

Please visit the HHS IEN Integration Project Website:

[https://www.hamiltonhealthsciences.ca/
learning/internationally-educated-nurse-integration-project/](https://www.hamiltonhealthsciences.ca/learning/internationally-educated-nurse-integration-project/)

How can I support the HHS IEN Integration Project?

By Becoming Involved.

Enhance your cultural competency by attending Cultural workshops, hire IENs, become a Clinical Integrator, and support IENs with their transition into the Canadian Healthcare System.



For Information on the Project Please Contact:

Sarah Quan, Project Manager

by e-mail at quansar@hhsc.ca or by telephone at 905.521.2100 ext. 77512 or BB 905.870.1209

Janice Collins, Administrative Assistant

by e-mail at collinsj@hhsc.ca or by telephone at 905.521.2100 ext. 77511



Hamilton Health Sciences'
Internationally Educated Nurse (IEN) Integration Project

Making a Difference for the Future of Nursing

Funded by:



The Government of Ontario, Ministry of Labour, Training, and Skills Development (MLTSD) has funded the Hamilton Health Sciences' Internationally Educated Nurse (IEN) Integration Project, 2018-2021.

Project Objectives

- 1 To support the effective integration of internationally educated nurses into HHS and other healthcare organizations and develop nursing capacity.
- 2 To build the informal mentorship and coaching capacity of front line RNs and RPNs, Clinical Educators and Clinical Managers.
- 3 To connect internationally educated nurses with employers in the healthcare sector.
- 4 To disseminate best practices and lessons learned on hiring and integrating IENs among stakeholders in healthcare organizations by following the CCEM.

Why should you hire IENs?

There has been much success in hiring IENs, who have been part of our HHS IEN Integration Project, formerly the HHS IEN/ESL Nurse Integration Project.

This ten year Project has been very successful as we have surpassed all of our numeric targets. The Community Collaboration Employment Model (CCEM) proved a successful framework for tapping into the expertise of major stakeholders to provide appropriate interventions. 890 Participants have accessed the program, and 231 Clinical Integrators support Project Participants. To date, 524 IEN/ESL nurses have been employed as professional nurses for the period 2009-2019.

Participants are offered:

- **Centre for Internationally Educated Nurses (CARE)** – Provision of Effective Communication Strategies for Nurses (ECSN), 10 week course (60 hours) and Telephone Tactics Workshops
- **Mohawk College, Bridging for Internationally Educated Nurses (BIEN)** – Access to simulation lab for evaluation of basic Nursing and Physical Assessment Skills
- **Hamilton Centre for Civic Inclusion (HCCI)** – Cultural Competency Awareness Training Module (2-3 hours) and Cultural Training Webinars on Project Website
- **Hamilton Health Sciences** – Professional and Workplace Experience/Integration including Career Progression Activities, Job Coaching/Mock Interview, Learning Plan, Access to Project Website and Networking Opportunities

The goal of this Project is to integrate IENs 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 IENs including the following partners: Mohawk College's Bridging for International Educated Nurses (BIEN), Centre for Internationally Educated Nurses (CARE), Hamilton Centre for Civic Inclusion (HCCI) and McMaster University Nursing Health Services Research Unit (NHSRU).

Awards

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)

Winner of Inaugural **Champion of Diversity Award 2017**, Ministry of Citizenship and Immigration, Government of Ontario

The project will provide IENs 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.

Why support the HHS IEN Integration Project?

- Our cities and patient populations are changing in diversity and our nursing workforce must reflect this, leading to improved patient health outcomes
- Hiring them will contribute to the renewal of the workforce and bring valuable experience and innovative ideas to your unit
- Patients need nurses who know other languages and other cultures
- When we hire IENs, we help them integrate into Canadian society
- Projects like ours are creating the nursing workforce that will be needed in the future

Here is what an employer's experience has been in hiring IENs:

"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 fine have very supportive families and they were really well supported on our unit because they are excellent nurses."

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:

"The Project is very helpful in achieving the goals of getting jobs and enhancing the nursing skills. The English language course is very fruitful in enhancing English language in speaking and understanding the role of communication in health care system"

"The program directed me to take the right actions that would really advance my processing of nursing profession. It provided me with trainings and support so I can effectively work as a Canadian nurse. The program opened the doors for me to reach my goal"

Community Care Employment Model (CCEM): Bridging the Gap for IENs | Project Partners Role

