Nursing Internship Program in Nigeria: A Review of Evidence Based Strategies for Implementation

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ABSTRACT

Internship for graduates of the Bachelor of Nursing Science degree program and improving nursing practice in Nigeria have taken the centre stage in most nursing discourse in the past few years. The Nursing and Midwifery Council of Nigeria initiated and implemented a number of reforms in nursing education including the commencement of the Bachelor of Nursing Science Degree Program in many universities in Nigeria. However the graduates of the program have not been exposed to any form of internship as is the case with other health professions in Nigeria. Consequently, new graduate nurses over the years have been employed in health institutions inadequately prepared for efficient nursing practice. It is well documented that internships assist new graduates to practice the skills they have learnt in school which enables them to build solid professional career. It is in consideration of the huge benefits of nursing internship that a formal approval was given by the Government of Nigeria for twelve months paid public service internship program for new graduate nurses in September, 2016. Approval of internship in university nursing education in Nigeria is apt and in line with global best practices and standards. Now that the internship has been approved, understanding the expectations, specific roles and responsibilities of all stakeholders will serve as catalysts for its successful implementation and sustenance. The paper examines a number of evidence based strategies that will enhance the implementation of the nursing internship program in Nigeria and makes recommendations on the way forward.

Keywords: Nursing Internship, New Graduate Nurses, Strategies, Evidence based, Implementation, Stakeholders

INTRODUCTION

Internships, which originated in the U.S. in the early 1900s, are work-based educational experiences that relate to specific jobs, positions, occupations or professions. [1] Internship gives students workplace experience or an opportunity to practice the work skills that they have studied and will practice in future. [2] Internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting which gives students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths. It gives employers the opportunity to guide and evaluate talent. [3] Internship is a pre-professional learning experience that offers meaningful, practical work experience related to a student’s field of study or career interest. Internships allow students to apply principles and theories learned in the classroom in a professional environment and are an excellent opportunity to connect with and evaluate potential future employees. Through an internship, students are provided an opportunity for career exploration and
development as well as a chance to learn new skills. Internship is an opportunity to enhance classroom learning through practical career-related work experience and whether paid or unpaid, voluntary or mandatory or externship, internships are essential to building a solid career and offer students hands-on professional experience, real-world learning, industry exposure and résumé building skills.\(^4,5,6\)

Nursing internships train and prepare graduate nurses to provide competent, safe, and effective nursing care and also teach graduates how to apply therapeutic communication, critical thinking, professionalism, and legal and ethical skills to the clinical area.\(^7\) It has been observed that graduate nurses experience stress when transitioning from student to practicing professional nurses, moving from a familiar educational environment into the workforce, where expectations are to rapidly function as competent nurses. However, most new graduate nurses do not have the confidence and competence to assume the level of responsibility for patient safety that is characteristic of the nursing profession.\(^8\) It has been shown that new nursing graduates who attended programs with no internship opportunities do not acquire the necessary capacity to function efficiently in the clinical settings and lacked competence when undertaking clinical work, and demonstrate stress regarding competence, confidence, making errors, and adjusting to new work place environments. Also, these graduates have problem with organization and completion of tasks and quality of work.\(^9,10\) In contrast, new graduates who complete a nursing internship program have more professional confidence, job satisfaction and less stress.\(^8\) Nursing internships are geared towards providing graduate nurses with a comprehensive orientation to a specialty unit, develop therapeutic communication skills, improve time management abilities, learn the principals of proper delegation, practice critical thinking skills in a non-threatening environment, and develop clinical nursing skills specific to the specialty.\(^7\)

