

The Implementation of Transitional Support Programs to Improve New Graduate Nurse Turnover Rate

Juliana Meraz, Anthony Nguyen, and Ryan Nguyen
Kelle Phan, DNP, RN, NNP-BC, and Dr. Debra Smith, DNP, EdD, MBA, RN

PICOT Question

In new graduate nurses (NGNs), how do transitional support programs in hospitals compared with hospitals without transitional support programs affect graduate nurse turnover rate within one year of their career?

Population (P)	• New Graduate Nurses (NGNs)
Intervention (I)	• Implementation of transitional support programs
Comparison (C)	• Hospitals without transitional support programs
Outcome (O)	• Decrease turnover rate
Time Frame (T)	• One year

Figure 1. PICOT question.

Literature Search Criteria

Database:	❖ Retention
❖ PubMed	❖ Transition
❖ UH Library Database	❖ Education
❖ CINAHL	Article selection criteria:
❖ Google Scholar	❖ Published between 2017-2022
Key Terms:	❖ Peer-reviewed articles
❖ Residency Program	❖ Meta-Analysis
❖ New Graduate AND Nurses	



Background

America’s nursing shortage's primary cause is the high rate of NGNs leaving the profession within one year. A key component in the low retention rate among new graduate nurses is the experience of burnout and job dissatisfaction that comes with caring for patients at the bedside.¹ With such little experience at the bedside, NGNs fear the consequences such as lacking adequate skills to mitigate the risks of what the nursing profession entails, resulting in a turnover rate of 17% of new-to-practice nurses within their first year of employment.² The implementation of nursing residency programs has been found to increase NGN competency while simultaneously decreasing the incidence of nursing turnover.³

Synthesis of Findings

- ❖ Studies have shown that NGNs are the most vulnerable to higher levels of job stress of during their first 12 months of their career which increased their likelihood of turnover intention.^{1,4}
- ❖ Residency programs that focus on foundational skills of communication, conflict management, critical thinking, organizational engagement, and stress management have been shown to contribute to strong retention at 1-year post-hire and may contribute to improved institutional retention of residency program participants further in their career.^{1,3,5}
- ❖ Hospitals and organizations that do not require nurse residency programs have shown to experience increased financial burdens in comparison to those with program requirement due to costs associated with increased turnover of newly hired nurses.^{2,6,7}

Decision to Change Practice

- ❖ Addressing the turnover rate of NGNs is a crucial component in solving the increasing and detrimental nursing shortage.
- ❖ Implementing transitional support program for NGNs will improve the competency of their skills and knowledge to become safer practicing nurses
- ❖ By increasing the amount of competent NGNs, patient-nurse ratios will decrease which will improve patient outcomes and job satisfaction.
- ❖ Educational courses specific to nurse residency programs contribute to increased competency and comfortability in NGNs, contributing to greater retention.

Evaluation

- ❖ Increase reported new graduate skills competency in patient-centered care by 10% within the first 6 months of implementation.
- ❖ Increase NGN retention rate by 15% within the first 6 months of implementation.

References

1. Failla, K. R., Ecoff, L., Stichler, J. F., & Pelletier, L. R. (2021). A 1-year accredited nurse residency program’s effect on intent to leave. *The Journal of Nursing Administration*, 51(12), 606-613. <https://doi.org/10.1097/NNA.0000000000001082>
2. Sutor, A., CCRN-K, NPD-BC, Painter, J., DNP, APRN, NEA-BC, NPD-BC, AOCNS, & LSSBB. (2020). Nurse residency programs:: Providing organizational value. *Delaware Journal of Public Health*, 6(1), 58-61. <https://doi.org/10.32481/djph.2020.04.013>
3. Cline, D., La Frenz, K., Fellman, B., Summers, B., & Brassil, K. (2017). Longitudinal outcomes of an institutionally developed nurse residency program. *The Journal of Nursing Administration*, 47(7-8), 384-390. <https://doi.org/10.1097/NNA.0000000000000500>
4. An, M., Heo, S., Hwang, Y. Y., Kim, J., & Lee, Y. (2022). Factors affecting turnover intention among new graduate nurses: Focusing on job stress and sleep disturbance. *Healthcare (Basel, Switzerland)*, 10(6), 1122. <https://doi.org/10.3390/healthcare10061122>
5. Hernandez, S. H. A., Francis, M. A., & Winn, D. (2020). Employment and retention of nurses who completed an internship and residency program. *Journal of Continuing Education in Nursing*, 51(11), 504-508. <https://doi.org/10.3928/00220124-20201014-06>
6. Pelletier, L. R., Vincent, C., Woods, L., Odell, C., & Stichler, J. F. (2018). Effectiveness of a psychiatric-mental health nurse residency program on retention. *Journal of the American Psychiatric Nurses Association*, 25(1), 66-75. <https://doi.org/10.1177/1078390318807968>
7. Van Camp, J., & Chappy, S. (2017). The effectiveness of nurse residency programs on retention: A systematic review. *AORN Journal*, 106(2), 128-144. <https://doi.org/10.1016/j.aorn.2017.06.003>

Acknowledgments

All three members have been generously awarded academic scholarships by The George and Mary Josephine Hamman Foundation and Foundation. We would like to thank Dr. Kelle Huong Phan, DNP, RN, NNP-BC and Dr. Debra Smith, DNP, EdD, MBA, RN for their mentorship on this poster.