



# Internationally Educated Nurse (IEN) and English as a Second Language (ESL) Nurse Integration Project

presenters:

**Verla Fortier**, Senior Consultant Nursing Recruitment and Retention, HHS

**Dr. Ruth Lee**, Chief of Nursing Practice, HHS

**Zubeida Ramji**, Executive Director Centre for Internationally Educated Nurses

**Nancy Brown- Fellowes**, Program Manager, Bridging for Internationally Educated Nurses, Mohawk College

**Dr. Andrea Baumann**, Associate Vice President, Faculty of Health Sciences International & Co-Director of  
Nursing Health Services Research Unit, McMaster University

**Dr. Jennifer Blythe**, Senior Scientist, Nursing Health Services Research Unit, McMaster University



**Hamilton Health Sciences**



## Agenda for 45 min

- Brief project overview (10 min)
- Attend each of the five partner stations (20 minutes)
- Report back and Q&A (15 minutes)





# It Takes a Village

- **HHS 3 year project** - \$800,000
- **Sponsor/Funding Agency:** Government of Ontario MCI and Government of Canada through CIC
- **Project Executive Lead: Nancy Fram**  
VP Professional Affairs and Chief Nursing Executive
- **Project Lead/Principal Investigator: Verla Fortier**  
Senior Consultant Nursing Recruitment and Retention
- **Project Co-Principal Investigator: Dr. Ruth Lee**  
Chief of Nursing Practice, MUMC
- **Project Co-Principal Investigator: Dr. Andrea Bauman**  
Co-Director of the Nursing Health Services Research Unit
- **Project Co-Investigator: Dr. Jennifer Blythe** Senior Scientist,  
Nursing Health Services Research Unit, McMaster University





# Hamilton Health Sciences

Hamilton Health Sciences is a family of six hospitals and a cancer centre, serving more than 2.3 million residents of Hamilton and central south and central west Ontario.



*“Caring for patients from the widest possible talent pool that is reflective of our community is important to HHS. Recruiting and retaining recent immigrant nurses is an important strategy for strengthening the nursing workforce at HHS.”*

*– **Nancy Fram**, Vice President Professional Affairs & Chief Nursing Executive*





# Project Purpose and Goal

- This IEN/ESL Nurse Integration Project will assist Internationally Educated Nurses and English as a Second Language nurses integrate into Hamilton Health Sciences by enhancing their cultural, communication and clinical competencies.





# Needs Assessment

- 2009 IEN: Building Capacity for Clinical Managers Demo Project MOHLTC
- Indicated that managers required additional knowledge and resources to improve IEN recruitment and retention
- Include nurses, mentors, educators and managers in future interventions
- Formalize collaborative relationships among community/academic/ healthcare organizations for knowledge exchange and innovative interventions
- Cited in "Nursing Leadership", 23(Special Issue) 2010: 132-133





# Clinical Managers say I ENs need:

- On site nursing communication course: language and teaching “to ask questions”
- An understanding around mistakes in the Canadian clinical setting: immediate disclosure and non punitive process
- Clinical, emotional, social support
- Inclusive practices within organization





## Project Partners

- **CARE** (Centre for Internationally Educated Nurses)
- **BIEN** (Bridging for Internationally Educated Nurses)  
Mohawk College
- **HCCI** (Hamilton's Centre for Civic Inclusion)
- **NHSRU** (Nursing Health Services Research Unit)  
McMaster University



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## Project Partner Interventions

# CARE

(Centre for Internationally  
Educated Nurses)

Workplace Communication Course offers an opportunity to enhance the nursing communication skills of IENs





## Project Partner Interventions

# BIEN

## (Bridging for Internationally Educated Nurses) Mohawk College

- Assessment of the communication skills CELBAN (Canadian English Language Benchmark Assessment for Nurses)
- Learning Resource Centre/Simulation Laboratory: Enhancing clinical skills practice



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## Project Partner Interventions

# HCCI

## (Hamilton's Centre for Civic Inclusion)

- A training module workshop has been developed with input from HHS for Project IEN/ESL nurses, Clinical Integrators and Clinical Managers/Manager delegates based on cultural inclusion/diversity awareness.





Project Partner

# NHSRU

(McMaster University Nursing Health  
Services Research Unit)

- Begins evaluating the effectiveness of each project intervention and overall effectiveness of the project





# HHS/CNO Learning Plan For Participants

- The customized workplace integration learning plan is based on CNO Professional Nursing Standards, Learning Modules, Entry to practice competencies for RN and RPN correlated with HHS Policies and Procedures and the Project Interventions.





# The SharePoint Website

- A hub of resources on the HHS Intranet provides internal and external access for Project communication.





# HHS Networking Program

- “Nurses Nurturing Nurse” (N3) program developed by the Academy of Medical-Surgical Nurses (AMSN).
- Clinical Integrator guides the IEN/ESL nurse as she/he transitions into workplace.







# Target Numeric Outcomes

## Three Year Target:

**Participants: 60**

**Clinical Integrators: 30**

## Second Year Outcomes:

**Hires to date: 42**

**HHS Clinical Integrators recruited: 31**





## IEN/ESL Advisory Committee



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# How to

## 5 project partner stations for you to visit:

1. Learn about the individual organizations
2. Consider how each might relate to your organization
3. Consider how you might structure an IEN/ESL project in your village



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# Contact Information

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