

CONNECT 2022 SMALL GROUP BREAKOUT: THE NEW NURSE EXPERIENCE



REFLECTION & DISCUSSION:

What are some onboarding best practices you've seen in action or desire to implement?

What are the largest barriers to great onboarding?

What happens at the end of Year 1? What's next after residency? How do you evolve nurses in Year 2 & 3?

Where are the opportunities to establish and set the standard on culture and help new nurses feel welcome, supported, and connected?

Where are opportunities to bring back joy for preceptors?

ACTION PLANNING TEMPLATE

DEPLOYING THE NEP TO SUPPORT THE NEW NURSE EXPERIENCE:

How could newly developed NEP programs address or fill any of these gaps?

Are you pursuing Magnet / Pathway to Excellence designation? How does this programming support your journey?

YOUR NEP ENGAGEMENT STRATEGY TO SUPPORT THE NEW NURSE EXPERIENCE:



WHO are the key stakeholders for the audience I want to target?



WHAT NEP program(s) do I want to use?



WHEN is my target launch date?



WHERE are the existing interactions, programs, or meetings where this NEP content could be used?



WHY do we need to implement this NEP program and who can help me communicate that message?



HOW will I engage my new nurses, preceptors, educators, and leaders in this new NEP program?

We look forward to talking more about this with you at your next NEP Client Success team meeting.

PROGRAMS OVERVIEW

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Packaged programs designed based on evidence and best practices to develop skills in a specific domain

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- Transition to Practice Certification Program
- Onboarding Certification Program

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- Diversity, Equity, and Inclusion Program
- Team Collaboration Program

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Nurse-specific

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Clinicians, Nurses & Staff

- Leading to Engage Certification Program
- Building Transformative Leaders Certification Program

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Nurse-specific

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- Nursing Well-Being Program

Clinicians, Nurses & Staff

- Where Do We Go From Here? Program

PATIENT EXPERIENCE

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Acute Care

- Nursing Patient Experience Certification Program

Ambulatory Clinicians, Clinical Staff, and Non-Clinical Staff

- Ambulatory Clinical Staff Patient Experience Program
- Advanced Ambulatory Patient Experience Program
- Distinguished Ambulatory Patient Experience Program

Telehealth Certification Program

Packaged programs designed based on evidence and best practices to develop skills in a specific domain



Support Materials provided for each program include:

Program-specific certification toolkit, editable email communications, group meeting slides, and activation resources

PROFESSIONAL DEVELOPMENT

NURSE-SPECIFIC NURSING EXCELLENCE PROGRAM

The goal of this program is to support nurses to create, thrive, and grow in a professional practice environment that nurtures pride in the autonomy as a professional nurse, fosters nurse-driven decision-making, and creates equitable partnerships with colleagues.



NURSING EXCELLENCE SKILLS

- The Model of Nursing Excellence
- Authentic Leadership
- Nursing Professional Governance
- Becoming Exemplary
- New Knowledge, Innovations, and Quality Improvement



STRUCTURE & DURATION OF PROGRAM

28 Tips

- 6-month program completion



TARGET AUDIENCE

- Individual nurses
- New nurses
- Nurse leaders

NURSE-SPECIFIC TRANSITION TO PRACTICE CERTIFICATION PROGRAM

Transition to Practice supports the onboarding and orientation of new nurses in their first year of practice to accelerate critical skill development and confidence through the application of six skills.



TRANSITION TO PRACTICE SKILLS

- Patient-Focused Care
- Team Collaboration
- Time Management
- Quality and Safety
- Life-Work Balance
- Professional Role Socialization



STRUCTURE & DURATION OF PROGRAM

28 Tips

- 6-month program completion



TARGET AUDIENCE

- Newly graduated nurses
- Novice nurses

NURSE-SPECIFIC ONBOARDING CERTIFICATION PROGRAM

Onboarding should be an engaging, meaningful, and rewarding experience both for the preceptee and those who are precepting, teaching, and managing. This program supports those involved in onboarding, orienting, engaging, and supporting new registered nurses.



ON BOARDING SKILLS

- Creating the Onboarding Experience
- Creating a Positive Learning Environment
- Precepting for Clinical Competence
- Creating a Successful Practice
- Joy in Onboarding



STRUCTURE & DURATION OF PROGRAM

26 Tips

- 6-month program completion



TARGET AUDIENCE

- Managers
- Preceptors
- Clinical Educators
- Residency Managers

CLINICIANS, NURSES & STAFF

DIVERSITY, EQUITY, AND INCLUSION CERTIFICATION PROGRAM

The approach of the Diversity, Equity, and Inclusion Program is to coach and develop every care team member on crucial knowledge, skills, and action needed to help reduce care disparities by promoting clinical excellence regardless of race, ethnicity, religion, ability, education, sexual orientation, gender, language, or socioeconomic status.



