



# How to Maintain Relationships in the Virtual Environment

Janice Zillman MSN,RN from UPMC Hamot

Jennifer Hicks MSN,RN, CEN from UPMC St. Margaret

## Key findings – 2019 compared to 2020\*

- ↑ Nurse resident (NR) resignations within a year of hire due to the pandemic crisis increased, even before the close of 2020 data collection (2.5% increase)\*\*
- ↑ More terminations due to NCLEX failure (2.6% increase)\*\*
- ↑ Higher number of terminations as a result of being unhappy with job or facility (2.8% increase)\*\*
- ↑ NRs are more stressed (6.6% increase in other<sup>†</sup> stressors)
- ↓ NRs report lower unit engagement (2.42 versus 2.37)<sup>‡</sup>
- ↑ NRs rate the overall residency program higher (2.95 versus 3.00)<sup>‡</sup>
- ↑ NRs' satisfaction with their benefits is higher

<sup>1</sup> Kovner C, Brewer C, Fatehi F, Jun J. What does nurse turnover mean and what is the rate?. Policy Polit Nurs Pract. epub abstract. August 25, 2014. Accessed Nov. 16, 2020. <https://pubmed.ncbi.nlm.nih.gov/25156041/>

\* All numbers are statistically significant at a P < 0.05. Data reflect registered nurses in 2019 compared to 2020 at the 12-month period.

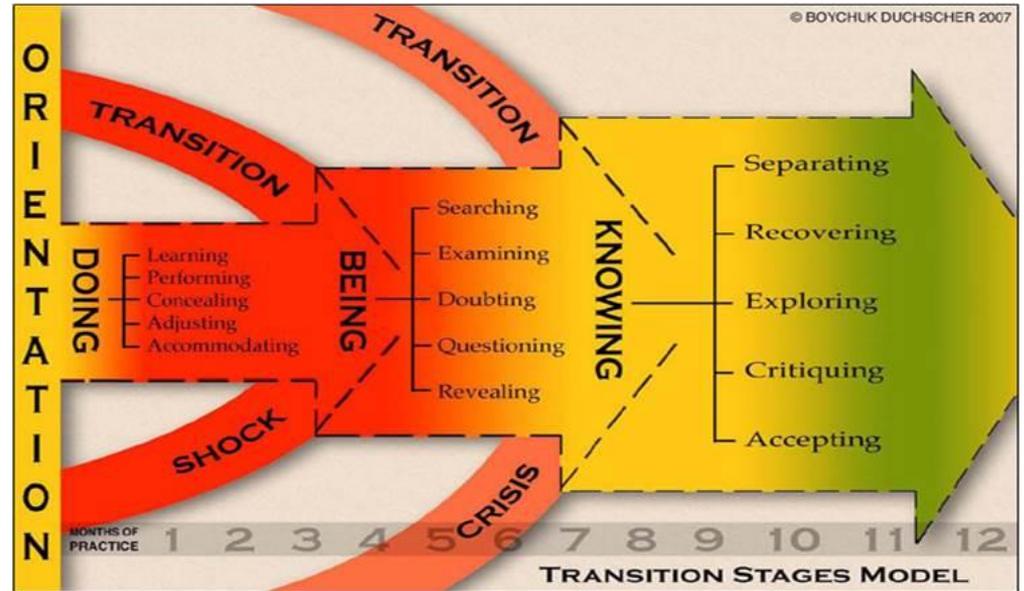
\*\* Percent of total terminations

<sup>†</sup> Other is an option in addition to: finances, childcare, student loans, living situation or personal relationship

<sup>‡</sup> Based on a Likert scale, 1-4

NCLEX = National Council Licensure Examination

# National Effects of Pandemic on NLRN



# How the Pandemic Effected our Programs

- System wide the impact was felt differently based on their populations
- Overall, at some point there was at least a pause in the programs
- Leaders felt the pull of time vs. staffing
- Nurses were required to acclimate themselves quicker to their units
- Critical thinking growth period was stunted
- Had to extend the program length
- Coordinators had to lean in to support our NLRN in a more virtual environment

# New Virtual Environment

-  Trained NLRNs on the Microsoft Teams environment
-  Performed a graduation 100% virtually
-  Kept our sessions the same original length, used more speakers to provide variety
-  Utilized breakout rooms frequently
-  Used the simulation lab more
-  Modified EBP project timeline

# Rounding with a Purpose

- Divided residents between 7 facilitators
- Wanted residents to feel connected despite sessions being paused or modified
- Offered 1:1 coffee dates
- Connected nurses with mentors



# Maintaining Relationships

Using Mentimeter to overcome reality of their daily job

Reflective practice with focus on positive results

Pandemic and Healthcare Provider with our ESP

Educators were proactive in anticipating more educational needs during unit-based orientation

Focused on re-engaging nurses with their organization

Mentored through coping with professional relationships