

Psychological safety training project in the mentorship program to promote NP retention in the convenient care clinic setting

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Introduction & Background

The rapid expansion of Convenient Care Clinics (CCCs) within the United States in recent years is a result of the increasing demand for affordable, responsive, and consumer-based healthcare services.^{1,5,6} Retention strategies for nurse practitioners (NPs) are needed to decrease organizational cost and provide patient care within the convenient care clinic setting. Mentorship programs encourage psychological safety and contribute to NP retention. Mentoring is a practice that has been shown to improve NP work environment and job satisfaction and, in turn, positively influence NP retention.² It does this by encouraging psychological safety by providing psychosocial support, modeling behaviors, and coaching the mentee – all of which promote mentee confidence within an organization.⁴

Purpose and Aims

The purpose of this quality improvement (QI) project is to evaluate the impact of psychological safety training on mentors participating in an established mentorship program and its effect on mentee retention rates within the convenient care setting

Aims of the study:

1. Improve retention rates of NPs within the CCC setting regionally by 10% through the implementation of psychological safety training in a mentorship program
2. Evaluate the level of psychological safety of mentors participating in the mentorship program within the CCC setting
3. Evaluate the level of psychological safety of mentees participating in the mentorship program within the CCC setting

Methods

Design and Setting: One group pre/post-intervention test design at the project site was a large retail clinic practice that encompasses approximately 60 CCCs located in a variety of semi-urban and urban settings across Northern and Southern California

Sample: The sample population consisted of mentor and mentee NP who passed credentialing and completed the company onboarding process.

Intervention: The intervention consisted of an education program delivered to all NPs during the company-sponsored mentorship program

Measures: The Anticipated Turnover Scale (ATS), a standardized scale meant to quantify intent to leave the current position 7-item Psychological Safety Scale (PSS) developed by Edmonson (1999) was used to assess perceived levels of psychological safety

Analysis: Descriptive statistics and Wilcoxon Signed rank tests were used All data were recorded in Qualtrics, then exported to an excel spreadsheet, then imported to SPSS for

Sample

A total of 13 participants were included with 7 mentee and 6 mentor participants in the pre- and post-intervention groups: Eleven participants (84.6%) did not have prior work experience in the CCC setting. Five participants (38.5%) used the F.U.E.L coaching strategy (Frame the conversation, Understand the current state, Explore the desired state, Lay out a success plan) during their mentorship sessions. The majority of participants were female (84.6%), with 3-5 years of experience (30.8%) and a majority of participants had a Master's Degree (MSN) (84.6%)

Results

The intervention increased anticipated turnover for the NPs, it increased anticipated turnover for the mentors and increased anticipated turnover for the mentee. The intervention increased perceptions of psychological safety for NP participants. The intervention increased perceptions of mentors by and mentees by See Table 1:

Aim	Pre- Median	Post- Median	Median difference	% change	z
Aim 1: Anticipated Turnover NPs	34	42	8	11.4%	-.94
Aim 1 a Anticipated Turnover Mentors	23	37	14	19.4%	.11
Aim 1 b Anticipated Turnover Mentees	37	42	5	6.9%	.94
Aim 2: Psychological Safety Full Sample	40	43	3	7.1%	2.63*
Aim 3a: Psych safety mentors	43	43	0	0%	-1.46
Aim 3b: Psych safety mentees	30	39	9	21.4%	2.12*

Conclusion

This quality improvement project integrating psychological safety training within the convenient care clinic mentorship program is effective in increasing NPs perceptions of psychological safety. Overall, this QI project found no statistically significant differences in retention rates after implementation, although there were statistically significant increases in psychological safety among mentees. Encouraging psychological safety can potentially promote mentee confidence within the setting⁴

Dissemination and Sustainability

Formal presentation to senior practice management, convenient care clinic DNP committee, regional quality leads, national education team, and Director of Quality Improvement.'

Incorporate psychological safety training program into current mentorship program toolkit –in collaborating with education department

Plan to submit poster presentation at conferences held by California Association of Nurse Practitioners

Plan to submit for publication in approved nursing journal

References:

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