

Staff nurse retention in a growing advanced burn and wound clinic through implementing a hiring best practice: Peer interview as a successful change process managerial approach



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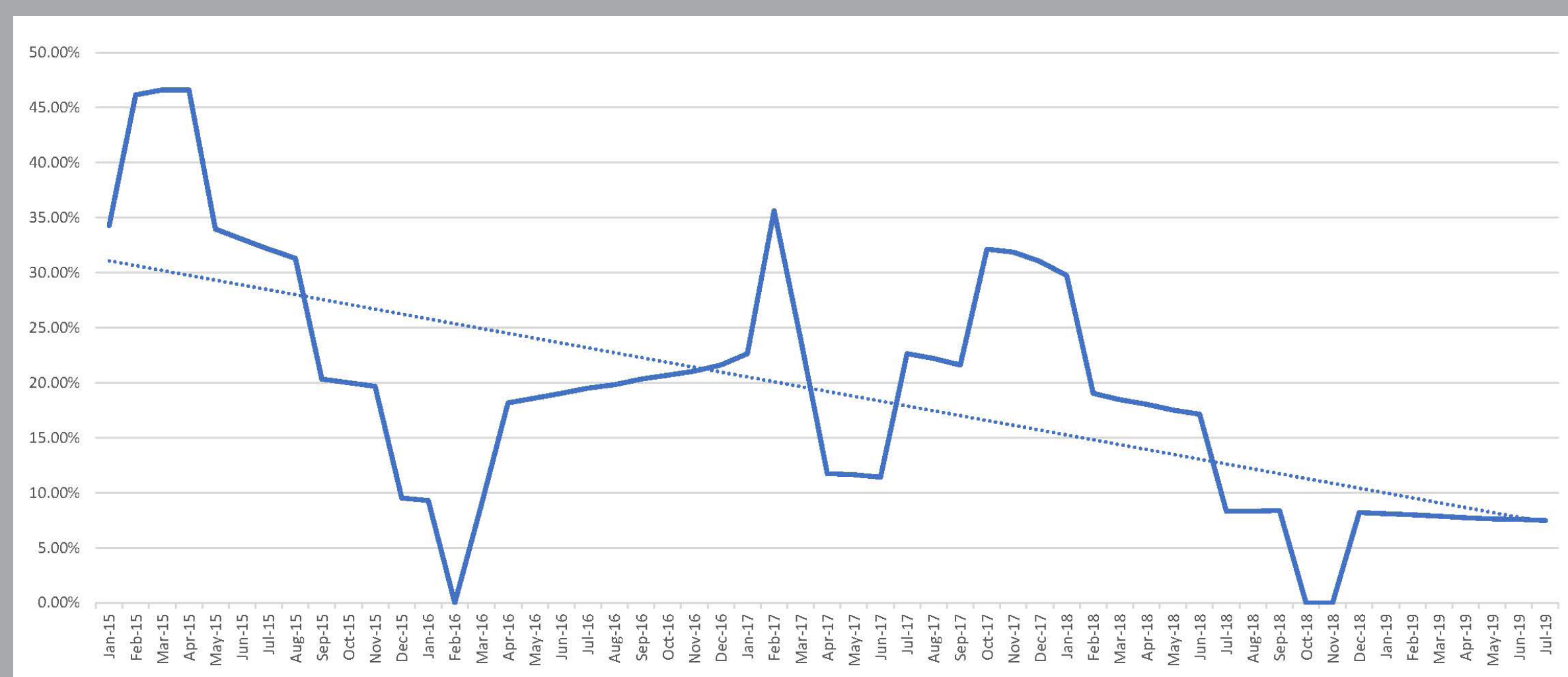
BURN
AND
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DOCTORS
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Joseph M. Still Burn Center

