



OUR PATHWAY TO REHABILITATION EXCELLENCE AND NURSE RETENTION

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Purpose

To demonstrate that the RN retention rate is increased with:

- Nurses who become CRRN®'s.
- Nurses who are validated and rewarded through recognition and incentive programs.
- Nurses who feel that their competence and professionalism are enhanced through CRRN® certification.

Background and Data

Changes in Centers for Medicare and Medicaid Services (CMS) regulations require acute rehabilitation facilities to include on the treating team, "a registered nurse with specialized training and experience in rehabilitation services" (CMS, 2012, p.3).

HealthSouth recently implemented a companywide policy asking all RN's to sit for their CRRN® within two years of eligibility.

As a HealthSouth IRF, we employ 105 registered nurses in marketing, case management, PPS, management and at the bedside. Of those nurses:

- 33% of all nurses have passed the CRRN® exam.
- 46% of direct care RN's are CRRN®'s.
- 61% of direct care RN's have completed education and sat for the CRRN® exam at least once.
- 30% of direct care RN's do not yet qualify to sit for the exam.
- Five RN's will complete education in October and November.
- 100% of nursing management are CRRN®'s.

Program Elements

EDUCATION

- Two-day exam preparation course based on The Core Curriculum
- Study and review sessions
- Self study resources
- HealthStream/online courses

REIMBURSEMENT

- Education course provided at no charge
- Staff is paid education time to attend the course and study sessions
- The facility pays for the cost of the exam and the ARN membership fee
- Reimbursement of exam fee for up to two attempts.
- Reimbursement of certification renewal each five years

FINANCIAL INCENTIVE

- Bonus given once the RN passes the exam
- \$1,000 one-time bonus for full-time employees and \$500 for part-time employees
- \$2,000 one-time annual equivalent pay increase added to hourly pay

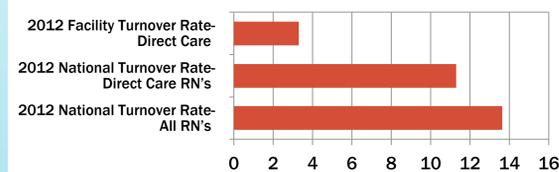
RECOGNITION

- CRRN® lanyard
- CRRN® designation pin from ARN
- Professional pictures are taken and hung on a CRRN® Wall of Honor on each unit
- Annual luncheon during Nurse's Week
- Recognition of nurses who passed the exam in our newsletter and the local newspaper
- Facility-wide recognition award celebration event twice a year
- Letter from hospital CEO and CNO

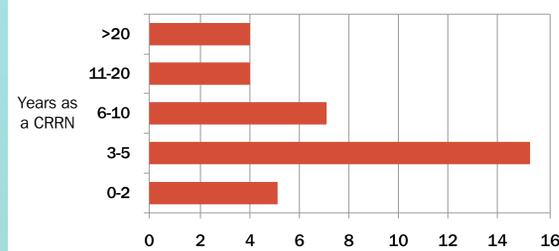
Results

Nursing turnover amongst CRRN®'s is very low: in 2012, two CRRN®'s retired, and so far in 2013, one CRRN® changed to per diem status. Length of service among our CRRN®'s ranges from 43 years to two years, with five of our CRRN®'s working here as rehab nurses for over 20 years. When asked, 80% of our nurses felt more professional and competent after passing the CRRN® exam.

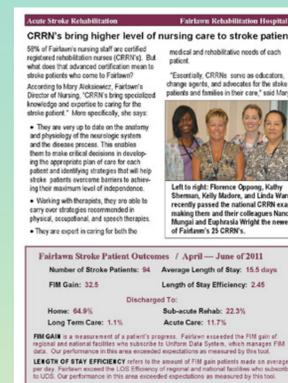
Comparison of Turnover Rate (NSI, 2012)



Review of How Long Our Nurses Have Been CRRN®'s



Newsletter and Plaque



Discussion

When we asked our CRRN®'s about their motivation to become a CRRN® their number one reason was to improve their ability to provide expert patient care. The majority of our CRRN®'s feel more competent and professional once they passed the exam and 80% of our CRRN®'s feel more invested in remaining here. The national figures for direct care RN turnover is 11.5%. Our turnover rate is 3.4%.

Conclusion

RN's, who obtain a specialty certification such as the CRRN®, have been found to have increased job satisfaction and retention (Craven, 2007). A company who promotes, facilitates and recognizes the nurses who show this commitment, will see the benefit in reduced turnover rates and increased patient satisfaction. As one of our nurses observed, her patient really enjoyed finding her nurses' picture on the "CRRN® Wall of Honor" (see below).



References

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