Please visit the HHS IEN/ESL Nurse Integration Project Share Point Website: http://www.hamiltonhealthsciences.ca/body.cfm?id=2257
click on “click here” link, You will be prompted to complete a short survey and then click “submit”

Please visit http://ien.oha.com
a web based Employer Guide for integrating IENs into the workforce.

How can I support the IEN/ESL Nurse Integration Project?
By becoming involved.
Enhance your team’s cultural competency by attending one of our project Diversity and Inclusion Module workshops.
We welcome any ideas and discussions.

For Information on the project please contact:
Daniela Dijmarescu, Project Manager
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or by telephone at 905-521-2100 ext. 77512

The Government of Ontario, Ministry of Citizenship and Immigration (MCI) has funded Hamilton Health Sciences Internationally Educated Nurse (IEN) and English as a Second Language (ESL) Nurse Integration Project for the last three years, 2009-2012 and has renewed the funding for 2012-2015.

Hamilton Health Sciences Internationally Educated Nurse (IEN) and English as a Second Language (ESL) Nurse Integration Project
Making a difference for the future of nursing
Why should you hire IEN/ESL nurses?

1. There has been much success in hiring IEN/ESL nurses who have been part of our HHS IEN/ESL Nurse Integration Project. This three-year project has been very successful as we have surpassed all of our numeric targets. The Community Engagement Model proved a successful framework for tapping into the expertise of major stakeholders to provide appropriate interventions. 83 of 140 IEN/ESL nurses were employed (10) jobs inside and outside HHS as professional nurses at the end of the 3 year project. 82 of them remained employed. The feedback from the Participants was extremely positive.

2. Here is what employers/partners are saying in the last three years:
   “Well, for me personally, it’s been quite a positive experience. We’ve hired two IEN nurses, RNs, on our unit. About, I’m going to say, both of them have been with us a year and a half roughly. They are excellent nurses, they fit into our work environment. They’re both settled and line have very supportive families and they were really well supported on our unit because they are excellent nurses.”
   “The collaborative and mutually supportive approach taken in the delivery of this Project, not only because it has benefitted the clients, but also because it has helped to build/ solidify respectful, professional relationships between partner agencies which should support further collaboration in the future.”

3. Our Participants in this Project have been involved in many interventions which have shown to be very successful for their positive hiring.
   These are some of our Participant’s comments:
   “In the IEN project, I enrolled in the workplace communication course provided by CARE and this helped my communication strategies, my language and grammar, and gave me tips on how to reduce the anxiety of cultural issues.”
   “Today, I have a job, with Hamilton Health Sciences. My ability in communicating in English is improved from one year ago and from this Project and team, I learned the spirit of nursing in Canada and found my nursing heart again.”

4. We work with some excellent partners who offer the following:
   - Centre for Internationally Educated Nurses (CARE) – Provision of Language Communication training, Language Communication for Nurses, 3 Advanced Course (96 hours)
   - Mohawk College, Bridging for Internationally Educated Nurses (BIEN) – Access to Simulation Lab for practice of Nursing Skills and Assessments, Language Screening Tool, Institutional Canadian English Language Benchmark Assessment for Nurses (CELLBAN), Development with HHS of an Advanced Standing Clinical Competency Assessment Tool
   - Hamilton Centre for Civic Inclusion (HCCI) – Cultural Awareness Training module (2.5 hours)
   - McMaster University, Nursing Health Services Research Unit (NHISRU), Project Evaluation

The goal of this project is the integration of IENs and ESL nurses into the workforce, by enhancing their communication, clinical and cultural competencies.

The project team developed a Community Collaboration Employment Model for bridging the gap for IEN/ESL nurses including the following partners: Mohawk College’s Bridging for Internationally Educated Nurses (BIEN), Centre for Internationally Educated Nurses (CARE), Hamilton Centre for Civic Inclusion (HCCI) and McMaster University Nursing Health Services Research Unit (NHISRU).

Project Partners Role

**Employer**

Hamilton Health Sciences (HHS)

**Project Role:** Effectively hire and integrate IEN/ESL nurses into the workforce

**Educational Institutions**

Mohawk College

Bridging Internationally Educated Nurses (BIEN)

Program Project Role: Enhance clinical skills and language assessment

**Community Organizations**

Centre for Internationally Educated Nurses (CARE)

Project Role: Focus specific communications in workplace course

Hamilton Centre for Civic Inclusion (HCCI)

Project Role: Enhance cultural competency for integration of IEN/ESL nurses

**Evaluation**

McMaster University Nursing Health Services Research Unit (NHISRU)

Project Role: Independent evaluator

Award

Hamilton Health Science’s IEN/ESL Nurse Integration Project team received the 2012 HR Summit Award for the Employer Champion of Internationally Educated Professionals (IEP)

The project will provide IENs and ESL nurses from pre-hire, through orientation, to clinical integration a continuum of clinical (hard skill) and communication (soft skill) support including clinical assessment, clinical skills development, problem solving, improved communication skills, team relationships, professionalism, and managing conflict in a hospital setting and workplace exposure opportunities

This workforce integration project targets three groups:

1. Internationally Educated Nurses (IENs) with English as a Second Language (ESL)
2. IENs with English as a First Language
3. Nurse graduates of Canadian Universities and Colleges with English as a Second Language

Participants are offered:

- Language Communication for Nurses, Advanced (CARE) (96 hours)
- Diversity and Inclusion Module Training (HCCI), on-line tool and workshops
- Enhance clinical skills, access to clinical skills lab (Learning Resource Centre), monthly group session, Advanced Standing Clinical Competency Assessment, (BIEN, Mohawk College)
- Customized HHS CNO Learning Plan for Participants, (CNO: Entry to Practice Competencies for RN/RPNs, Quality Assurance, E-learning modules: HHS Policies & Procedures)
- HHS Job coaching, recruitment navigation and employment, computer resources, workplace exposure through job shadowing, access to hospital nursing orientation, and an in-house nurse volunteer-participant network that provides informal support to participants.
- HHS IEN/ESL Nurse Integration Project Web-site, general access through HHS Internet

**Project Objectives**

- Develop/adapt, deliver and evaluate between April 1, 2009 and March 31, 2015 a project to support the successful workplace integration and retention of 120 IEN and ESL nurses into Hamilton Health Sciences hospital and other Ontario health care facilities
- Develop a continuum of workplace integration tools and processes for IEN and ESL nurses, particularly new hires practicing in a hospital setting.
- Build the mentorship and coaching capacity of up to 60 front line registered nurses (Clinical Integrators), to support the clinical integration of IEN and ESL nurses

Why support the IEN/ESL Nurse Integration Project?

- Why hire IEN/ESL nurses?
  - Our cities and patient populations are changing in diversity
  - Get highly skilled nurses with previous nursing experience
  - Hiring them will contribute to the renewal of the workforce and bring valuable experience and innovative ideas to your unit
  - The composition of our nursing workforce must reflect this changing patient diversity which can lead to improved patient health outcomes
  - Patients need nurses who know other languages and other cultures
  - Organizations need front line nurse innovators who have international experience - and new insights
  - When we integrate them into the workforce, we help them integrate into our society
  - Projects like ours are creating the nursing workforce that will be needed in the future