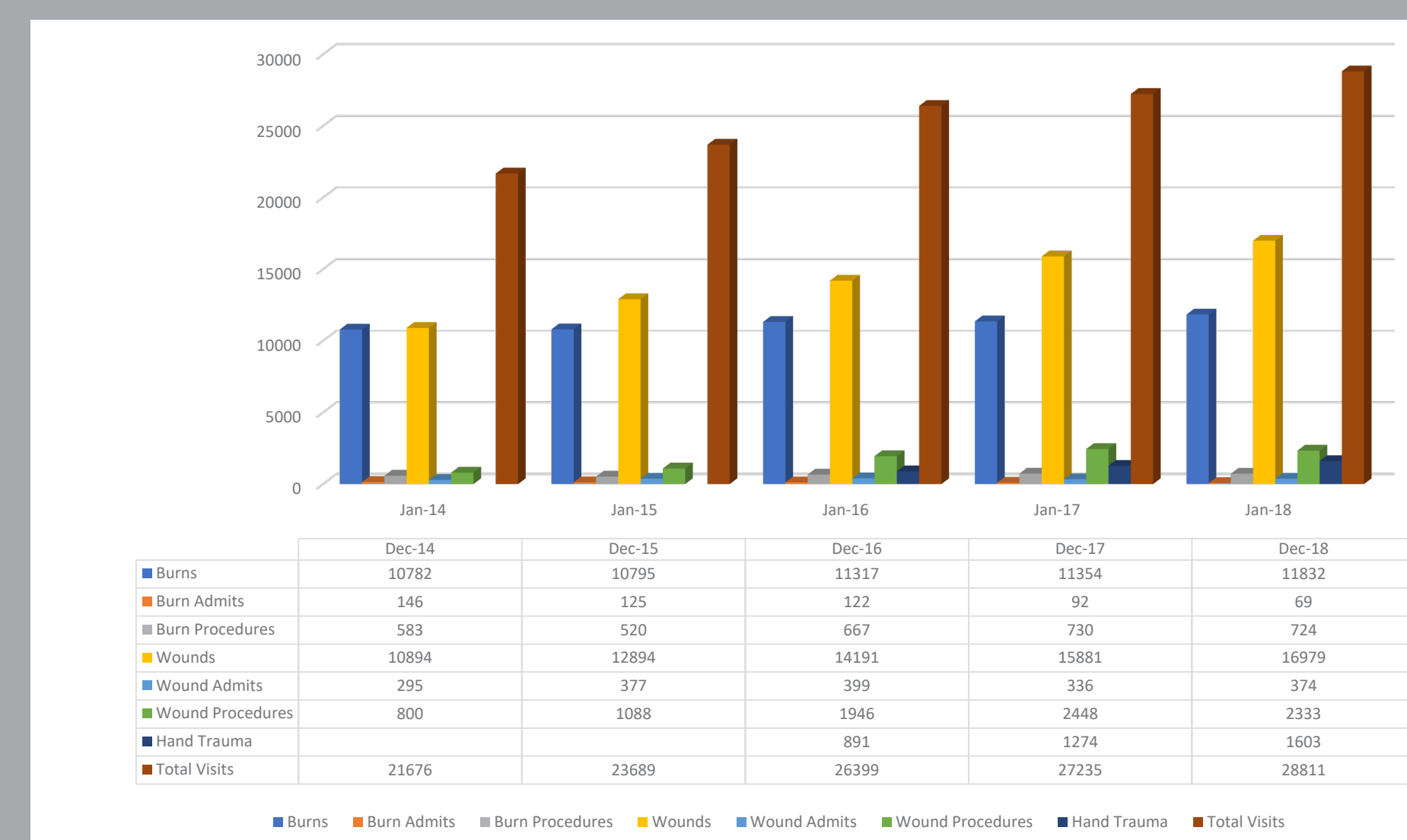
Peer interviewing is an instrumental part of recruiting and retaining staff



