

Purpose

The purpose is to establish a standardized onboarding process for new nurses in outpatient services, empower new nurses to master the foundations of the nursing process, and instill the confidence needed to strengthen their critical thinking skills.

Background

Outpatient Services previously lacked a dedicated educator and a standardized approach to onboarding and orientation for new or transitioning employees. This resulted in inconsistent orientation timelines and varied learning experiences, which at times hindered successful onboarding outcomes. Additionally, gaps were identified in preceptor preparation and competency support, along with inconsistencies in employee file documentation. These challenges highlighted the need for a structured, objective-based onboarding framework to promote consistency, accountability, and optimal practice readiness.

Method

TSAM (Tiered Skills Acquisition Model)

Aim

- To build and streamline the orientation process in outpatient services.
- To create an objective method of measuring new nurse competence using an evidence-based model approach.
- To improve nurse confidence by better preparing them for independent practice.
- To increase preceptor-preceptee trust and satisfaction while on orientation and beyond.
- To increase retention rates of nurse residents post graduation.

Implementation

- Preceptors were educated on the creation of the Tiered Skills Acquisition Model orientation approach.
- Tiered objectives were developed to capture structured, objective documentation of preceptee's competence in various skills.
- A survey was created to collect real time feedback, allowing for modifications as the model was implemented in outpatient services.

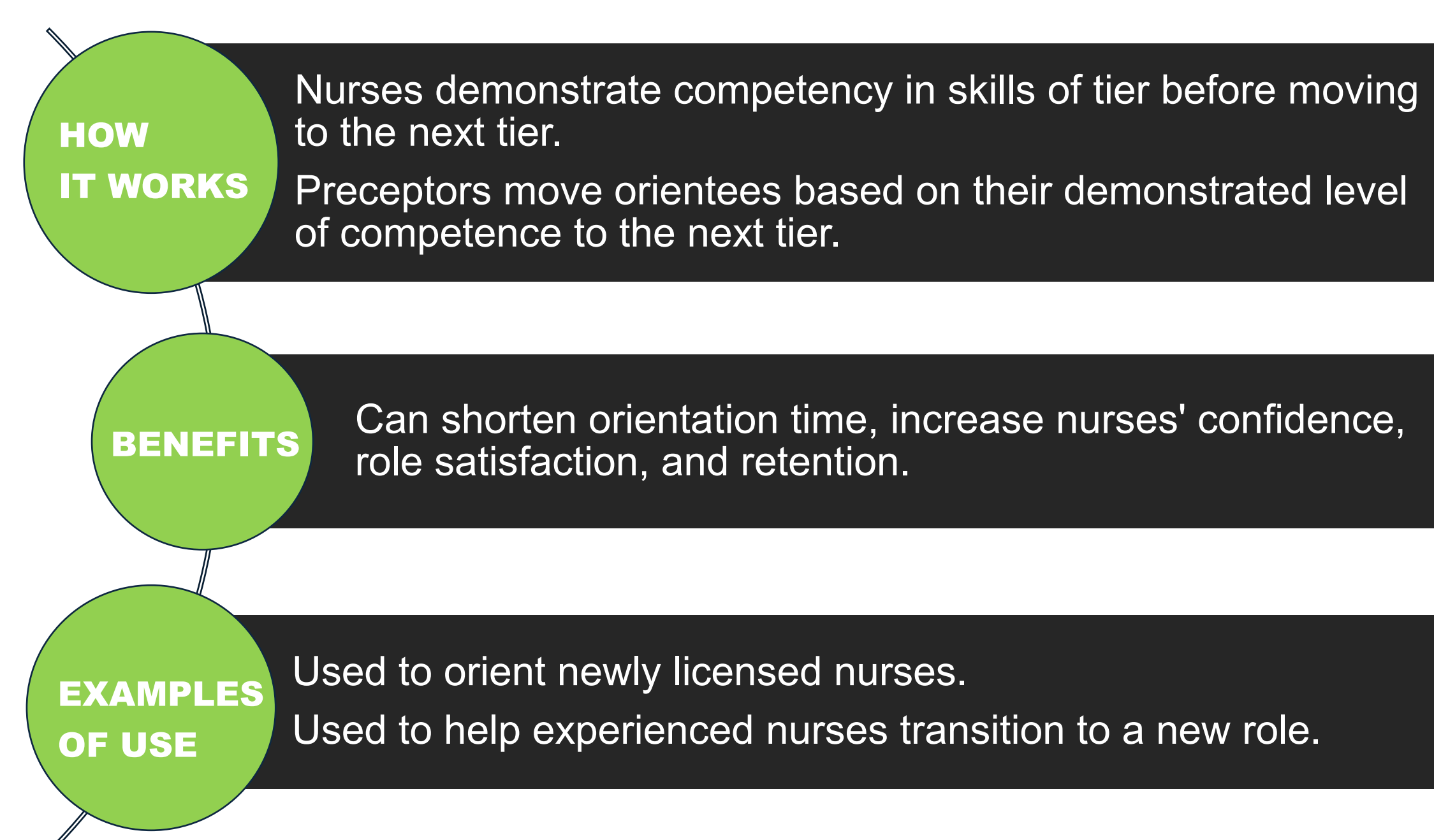
What is TSAM?

