

Setting the Path: Preceptors Standardize Best Practices
 Annie Tolliver MSN, RN, CPN & Lauren Kellum BSN, RN

1

Objectives

- 1 Utilize data to evaluate gaps in preceptor practice.
- 2 Develop resources for preceptors to standardize best practices.
- 3 Understand the value of a Preceptor Council.
- 4 Empower preceptors to teach, model, and implement best practices.


2

About Us!



Annie Tolliver MSN, RN, CPN

- o Program Manager, Nursing Professional Governance
- o Past-Chair: Preceptor Council




Lauren Kellum BSN, RN

- o Registered Nurse, Float Pool
- o Current Chair: Preceptor Council
- o Preceptor Coach

3

top pediatric health system


- More than 100-year history providing care to children from birth to adulthood.
- Nearly 3,000 nurses across the system.
- 2 hospitals (488 beds in Dallas, 72 in Plano) and 50+ locations offering specialty care in North Texas.
- Magnet recognized, first achieved in 2009, with redesignations in 2013, 2018, and 2023.
- Nearly 10,000 team members care for nearly 244,000 children a year.
- Four nursing academic research partners and joint pediatric enterprise affiliation to UT Southwestern Medical Center.



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4

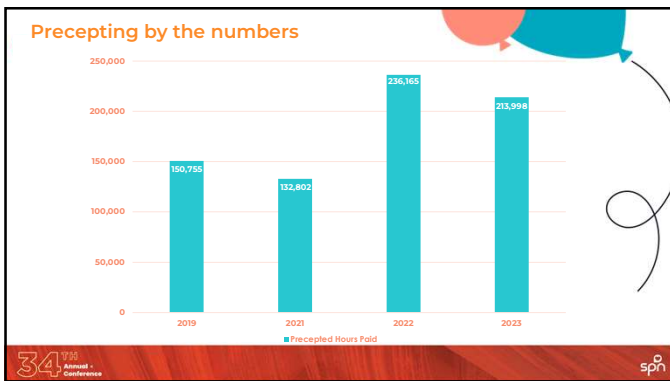
Preceptor Council



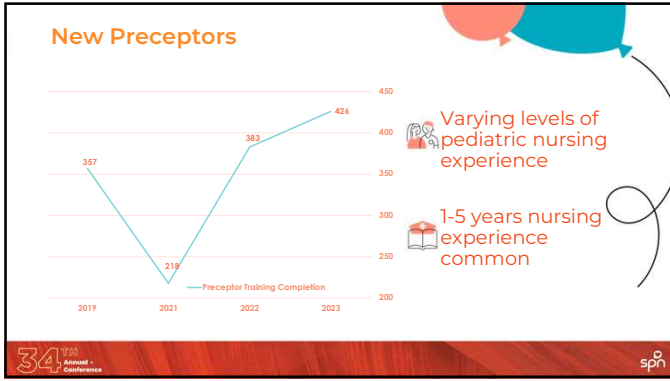
- 2018**
 - Preceptor Council created in 2018.
 - About 15 nurses participated across the system.
 - Platform to share precepting experiences across units.
- 2020**
 - Preceptor Council struggled to maintain engagement.
 - Brought in Program Manager of Shared Governance to help support.
 - Started to work on more valuable projects to improve preceptor practice and experience.
- 2023**
 - Preceptor Program Manager hired
 - Preceptor Coach role officially rolled out
 - 180% increase in preceptor council attendance.
 - Enterprise Nursing Practice Program Director with Standing Agenda Item

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5



6



7



8

Practice Alert!

Towards the end of 2022, an increase in medication errors was reported across the system. Increase in cases being reported to Peer Review.

Over 50% of medication events brought to peer review involved a preceptor or had a preceptor listed as a contributing factor.


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Gap Analysis in Preceptor Council

26 different departments across the system represented by multiple preceptors from each department

Asked, "How do you teach different practices within medication administration?"



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10


What we discovered:

Preceptors teaching medication administration varied across the system.

Examples of varied practice:

- o 5 Rights vs 8 Rights
- o Acknowledging vs Verifying Medications
- o Who should verify medications: First nurse vs Every nurse
- o Independent Dual Verification
- o Preceptors and Orientees witnessing each other for High Alert Medications



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11

Opportunity Identified!

