

**Abstract**

**Background and Purpose:** Retention strategies for nurse practitioners (NPs) are needed to decrease organizational cost and provide patient care within the convenient care clinic setting (CCC). Mentorship programs encourage psychological safety and contribute to NP retention. This quality improvement project assessed the effectiveness of psychological safety training within the mentorship program on NPs perceptions of psychological safety and its effect on retention.

**Methods:** Using a pre-test/post-test design, the project was implemented before and during COVID 19 at one large convenient care clinic practice, that encompasses CCCs located in Northern and Southern California. Psychological safety training included an education program delivered virtually using The Leaders Tool Kit for Building Psychological Safety developed by Edmondson (2019). Provider's perceptions of psychological safety and retention were evaluated using the Anticipated Turnover Scale (ATS) and Psychological Safety Scale (PSS). Data was analyzed at two time points: T1: pre-intervention and T2: post-intervention. Analyses included descriptive statistics and Wilcoxon-Signed Rank tests.

**Results:** There were 13 NPs, 7 mentee NPs and 6 mentor NPs across all Northern and Southern California CCCs and timepoints. Post-intervention, participant perceptions of psychological safety included feeling safe, supported, and asking questions. There was an approximate 7.1% increase in perceptions of psychological safety for NPs after the intervention ( $p < 0.01$ ). For mentees, there was an approximate 21.4% increase in perceptions of psychological safety ( $p < 0.05$ ). Although there was an approximate 11.4% increase in anticipated turnover post-intervention, these differences were not found to be statistically significant ( $p = .35$ ).

**Conclusion:** Integrating psychological safety training within the convenient care clinic mentorship program is effective in increasing NPs perceptions of psychological safety. Psychological safety training is not statistically significant on increasing NP retention.

**Implications:** Incorporating psychological safety training with a mentorship program in CCCs will affect perceptions of psychological safety of NPs. Further studies using psychological safety training can evaluate perceptions of psychological safety training and its effect on error reporting and patient care, provider burnout, and organizational resilience.

**Keywords:** psychological safety, quality improvement, mentorship, retention

