Luis, New Grad RN

"My first step is always to go to Google…but it probably shouldn't be my first."

ABOUT

Hospital	Urban children's hospital – 450 beds
	Multiple patient languages
Department	Pediatrics
Experience	3 months
Shift	Day
Patient Load	3-4 per shift
Education	Bachelor's
Age	25

Luis is a digital native and grew up using mobile devices and the Internet. He's new to the profession with only 3 months of experience under his belt. There's a lot to learn, and sometimes Luis turns to Google when he can't find things using hospital resources. He is in New Graduate Residency and often relies on more experienced nurses around him, though they're not always willing to share..or maybe they don't know?

Greatest challenges:
- Feeling confident in his job role
- Knowing where to go for information needed
- Prioritizing activities throughout his shift

Resources he needs most from HSTM:
- Tools to support New Graduate learning, such as assessment and validation tools, courseware and simulation
- Personal progress dashboard and career tracking
- Point of Care reference content/apps
- Patient Education materials
- CEs to maintain licensure with tracking
- BLS, PALS

What excites him:
- Knowing he is progressing in his career
- Making a difference for patients and their families
- Being part of a dynamic, highly functioning care team

What workflows he engages in *most*:
- Clinical documentation activities
- Providing patient education
- Planning and delivering patient care

Confidence in his job

Tech and Search skills

Stress

Mobile usage

TECHNOLOGY
- Workstation by the bed
- His own mobile phone
- No institutional phone

RESOURCES HE CAN ACCESS
- EMR – Epic
- Care Planning – Elsevier Care Planning
- CE Center
- HSTM Nurse Residency
- Apps he downloads
  - Epocrates
  - WebMD

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