Preceptors will standardize best practices of medication administration!




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12

High Alert Medication Process Videos

Oral Medication Infusion Medication




4

Helped create the dual independent verification video for high-alert medications.

The second nurse will then perform an independent verification of the first 7 rights of medication administration including the 3 Cs.

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16



5

Utilized new Preceptor Coach role to round on unit preceptors.

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17

Outcomes

By Q3 2023 saw a significant decrease in:

- 🕒 # of overall medication errors
- 🕒 # of high-alert medication errors
- 🕒 # of cases reported to Peer Review
- 🕒 and no peer review cases involving a preceptor



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18

Continued Gap Analysis: Preceptor Evaluation Trends

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19

My Preceptors....

1. And I generally worked the same schedule
2. Were effective teachers
3. Spent sufficient time with me
4. Demonstrated professionalism and respect
5. Evaluated my performance in a constructive manner
6. Had sufficient expertise to guide my performance
7. Provided learning opportunities
8. Enhanced my critical thinking skills
9. Were readily available for assistance
10. Provided timely and sensitive feedback
11. Motivated me to do my best
12. Helped me understand the culture of my unit
13. Showed a genuine interest in me

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20

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21

Preceptor Handoff

Looked at the Literature
NO articles found that were specific to communication between nurse preceptors about orientees.

Evaluated Current Practice

- Current state: Preceptors were to fill out DOT daily.
- Poor Compliance
- No access for preceptors to see feedback from other preceptors.

Identified a New Process
COMPASS

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22

0830 **2023 Goal**
Practice: Preceptor communication (Annie)

Literature Review: There is not a preceptor handoff tool that has been created for nurses

Need to prioritize what we would like included in a standardized tool

What are your top 4 priorities to include for preceptor handoff?

- *Alexandra: Learning Style
- *Agnel: Areas of improvement
- *Jennifer: comfort level of the new staff
- *Shelley: Tier they are on, how they learn, their struggles
- *Jane: I want to know some background history/experiences they have had prior work history, Strengths and weaknesses.
- Personality, how they like to receive feedback.
- *Clarissa: Also, if there are any skills they're needing to get checked off on
- *Jennifer: Struggles, experiences, strengths, weaknesses.
- Learning style and how they like to receive feedback
- *Elizabeth: I want to know the orientee's background (experienced, new grad and where they have worked), What week they are in their orientation, What they have been doing independently with their other preceptors and are comfortable doing, How they had patients like the ones we will be taking care of today (LGA, Inuband, teaching?)
- *Katie: I love that everyone has a lot of the same ideas on what they would like to know from their orientees.

1 Discussed Priorities

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C: Competency
O: Orientee Background
M: Methods of Learning/Feedback
P: Patient Assignments/Acuity
A: Areas for Improvement
S: Strengths
S: Specific Needs

2 Developed an acronym

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24

3 Piloted different methods of communication

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25

Outcome

Improved Satisfaction of Orientees

Improved Satisfaction of Preceptors

2023 BE Scores

4.29

	Preceptor Mean	Change From 2022	Client Care Nurse Mean
Q11	4.45	+0.39	4.39 (+0.2)
Q12	4.5	+0.22	4.45 (+0.16)

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26

Lessons Learned

- Preceptors must evaluate their practice.
- Preceptors set the culture by role modeling and teaching best practices.
- A Preceptor Council can make a big impact.
- Hard-wiring new habits takes time.

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27

Acknowledgments

- ♥ Taylor Hutcheson, MSN, MBA, RN, CPN, Acute Care Cardiology Clinical Nurse, 2022 Preceptor Council Chair
- ♥ Tiffany Montgomery, MSN, RN, NP-D-BC, Director, Transition to Practice and Clinical Onboarding
- ♥ Martha Shaw, BSN, RN, CPN, NP-D-BC, Program Manager, Preceptors and Mentors
- ♥ Misty Daugherty, BSN, RN, CPHQ, Program Director, Nursing Professional Governance
- ♥ Latieia Key, MSN, RN, NEA-BC, CPPS, CCRN, Program Director, Enterprise Nursing Practice




28

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29

Thank you!

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30
