

Abstract

The purpose of this project was to create a more stable and evenly progressive experience for nurses transitioning to work in the Emergency Department (ED) environment. The plan for the project was to incorporate evidence-based scenarios into an established ED orientation program for those Registered Nurses (RNs). A orientation satisfaction survey and an intent to stay survey were administered prior to and after the intervention. A quality improvement design using the DMAIC (design, measure, analyze, identify opportunities for improvement, and control) was guided by Patricia Benner's Novice to Expert Nursing Theory. The goal was to reduce anxiety, feelings of not fitting in, and insecurity which would lead to increased job satisfaction and improved nurse retention. Survey data was analyzed using the Wilcoxin Signed Rank test. The test did not reveal a statistically significant increase. Multiple limitations were identified to this project process which were primarily related to the schedule adherence required by the project lead's education program. According to the DMAIC mode, the process will be adjusted and re-implemented with the changes incorporated. Cost of training new staff RNs and the morale loss in the department with frequent nurse turnover are costly to a facility. Dissatisfaction with the job contributes to dissatisfaction and disengagement, thus creating turnover. A well-devoped orientation program, which this will be when limitations are addressed, leads to increased confidence, comfort, and increased job satisfaction.