The Tiered Skills Acquisition Model (TSAM)

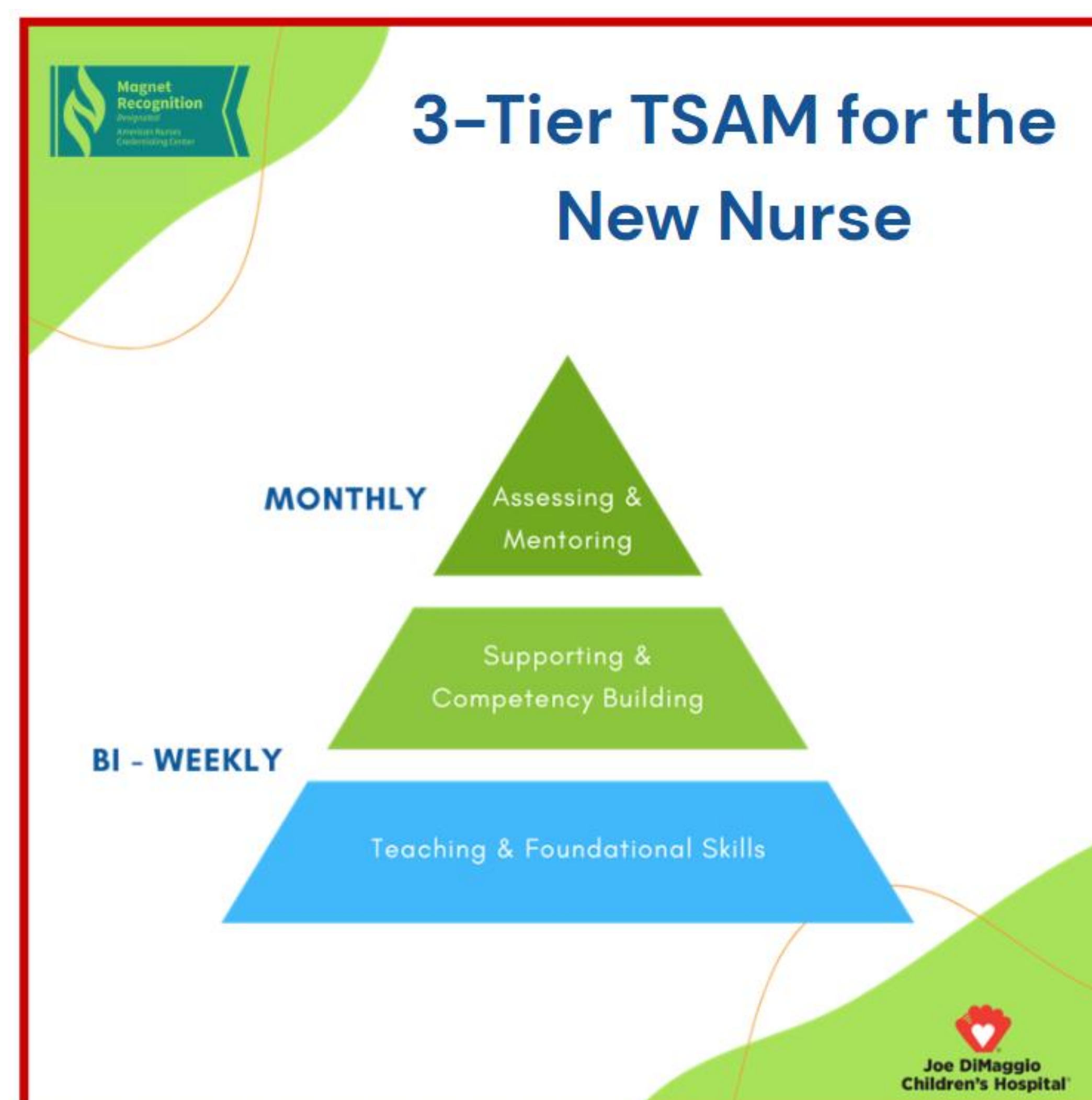
TSAM is a structured tiered approach to training and educating caregivers.

Originated from the Mayo Foundation for Medical Education & Research.

TSAM is a precepting method that can be utilized to orient new nurses to practice settings or to help experienced nurses transition to a new role.



Why TSAM at JDCH?



- TSAM will help standardize the orientation process, allowing opportunity for continued growth and improvements.
- Utilizing a standard process such as TSAM may encourage caregivers to feel seen and empower them to critically think more proficiently.
- In essence, this approach formalizes existing practices by providing a structured framework that can be objectively monitored.
- Joe DiMaggio Children's Hospital is focused on improving the efficiency of orientation timelines and strengthening nurses' confidence, ultimately enhancing role satisfaction and retention rates.

TSAM gives everyone a roadmap, no more guessing, no more starting over with each new preceptor.
It's like GPS for orientation: You are here... and here's where you're going next.

Results/Outcome

- Creation of a successful orientation framework using the Tiered Skills Acquisition Model.
- Orientation time was viewed as more valuable due to enhanced transparency and structure in Outpatient Services.
- Preceptors and nurse residents reported increased confidence, satisfaction, and clarity in role expectation.



Next Steps:

- Expand this model from unit-based to hospital based by implementing the approach across all departments at Joe DiMaggio Children's Hospital.
- Collect retention rate data post implementation of this standardized model for orientation.
- Opportunity for growth by utilizing the TSAM model across various disciplines in healthcare other than nursing.

Inside the Approach

Feel free to scan any QR code below to explore the tiered objectives developed specifically for the outpatient setting at Joe DiMaggio Children's Hospital.



References



Contact



Questions? Reach Out!
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