



ARKANSAS CHILDREN'S HOSPITAL WORKFORCE | CASE STUDY

Location: Pediatric hospital located in Little Rock, Arkansas **Services:** 336 beds, three intensive care units, Level I Trauma Center
Community Served: Arkansas' children, from birth to 21

CHALLENGES

The best outcomes start with a highly qualified and competent nursing staff. Nurses spend more time with patients and their families than anyone else at the hospital, placing them at ground zero for quality and safety. For a pediatric hospital like Arkansas Children's Hospital, every care decision affects entire families. Proper and consistent nursing procedure and training can be the key to creating the best outcomes for everyone.

Consistently developing highly competent nurses and nurse leaders was a major challenge for Arkansas Children's Hospital. Suffering from low engagement and lack of empowerment, nurses were leaving for other opportunities at significant rates. As one of the largest pediatric hospitals in the United States with a Level I Trauma Center, Arkansas Children's Hospital was lacking a structured process. They were challenged with developing competencies unique to pediatric care for both new graduate and experienced nurses.

"Our nurses were highly motivated to do a good job. They just didn't know how because we, as an organization, did not have a consistent definition for what that was," said Lee Anne Eddy, MSN, RN, NEA-BC, Arkansas Children's Hospital Senior Vice President and Chief Nursing Officer. "Every patient admitted to our hospital is sick. Especially for new graduates working

CHALLENGES

- Lack of robust systemic process to increase competency
- Need to eliminate high turnover rate
- Need to reduce dependence on travel nurses
- No evidence-based system for tracking outcomes
- Desire to achieve Magnet recognition

SOLUTIONS

- Established new graduate residency program
- Implement experienced nurse transition to specialty fellowship program
- Used residency and fellowship to attract quality talent
- Focused on creating a higher level of professionalism
- Made Magnet an organizational goal

RESULTS

- Improved nursing staff retention and satisfaction
- Increased nurse quality
- Developed a pipeline of nurse leaders
- Improved care consistency
- Achieved Magnet designation