Who's Mentoring the Mentor?

A Demonstration Site Project for Nursing Human Resource Planning for Internationally Educated Nurses (IENs)

Nursing Leadership Network of Ontario

NLN.ON

March 26, 2009

Hamilton Health Sciences

Funded by the Ontario Ministry of Health and Long-term Care, Nursing Secretariat

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Presenters

Verla Fortier, RN, BA(Hons), MHSc, Health Administration, Senior Nursing Consultant Nursing Recruitment & Retention, Hamilton Health Sciences, Hamilton

Heather Hoxby, RN(EC), BScN, MHSc CHE, Director Nursing Practice & Education, St. Joseph's Healthcare Hamilton

Nancy Brown, Program Manager, Mohawk College: Bridging for Internationally Educated Nurses (BIEN), Hamilton

Gail Yardy, Executive Director, Centre for Internationally Educated Nurses (CARE), Hamilton/Toronto

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Nursing Workforce

- Between 2003 and 2007, IENs applying for registration in Ontario increased from 959 to 2,034 annually.

College of Nurses of Ontario
Annual Report, 2007

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Hamilton Region

- Hamilton is among the top five immigration centres in Canada

  K.B Neufeld J Eyles, S Birch, & K Wilson, 2008

- In 2006, 931 IENs were employed as RNs in Hamilton, Niagara, Haldimand & Brant

  J. Blythe & A. Bauman, 2008

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Project Goal

- Provide nursing leadership with the resources to enhance their capacity to recruit, hire, and retain IENs

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Project Objectives

The objectives:

a) To assess, revise and make available tools to assist managers to recruit and retain internationally educated nurses;

b) To provide appropriate educational interventions for managers;

and

c) To evaluate the success of the interventions in increasing managers' knowledge and skill in recruiting, managing, and retaining IENs.

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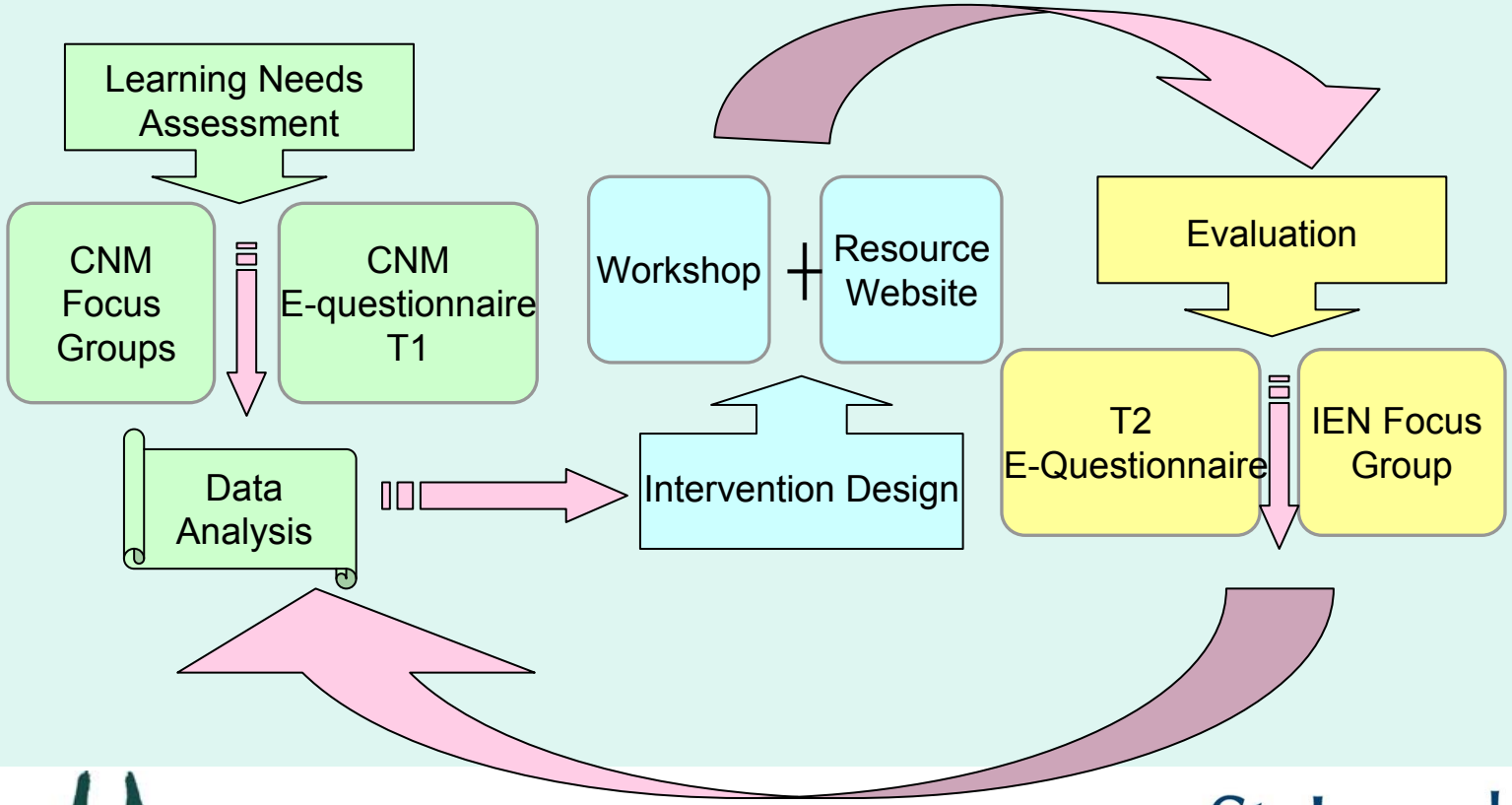
Approach



