and values
- Compliance
- Positive attitude
- Character & integrity
- Influence
- Ability to manage tough situations
- Good example

## **Preceptor Selection**

- Trial & Error
- Employees desire to precept



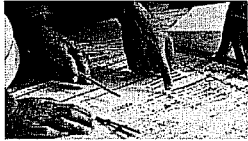
## Preceptor Training

- The Effective Preceptor
- Setting Expectations
- Reality Shock
- Integrating Learner into Busy Work Environment
- Critical Thinking
- Teaching/ Learning Styles
- Dealing with Difficult Learning Situations
- Effective Feedback
- Evaluation

## The Effective Preceptor

- Mentoring qualities
- Communication skills
- Assessment skills
- Ability to effectively strategize
- Open to constructive feedback

## Setting Expectations



- Good leadership
- Reflection of organization
- Adherence to policies & procedures
- No shortcuts, No speeding



## Reality Shock

- Never deny it's existence
- Proactive approach
- Be supportive
- Provide encouragement

## Integrating Learner into Busy Work Environment

- Orient the Orientee
- Being an advocate for Orientee
- Keep things moving; staying in touch
- Finding time to teach

## Critical Thinking

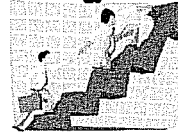
- Knowledge
- Comprehension
- Application
- Analysis
- Synthesis



## Teaching / Learning Styles

- Visual
- Auditory
- Tactile / Kinesthetic
- Utilizing appropriate match to meet orientee's need

## Dealing with Difficult Learning Situations



- Becoming skillful in early detection of potential problems
- Present organized approach
- Assess chosen strategy



## Effective Feedback

- Responsibility & accountability
- Differentiate between effective vs. ineffective feedback
- Barriers to effective feedback
- Benefits of effective feedback

## Evaluation

- On going process
- Based on observed assessment
- Avoiding the pitfalls

## Preceptor Recognition

- Equal compensation
- Celebration
- Acknowledgements
- Rewards



## It begins @ the beginning!

- Intro of Program @ start of employment
- Setting expectations
- Obtaining work history of new employee



## Key Elements to Program Structure

- Preceptor assignment
- Creating a partnership
- Structuring individualized orientation process
- Follow up
- Identification of orientee's needs

## Preceptor Assignment

- Scheduling conflicts
- Matching Personality styles
- Responsibilities of Preceptor
  - \*Time
  - \*Attention

## Creating a Partnership

- Orientee
- Preceptor
- Manager / Supervisor
- Clinical Instructor (optional)



## Structuring Individual Orientation Process

- Orientation timeline
- Allowing for early completion
- Providing necessary extensions
- Preparation for Final
- End of orientation to mirror reality

## Identifying Orientee's Learning Needs

- Learning style
- Teaching style

## Follow-up

- Weekly meetings
- Constructive feedback
- Setting goals
  - \*Skills checklist
  - \*Required competencies

## Providing Clinical Opportunities

- Reviewing goals
- Assessing accomplishments
- Identifying barriers
- Strategizing to meet goals
- Seeking opportunities
- Assessing readiness to complete orientation

## Final Evaluation

- Providing feedback
- No surprises
- Providing tips for continued improvement / future success

## Key Elements to Measure Success

- Employee retention
- Vacancy rates
- Cost of differentiation pay vs. recruitment
- Elimination / minimal use of contract labor



## The Return on a Great Investment

- Organizational cost
- Organizational retention
- Healthy work environment



## The Greatest Reward



Organizational  
Excellence