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Enhancing nurse satisfaction through preceptor training

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Healthcare organizations today are faced with significant operational challenges. The substantial transformation of healthcare delivery has resulted in organizations searching for innovative ways to ensure sustainability of their financial and human resources. Stakeholders at all levels are forming expectations of what the future will hold for the provision of quality healthcare services. If the financial implications associated with nurse retention are not convincing on their own merit, the impact of turnover on patient care is a compelling concern as well. Increased turnover has been identified as a factor associated with an increase in sentinel events. Literature reveals that by 2020, half a million nurses will retire resulting in a significant loss of nursing expertise. Retention of existing nursing staff is critical to the financial and operational sustainability of healthcare systems. A key factor impacting retention is nurse satisfaction which is directly impacted by the culture of the healthcare organization. The relationship between the new nurse and their preceptor can be a powerful factor in job satisfaction and retention. In the absence of a strong preceptor figure, nurses can have significant barriers adjusting to the culture of an organization. The presentation will provide an overview of the value formal preceptor training can have on nurse satisfaction and role confidence. Factors impacting retention, the link between nurse satisfaction and retention and the impact of nurse preceptor programs will be discussed.

Biography

Beth Marquez has completed her Doctor of Nursing Practice from Chamberlain College of Nursing in 2015 and her Master of Science in Nursing and Master of Business Administration with a concentration in Healthcare Management from University of Phoenix. Her Doctoral work focused on the impact of formal preceptor training on nurse satisfaction and role confidence among nurses serving as preceptors. She has more than 15 years of academic and leadership experience and over 30 years in healthcare including serving as Dean of Academic Operations for the Atlanta campus when it opened in 2012 and as Dean of Academic Affairs since 2013. In her role, she oversees curriculum implementation, delivery of student services, growth and development of regional clinical partnerships and management of day-to-day campus operations. She is a Member of Sigma Theta Tau International, the American Nurses Association and the Georgia Association of Deans and Directors.

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