



**Developing A New Nursing Team while
Building a Positive Culture without Any Current Staff**

Presented by Kathy S. Fisher, MBA, BSN, RN, CNML
During the 2018 Annual Convention

Summary: While many units shy away from hiring new graduates with little experience, this unit embraced them and transformed them into a productive and patient-focused team. In a matter of months, this unit became known as a unit you wanted to work in because of the friendly and positive staff who worked together as one team. Tools that are used to develop the overall success of the unit with clear expectations are set right up front with potential candidates in the interview process. Peer interviews and shadowing in the unit enable staff to have a say about the candidate being hired. Candidates are given written manager expectations following the interview to take with them to refer to later. Constant onboarding and thank you notes routinely sent to staff's homes have a positive impact on the unit's culture and morale.

Nursing Implications:

- Staff engagement scores
- Peer to peer accountability
- Hiring the right people

Key Takeaways:

- Manager expectations of new hires in written format provided at interview and again upon hire.
- Quick tip sheet on general information new employees often forget in orientation.
- Weekly huddles sent out once a week for need to know information that week.
- Manager and nurse leader/charge nurse rounding.
- Handwritten thank you notes sent bi-monthly to home.

Link: <https://library.amsn.org/amsn/sessions/4195/view>

References:

Advisory Board 2016 and 2017. <https://www.advisory.com>

Studer, Q. (2004). The value of employee retention. Retrieved from <https://www.sutdergroup.com/resources/healthcare-tools> on September 4, 2018.

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