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## Nursing Department- Heart Hospital

### Nursing Staff Recruitment and Retention

**PROBLEM:** Recruiting qualified professional Registered Nurses, to a specialized Facility (Heart Hospital) and staff retention, is one of the major challenges in the current nursing shortage environment, Head Nurses were not involved in the recruitment which causes lack of objective assessment of the newly hired nurses.

**AIM:** To recruit qualified Registered Nurses with the minimal costs, minimal time consuming, and retaining staff, through involving the right people in the recruitment process, conducting an objective assessment, providing the best orientation programs, and improving Staff satisfaction.

#### INTERVENTIONS:

- Nursing Department starts to collaborate with Human Resource to identify the available resources.
- Recruitment committee was established in the Heart Hospital including the Head Nurses.
- In February of 2011, the AED started to educate the head nurses how to conduct interviews using questionnaires for head nurses, charge nurses and nursing staff.
- A clinical questionnaire was devised from the input of nurses.
- Local interviews started by the head nurses supervised by the AEDON
- Permission was obtained from recruitment and human resources to start interviewing candidates via Skype
- Skype interviews started by the AEDON, and the Head Nurses.
- In May, 2011 the DON for Support Services took over as coordinator for the project and had Skype set up on her computer.
- The coordinating DON screened the C.V.s from HR to ensure potential candidates met the HMC policy criteria.
- C.V.s that met the criteria were matched to positions available and sent to the specific head nurses for reviewing.
- C.V.s selected for interviews by head nurses were sent to HR for registration.
- Interviews were organized and conducted via Skype by HH nursing.
- A rejection or acceptance letter was sent by HH nursing to the candidate immediately to inform them of the results from the interview.
- DON of Support Services organized the paperwork and sent to HR for offer follow the process of recruitment step by step to fasten the arrival.
- A structured orientation program was developed for the new nurse.

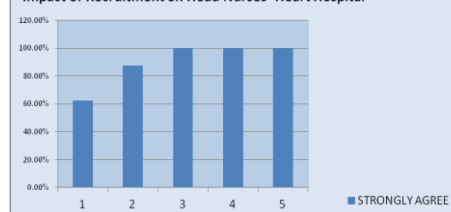
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Impact of Recruitment on Head Nurses -Heart Hospital



#### Survey Criteria

1. Have enough knowledge about the candidates
2. Candidates met the standards
3. I preferred to be involved in the interview
4. Assessment process was objective
5. Orientation program is efficient

#### RESULTS:

A successful recruitment achieved evidenced by:

- High caliber of nurses.
- Objective assessment of new hires.
- Recruitment time went from average of 9 months to over 1 year down to 3-4 months from interview to arrival.
- Development of management team.
- Increased satisfaction of the management team members.
- Decreased cost to recruitment since all staff were done by Skype instead of recruitment trips.
- Since the beginning 287 nurses were recruited.
- Zero turnover rate.
- Manager and nurses' satisfaction rate increases evidence by the outcome of a structure survey conducted in end of 2012 within the HH.

#### Conclusion:

Recruiting the right staff by the right managers, in the right process, saves time, money, and provide the hospital with a quality nursing services.

#### Next Step:

The process of recruitment will continue to meet the requirement of the Heart Hospital.