

## **Banner Arizona Perinatal Academy for New Nurses in the Women's and Infants Service**

The poster describes an innovative on boarding (new staff orientation) program for new hires, including new graduates and new to service, to promote recruitment and retention. Additional goals of the program are to decrease new hire stress, promote safe care to patients, improve new hire skills, and promote best practice through evidence based care. The Perinatal Academy has been based on the Banner Framework of Professional Practice Model, along with ANA's and AWHONN's Standards of Practice. The Institute of Medicine's six AIMS or Dimensions of Quality are reflected in the Framework. Course content is based on evidence-based research and systematic reviews. Participants are encouraged to join a professional organization.

This on boarding program was initiated by a health care system in their Women and Infant Service (WIS) involving six hospitals in a large metropolitan area in Arizona. There are three components to the program: a didactic perinatal academy, a range of low fidelity to high fidelity (level of simulation) labs, and a bedside preceptor orientation. The didactic academy classes are held at a central location. Each of the 14 classes includes evidence-based content and active learning experiences based on adult learning principles. Low fidelity to high fidelity simulation laboratory experiences are utilized during a portion of many of the didactic classes. Simulation has been shown to identify pitfalls and improve maternal and newborn outcomes with sustained results (Draycott & others, 2006; Maslovitz & others, 2007). The didactic classes were developed and are presented by the WIS educators, Clinical Nurse Specialists, and staff nurses from each of the six Banner Health facilities. This promotes standardization, consistencies, and communication between the various facilities. The Banner system has integrated the NICHD nomenclature for fetal monitoring along with the standardized response for intervention for nursing and physician communication. Standardized documentation through systemized electronic medical record was accomplished with a risk management and clinical decision making software application.

Continuing education credits are provided at the end of each completed class. A designated preceptor is assigned to each orientee for their clinical beside experience at each of the individual Banner Health facilities on the specialized unit. The orientation program extends over 12 weeks for the new graduates and 4 weeks for nurses new to the service. Each participant receives a packet for their specialty area that outlines specific information and clinical criteria checklist.

Even though this innovative program was implemented on the Women and Infant Service (WIS), the same principles can be applied in any specialty area. The success of the academy will be measured by using the Casey Fink Graduate Nurse Experience Survey. The survey will be completed by the new hire at the start of the orientation, three months, six months, and at one year. The tool will measure retention and the confidence in the nurse with her bedside skills.

Promoting effective communication among new hires and the multi-disciplinary healthcare team members by utilizing the SBAR model (Situation, Background, Assessment, and Recommendation) is a key component to the success of this on-boarding program. The SBAR model of shift report has been shown to reduce errors and improve outcomes (Nielsen, & Mann, 2008). Building a community for the new hires by promoting open communication and collegiality is paramount to the success of this new hire program. The vision of Banner Health system is to promote retention and professional growth of each nurse through the Journey of a Lifetime.

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