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Project Phases

Phase 1

- Focus Groups

Phase 2

- E-questionnaire

Phase 3

- Workshop

Phase 4

- Resource Launch and Evaluation

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Phase 1:
Clinical Manager Focus Groups

Who?

- 3% - Had international RN experience
- 3% - Did not hold nursing credentials
- 70% > 20 years RN experience
- Years of management experience:
  Average = 10 years (Range <1yr to 28yrs)

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Clinical Manager Focus Groups

Specific Information Needs:

IEN Educational Equivalency

Migration Processes, Work Visas Temporary Licenses

CNO Registration Process

Greater direction from organization re: pay scale

Educational specifications and upgrading

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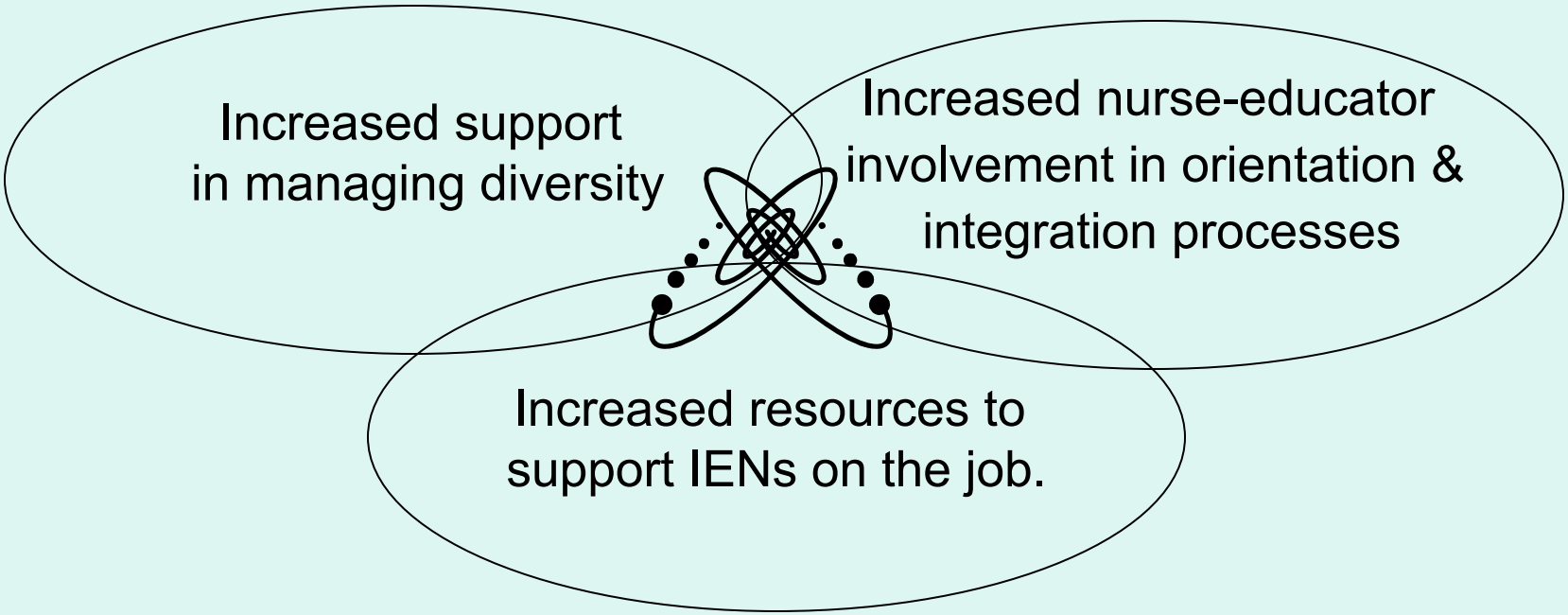
Clinical Manager Focus Groups

Other Issues:



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Phase 2: Questionnaire

- 79% did not have access to community resources that offer practical tools for providing leadership in a culturally diverse workplace

