Launching an Effective Preceptor Program to Achieve Clinical Excellence

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Disclosure
The speaker declares no conflicts of interest or financial interest in any service or product mentioned in this program.

Clinical trials and off-label/investigational uses will not be discussed during this presentation.

What statement best describes your current preceptor program?
You are perfect the way you are
A little nip and tuck can do wonders
Bring in the big guns you need an overhaul
What is a preceptor?
Program Goals

- Describe the purpose and benefits of an effective preceptor program
- Define qualities/role of an effective preceptor
- Understand important elements of preceptor program
- Complete an exercise focused on development of key elements of an effective preceptor program

PURPOSE AND BENEFITS OF AN EFFECTIVE PRECEPTOR PROGRAM

Program goals
Organizational benefits
Making a case for a preceptor program
Organizational Benefits

Standardized Quality Care
Adherence to organizational P&P
Reduce orientation time
Reduce turnover
Employee satisfaction
Preceptor satisfaction

Why Do We Care About Employee Turn Over?

Administrative costs
Recruiting activity costs
Training costs
Errors due to inexperience
Organizational Morale
Loss of productivity
Increased overtime

Pop Quiz

What is the real cost of turn-over?

Average total cost of employee turn-over is 16-25% of employees base salary.

If your turn-over rate is 15% for a 75K/year employee, What is your total organizational cost?
Making a Case for Preceptor Program

- Turn over rate (overall, 3-6 months, year)
- Orientation time
- Preceptor dissatisfaction
- Orientee Satisfaction/Evaluations
- Lack of Standardization
- Poor Documentation
- Consistent leadership intervention needs

DEFINE THE ROLES AND QUALITIES OF AN EFFECTIVE PRECEPTOR

Preceptor roles
Preceptor responsibilities
Preceptors qualities
Recruiting/Interviewing

Who is the best preceptor?

- Speedy Susan who can bill more claims in a minute than you have hairs on your head!
- Meticulous Mary who does everything perfectly!
- Patty preceptor who can tailor her teaching styles to best suit the learner and situation.
“Preceptors promote the successful integration of new employees into the work setting” Canaday & Hammer 2008

Preceptor Roles
Orientation of New Employees
Annual Competencies
Ongoing Education
   New/Changed Procedures/Policies
Collaboration with Local Universities
   Nursing, Pharmacy, Business
Cross Training

Preceptor Responsibilities

- Knowledge expert
- Coach
- Role Model
- Learning Facilitator
- Supervisor
- Evaluator
- Social Integrator
- Knowledge expert
Desired Preceptor Qualities

- Non-judgmental
- Adaptability
- Leadership skills
- Patience
- Ability to give feedback
- Clear communicator

Recruiting

List desired qualities
List organizational role responsibilities
Define experience
Define organizational support for the program

Interview questions

Focus
Desired qualities
Job expectations
Situation-based
What best describes an employee’s first day on the job?

We are so glad to have you! Let me introduce you to your preceptor who will guide your transition into our organization.

Here is the 200 page manual written 20 years ago, watch these 15 videos from 1990 by the end of the week, Sally/Jill/Melissa/Mark will be teaching you the ropes, grab a cup of dark roast—you will need it by 2 pm!
Our preceptor training is....

Extensive, not everyone can be a preceptor

Focused on meticulously following our P&P

As absent as my spouse when the laundry needs folding
**Adult Learning Theory**

Self-Directed  
Ability to apply to experience to new knowledge  
Problem centered  
Personally relevant learning goals  
Defined preferred learning styles  
Active involvement in learning process  
Shaped by past experiences

**Learning Styles**

- Visual
- Auditory
- Kinesthetic

**Teaching Styles**

Learner-Centered  
Teacher-Centered
Teacher-Centered

Preceptor Role
Content Expert
Give Knowledge
Test Content

Learner-Centered

Preceptor Role
Create Learning Environment
Align Activities to Desired Learning Outcomes
Measure Concept Understanding
Facilitate in-depth understanding of content

Combining Approaches

Teacher-Centered
Policies
Standard Operating Procedures
Technical skills

Learner-Centered
Critical Thinking Skills
Independent Decision Making Skills
Deepen Understanding of Content
Examples