The Nursing and Midwifery Council of Nigeria, the body charged with the responsibility of promoting excellence in nursing and midwifery education and practice has informed all universities in Nigeria offering B.N. Sc programs of the approval and commencement of the nursing internship program with effect from January, 2017.\(^11,12\) Nursing Internship Program in Nigeria should be the function of relevant managers, supervisors, mentors, heads of human resource development and management. The roles and responsibilities of all stakeholders involved in the internship program should not be seen as add-ons to ordinary responsibilities of personnel. Their roles should be strategic human resource functions to develop the competencies required to support the internship program for graduate nurses in Nigeria.\(^2\) The program is expected to provide support for new graduates by offering opportunities for growth and autonomy leading to active participation as members of the clinical team.\(^13\) For the twelve month paid internship for nurses in Nigeria to be successful, it should be a planned, structured and managed program. It should be a period of supervised training for it to be a fulfilling and purposeful experience for the nurse interns, mentors, supervisors, employers and in the long term contribute to advancement of nursing profession in Nigeria with the ultimate goal of improved patient health outcomes. All stakeholders in nursing internship program in Nigeria must understand that the overall goal of the nursing internship is to improve the novice nurse’s experience in order to increase job satisfaction and the quality of patient care.\(^7\)

Strategic Roles and Responsibilities of Stakeholders in Implementing and Sustaining Nursing Internship Program in Nigeria

The strategic roles and responsibilities of the stakeholders should include consideration in the following areas:
the hiring institution, the nursing services department in the institution hiring the nurse intern, intern supervisor (site supervisor), the intern mentor, the faculty supervisor and the nurse intern.

**The Hiring Institution:**

The institution should ensure adequate budget allocation for the remuneration of the nurse intern and creates the enabling environment for the success of the program. [2] Institutions are expected to develop the nursing internship program in line with the guidelines provided by the Nursing and Midwifery Council of Nigeria and develop capacity for the implementation of the program. The Director of Human Resource Department (Personnel Services Unit) should work closely with the Director of Nursing Services Department in deciding the number of nurse interns to be hired for the 12 month internship period and what talents, academic background and experience are needed in the intern. Another consideration should be who will be primarily responsible for the intern; will that person be a mentor, supervisor, or both? [2] An orientation or induction session should be held for managers, supervisors and mentors as well as a session for students. Orientations ensure that everyone starts with the same expectations and role definitions. [2,3,14-17]

A number of institutional strategies may be implemented to ensure that the environment of continued support and learning for graduate nurses continues beyond orientation. [8] These include specific mentor and supervisor using the guideline provided by the Nursing and Midwifery Council of Nigeria [11] and ensuring that an internship manager is appointed and internship committee is set up. [2] There is need to have a dedicated manager for the internship program. This is the best way to ensure that it runs smoothly and stays focused on criteria for success. There is also need to set up an internship committee to monitor and evaluate the program and prepare reports of the program for relevant stakeholders and for the annual report. [2] Nurse Interns should be provided with a handbook and or website, whether in paper booklet format, or presented as a answering frequently asked questions and communicating the rules in a warm and welcoming way. The institution should also provide the intern with housing and relocation assistance. This may include paying for some or all the interns’ housing and relocation expenses to and/or from the job site. [15]

The Director of Nursing Services works closely with the Human Resources Department and the internship manager for nurse intern’s screening and selection and plays the following roles:

He or She should hold an orientation for the nurse intern. It is very important that the nurse intern is warmly welcomed and introduced throughout the organization, just as one would welcome a new full-time employee. Not only are interns new to the organization, in many cases, they are new to the professional world of work. Although some interns may have been posted to the organization in the course of their training, these experiences may not have exposed them to organizational politics, the need for confidentiality, the importance of teamwork, or the profit-making nature of business. It is during the orientation and training that these issues and information about the organization are addressed. [14] However, before the intern arrives; the Director of Nursing Services confirms the number of nurse interns hired, the commencement date and ensures that they have been included in the payroll. He or She liaises with personnel office for the preparation of identification card/make appointment for picture if needed for photo ID. Also, if the intern is new to the area, it is helpful to send them information in advance about the area, housing options, and the climate. More importantly, arrangement should be made for workspace, computer, telephone, and other equipment the intern will use, basic office supplies, telephone directory, etc. and selection of supervisor and mentor. [14] Preceptors are significant to facilitating the graduate...
nurse’s personal adjustments to the practice role and thus strongly influence how professional behaviors are role modeled by the nurse intern.\[8\] The Director of Nursing Services selects and assigns mentors and supervisors to the nurse interns. The most important criterion for selecting and assigning intern supervisors is their ability and willingness to spend sufficient time and effort that is having some minimum amount of time to spend with the intern (e.g. one-hour meeting each week). He or She informs the intern’s college/university of hire date, mentors and supervisor’s name, salary, and telephone number.\[14,16,17\]