- 69% did not have useful frameworks (policies) for providing leadership in a culturally diverse workplace

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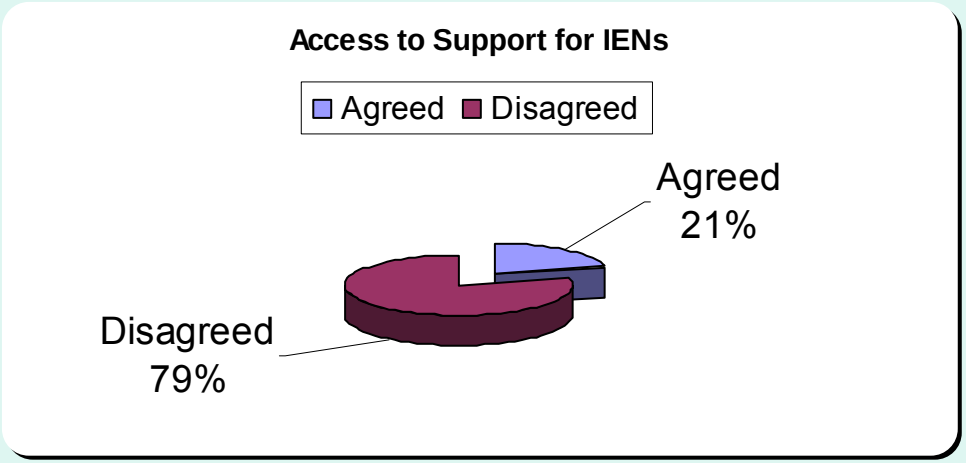
Phase 2: Questionnaire

"I am able to access resources to help nurses with diverse backgrounds integrate into the healthcare workplace."



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Approach

Learning Needs Assessment

CNM Focus Groups

CNM E-question-naire T1

Data Analysis

Intervention Design

Workshop + Resource Website

Evaluation

T2 E-Quest-ionnaire

IEN Focus Group

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Interventions

Results of learning needs assessment informed intervention design:

A. Workshop – Workplace Diversity: Building Capacity for Clinical Nurse Managers
B. SharePoint tools and resource website

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Phase 3: Workshop Learning Objectives

1. **Initial Contact to Registration**
2. **Selection Process**
3. **Workplace Integration: Experiences on the Ground**

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A. Workshop: Learning Objectives

QuickTime™ and a
H.264 decompressor
are needed to see this picture.

