Methods

- Nurses hired July 2011-July 2014 and the CRNs were surveyed to assess the impact of this new model
- 93% response rate from hired staff since 2011 (N=39)
- 90% response rate from CRN group (N=19)
- Staffing records were reviewed retrospectively to assess frequency of CRN staffing and whether a dedicated CRN vs. a non-CRN was utilized in the resource role

Results

**CRN Staffing**

<table>
<thead>
<tr>
<th>Resource Level</th>
<th>CRN</th>
<th>Non-CRN</th>
<th>No Resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 2013 - August 2014</td>
<td>63%</td>
<td>25%</td>
<td>12%</td>
</tr>
</tbody>
</table>

**To what extent does a CRN...?**

- Promote your feeling of safety: Great Extent, Somewhat, Neutral, Very Little, Not at All
- Improve bedside RN satisfaction: Great Extent, Somewhat, Neutral, Very Little, Not at All
- Advance your skills & knowledge: Great Extent, Somewhat, Neutral, Very Little, Not at All

**RN Report on Use of Clinical Resource Nurse**

- Increased engagement in patient care
- Increased bedside RN satisfaction
- More independent patient care
- Improved bedside RN satisfaction
- Decreased nurse-patient ratios
- Increased critical thinking
- Improved overall quality of care

Discussion

- The CRN staffing model provides 24/7 clinical support in our high acuity 26-bed unit, without the distraction of administrative duties, making the CRN role distinct from the charge nurse or unit-based educator role
- The CRN facilitates positive peer-to-peer interaction, role models safe practice, and provides formal mentorship with the goal of integrating and supporting new staff
- More than 50% of new staff surveyed indicated that the CRN role promotes a feeling of safety, improves bedside RN satisfaction, and advances clinical skills and knowledge to a great extent
- 100% of CRNs surveyed report that the role impacts their professional development & 63% of CRNs report that the role contributes to increased nursing retention
- 23 new formal mentoring relationships exist
- Though the role was successfully staffed for 63% of shifts May 2013 to August 2014, consistently staffing a CRN when the unit is busy and assignments are heavy remains challenging

Future Goals

- Additional analysis of CRN role impact on nurse retention and safe clinical practice
- Expansion of the formal mentoring program
- CRN driven quality improvement initiatives
- Expansion of the small group bedside education conferences

Conclusion

- This role leverages the talent we have available by efficiently disseminating expertise, strengthens novice nurse practice, and provides the CRNs a pathway to undertake the challenges of clinical leadership
- Challenges include:
  - Staffing availability
  - CRN practice variation

References