DIVERSITY, EQUITY, AND INCLUSION SKILLS

- Creating Awareness
- Understanding Bias
- Connecting Through Difference
- Care Equity in Action



STRUCTURE & DURATION OF PROGRAM

19 Tips

- Can use all tips as a full program or can select only tips applicable to the team



TARGET AUDIENCE

- Physicians
- APPs
- Leaders - clinical and administrative
- Nurses
- Staff

CLINICIANS, NURSES, & STAFF

TEAM COLLABORATION PROGRAM

The intent of this program is for all team members to do it together. The program will serve as an end-to-end program that supports building key skills to manifest a collaborative spirit between the entire care team by focusing on seven skills.



TEAM COLLABORATION SKILLS

- Common Purpose
- I Belong Here
- The Impact of Collaboration
- Beyond the Work
- Everyone Counts
- Building Trust
- Solving Challenges



STRUCTURE & DURATION OF PROGRAM

28 Tips

- 6-month program completion



TARGET AUDIENCE

- Physicians
- APPs
- Leaders - clinical and administrative
- Nurses
- Staff

LEADERSHIP

NURSE-SPECIFIC FOUNDATIONS OF NURSING LEADERSHIP CERTIFICATION PROGRAM

The intent of this program is for nursing leaders to progress through the program together. Leaders will be challenged in advancing their leadership skills and abilities to lead others to be their best.



FOUNDATIONS OF NURSING LEADERSHIP SKILLS

- Demonstrate Heart
- Elevate My Team
- Inspire Success



STRUCTURE & DURATION OF PROGRAM

36 Tips

- 6-month program completion



TARGET AUDIENCE

- Nurse leaders
- Emerging nurse leaders
- New nurse leaders

CLINICIANS, NURSES & STAFF LEADING TO ENGAGE CERTIFICATION PROGRAM

The Leading to Engage Certification Program is a leadership development program designed for manager and above including physician, nursing, clinical, and administrative, seasoned and emerging leaders to advance the engagement of those they lead, and effectiveness of their leadership approach. The skills in this program provide insight and direction for developing effective leadership actions and behaviors.



LEADING TO ENGAGE SKILLS

- Personal Background
- Culture
- Values
- Mission and Vision



STRUCTURE & DURATION OF PROGRAM

20 Tips

- 3-month program completion
- 7-part continuing program
- 2 parts (5 skills total) available now
- 5 additional parts to be released in 2023



TARGET AUDIENCE

- Clinical Leaders
- Administrative Leaders
- Emerging Leaders
- Manager and Above

CLINICIANS, NURSES & STAFF BUILDING TRANSFORMATIVE LEADERS CERTIFICATION PROGRAM

Leadership program created to help accelerate growth and development of leaders at any level in your organization by focusing on five skills.



BUILDING TRANSFORMATIVE LEADERS SKILLS

- The Modeling Leader
- The Appreciative Leader
- Leader as Teacher
- Mindset
- Listening Leader



STRUCTURE & DURATION OF PROGRAM

20 Tips

- 10-minutes per week
- Optional 30-minute monthly learning forum
- 5-month program completion



TARGET AUDIENCE

- Any clinical leader
- Any non-clinical leader
- New leaders
- Emerging leaders
- Leadership cohorts
- Front-line clinicians who lead their care teams

WELL-BEING

NURSE-SPECIFIC

WELL-BEING TOGETHER CERTIFICATION PROGRAM

This program builds a wellness intelligence in the team and organization, creating a culture where the team supports each other's physical, mental, and emotional well-being so that individually and together they can practice with health, meaning, and joy.



WELL-BEING TOGETHER SKILLS

- Individual and Team Well-Being
- Fostering Total Wellness
- Lifting the Emotional Exhaustion
- Moving From Surviving to Thriving
- Transforming Through Compassion



STRUCTURE & DURATION OF PROGRAM

27 Tips

- 6-month program completion



TARGET AUDIENCE

- All nurses

NURSE-SPECIFIC

NURSING WELL-BEING CERTIFICATION PROGRAM

This program offers effective approaches to find meaning, build relationships, and care for each other and ourselves to create contentment, restoration, and durability in our personal and professional lives.



NURSING WELL-BEING SKILLS

- Overcoming Our Nursing Programming
- Personal Care and Recovery
- Building Your Vision for a Healthier You



STRUCTURE & DURATION OF PROGRAM

20 Tips

- 5-month program completion



TARGET AUDIENCE

- Individual nurses
- New nurses
- Nurse leaders
- Care teams

CLINICIANS, NURSES & STAFF

WHERE DO WE GO FROM HERE? CERTIFICATION PROGRAM

Where Do We Go from Here? is a special series launched during the height of the COVID-19 pandemic with 13 tips covering the new normal, fatigue, managing yourself, and supporting your teammates.



