Resources to Boost: Staff Onboarding, Training & Retention

Staffing challenges present issues for many organizations. The following resources offer strategies to build and maintain ongoing progress with staff onboarding, training and retention. Contact your local HQI consultant for assistance in using these tools and for customized improvement project recommendations for your hospital.

STAFF ONBOARDING

Organization	Resource Link	Description	Audience
Agency for Healthcare Research and Quality (AHRQ)	TeamSTEPPS 3.0	Evidence-based set of tools to optimize patient outcomes by improving teamwork skills among healthcare teams, patients and families. **Use:** Team training for new and existing employees	All healthcare workers (HCWs)
Administration for Strategic Preparedness & Response (ASPR) Technical Resources, Assistance Center, and Information Exchange (TRACIE)	Healthcare Facility Onboarding Checklist	Checklist of pre-start, hospital, and unit/department specific items to cover during onboarding. **Use:** Use as is or customize to your organization	All HCWs

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Organization	**Resource Link**	**Description**	**Audience**
Journal of Nursing Administration	Travel Nurse Onboarding: Current Trends and Identified Needs	Survey of travel nurses and priority topics and preferred methods for onboarding. **Use:** Informational resource	Nurse leaders
SAGE Open Nursing Journal	Reducing Annual Hospital and Registered Nurse Staff Turnover: A 10-Element Onboarding Program Intervention	Comprehensive onboarding program aimed at reducing turnover for new hires. **Use:** Onboarding checklist (p. 4) and 30-60-90 day interview questions (p. 5)	Nurse leaders, senior leaders
Smartsheet	Healthcare Onboarding and Compliance Quick Guide	Templates and checklists for onboarding in a variety of healthcare roles. **Use:** Customizable templates for your hospital.	Nurse leaders, senior leaders

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STAFF TRAINING

Organization	Resource Link	Description	Audience
AHRQ	AHRQ's Healthcare-Associated Infections Program	Resource for evidence-based infection prevention and control information. **Use:** Ready-to-use staff training and toolkits	Infection preventionists, quality leaders, clinical educators
AHRQ	The Comprehensive Unit-based Safety Program (CUSP) Method	Toolkit to provide training to clinical teams to make care safer and address safety issues. **Use:** Use with individual units/team to focus on safety improvements	Senior leaders, quality leaders
AHRQ	TeamSTEPPS 3.0	Evidence-based set of tools to optimize patient outcomes by improving teamwork skills among healthcare teams, patients and families. **Use:** Team training for new and existing employees	All HCWs

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Organization	Resource Link	Description	Audience
Centers for Disease Control and Prevention (CDC)	[Project Firstline Infection Control Training](#)	Comprehensive infection control training resources and videos for healthcare workers. **Use:** Ready-to-use training for new and existing employees	All HCWs
CDC	[2023 NHSN Training - Videos and Slides](#)	In-depth training on identifying, reporting and analyzing HAIs. **Use:** Ready-to-use training for infection preventionists	Infection preventionists, quality leaders, clinical educators
World Health Organization (WHO)	[Hand hygiene Training Tools](#)	Comprehensive training on the 5 Moments of Hand Hygiene. **Use:** Ready-to-use training for new and existing employees	All HCWs

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STAFF RETENTION

Organization	Resource Link	Description	Audience
ALL IN: WellBeing First for Healthcare	[2022 Healthcare Workforce Rescue Package](#)	Solutions to support, protect and promote the well-being of your healthcare workforce. **Use:** Guide to developing action plan	Senior leaders
ALL IN: WellBeing First for Healthcare	[Webinar: Organizational Strategies To Address Our Nation's Nursing Crisis](#)	Discussion of strategies for mitigating staffing challenges, creating psychological and physical safety, and promoting work/life balance. **Use:** Informational resource	Nursing leaders, senior leaders
American Medical Association (AMA)	[Team-Based Care: Improve Patient Care and Team Engagement Through Collaboration and Streamlined Processes](#)	Framework and tools to improve team engagement through collaboration and streamline processes. **Use:** Informational resource	Clinical leaders, quality leaders, senior leaders

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Organization	Resource Link	Description	Audience
American Organization for Nursing Leadership (AONL)	AONL Guiding Principles: Diversity, Equity, Inclusion and Belonging Toolkit	Guide to implement DEIB guiding principles with practical action steps. **Use:** Organizational assessment (p. 4) and action plan (p. 7)	Nursing leaders, senior leaders
AONL	Leadership Beyond the Pandemic	Compendium of nursing leader discussions about innovating nursing staffing. **Use:** Informational resource	Nursing leaders, senior leaders
Canadian Patient Safety Institute	Creating a Safe Space: Psychological Safety of Healthcare Workers (Peer-to-Peer Support and Other Support Models)	Guide to assist healthcare organizations to support their workers by creating peer support programs (PSPs). **Use:** Best practices (p. 131) and toolkit (p. 181) for implementing a PSP program	All HCWs

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Organization	Resource Link	Description	Audience
National Institute for Occupational Safety and Health (NIOSH)	Impact Wellbeing	Collection of tools for hospital leaders to reduce worker burnout, sustain wellbeing, and build a thriving system. **Use:** Ready-to-use toolkits and informational resource	Senior leaders
NSI Nursing Solutions	2023 NSI National Health Care Retention & RN Staffing Report	Nationwide survey of over 200 hospitals of most effective retention strategies. **Use:** Informational resource	Nursing leaders, senior leaders
Society for Human Resources Management	Flexible Work Options in Health Care Can Result in a Win-Win	Article outlining best-practices for flexible scheduling. **Use:** Informational resource	Clinical leaders, senior leaders

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Stanford Medicine WellMD & WellPhD Center	The Stanford Model of Professional Fulfillment™	Model for organizational change to increase resiliency and reduce burnout in healthcare. **Use:** Informational resource	Leaders
WHO	Guidelines on Mental Health at Work	Evidence-based recommendations to promote mental health in the workplace, including training for staff and leaders. **Use:** Recommendations for organizational interventions (p. 11) and training (p. 25)	Senior leaders, quality leaders