Impact of a Tele-ICU Nurse Mentor Model on Novice Nurses’ Retention and Practice

Dawn Luzetsky, DNP, RN

Introduction
Within an academic medical center’s Pediatric ICU, rapid job turnover resulted in an imbalance of novice to experienced nursing staff, causing an impact to patient care and the work environment. Maximizing PICU capacity while sustaining an experienced and highly skilled workforce can be quite challenging.

Objectives
Telemedicine literature strongly supports that a tele-ICU nursing model can support the delivery of care, improve patient outcomes, and increase staff support at the bedside. The purpose of this project was to specifically evaluate the effectiveness of a tele-ICU nurse mentoring model on novice bedside nurses’ retention and quality of care.

Methods
Design
This was a quality improvement project, greatest-postest design within the PICU in a large academic, inner city, Magnet® hospital.

Study Variables
- The Casey-Fine Nurse Retention Survey®-2009 revised was used to measure the novice nurses’ levels of perception to work environment/support and job satisfaction.
- Patient’s electronic health record was used to assess the novice nurses’ level of adherence to two best practices: CLABSI bundle and high risk medication administration practices.

Results
- There were 67 novice nurses. The mean age of the participants was 26.7 years. (s.d. 3.97) years. The median years of experience was 2 years. Most nurses were on a day/night rotation (n=13, 86.7%).
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Clinical significance:
- Nurses level of satisfaction in getting out of work on time and quality of care able to be provided were found to be two areas of job satisfaction.
- There were 67 novice nurses. The mean age of the participants was 26.7 years. (s.d. 3.97) years. The median years of experience was 2 years. Most nurses were on a day/night rotation (n=13, 86.7%).

Conclusions
Quality and safety, as well as creating a healthy work environment, are critical. The tele-ICU nurse can assist in insuring these are met through offering a virtual mentor and coach to the novice bedside nurse. In this quality improvement project, it was found that the tele ICU nurse was assessing best practices adherence, identifying and alerting the team of patient status changes, redirected the nurse when needed, and assisting the nurse when she/he had questions or needed to review a procedure, protocol, or policy. All of these practices are similar to the practices found in prior studies where there was insight that a tele-ICU nurse positively impacts patient care and create a supportive environment. Blake and colleagues found nurse retention was affected by limited support to nurses working in complex care environments. Additionally, having effective communication and collaboration improved retention. (Blake, et al, 2013) Therefore emphasis on selecting tele-ICU mentors who have effective communication, strong interpersonal skills, and ability to collaborate was done in this study.

Evaluation
- Pretest-Posttest Evaluation of Nurses’ Perception of Work Environment and Levels of Job Satisfaction (N=15)

<table>
<thead>
<tr>
<th>Work Environment/Support</th>
<th>Pretest (Median, IQR)</th>
<th>Post Tele-ICU Mentor (Median, IQR)</th>
<th>p*</th>
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<tr>
<td>Job Security</td>
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<td>Recognition and Rewards</td>
<td>n (Median, IQR)</td>
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References