To redesign our General Nursing Orientation to ensure that frontline nursing staff receive the essential clinical, organizational and resource information required to safely care for patients.

The group created an orientation program that utilizes a series of clinical vignettes depicting a patient’s experience as they navigate through an inpatient admission to discharge. The model personalizes the orientation experience and provides the orientee with a shared experience that facilitates learning. The Nurse of the Future Core Competency Model is the framework for the redesigned program. The ten competencies are woven into the curriculum and are highlighted throughout, they include: patient-centered care, professionalism, leadership, systems-based practice, informatics and technology, communication, teamwork and collaboration, safety, quality improvement, and evidence-based practice. Threaded throughout the program are video clips of leadership team members and experts from areas such as Pharmacy, Quality, Risk Management, and Patient Experience. These leaders offer welcoming statements to the new employees, and share information on core measures, best practices, and innovative hospital programs.

Strong leadership presence will help engage new team members and hopefully result in the development of a confident, competent bedside provider.

The survey revealed that 97% of the orientees thought that the redesigned orientation program provided them with the knowledge and skills needed to safely care for patients and that it was interactive, engaging, and met their learning style.

We continue to evaluate and modify the programming in an effort to produce a well-designed experience that engages and informs our new team members.

The onboarding process has now been streamlined across Baystate Health system. All new clinical staff interacts in an innovative and creative orientation process where they appreciate their practice through the patient’s eyes.

2- Clipper, B. (2013). The nurse manager’s guide to an intergenerational workforce. Sigma Theta Tau International: Indianapolis, IN.

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97% of new hires evaluated stated that the redesigned orientation process met their needs.