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Workshop: Description & Preliminary Outcomes

- ½ day Workshop
- 19 CNM Participants

Speakers:
- CNO, CNEs, CARE, SISO
- CNM & nurse educator

Overall workshop evaluation:
- ranged from "good" to "excellent"

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Phase 4:
Resource Launch and Evaluation

Appraise existing resources for their utility related to CNMs identified needs.

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SharePoint Web Site: Existing Resource Appraisal

Areas Identified:

- Nursing human resources, migration & regulation/registration
- IEN education/adaptation
- Hiring, orientation, & retention
- Cultural competence
- Challenges for IENs
- Legal Issues – corporate risk reduction, human rights
- Community resources

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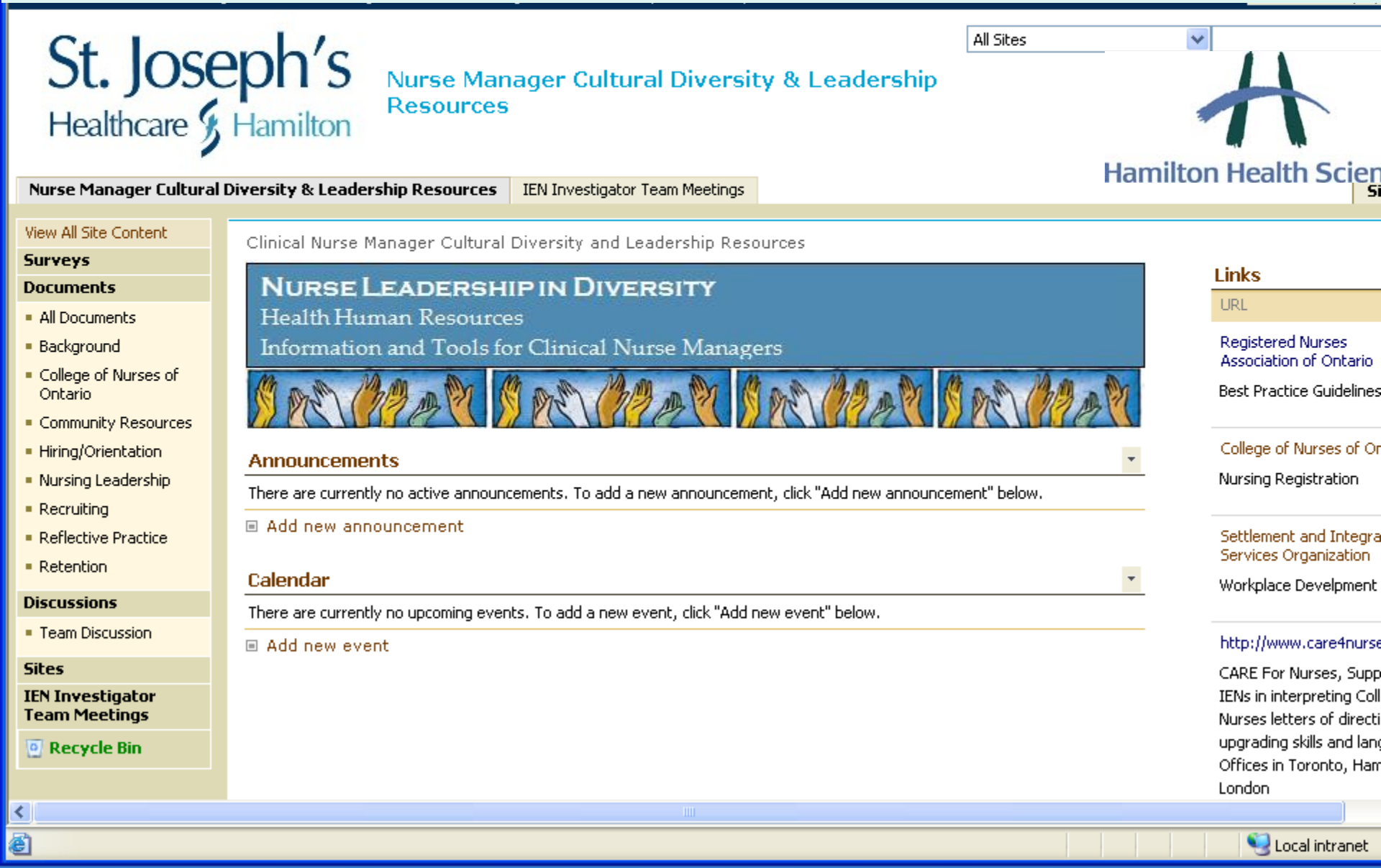
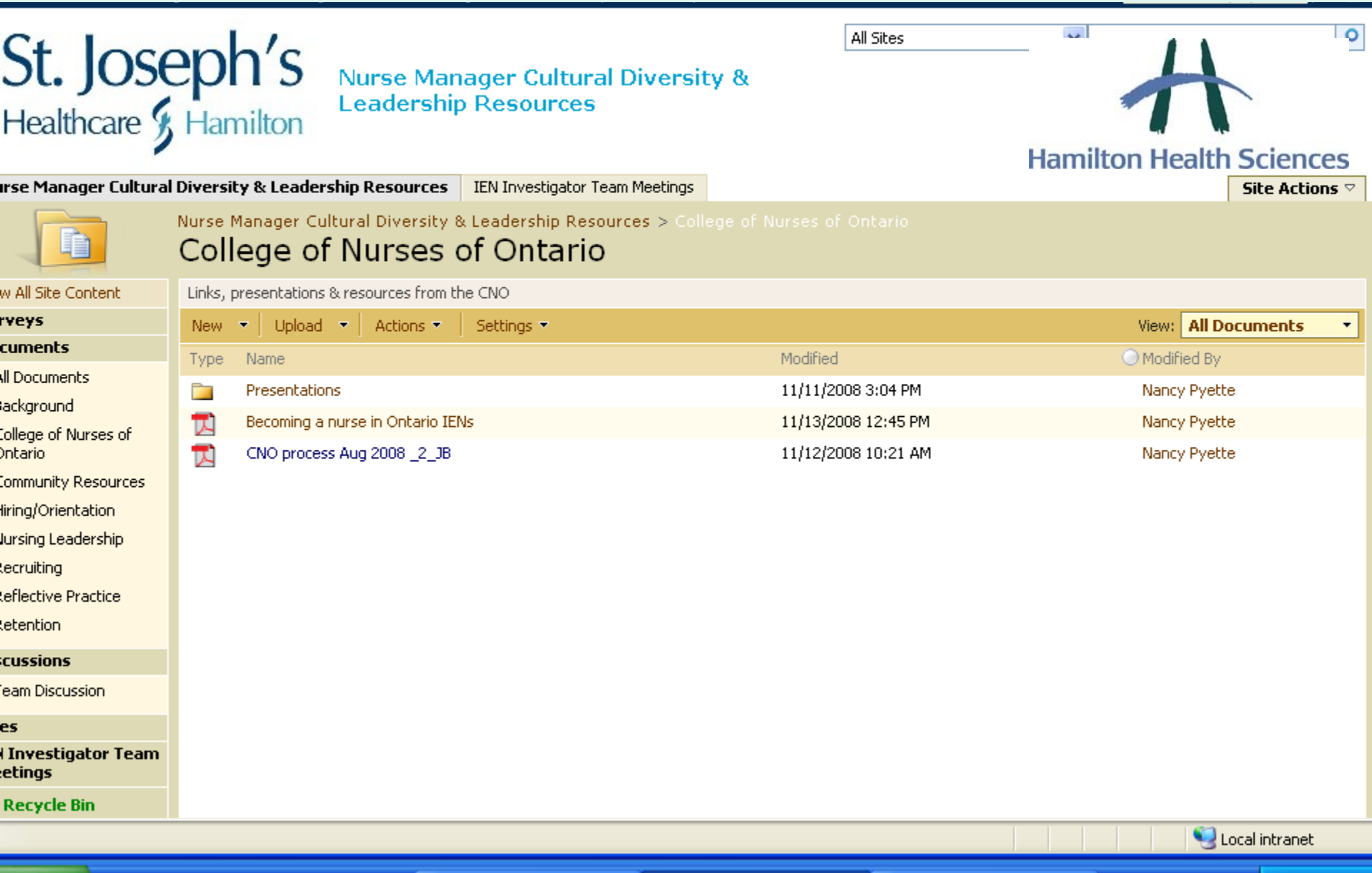
SharePoint Website



