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Internationally-educated nurses and the clinical transition program: assessing the impact upon patient satisfaction

International migration has doubled worldwide since 1970, and nurses are increasingly a part of this trend. In 2008, approximately 5.6% of RN positions were filled by nurses educated in other countries (HRSA, 2010). One of the critical issues is the transition of these migrated nurses to the new health care system and acculturation in a new society. Continuing education is necessary to promote adjustment and provide for a successful transition while ensuring quality patient care. No two countries have the exact same professional practice standards, communication expectations, and/or clinical environments. Patient satisfaction as a result of quality care therefore can vary from country to country. Evidence suggests that patient satisfaction levels and quality of care within a host country may be influenced by internationally-educated nurses. Avant Healthcare Professionals specializes in international recruitment and the placement of healthcare professionals within the U.S. healthcare system. Parts of their efforts include the implementation of the Clinical Transition Program, which aims to educate and support internationally-educated nurses. The primary goal of the Clinical Transition Program is to empower the internationally-educated nurse to practice safely and effectively as a professional nurse in the U.S. In order to assess patient satisfaction and its possible link with the performance of internationally-educated nurses who have participated in the Clinical Transition Program, an electronic 45-item questionnaire was distributed to clinical nurse managers in facilities who staffed Avant nurses. The questionnaire surveyed Avant nurse performance, patient satisfaction, and patient accolades. Further, the following themes were explored: professionalism, cultural adjustment, nurse-patient interaction (overall communication, pain management, medication communication, and responsiveness), nurse-physician interaction, and HCAHPS scores. The survey was completed by 33 clinical nurse managers across the nation. The results suggest a positive association between the performance of internationally-educated nurses who have participated in the Clinical Transition Program and patient satisfaction variables. This presentation explores ways to ensure the success of internationally-educated nurses and the satisfaction of their patients.

Biography

Shari Dingle Costantini has 20 years of experience leading international healthcare staffing organizations. She is the CEO of Avant, a company she founded in 2003. She has a BSN from the University of Florida and a MBA from Keller Graduate School of Management in Chicago.

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