

The evaluation of Compass: An enhanced support programme for newly qualified nurses



Dr Jo Lidster, Deputy Head of Nursing &
Midwifery, Sheffield Hallam University
Mary Dougan, Workforce Development
Practitioner, Rotherham NHS Foundation Trust

Context

- Recruitment and retention: the national/international shortage
- The organisation: Rotherham NHS Foundation Trust
- The existing Preceptorship programme – newly qualified nurses transition, support networks, advancing knowledge & skills

The Compass Programme

- Develop experience and understanding across all areas of the organisation (medical, surgical and community settings)
- Specific induction, 13 week rotations & touch base day in each allocation
- Opportunities to represent the hospital in wider initiatives, e.g. recruitment events, facilitated peer support
- Designated lead to co-ordinate the programme, negotiate the organisation's systems and provide constant support for individuals

Newly Qualified Nurses Self Assessment (10 = high)

Name _____ / Date _____

1. The COMPASS programme is this

- Strongly agree
 Agree

Selected questions from: National NHS Staff Survey 2017

Please complete the following short survey to help us evaluate the COMPASS programme.

The survey should take a maximum of 10 minutes to complete. Many thanks for your support.

2. For each of the statements below, how often do you feel this way about your job?	Never	Rarely	Sometimes	Often	Always
a. I look forward to going to work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I am enthusiastic about my job.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Time passes quickly when I am working.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

3. To what extent do you agree or disagree with the following statements about your job?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I always know what my work responsibilities are.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I am trusted to do my job.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. I am able to do my job to a standard I am personally pleased with.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

4. To what extent do you agree or disagree with the following statements about your work?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. There are frequent opportunities for me to show initiative in my role.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. I am able to make suggestions to improve the work of my team / department.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. I am involved in deciding on changes introduced that affect my work area / team / department.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. I am able to make improvements happen in my area of work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. I am able to meet all the conflicting demands on my time at work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. I have adequate materials, supplies and equipment to do my work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. There are enough staff at this organisation for me to do my job properly.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. The team I work in has a set of shared objectives.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i. The team I work in often meets to discuss the team's effectiveness.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j. Team members have to communicate closely with each other to achieve the team's objectives.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

5. How satisfied are you with each of the following aspects of your job?	Very dissatisfied	Dissatisfied	Neither satis. nor dissatisfied	Satisfied	Very satisfied
a. The recognition I get for good work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. The support I get from my immediate manager.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. The support I get from my work colleagues.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. The amount of responsibility I am given.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. The opportunities I have to use my skills.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. The extent to which my organisation values my work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. My level of pay.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. The opportunities for flexible working patterns.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

6. Do the following statements apply to you and your job?	Not applicable to me	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I am satisfied with the quality of care I give to patients / service users.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
b. I feel that my role makes a difference to patients / service users.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
c. I am able to deliver the care I aspire to.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

YOUR MANAGERS

7. To what extent do you agree or disagree with the following statements about your immediate manager?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My immediate manager (who may be referred to as your 'line manager')...					
a. ...encourages those who work for her/him to work as a team.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. ...can be counted on to help me with a difficult task at work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. ...gives me clear feedback on my work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. ...asks for my opinion before making decisions that affect my work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. ...is supportive in a personal crisis.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. ...takes a positive interest in my health and well-being.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. ...values my work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

8. To what extent do you agree or disagree with the following statements about senior managers where you work?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. I know who the senior managers are here.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Communication between senior management and staff is effective.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Senior managers here try to involve staff in important decisions.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. Senior managers act on staff feedback.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

YOUR ORGANISATION

21. To what extent do these statements reflect your view of your organisation as a whole?	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
a. Care of patients / service users is my organisation's top priority.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. My organisation acts on concerns raised by patients / service users.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. I would recommend my organisation as a place to work.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Co
1) t
2) t
3) t

-
-



➤ Job Satisfaction Survey (start/end of preceptorship, end of Compass)

➤ Focus group interviews (end of Compass)

torship,

What we found: 1. Compass Survey

- The majority agreed (and consistently) that they strongly agreed *Compass was the best option.*
- They universally (and consistently) agreed/strongly agreed that *Compass provides a range of experience, additional skills and additional support to help NQN development.*
- They universally (and consistently) agreed *support from Compass peers was important.*
- Although the cohort generally agreed that *people they worked with were aware of Compass*, a number of participants were unsure or disagreed with this statement.
- Although a number of the cohort was unsure to start with, the majority strongly agreed that they *would recommend Compass to other NQNs.*

What we found: 2. Spider diagram

- Compass nurses initially had a lower score at the end of their preceptorship programme than other colleagues (increased self awareness, less time in any one setting)
- By the end of Compass all scores were higher than those measured at the end of preceptorship (as expected as had an additional 6 months' experience).
- By the end of Compass, areas noted to be the most developed were **Leadership skills** followed by **clinical confidence** and **supporting others to learn**

What we found: 3. Staff satisfaction survey

Preceptorship

Average scores were changeable

I am encouraged to become a leader in my area of work ; I have the capability of becoming a leader in my area; I am involved in deciding on changes which effect my work

Colleagues don't demonstrate the values at work; the conversation [with manager] did not help me identify how I can achieve my full potential; Managers do not demonstrate the values at work

Compass

Average scores less changeable, with **fewer negatives**

Positive support from my immediate manager, learning and development activities have helped to improve my chances of career progression; the conversation with manager left me feeling valued

Not having a conversation with manager about fulfilling potential at work; senior manages not acting on staff feedback; communication between senior management and staff is ineffective

What we found: 4. Focus groups

1. Enhancing the recruitment offer
2. The value of rotation
3. Creating an adaptable workforce
4. Accelerated skills development
5. Supportive mechanisms
6. Putting the Patient first
7. Developing careers



Conclusions

- The findings were extremely positive, nurses were very satisfied and the aims of the programme exceeded expectations.
- The benefits to the organisation include: an enhanced recruitment opportunity; an adaptable workforce; staff with advanced skills; and working in a way which places the patient at the centre.
- The benefits to the nurses include: additional and fast tracked skills training; valuable rotation experience; increased job satisfaction; access to a network of support and better career development opportunities.
- The evaluation provided evidence of programme success
- Next steps- developing the Compass community (communications, opportunities); recruitment; rolling out to other 'new starters'; sharing findings; resourcing (!)

"...It [Compass} has given us the building blocks to start in nursing and to work within the Rotherham Trust... the majority of us have stayed in the Trust but not only that, we've progressed into higher roles and are taking up different sorts of opportunities'.

Thank you for listening!
Any questions?