WHERE DO WE GO FROM HERE? SKILLS SAMPLE

- Growth Through Struggle
- How To Take Care of Your
- Team in a Crisis
- Managing My Fear
- Wearing Psychological PPE



STRUCTURE & DURATION OF PROGRAM

13 Tips

- Approximately 3 months



TARGET AUDIENCE

- Leaders
- Physicians
- APPs
- Nurses
- Care Teams

PATIENT EXPERIENCE

LEADERS

LEADING THE PATIENT EXPERIENCE CERTIFICATION PROGRAM

Leadership curricular program designed for all leaders to hone their skills in leading patient experience. The program delivers an approach to mobilizing teams, inspiring change, transforming teams, and driving results by focusing on five skills.



LEADING THE PATIENT EXPERIENCE SKILLS

- Create a Cause
- Communicate the Future
- Track Success
- Build Skills
- Deploy the Practicing Excellence App



STRUCTURE & DURATION OF PROGRAM

26 Tips

- 3-month program completion



TARGET AUDIENCE

- Physician Leaders
- APP Leaders
- Administrative Leaders
- Operations Leaders
- Nursing Leaders
- Clinical Leaders
- Care Team Leaders
- Staff Leaders

ACUTE CARE

NURSING PATIENT EXPERIENCE CERTIFICATION PROGRAM

Patient connection curricular program specifically designed for nurses in the inpatient environment, focusing on six skills.



ACUTE CARE PATIENT EXPERIENCE SKILLS

- First Impressions
- Conveying Respect
- Bringing Compassion
- Listening Well
- Explaining Care Plans
- Discharge



STRUCTURE & DURATION OF PROGRAM

26 Tips

- 6-month program completion



TARGET AUDIENCE

- Individual nurses
- New nurses
- Care teams
- Nurse leaders

AMBULATORY CLINICIANS, CLINICAL STAFF, AND NON-CLINICAL STAFF

AMBULATORY PATIENT EXPERIENCE CERTIFICATION PROGRAM

Unique program with content specifically designed for ambulatory clinical staff to enhance making patient connections, focusing on five skills.



AMBULATORY CLINICAL STAFF PATIENT EXPERIENCE SKILLS

- Building Rapport
- Creating Patient Confidence
- Listening Well
- Conveying Compassion
- Finishing Strong



STRUCTURE & DURATION OF PROGRAM

26 Tips

- 6-month program completion



TARGET AUDIENCE

- Physicians
- APPs
- Clinical staff
- Non-clinical staff

AMBULATORY CLINICIANS, CLINICAL STAFF, AND NON-CLINICAL STAFF ADVANCED AMBULATORY PATIENT EXPERIENCE CERTIFICATION PROGRAM

Patient connection curricular program focuses on six skills.



ADVANCED AMBULATORY PATIENT EXPERIENCE SKILLS

- Explaining Care
- Engaging Patients
- Time Perception
- Respecting Patients
- Connecting with Patients
- Care as a Team



STRUCTURE & DURATION OF PROGRAM

26 Tips

- 6-month program completion



TARGET AUDIENCE

- Physicians
- APPs
- Clinical staff
- Non-clinical staff

AMBULATORY CLINICIANS, CLINICAL STAFF, AND NON-CLINICAL STAFF DISTINGUISHED AMBULATORY PATIENT EXPERIENCE CERTIFICATION PROGRAM

This program builds upon the foundational and advanced skills learned in previous patient experience programs delivering role-specific tips on five new skills that are key to delivering an impactful patient experience.



DISTINGUISHED AMBULATORY PATIENT EXPERIENCE SKILLS

- Empathy
- Providing Kindness
- Managing Difficult Encounters
- Managing Patient Expectations When Things Go Wrong



STRUCTURE & DURATION OF PROGRAM

26 Tips

- 6-month program completion



TARGET AUDIENCE

- Physicians
- APPs
- Clinical staff
- Non-clinical staff

TELEHEALTH TELEHEALTH CERTIFICATION PROGRAM

Curricular program designed for clinicians to master patient connection skills for video visits, focusing on five skills.



TELEHEALTH SKILLS

- Virtual Rapport
- Virtual Respect
- Virtual Care
- Virtual Participations
- Telehealth for COVID-19



STRUCTURE & DURATION OF PROGRAM

17 Tips

- 4-month program completion



TARGET AUDIENCE

- Individual clinicians
- New clinicians

NURSING ONBOARDING CERTIFICATION PROGRAM

Onboarding should be an engaging, meaningful, and rewarding experience both for the preceptee and those who are precepting, teaching, and managing. This program supports those involved in onboarding, orienting, engaging, and supporting new registered nurses. The anticipated release of this program is Q1 2023.