B. Inside SharePoint



Limitations

- Small sample size
- Limited project resources
- Teaching hospitals only

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http://www.thetoolkit.ca/EN/Home.aspx

En Francais

- Why a Toolkit?
- What's in it for You?
- Recruitment & Selection
- Overcoming Barriers
- Broadening Your Options
- The Diversity Advantage
- Legislation
- Tools
- Additional Resources
- Visit Skills Advantage

Why A Toolkit?

The world in which you do business is changing!

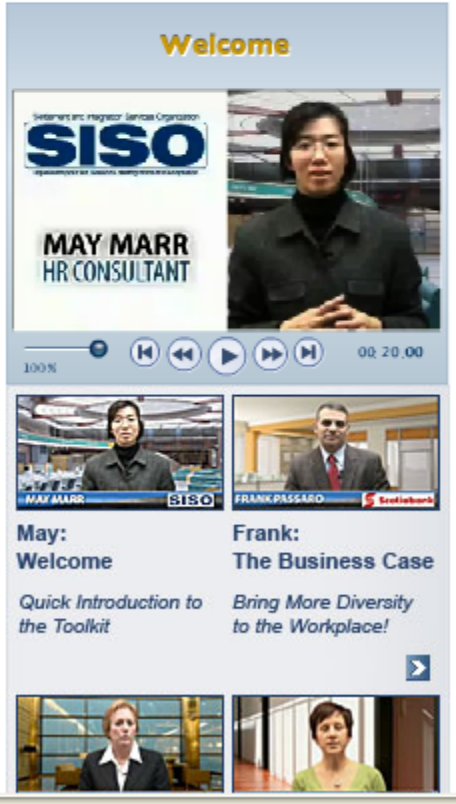
Understanding your new customers, community and suppliers and being familiar with their cultural norms can help you improve your services and products and expand into new markets.

When you hire the right people with the right skills you become a competitive business.

The Conference Board of Canada estimates that by 2013 immigration will account for 100% of the labour force growth.

Hiring Internationally Trained Professionals and Tradespeople (ITPT) makes Good Business Sense! ITPTs bring:

- World skills, experience and creativity
- Strong work ethics
- Determination to prove their skills and to succeed
- An understanding of your customer needs, expectations



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Internet

http://www.care4nurses.org

CARE

CENTRE FOR INTERNATIONALLY EDUCATED NURSES

Creating Access to Regulated Employment

- HOME
- UPCOMING EVENTS
- NEWS & ARTICLES
- JOIN THE CARE CENTRE
- ABOUT THE CARE CENTRE
- RESOURCES
- FREQUENTLY ASKED QUESTIONS
- CONTACT US

CAN CARE HELP YOU?

If you answer 'yes' to all of these questions, you can **join CARE**.

YES
I was educated as a nurse before I moved to Canada.

Giving Nurses a Helping Hand

Every year, many women and men immigrate to Ontario who are educated and experienced as nurses. Naturally, they hope to continue their nursing careers in Ontario as quickly as possible. The CARE Centre guides internationally educated nurses through the steps they need to take to succeed in Ontario.