Preceptors may be selected based on a RN scope of a practice assessment tool which will permit the prospective preceptor to self-evaluate him or her self’s ability to work within the full scope of professional nursing practice.\[13\]

For the intern’s first day and ongoing communication, the Director of Nursing Services should introduce the nurse intern to the supervisor and mentor, and his or her co-workers and explain what the business/organization does and how the intern’s work contributes to the company’s goals which will allow the intern to feel like a part of the team. There should be tour of office/business; time must be taken to orient the intern to the work environment, company policies/procedures, and employees. Effort must be made to make sure the intern understands the performance standards, appropriate attire, communication procedures, decision-making channels, confidentiality, and background for assigned projects. Explain absenteeism policy, cell phone/social media policies, discuss work hours, scheduling of lunch, breaks, staff meetings, review building access and hours, create awareness on safety regulations and requirements, review telephone system, explain payroll procedures and pay periods. Also, the Director of Nursing Services is expected to be available to the intern for questions and should periodically “check-in” with the intern, provide feedback and constructive criticism and encourage the intern to ask questions.\[14,17\] It has been shown that a new nurse is often left with little support from peers after the orientation period is over. To encourage and support the new nurse, a second preceptor “buddy” can be used to follow the new nurse during each shift. Through this, the new registered nurse receives more positive feedback, improved teamwork between shifts and problems with a new graduate are identified and reported to management sooner and this leads to earlier interventions.\[9\] He or she explains specific projects that will be assigned to the intern, outlines expectations of the intern, and defines process and procedure for signing off completed work and tasks that can be completed without supervisory approval. The Nursing Services Unit reviews resources available to them and explain how the organization wants the intern to deal with customers.\[14,17\]

**Intern Supervisor (Site Supervisor)**

The transition from student to new graduate has been described as a reality shock.\[18\] Hence, the site supervisor must be caring, flexible and open, have a positive attitude, be a confidence builder, and be clinically confident.\[9\] The supervisor uses his/her expert clinical knowledge, empathy, care, and support as they introduce new graduate nurses to the tools of the trade, that is, participating in a nursing internship program means being paired up with someone who is not only experienced in working in that specialty area but also passionate about helping develop novice nurses to competent and expert practitioners.\[19\] The internship supervisor should be an individual who will directly supervise the work of the intern. The individual must also be considered a highly-trained professional in the skills the intern hopes to improve. An actively engaged and competent supervisor is a major driver of successful internship programs. The intern supervisor is expected to provide supervision and mentoring to maximize the intern’s learning experiences by offering guidance and identifying developmental
opportunities that strengthen and enhance the intern’s skills, strengths and performance. [4] The site supervisor must appreciate diversity in all of its forms and respect various social and political viewpoints and is not expected to discriminate on the basis of race, creed, color, sex, religion, age, national/ethnic origin, disability, or sexual orientation. [20] It is the supervisor’s responsibility to help develop an internship work plan with the student’s learning objectives in mind. The supervisor should also schedule regular meetings with the intern to discuss the intern’s progress and any difficulties they may be facing. The supervisor can schedule a one-hour meeting or two half-hour sessions. [15,20] The site supervisor should review the intern’s weekly time logs and notify the faculty supervisor, or someone from the Career & Internship Services staff, in the event that the intern’s performance becomes unsatisfactory. [19] In reality, hiring an intern can be fairly time consuming and the supervisor should be prepared to spend ample time working with the intern to provide additional training and guidance. [15]