 STRUCTURE & DURATION OF PROGRAM 26 Tips 6-month program completion	 TARGET AUDIENCE - Managers - Preceptors - Clinical Educators - Residency Managers	 SUPPORT MATERIALS - Email and Text/Social Media Communications - Group Learning Slides - Skill Activation Challenges - Pre/Post Survey Assessments - Digital Badging and Certificates of Completion
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NURSING EXCELLENCE FACULTY

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University Of Arizona College Of Nursing

PROGRAM SKILLS AND TIPS

CREATING THE ONBOARDING EXPERIENCE	CULTIVATING A POSITIVE LEARNING ENVIRONMENT	PRECEPTING FOR CLINICAL COMPETENCE
Welcoming With Belonging	Coaching Perspective	Competence Development Nurses As Professionals
Establishing Roles During Onboarding	Creating Psychological Safety	Enhancing Experiential Learning
Creating Connected Relationships	Building Learning Plans	Reflective Practice
Precepting As Modeling	Principles Of Coaching	Supporting & Protecting New
Integration into the Organization	Providing Feedback	Increasing Competence and Confidence
	Addressing Concerns	
CREATING A SUCCESSFUL NURSING PRACTICE	JOY IN ONBOARDING	
Increasing Nurse Accountability As Experience Grows	Finding Meaning In Precepting	
Prioritization And Time Management For New Nurses	Embracing A Fresh Set Of Eyes	
Team Collaboration	Fostering Your Own Learning And Growth	
Processing Complex Patient Experiences		
Developing a Whole Nurse		
Supporting Professional Identity		

TRANSITION TO PRACTICE CERTIFICATION PROGRAM

Transition to Practice supports the onboarding and orientation of new nurses in their first year of practice to accelerate critical skill development and confidence through the application of six skills. The anticipated release of this program is Q1 2023.

 STRUCTURE & DURATION OF PROGRAM 28 Tips 6-month program completion	 TARGET AUDIENCE - Newly graduated nurses - Novice nurses	 SUPPORT MATERIALS - Email and Text/Social Media Communications - Group Learning Slides - Skill Activation Challenges - Pre/Post Survey Assessments - Digital Badging and Certificates of Completion
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PROGRAM SKILLS AND TIPS

PATIENT-FOCUSED CARE	TEAM COLLABORATION	TIME MANAGEMENT
Finding Joy And Meaning	Leading With Curiosity	How To Prioritize Your Day
The Impact Of Connection	Positioning Teammates Well	Understanding Procedure
Instilling Patient Confidence	Handoffs Matter	When To Ask For Help
Active Listening	Learning Together	Delegation To Ancillary Team Members
Compassion In The Moment	Nurse-Physician Partnerships	
Listening To Understand		
QUALITY AND SAFETY	LIFE-WORK BALANCE	PROFESSIONAL ROLE SOCIALIZATION
Key Tenets of Safety Culture	Transition Shock	Effective And Respectful Communication
Our Role In A Culture Of Safety	Finding Life-Work Balance	Growth Mindset
Culture Of Safety Language	Prioritizing Personal Wellness	Moving From Novice To Expert
Psychological Safety	Compassion For Self	
	Managing Tragedy	

NURSING EXCELLENCE CERTIFICATION PROGRAM

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PROGRAM SKILLS AND TIPS

THE MODEL OF NURSING EXCELLENCE	AUTHENTIC LEADERSHIP	NURSING PROFESSIONAL GOVERNANCE
Why the Magnet Standard	Building the Inner Leader	The Difference Between a Profession and a Job
The Process of Fostering Excellence	Empowering Through Ownership	Nurses As Professionals
Autonomy and Accountability	Affirming Our Identity	Input Vs. Decision Making
Equitable Relationships	Leading Through Failure	Clinical Autonomy
Actions that Empower	Inspiring and Encouraging Ideas	Control Over Nursing Practice Standards
	Nurturing Clarity	Professional Governance
BECOMING EXEMPLARY	NEW KNOWLEDGE, INNOVATIONS, & QUALITY IMPROVEMENT	
The Exceptional Nurse	Change is a Professional's Work	
Autonomous and Interdependent	Evidence Guides the Way	
Prioritizing Your Most Important Work	Professional Development	
Multiplying Talent	Innovations and Quality Improvement	
Collegial Relationships	Dissemination of Excellence	

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WHEN is my target launch date?



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WHY do we need to implement this NEP program and who can help me communicate that message?



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