

Novice Nurse Support Group: Bridging the Gap by Supporting our Future

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BACKGROUND

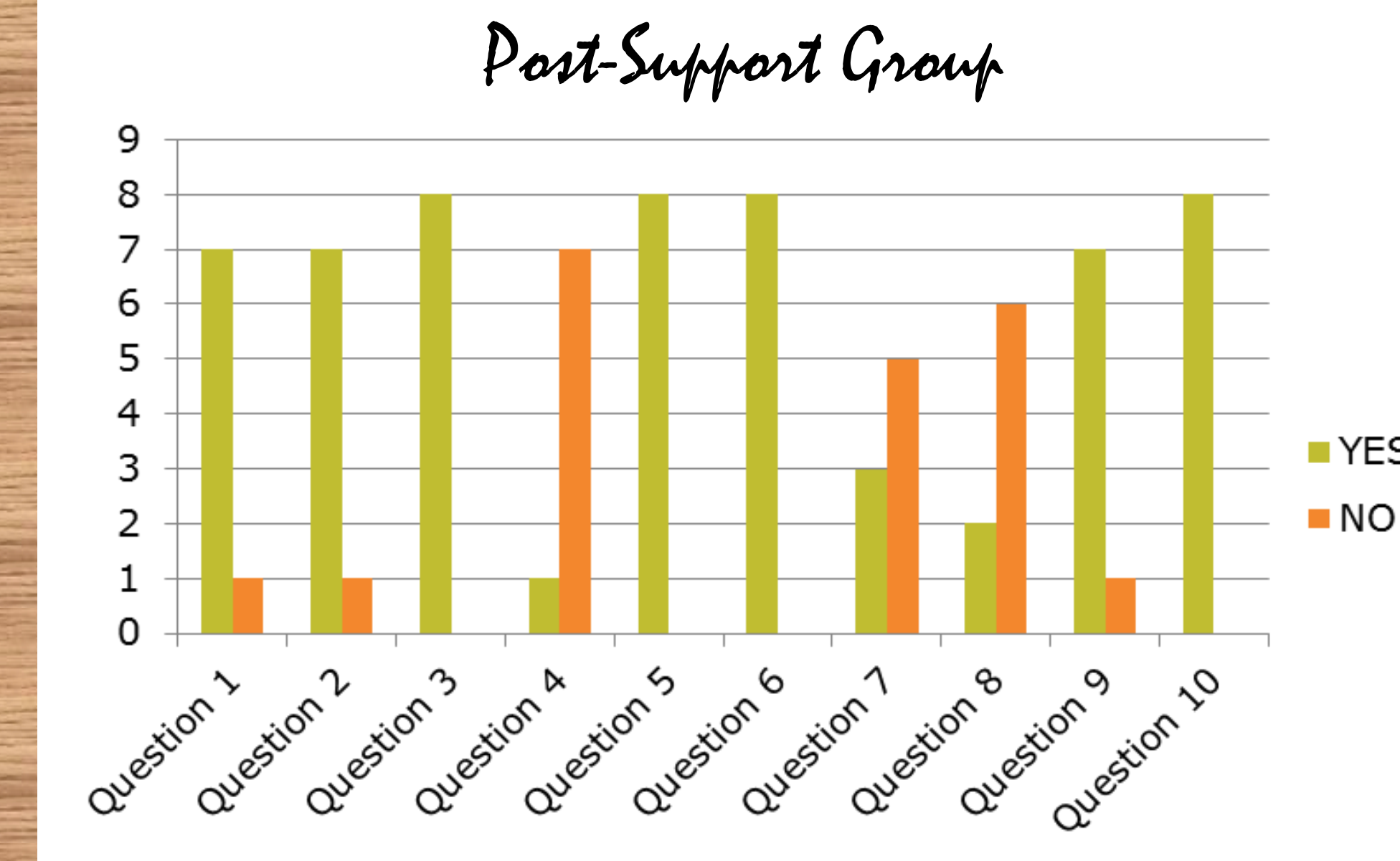
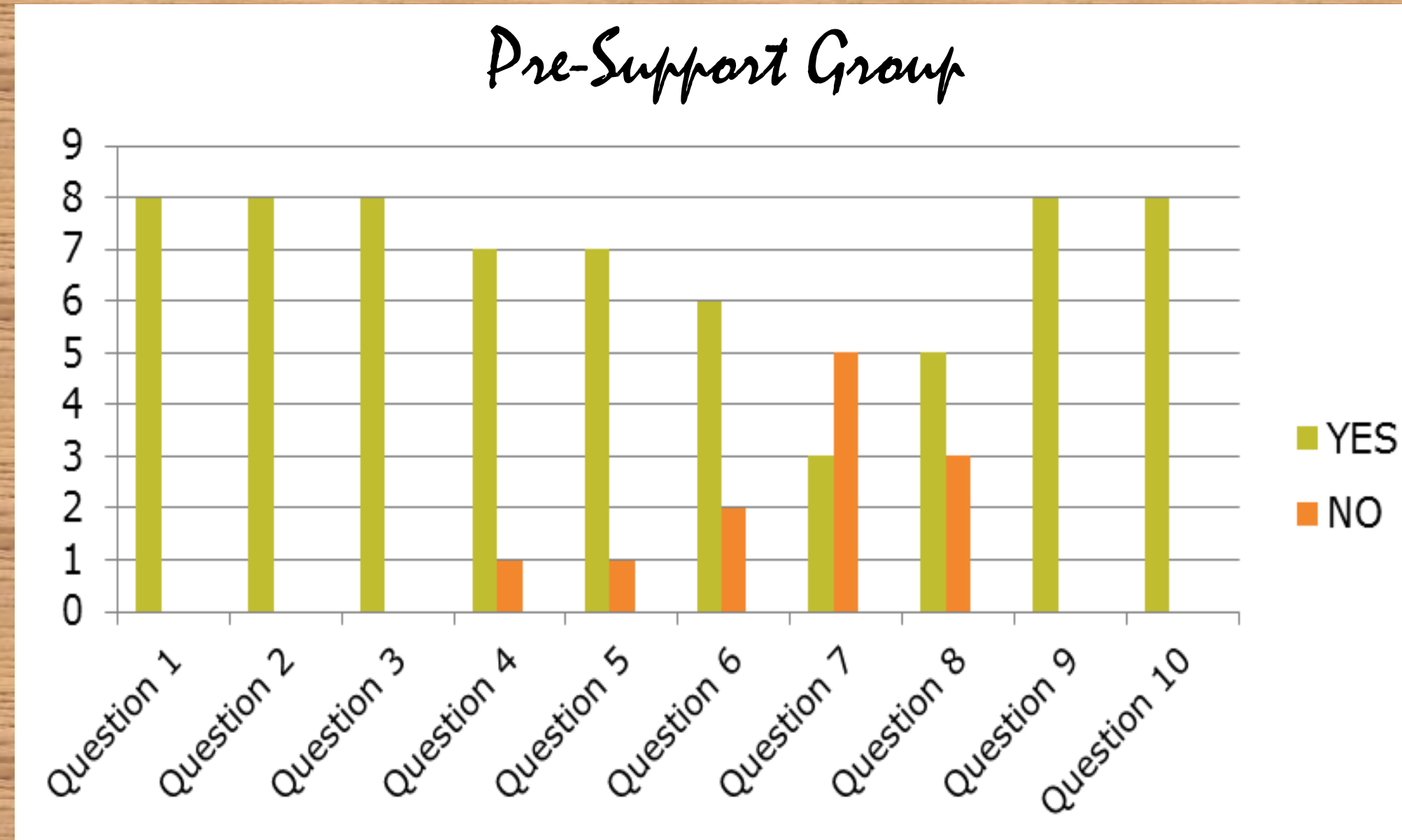
- ❖ Between 35-60% of new graduate nurses change their place of employment after the first year.
- ❖ At some hospitals, new graduate nurses account for 50% of the nurse turnover rates.
- ❖ Organizations report spending an average of \$300,000 or up to 5% of the hospital's annual budget on nurse turnover each year.
- ❖ Novice nurses report feeling stressed, inadequate, and helpless and do not feel comfortable in their role as a nurse until 12-18 months.
- ❖ When novice nurses do not ask questions, it is assumed that they are competent. Novice nurses are left feeling alone, unsure and can potentially place patients at harm.
- ❖ Improved interpersonal relationships with experienced nurses increases job satisfaction and retention.
- ❖ In order to decrease attrition, supportive measures are needed for the new graduates.
- ❖ Literature reveals that actual costs of nursing turnover can be underestimated due to all of the time, work and departments involved in the process of orientation and onboarding of nurses.

