

Streamlining RN Orientation in the ICU

The Problem

Because it takes approximately 48-72 hours to obtain ALL computer keys from IS, newly hired RNs were unable to document in Metavision or use any computer systems for their first week in the ICU. This was very frustrating for both the new nurse and the preceptor.

Written assessments of rhythm interpretation, knowledge of ICU medications, etc. and mandatory computer competencies were completed by the orientee during the 6-12 weeks of orientation. Because these assessments were completed by the orientee "when he /she had time," it was often 3-4 weeks into orientation before the Unit-Based Educator and CNS obtained these assessments. Therefore, the individualization of orientation did not begin until that time. This often prolonged the orientation process.

Aim/Goal

To streamline and expedite the initial processes of obtaining computer keys and written assessments, as well as completion of the on-line mandatory competencies.

The Team

Jean Campbell, RN, MS
Kate Tobin, RN, BS
Pat Sorge, RN
Kelly Farren, RN

Mary Lavieri, RN, MS, CCRN
Luci Lima, RN, MS
Barbara Buckley, RN
Joanna Anderson, RN, BS

The Interventions

- **Upon confirmation of acceptance and hire date, the nurse manager sends a welcome email** to the new nurse. This email includes application forms for computer keys and instructions for completion and return.
- **Upon return of the completed forms**, the manager signs and forwards these to IS and pharmacy.
- When the keys are ready, the manager sends a **second email** to the newly hired nurse with instructions for key activation and an introduction to the CNS.

- The CNS sends the new nurse a welcome email with the ICU assessments and on-line competencies with instructions.
- The new employee is paid 4 hours for completion of these
- On the day of Hospital Orientation, the CNS meets with the new RN, reviews the assessment and sets an individualized orientation plan.

The Results/Progress to Date

Because all computer keys, including Metavision and Omnicell were obtained prior to the new nurse's first clinical day, he/she was now able to document and sign out medications starting on the first day of orientation to the unit. Preceptors voiced satisfaction with this process because the immediate focus could be on patient care rather than clerical work.

Because the clinical assessments are completed and reviewed prior to the new nurse beginning on the clinical unit, the Orientation to the ICU is individualized beginning on the first day of clinical orientation

Lessons Learned

Devising and implementing this system developed over time. Without strong communication and collaboration between the Nurse Manager and the CNS, this project would not have come to fruition.

Next Steps/What Should Happen Next

At the end of the orientation period, the ICU preceptors, Schedulers, Manager and CNS are not always working "on the same page" We have begun working on improving communication during this end phase to coordinate planning of:

1. Orientation end date
2. Completion of all orientation objectives and paperwork
3. Post-orientation mentoring of the new RN
4. Development of a one, three and six month post orientation evaluation program



Beth Israel Deaconess
Medical Center



A teaching hospital of
Harvard Medical School

THE SILVERMAN INSTITUTE
For Healthcare Quality and Safety

For More Information Contact

Mary Lavieri, RN, MS or Jean Campbell, RN, MS
CNS and Nurse Manager of the SICU and T-SICU

mlavieri@bidmc.harvard.edu
jcampbell@bidmc.harvard.edu