Teacher-Centered       Learner Centered
Power point             Research Best Practice
Videos                  Case Studies
Handouts                Teach-back

Kolb’s Model of Experiential Learning
Problem Based Learning
Adding Action into Learning

TEACHING STRATEGIES

Kolb’s Model of Experiential Learning

Concrete Experience
Active Experimentation
Reflective Observation
Abstract Conceptualism
Problem Based Learning

- Define Problem - Gather Information
- Identify Possible Solutions
- Identify Barriers to Solution
- Create solution
- Evaluate effectiveness of the solution

Adding Action into Learning

- Scavenger hunt
- Learner case study presentation
- Debates
- Role play
- Games
- Skills lab
- Critiques
- Concept mapping
- Reflective journaling

Bloom's Taxonomy
 Giving Feedback

EVALUATING KNOWLEDGE
Evaluating Knowledge
Bloom's Taxonomy

Cognitive Domain

Creating
Evaluating
Analyzing
Applying
Understanding
Remembering

Evaluating Knowledge
Bloom's Taxonomy

Psychomotor Domain

Naturalization
Articulation
Precision
Manipulation
Imitation

Evaluating Knowledge
Bloom's Taxonomy

Affective Domain

Internalizing Values
Conceptualizing and Organizing
Valuing
Responding
Receiving
Giving Feedback

Timely
Clear
Thorough
Consistent
Equitable
Appropriate for the situation
Professional

Employee references
Competency list
Varied learning methods

TRAINING MATERIALS

Training Materials
Reference Manual
• Current
• Easy to navigate
• Written for someone who does not know your company!

Competency List
• Pre-knowledge assessment
• What is being evaluated
• How is it being evaluated

Varied Learning Methods
• Active vs. passive learning
• Relatable
• Focused on higher learning objectives
Calendar of Events
Scheduled check-in time
Completion dates

**TIMELINE**

**3/12/2015**

If your time line looks like this you can expect....

- Complete Orientation Modules
- Practice skills controlled setting
- Perform skills in environment
- 90 Day Evaluation

Orientations to not be completed in specified time frame
Inability to determine if new employee is an organizational fit
Inability to intervene in a timely manner to recalibrate orientation
Delay in independent skills development

**3/12/2015**

What do you think can be achieved with this timeline?

- **Phase One**
  - 1-2 weeks
  - Complete online training
  - Observe 2 days in field
  - Job shadow prerequisite
  - Preceptor check-in; weekly journal

- **Phase Two**
  - 3-4 weeks
  - Independent 2 visits 2 days/week
  - Job shadow Pharmacy and Delivery
  - Complete advanced therapy activities
  - Preceptor/Mgr check-in; weekly journal

- **Phase Three**
  - 6-8 weeks
  - Independent visits 2 days/week
  - Patient teaching with liaison 1 day/week
  - Advanced therapy 2 days/week
  - Preceptor check-in; weekly journal

**3/12/2015**
How can you evaluate your program?

- Employee Satisfaction
- Time to full productivity
- Overall Program
- Time to partial productivity
- Materials

Share Passion and Knowledge

On the white index card....

Share with the group one thing you are going to go back and focus on changing
Group Activity: Pulling it all together

- Yellow – Making a Case for a Preceptor Program
- Pink – Job Description
- Blue – Recruiting/Interview Questions
- Green – Elements of Preceptor Training
- Purple – Preceptor Competencies
- Orange – Measures of Success

Please Give Two Examples
INTERVIEW QUESTIONS

ELEMENTS OF PRECEPTOR TRAINING PROGRAM

PRECEPTOR COMPETENCIES
MEASURES OF SUCCESS

According to Bloom’s Taxonomy, what level of cognitive knowledge was this activity focused on achieving?

Remembering
Understanding
Applying
Synthesizing

Summary of Lessons Learned

• The purpose and benefits of an effective preceptor program
• Qualities/role of an effective preceptor
• Important elements of preceptor program
• Complete an exercise focused on development of key elements of an effective preceptor program
References


References Continued


References Continued