OBJECTIVES / PURPOSE

A novice nurse support group was implemented by veteran nurses on a progressive cardiac care unit to improve interpersonal relationships between novice and veteran nurses, retain new graduates, and improve job staff satisfaction by 20% over six months.

SETTING

The support group sessions took place on a progressive cardiac care unit at Christiana Care. Ten novice nurses with less than two years of experience were identified and asked to participate in the support group. Veteran nurses with more than two years of experience were asked to volunteer to facilitate the sessions with the unit's Assistant Nurse Manager and Staff Development Specialist.



METHODS

- ❖ A pre-survey was sent to all ten novice nurses that chose to participate to obtain a baseline assessment of their job satisfaction and relationships with veteran nurses on the unit.
- ❖ Sessions were held on a monthly basis outside of working hours at times in which the novice nurses selected.
- ❖ Prior to the start of the sessions, veteran nurses were asked to submit previous experiences that described challenges and mistakes made as a new nurse. These experiences were shared with the new nurses to showcase that they are not alone in their transition.
- ❖ Sessions were run as an open forum where the novice nurses shared their positive and negative experiences while veteran nurses and leadership offered support, guidance and advice.
- ❖ After six months, the post-survey was resent to the novice nurses to determine if there was an increase in job satisfaction and interpersonal relationships between novice and experienced nurses.

Novice Nurse Survey Pre-Post Support Group Questionnaire

1. Do you feel like you can ask questions while working?
2. Do you feel you have a friend at work?
3. Do you have a resource or mentor at work that is approachable?
4. Do you feel judged by your peers?
5. Do you have a place to go to talk about work related incidents?
6. Would it be helpful if you had a place to go to discuss work related incidents?
7. Do you feel judged by your mistakes?
8. Do you feel if you make a mistake, everyone knows about it?
9. Do you enjoy being a nurse?
10. Are you interested in unit based activities?



RESULTS

- ❖ A comparison of pre and post survey results yielded a 20% increase in positive results.
- ❖ At the end of six months, there was a 100% retention rate of novice nurses.
- ❖ In addition, the majority of the group participants expressed interest in joining unit based committees after participating in the sessions. This finding is significant, as we can now match up novice nurses with the appropriate committees and increase employee engagement.
- ❖ At first, the sessions were held at the exact end of the shift. This was a barrier to attendance since novice nurses were still mastering their time management skills.
- ❖ The sessions were moved back 30 minutes to ensure a time where all of the nurses could attend. No additional barriers were identified.
- ❖ Novice Nurse comments:
 - ❖ "I think the group has made me grow professionally by making me more vocal and confident in my decision making despite being a new nurse."
 - ❖ "The support group makes me feel like there is somewhere to go to discuss issues and get suggestions."
 - ❖ "The group has been beneficial for me because it helps me be a better nurse by knowing there are more experienced nurses that support me."
 - ❖ "I feel better knowing my peers have had similar situations as a new nurse, and how they resolved problems."
 - ❖ "I consider this group a privilege. It's awesome that we have this support group."
 - ❖ "The group has reminded me to stay motivated and do more, such as join committees, and go back to school."
 - ❖ "This is the only place I feel comfortable talking about what isn't going well at work."

We rise by lifting others.
-Robert G. Ingersoll

