

Pediatric Learning Solutions' Preceptor Webinar Series Executive Summary

Health care organizations face a variety of challenges in staffing, training, and retaining qualified preceptors. Organizations are faced with increasing patient acuity, high rates of burnout and turnover of nurses, and a high demand for balancing quality training with quick turnarounds. Pediatric Learning Solutions (PLS) brought together six children's hospitals and one health system to share their secrets to success in building programs that meet the needs of their organizations and staff. Throughout this three-part webinar series, [four key areas for supporting successful preceptors surfaced as the presenters shared their stories](#). The series was well attended by education and leadership staff from health care organizations serving pediatric populations with in-depth discussion about incentives, program structures and details, preventing burnout, gaining leadership buy-in and support, and more.

The first webinar delved into the gaps, employee survey feedback, and organizational needs that lead to program revamps at Children's Health, Dallas and Children's Hospital of Orange County. Presenters detailed strategies for building support systems for both preceptors and preceptees, feedback systems, recognition opportunities, and incentive details including awards, differentials, and appreciation gifts. Dallas presented the results of their program, including statistics showing decreases in turnover from increased training, recognition, and support.

The open panel session was particularly focused on the importance of gaining and maintaining leadership buy-in and support, with staff at both Akron Children's Hospital and Children's Hospital Los Angeles (CHLA) discussing the pivotal role positive relationships with their organizations' Chief Nursing Officer played in supporting their programs. While the organizations' programs were focused on nursing preceptors, they discussed the value of opening the training opportunities up to other staff including respiratory practitioners, medical assistants, and nursing assistants. Discussion zeroed in on CHLA's application and selection process for those wishing to take their preceptor workshop. Creativity was another theme, with Akron discussing using Legos and Origami to teach lessons in generational differences, communication, and critical thinking. Children's Hospital Wisconsin also discussed their use of Articulate Rise to create interactive newsletters, digital posters, videos, and learning tasks which could be sent out via email or integrated into their LMS for additional accountability. DEI was another key point of interest for attendees, with CHLA detailing how concepts including, implicit bias, microaggressions, the platinum rule, and the importance of recognizing preceptors' roles as cultural influencers were woven throughout their workshops.

The final webinar diversified the discussion further with details on Phoenix Children's Hospital's grant-based program which allowed them to work with other organizations across their state and SSM Health's robust, system-wide program focused on blending preceptor development with their existing clinical ladder program. Discussion centered on Phoenix's 1:1 mentoring program and regular check-ins with program leads, incorporating the expertise of colleagues into their training classes by asking others to help teach classes, including unit-based educators, physicians and nurse practitioners to free up time for more in-person meetings with preceptors and their preceptees. SSM Health detailed the learning outcome statements for their program, online resources available to all preceptors in the system, their focus on the seven key roles of a preceptor, and much more.

This opportunity to bring multiple hospitals together to discuss solutions and new ideas around common issues provides significant value to our membership. PLS extends thanks to all presenters, panelists and participants for sharing their time, insights, and resources.



Sessions At a Glance

Title: [Enhancing the Preceptor Experience: Building and Supporting our Bedside Leaders](#)

Format: Presentations and Q&A

Presenters: Children's Health, Dallas, and Children's Hospital of Orange County

Topic Highlights: Program leaders discuss the foundations, development, and results of their thoughtfully developed preceptor programs, with details including:

- The gaps, employee survey feedback, and organizational needs that lead to program revamps.
- Detailed methodology behind program development including Benner's model.
- Strategies for building support, feedback, recognition, and incentives into a program.
- Statistics showing decreases in turnover from increased training, recognition, and support.

Title: [Empowering Preceptors: Advancing Communication, Mentorship, and Critical Thinking in Nursing](#)

Format: Open Panel

Presenting Organizations: Children's Hospitals Los Angeles, Children's Wisconsin, and Akron Children's Hospital

Topic Highlights: Panel registrants had the chance to ask questions after viewing [digital overviews of each hospital's program](#). Program leads discussed how their hospitals:

- Details on preceptor workshops, mentoring programs, and incentives offered.
- The importance of support and recognition in precepting
- Strategies to build communication skills and facilitate critical thinking.
- Approaches to validating preceptor competencies.
- Balancing effective learning opportunities with optimizing patient safety.

Title: [Develop Next-Level Leaders: Preceptor Program Success](#)

Format: Presentation and Q&A

Presenters: Phoenix Children's Hospital and SSM Health

Topics Highlight:

Preceptor program leads discuss training and onboarding program details from both a children's hospital and large system which sees both pediatric and adult populations including:

- Details on weaving a preceptor program into a clinical ladder program.
- Supporting newer nurses in precepting as early as six months into their careers.
- Detailed methodology behind continued programming far beyond introductory training, including Bodine's research.