Find out **what CARE offers**, **how to join** or **how to reach us**.

UPCOMING INFORMATION SESSIONS > more

Hamilton

Information Session in Hamilton - Wednesday, October 29 at 10:00 a.m.

100 James Street South, Suite 2
Corner of James and Hunter

Sessions start on time. Please be early. No guarantee of admission once session has started.

Details

NEWS > more

Workplace Communication for Internationally Educated Nurses

Classes start November 4th, 2008.

Several locations and course schedules to choose from.

Details

Internet

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Thursday March 5, 2009

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CONTINUING EDUCATION
HEALTH SCIENCES

Bridging for Internationally Educated Nurses (BIEN)

Opening Doors For Internationally Educated Nurses

If you are a dedicated, skilled nurse registered outside of Canada, Mohawk College is your bridge to Ontario nursing registration.

The Bridging for Internationally Educated Nurses (BIEN) program will provide you with the education and experience necessary to move towards registration with the College of Nurses of Ontario (CNO).

PROGRAM DESCRIPTION

Mohawk College acknowledges your skills and education as a nurse. The program is designed to integrate your skills with Ontario standards as required by the College of Nurses of Ontario.

This certificate program is available on a part-time basis.

BENEFITS

- Receive a recognized Ontario College Certificate
- Nursing-specific language courses
- Best practices as applied to nursing in Ontario
- Gain experience in a Canadian hospital setting
- Eligibility towards registration with the CNO
- Employment in Ontario

Catalogues
Registration Information
General Information
Room Listings
MoCoMotion
Bookstores
MCACES
Maps & Directions

HEALTH SCIENCES DIPLOMA PROGRAMS
Bridging Program for Medical Laboratory Technology
Pharmacy Technician
CERTIFICATE PROGRAMS
Advanced Cardiac Care
Bridging for Internationally Educated Nurses
Critical Care Nursing
Dementia Studies/ Working with Dementia Clients
Diabetes Education
Disability Management
Food Services
Gerontology Multidiscipline/ Working with the Aged
Maternal Newborn Nursing
Medical Device Reprocessing
Medical Laboratory

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Internet

Project Next Steps

- Evaluate and further develop SharePoint Websites
- Post Questionnaire – changes in confidence in hiring and retaining IENs?

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Project Challenges

- Engagement: CNMs manage broad spans of control, resource limitations and competing priorities
- IEN recruitment: requires broad approach
- Effectiveness of knowledge transfer

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Recommendations

- Enhance support related to managing diversity and IEN integration into the workplace
- Tap into vast community and academic resources related to education and remediation of IENs
- Expand knowledge base related to leadership and successful management of diversity

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Recommendations continued

- Future research and interventions to target educators and mentors re orientation and clinical integration.
- Organizations need to change to better reflect Canada's multicultural workforce.
- Devote resources to articulating and sharing best practices in recruitment and integration of IENs.

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1. Creating a Healthier Society RNAO's Challenge to Ontario's Political Parties: Building Medicare's next stage, focusing on prevention. May 2007
2. A. Bauman & J. Blythe, Internationally Educated Nurses in Ontario: Maximizing The Brain Gain, 2006, Nursing Health Services Research Unit.
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5. K.B Neufeld J Eyles, S Birch, & K Wilson, Building a Profile of Health-related Services: Hamilton's Immigrant and Refugee Communities, Feb 2008.
6. M. MacPhee, F. Bouthillette, Developing Leadership in Nurse Managers: The British Columbia Nursing leadership Institute, Nurse Leaders, 2008.
7. H. K. Spence Laschinger & C. Wong, The Canadian Nurse Leadership Study, June 2007.

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Thank you

- Contact Information:

  Verla Fortier, fortier@hhsc.ca

  905 521-2100 Ext. 77099

  Heather Hoxby, hhoxby@stjoes.ca

  905 522-1155 Ext. 33698

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