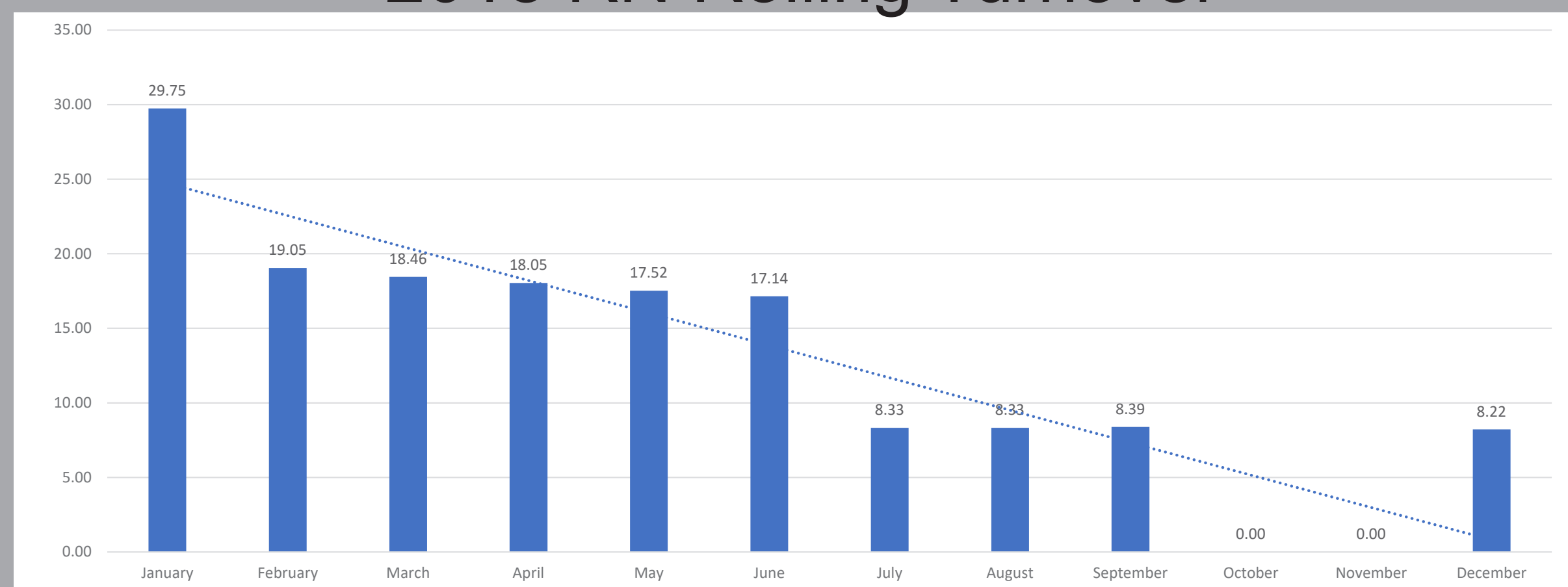
12 Month RN Rolling Turnover 2015-2019



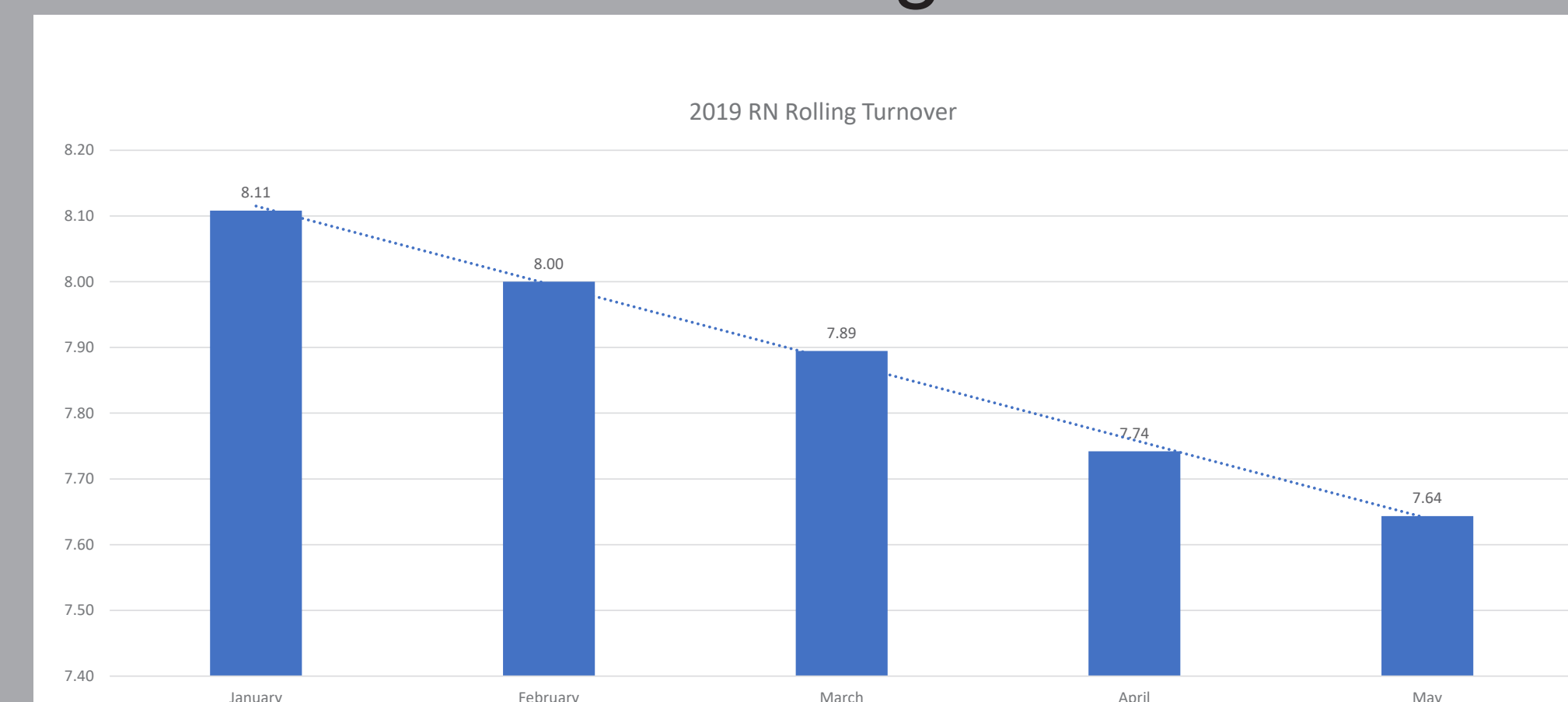
Wound Clinic Growth



2018 RN Rolling Turnover



2019 RN Rolling Turnover



SIGNIFICANCE STATEMENT

- Hiring the “right” candidate contributes to a lower cost of onboarding, decrease in turnover, and leads to higher employee morale. Peer interviewing has been identified as a hiring best practice. Peer interviewers protect the culture of a unit by selecting only high-performing applicants.

DATA SOURCE Population and Results

Population

- Analysis of five years of burn center nurse retention rates.
- Peer interviewing for the burn unit was implemented in 2016. It has since become standard practice for the entire facility.

Results – Retention

- In 2015, we began with a three-month high of 46% RN rolling turnover.
- Our current annual rolling RN turnover rate is 7.5%.
- This rate is well below the facility goal of 16% or less.

LESSONS LEARNED

- Peer interviews allow the current staff to develop a feeling of ownership toward their unit and protect their culture.
- Utilizing a peer-interview process for hiring has helped our advanced burn and wound clinic hire and retain high-performing nursing staff.
- When staff are an active part of the hiring process, it creates a commitment to choosing candidates that result in a competent and cultural fit.

PEER INTERVIEW PROCESS

- Peer Interview Panel is comprised of only high performing employees.
- Peer Interview Panel consists of 3 employees per interview.
- Interviewers attend a peer interviewing course offered by the facility.
- A standardized question tool is utilized for all interviews.
- Each interviewer scores the applicant individually.
- Final decision to extend an offer to the candidate must be unanimous.
- No candidate is offered a position unless a peer interview is performed.

There are no disclosures to make from any authors.

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