

## **2024 Global BPSO Symposium**

### **Improving outcomes and advancing equity, diversity & inclusion**

#### **ABSTRACT Submission**

**Title:** Trillium Health Partners' Clinical Resource Team Improving Outcomes & Shaping the Future

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Trillium Health Partners' Clinical Resource Team (CRT) comprises healthcare professionals dedicated to advancing practice excellence. This team implements best practices organization-wide, serving as a pivotal resource for early-career healthcare professionals to develop foundational knowledge and skills.

In 2023, the CRT faced challenges including staff vacancies, inconsistent support for specialty areas, and a lack of standardized processes for workforce development. Following a comprehensive program evaluation, strategic recommendations were implemented to foster growth and development within the CRT. Focused efforts successfully stabilized staffing incorporating innovative recruitment strategies such as CRT-specific career fairs and a focus on hiring Internationally Educated Nurses (IEN). Establishing a robust talent pipeline, we created clinical pathways to support the transition of learners and clinical externs into nursing roles. Further we supported CRT staff interested in specialty areas through facilitating education and training in critical care, emergency and oncology.

To support career progression, a dedicated database was developed to map career paths for CRT nursing staff. Regular stay interviews became standard practice to ensure ongoing engagement and retention. Additionally, we fostered clinical practice excellence with targeted skills sessions and the Transition to Independent Practice Support (TIPS) program, alongside career development through charge nurse and preceptor training.

As a result of these strategies, we reduced our overall staff vacancy by 48%, along with 90% of IEN, clinical externs and learners successfully transitioned to regulated roles, and a 100% retention rate among first-year nursing hires. Furthermore, CRT's sick time rates are notably lower than both the organizational and provincial averages. CRT has met team needs, leveraging the CRT platform to build clinical knowledge and skills, thereby fostering a stronger team that advances practice excellence across the organization.