## PROBLEM STATEMENT:

Heath care organizations (HCOs) typically suffer from a limited budget and frequently face challenges finding preceptors available for new grad orientation programs. Many HCOs have reacted by reducing the duration of preceptorships. New grads are often not afforded as lengthy an orientation as they would like and may have varied reasons for not feeling comfortable in asking multiple questions of more seasoned nurses after their preceptorship has ended. This shortened training and lack of comfort in approaching seasoned nurses potentially creates an environment in which patient safety is compromised.

**Your problem statement should address**: Why you are doing the project, what problem you are addressing, and who is affected. Additionally, when is it a problem, why it matters and how it affects the patient should be addressed. Consider aligning your project with at least one of the Institute of Medicine's six dimensions of quality: safe, effective, patient-centered, timely, efficient, equitable.

## AIM STATEMENT:

To increase new grad employee satisfaction from a baseline score of 3.5 at the end of Q1 to 4.5 by the end of Q2, a remote team of experienced nurses will be made available so that new nurses finished with traditional orientation can transition to a virtual extension of their orientation for an additional three months.

**Your aim statement should address**: What you hope to accomplish with the project. It should be, SMART, specific, clear, well-defined, and at a minimum describe the target population, the desired improvement, and the targeted time frame. For example, to improve (your process) from (baseline) % to (target) %, by (timeframe), among (your specific population).

To increase / decrease: _____ (process/outcome) from: _____ (baseline %, rate, #, etc)
to:_____ (goal/target %, rate, #, etc) by:
_____ (date, 3-6 month timeframe) in:
_____ (population impacted)

## OUTCOMES MEASURES:

Gallup Pulse Survey Results for RNs hired as new grads that are now at the end of their first year with the HCO:
• Employee Engagement Metric: We will develop a quantitative measure of employee engagement using the Gallup survey responses and calculate an engagement score based on this data.
• Job Satisfaction Metric: We will create a metric for job satisfaction based on survey responses and use that to calculate an average job satisfaction score.
Retention Rates of RNs:
• Calculate the percentage of RNs who remain in the organization one year after the implementation of the new orientation model, compared to the retention rate before the change.
Turnover Rates:
• Calculate the turnover rate as the percentage of RNs who left the organization during a specific period. Compare turnover rates before and after implementing the new orientation model.
Employee Net Promoter Score:
• We will develop a quantitative measure of employee engagement using the Gallup survey responses and calculate a net promoter score based on this.

## PROCESS MEASURES:

• Percentage of new grad s/p preceptorship FTE's are trained on the utilization of a virtual preceptor (VP).

• Percentage of VP's trained on remote communication tools.

• Percentage of VP's trained on the need to ask "is there anything else I can help you with" at the end of a call with a new grad s/p preceptorship.

• Percentage of time a new grad s/p preceptorship can get a question answered within 60 seconds.

• Number of instances in extended virtual orientation when a new grad s/p preceptorship reaches out to the virtual preceptor for assistance.

• Percentage of time a new grad s/p preceptorship ends call with virtual preceptor stating that there is nothing else the VP can assist them with.

## BALANCING MEASURES:

• Percentage of time a new grad s/p preceptorship turns to an in-person colleague for a question, rather than utilizing the VP.

• Percentage of time a VP is utilized for new grad consultation in an 8-hour shift.

• We will look at out outcome measure scores to try to determine if a pattern of higher or lower scores is potentially correlated with one VP over another.

Baseline or benchmark data are needed to show improvement. Align your measure with your problem statement and aim. Try to define your measure as a numerator/denominator.