



Integration of Lebanese Nurses within a UK Intensive Care Unit: Evaluation of a Pilot Project recruiting through Talent Beyond Boundaries

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The Wellington Hospital

part of **HCA**Healthcare UK

Introduction

WHO ARE WE?





PILOT PROGRAMME

- More than 80 million displaced people worldwide
- HCA were early champions of recruiting from a previously untapped recruitment source
- From a Humanitarian perspective, this project was a life-changing experience for candidates

Identify & Understand

- Identification of Key Stakeholders
- What is the evidence?
- Service/Project Evaluation of the Integration Process



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Assess

- First Cohort of 8 Lebanese Nurses at varying stages of NMC Registration
- 12 months on – Evaluation required to achieve valuable information on induction/orientation & integration within team
- Identify strengths/weaknesses to this process





Plan

- Purpose – To evaluate the orientation, induction & integration of 8 Lebanese Nurses within our Team
- Aim is to identify any facilitators/Barriers to integration & recruitment process
- Mixed Methods approach – Qualitative & Quantitative Data





Do

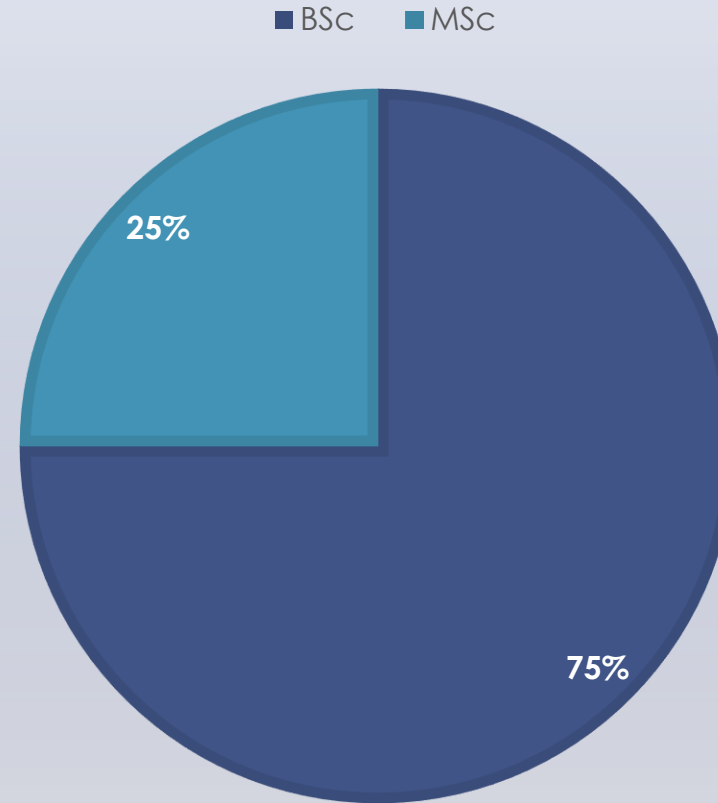
- HCA International Recruitment Team – Meet/Greet, Accommodation
- Corporate Induction – Meet CNO
- 2-day Hospital Induction
- Tour of London/Dinner
- Welcome Packs
- “Buddy” System
- Bespoke OSCE Training Programme

PRIMARY DATA

- **Online Survey Questionnaire to Cohort Nurses**
- **Colleague Feedback via Focus Group**
- **Manager Feedback**
- **Clinical Practice Facilitator Feedback**
- **Written feedback from regular meetings**

Review

- 100% OSCE passed (October 2022)
- 5/8 Nurses obtained NMC Pin Numbers

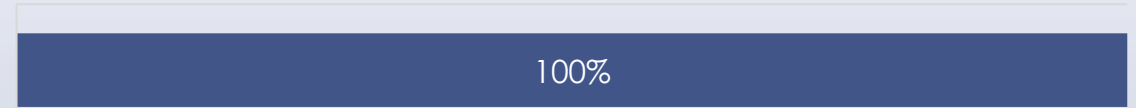


Monkey Survey Results

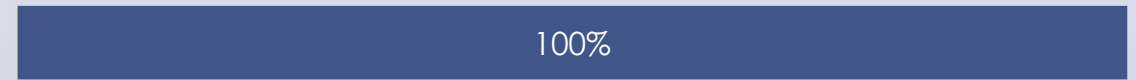


■ Agree ■ Neutral ■ Disagree

WOULD (DEFINITELY) RECOMMEND TO WORK FOR HCA



FEEL SATISFIED WITH OPPORTUNITIES FOR PROFESSIONAL GROWTH



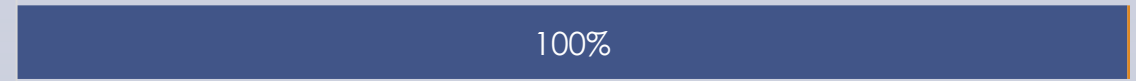
FELT MENTOR WAS KNOWLEDGABLE



FELT QUALITY OF ORIENTATION WAS HIGH



FELT INCLUSIVE WITHIN TEAM



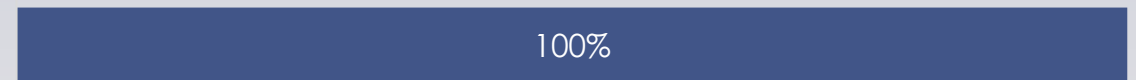
MENTOR WAS KNOWLEDGABLE



WAS MADE AWARE OF INDUCTION PROCESS



FELT WELCOME



Review



Identification of Themes – How could we improve?

- Extended Bedside Orientation
- More consistency with Mentor
- Dedicated Policy Orientation
- More Clinical Support for Documentation/Medical Devices

Review



Identification of Themes via Focus Group

- Very experienced & highly skilled
- Hardworking
- Highly motivated & super flexible
- Enthusiastic

E.g. As a CPF, any task that was asked of them in terms of Mandatory Training or Education, it was done without hesitation.

Review



Feedback from Staff/Managers

- *“Keen to grab any opportunity far away from their home country to update and further their career”*
- *“They complete our Team”*
- *“A very positive initiative where both parties will benefit from it”.*
- *“They are hardworking Team Players who are definitely assets to our company”*

Rola Al-Hammoud

LEBANESE

NURSE

PERSPECTIVE



Rola Al-Hammoud





ACT

- What were the benefits of this service project evaluation?
- Recommendations for Future Cohorts
- Would we do it again? **ABSOLUTELY!**



Thank you

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