ONBOARDING FOR RETENTION

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WHY DO PEOPLE PURSUE NP ROLES?

1. Autonomy
2. Desire to incorporate counseling and teaching into healthcare delivery
3. Autonomy in practice and ability to partner with patients
4. Opportunity to intervene early, circumventing health crises
5. See the impact of their work on people’s (patient) lives
**Nurse Practitioners**

- Seventy-eight percent of NPs in the U.S. – 204,000 out of 262,000 – practice primary care, compared to 33 percent of physicians.\(^{15}\)
- Each year approximately 16,000 NPs graduate from primary care programs,\(^{16}\) more than three times the 5,000 graduating physicians entering primary care residencies.
- By 2025, the number of NPs practicing primary care will increase 47 percent from 204,000 to 299,000.\(^{17}\)
- NPs are more likely than primary care physicians to practice in underserved communities, including rural areas, and to accept new patients.\(^{18}\)
- The quality of primary care delivered by NPs is comparable to that delivered by physicians.\(^{19}\)

NPs diagnose and treat health conditions with an emphasis on disease prevention and health management. All NPs must complete a master’s or doctoral degree, advanced clinical training beyond their professional registered nurse preparation, and national certification; undergo clinical outcome evaluations and periodic peer review; and adhere to a code for ethical practices.\(^{20}\)

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**Physician Assistants**

- Twenty-eight percent of PAs in the U.S. – 33,000 out of 116,000 – practice primary care.\(^{21}\)
- By 2025, the number of PAs practicing primary care will increase 39 percent from 33,000 to 46,000.\(^{22}\)
- The quality of primary care delivered by PAs in health centers, along with their referral patterns and their patients’ service use, is largely comparable to that delivered by physicians and NPs.\(^{23}\)
ADDING A NURSE PRACTITIONER

• Additional billing provider
• Focused on primary care, especially in preventive care and partnering to support chronic disease management

BUT…
• Turnover rate is 12%
• Strongly correlated with job satisfaction (Misner Nurse Practitioner Job Satisfaction Scale)
HOW TO KEEP YOUR [NEW GRAD] NP

Coach
Mentor
Productivity
Lead
COACH

- Day to day ‘supervision’
- Available all of the time
  - For all of the ”stupid” questions
- Knows local workflow
- Offers EMR/documentation hacks
- Role models continuous learning
MENTOR

• Does not work closely with new graduate, on a daily basis
• Has intentional time with new graduate to discuss career goals and career history
• Connects NP with people they should know
• Recommends development opportunities
• Creates safe space for discussion job satisfaction and concerns
PRODUCTIVITY

• Graduated appointment utilization or panel size
• Set expectations with administrator and coach on volume or other key performance measures
• Tentatively draft a timeline of when patient volume will increase with scheduled check-ins prior to major changes
• Make decisions to increase expectations based on both
  – Qualitative (from NP and coach)
  – Quantitative (note completion, performance measures)
LEADERSHIP OPPORTUNITIES

• Being New (and new to a job) gets old fast

• Consider the mission of the organization and look for opportunities for the NP to shine

• Community events or taskforce
6 factors contribute to NP Job Satisfaction (Misener, 2001)

- Intra-practice partnership/collegiality
- Challenge/autonomy
- Professional, social, and community interaction
- Professional growth
- Time
- Benefits