ABSTRACT

IMPROVING NURSE SATISFACTION AND RETENTION IN THE ICU FOR NEW GRADUATE NURSES

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Background and Purpose: New graduate nurses (NGNs) retention rates and satisfaction has been an ongoing issue for health systems. Research shows that NGN’s lack self-confidence which can impact productivity, job performance, and lead to turnover within the first year of hire.

PICO Question: Will the implementation of a peer partner program within two Medical&Surgical ICU units improve job satisfaction and reduce turnover among first year nurses employed at an academic medical center.

Methods: The peer partner program aims to increase staff retention, improve teamwork, and boost unit morale. A designated peer champion was paired 1:1 with NGN's to help with socialization, adapt to unit culture, and provide support in making connections over a 6-month period. A peer partner newsletter, monthly meetings, and emails informed key stakeholders of the project status.

Results: Pre data indicated 25% of NGN's were somewhat satisfied with their overall experience, while 75% indicated they were extremely satisfied, with N=5. Post test results showed an improvement in 3/10 nursing satisfaction indicators including an improvement in the NGN overall experience at the healthcare organization, finding enjoyment in the work, and feeling more connected within unit culture.

Implications: Results of this program have implications to impact NGN training. Enhanced emotional and social support programs have the potential to increase satisfaction among other acute care units across the health system.

Conclusion: Peer partners may improve nursing satisfaction and provide a higher quality of care. Nursing leaders may structure their NGN programs to identify a proper mentor to support NGN’s, create a buddy system, and work with a designated peer support committee to evaluate survey metrics.