



Integration of Internationally Educated Nurses in the Workplace: An Organizational Success Story

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Trillium Health Partners: Who We Are



*Proudly serve one of the
most diverse communities
in the world.*

A 1450+ bed hospital network, comprised of 3 main hospitals and 7 satellite sites:

- Credit Valley Hospital
- Mississauga Hospital
- Queensway Health Centre

Regional programs: Cancer, Cardiac, Chronic Kidney Care, Complex Continuing Care, Genetics, Geriatric Services, Maternal-Child, Neurosurgery, Palliative, Vascular

2021-2022 by the numbers

Annual Patient Visits

1.7 Million

↑ **3.4% from previous fiscal year**

Annual Births

8,162

#1 IN ONTARIO

Annual Surgeries

64,944

#2 IN ONTARIO

Annual Inpatient Admissions

63, 938

↑ **9.4% from previous fiscal year**

Operating Expenditure	Trillium Health Partners	Average Academic Teaching Hospital (N=7)	Average Large Community Hospitals (N=13)
Emergency Visits	208,417	119,472	144,853
Total Inpatient Days	496,084	385,557	213,452
Total Discharges	63,968	47,791	30,489

Our Nursing Team Today



- THP is **one of the biggest employers** in Mississauga
- **THP employs 15,774 staff**, including nursing, allied health and clinical support staff

- Total Number of Nurses at THP: 4678 (RN: 3645, RPN: 1033)
- During the pandemic, nursing vacancy rate **↑** 1.8% resulting from COVID-19, staffing challenges & burnout
- Nursing vacancy rate **↓** 1.7% over the last fiscal year despite pandemic & staffing pressures

How Did We Do It?

- Job Fairs – hiring ‘on-the-spot’
- Hiring internationally-educated nurses (IEN)
- Partnerships with post-secondary institutions
- Ensuring staff have good benefits
- Identifying pathways to support nurses career journey
- Upskill programs for staff (e.g. critical care training)
- Creating an inclusive and anti-racist organization

THP Making History with IENs



THP advocated for the IEN extern role with the Ministry of Health and was one of the first in the province to implement the program.



THP partnered with Care Centre for Internationally Educated Nurses (CARE) in piloting the Self-Directed Evidence of Practice for IENs.



THP was one of the first organizations to support Internationally Educated Nurses (IEN) with the Supervised Practice Experience Program (SPEP).



THP continued to support IENs with IEN-specific orientation, IEN Preceptor Sessions & 1:1 support & touchpoints.



THP was one of the first organizations to operationalize the new CNO 2-year temp license process and introduced a Temporary Class License Framework to support IENs with clinically & professionally, while preparing them for the regulatory exam.

How We Support IENs at THP



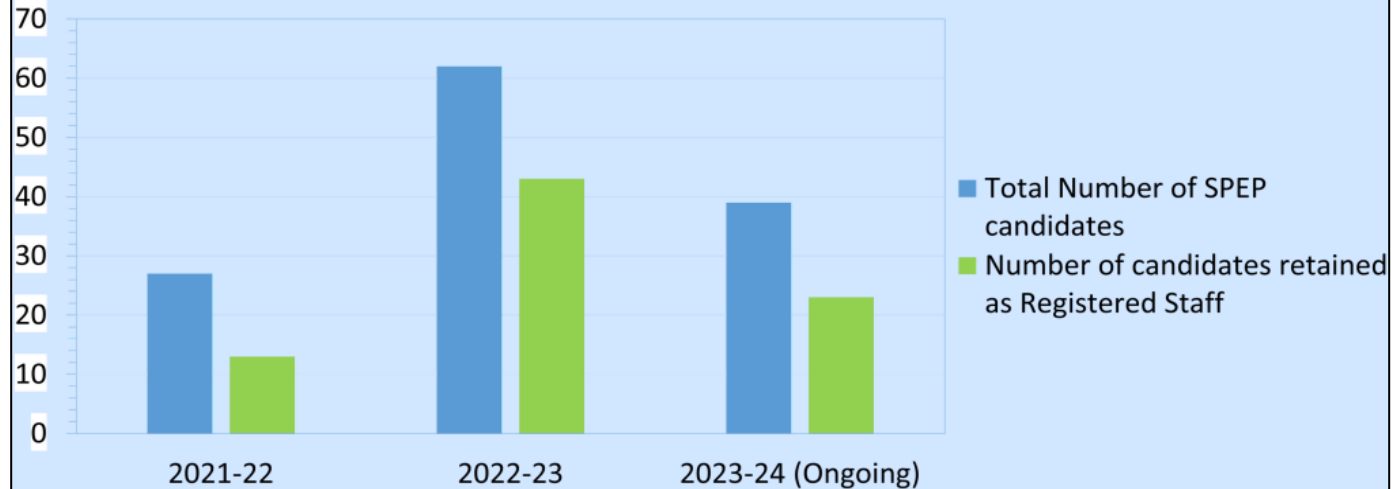
- Advocate for prioritization of IEN inclusion in organizational programming
- Provide education to local leaders about regulatory and provincial programs designed to support IENs.
- Provide a dedicated IEN orientation
- Have focused IEN touchpoints with professional practice educators and unit leadership
- Provide IEN Specific Preceptor Orientation for Staff
- Provide IENs with focused career coaching and support



THP Investing in IENs

SPEP Program

Since 2021, we have supported 108 candidates through our SPEP program. Most of our candidates have made THP their second home due to the ongoing supports they receive at THP



THP Future Investments in IENs



Launch a New Program to Support New & Aspiring Nurses:

- **Transition to Independent Practice (TIPS)**

- A program designed to provide mentorship and clinical guidance to new nurses, thereby helping them transition into practice safely and independently. The program supports clinical knowledge, skill and judgement in preparing nurses to care for patients across in-patient areas, and ultimately retain them in the nursing profession

- **Develop Quick Clinical Reference Guides**

- TIPS Learning Series
 - Skills Lab including hands-on demonstration
 - Simulation
 - Webinars
 - Including Clinical Pathways, Clinical Skills, & Professional Development
 - Soft Skill Tips: crucial conversations, transfer of accountability, use of SBAR for escalation of patient care issues.
 - 1:1 Career Coaching

THP Future Investments in IENs



- **Create a Community of Practice**

- This program is to build and support the next generation of Internationally Educated Nurses to become Champions and lead the way.
- Mentorship
- Clinical Guidance
- Soft Skill Coaching
- 1:1 Career Coaching

Watch Our Success Stories

**An IEN's
experience**



**A preceptor's
experience**



**An IEN's
experience after
one year at THP**



Let's Connect!



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