Facilitating Decisions to Adopt the Iowa Online Nurse Residency Program

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Introduction

- How can we effectively support nurse leaders in their decision to adopt the Iowa Online Nurse Residency Program (IONRP)?
- All new nurses should participate in a residency program
- In 2012, only 7 healthcare organizations in Iowa had nurse residency programs
- Challenges exist for small, rural organizations to implement a program:
  - Low number of new nurses hired annually
  - Limited resources and support (time, staff, dollars)
- IONRP created to provide an innovative solution
  - 422 nurses have been enrolled in the IONRP since it started in Fall 2014 (as of 3/4/16)
- Delayed adoption of IONRP innovation limits access to residency programs for nurses transitioning to practice
- Limited understanding of nurse leaders’ decision-making criteria related to the IONRP
- What are the criteria of decision making for nurse leaders when deciding to adopt or reject the IONRP?

Objective 1: Determine Decision-Making Criteria

- Purpose: Generate a decision-support tool for nurse leaders to facilitate adoption of the IONRP
- Objective 1: Determine criteria of decision making for nurse leaders when deciding whether to adopt the IONRP
- Objective 2: Create a decision-support tool for the IONRP

Methods

- Project was deemed not human subjects research
- Program evaluation
- Setting: Iowa Online Nurse Residency Program
- Population: Nurse leaders in Iowa (decision makers)

Outcomes

Objective 1: Determine Decision-Making Criteria

- Results
  - 72% report using a systematic decision-making process, while 28% report using shortcuts or going “with their gut”
  - In HCOs with less than 100 beds, only 67% reported using systematic process
  - 31% reported needing more information about IONRP in order to make a decision to adopt

- Bounded Rationality Theory supported by survey and community engagement with nurse leaders
- Decision makers have limited time, resources, and information when making decisions.
- Variation of processes among nurse leaders

- Content
  - Want more information on finances (57%) and preparing for nursing shortage (45%)

- Opportunities to improve information sharing
  - Leaders currently acquiring information via informal discussions through their professional organizations (63%) or word of mouth (36%)
  - However, prefer information via email (68%) and online (44%)
  - Leaders remain confused about IONRP’s structure and ability to help their HCO
  - Having an opportunity to speak with a person about program was underlying theme from survey and discussions

Objective 2: Develop Decision-Support Tool

- Components in-line with Innovation Decision Process (compatibility, relative advantage, complexity, trialability, observability)
- Flexibility to meet decision-makers’ unique needs
- Standardized content available at click of a button; also have option to easily connect with IONRP manager

Evaluation

Objective 1: Determine Decision-Making Criteria

- Surveyed 139 nurse leaders from Iowa
  - Current information gained via presentations, word of mouth, or informal discussions
  - Desire to learn more via website/online
  - Opportunity for human interaction (phone call, on-site consult) important aspect of process
- Community engagement & dialogue with nurse leaders
  - Confusion with program’s delivery options
  - Misconceptions with relationship to UIHC

Objective 2: Develop Decision-Support Tool

- Nurse leaders have varying criteria when deciding whether to adopt the IONRP
- The decision-support tool was designed to support leaders who employ either systematic structure or heuristics in their decision-making process
- Understanding how nurse leaders make decisions about the IONRP and providing them with the tools and information to do so effectively will improve access to the program for new nurses in the future

Conclusions

- What are the criteria of decision making for nurse leaders when deciding to adopt or reject the IONRP?

References


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