Objective of the Program

The objective of the New Nurse Manager Onboarding (NNMO) program for OhioHealth is two-fold. First, the program provides preparation for the role of the administrative nurse manager as they transition from a clinical practice focus to business responsibilities associated with running a hospital service unit or floor. Secondly, the program is designed to equip the administrative nurse manager in their confidence, competencies and leadership skills in order to reduce the turn-over rate associated with the position.

Implementation Methods

The NNMO program was researched and developed resulting in the 9-course content consisting of the following Healthcare Administration areas:

- Healthcare Finance and Business Planning
- Operations and Management
- Strategic Planning and Goal Setting
- Performance Management
- Communications, Trust and Customer Service
- Developing Leaders
- Mentoring
- Presentations, Running Meetings and Professionalism
- Project Planning and Process Improvement

Once the content was developed, the venue and dates were reserved and the marketing/communication strategy was designed. The CNOs and directors of the OhioHealth 8-hospital system were invited to submit participant names, and they were provided with a promotional schedule. The NNMO program is offered each quarter. A pilot cohort comprised of nurse managers in their role between seven months and one month provided feedback on the value-added outcome for each class content. Outcome surveys were conducted at the conclusion of each class. Results from both the feedback and surveys contributed to minor modifications to the content.

New Nurse Manager Turn-over Rate

![Graph showing New Nurse Manager Turn-over Rate from 1997-2011 with 30% in 1997-2011 and 20% in 2012.]

$1.20m in Human Resource cost savings!

Hospital Participants

- Riverside Methodist: 42%
- Grant Medical Center: 16%
- Doctors: 16%
- Dublin Methodist: 16%
- Grady Memorial: 7%
- Marion General: 5%
- Other: 5%