Moreover, the intern supervisor should understand that students are seeking opportunities that stimulate their interests and provide real-world experiences. At the start of the internship, it is recommended that the supervisor and intern create a list of learning goals the intern hopes to complete. The learning goals serve as the academic and professional roadmap for the intern’s stay with the organization. This activity helps to clearly identify the intern’s learning objectives and how the intern plans to accomplish them. Creating these goals is also an opportune time to discuss work place requirements, intern responsibilities, and hours that the nurse intern is expected to complete. The supervisor should take time to meet with the intern during the first week of the internship to discuss and negotiate learning goals. The intern should be provided direction and mentoring from beginning to end, making certain other nurses and employees understand the intern’s role. Let the intern know how you prefer to be reached and your communication preferences. Set challenging, yet attainable objectives for the intern. Early in the internship, schedule a meeting to confirm that the intern’s expectations for the internship match your own. Assign non routine tasks and project related work where the intern can do a whole set of work from start to finish. As the intern becomes trained and adjusts to the work environment, increase complexity and responsibility of assignments. The supervisor should make every effort to involve the intern in meaningful, challenging projects that relate to his/her career goals and work closely with the intern’s college. [14,15] The intern should be given a flexible time schedule during their internship as this eases their transition to the workplace. A flexible schedule can make them feel less chained in by an unchanging routine. [3]

The site supervisor should understand that interns may be intimidated to approach the supervisor with problems or concerns, so it is best to encourage an open line of communication early and schedule regular check-ins. Provision should be made for adequate, reliable, and regular supervision and mentoring and the supervisor is expected to meet with the intern regularly to evaluate performance and if needs/goals are being met; and assessing the internship program’s success and provide continuous feedback focusing on the positive steps intern take toward their individual learning goals. Meaningful learning experiences include developing intentional learning objective goals that are structured into the experience. This promotes academic, career and personal development. It is expected to include learning objectives, observation, reflection, and evaluation. Meaningful learning experiences balances the intern’s learning goals with the organization’s needs and ensures that adequate supervision is provided in a reasonably safe environment.
with the necessary tools to perform the learning goals agreed upon for the duration of the internship. Meaningful learning experiences provide genuine opportunities for students to learn about their desired career path outside of a classroom environment. The intern must be closely supervised to ensure they are receiving guidance and feedback regarding their performance and should have time to reflect on the learning objectives and summarize their experience. [14] Learning objectives/outcomes for the nurse intern may include:

- The intern will develop a thorough understanding of the employer’s online personality and preferred employee – client relationship.
- The intern will learn the institution’s policies and regulations.
- The intern will observe ten in patient therapy sessions per week and provide a written summary of each session.
- The intern will write and submit two client care studies.
- The intern will attend five media events per week such as clinical conferences, professional meetings, seminars/workshops, etc. [5]

As the end of the program approaches, arrangement should be made for the intern to formally present work products and lessons to management. The supervisor must pay attention to how the intern improves over the course of the program, as he/she may be asked to complete an evaluation of the intern’s work at the end of the internship. At the end of the internship, hold an exit interview with your intern and thank him/her for his/her work. You may be required to write the individual a testimonial and general letter of recommendation which can be used in the future. [15]

The Intern Mentor

In addition to the supervisor, a mentor may assist with transition into this new learning environment. This is done by answering general questions related to personal and professional growth, and sharing career knowledge leading to networking in the field. [14] The mentor also enters into performance agreement with the intern and oversees the training and mentoring of the intern. He or She mentors and provides a supportive environment around the intern by playing a facilitative and mediating role to ensure the intern’s development and conducts ongoing monitoring and assessment of the intern and submits performance reports. [2]

The Faculty Supervisor

Closer partnerships between the academic and practice institutions have been recommended as strategy that can facilitate an improved integration in this transition process. [8] The faculty supervisor should work constructively and effectively to assist the student in the application process, which may include helping the student find an appropriate internship site and create viable field-specific learning objectives. He/she is expected to maintain consistent contact with the intern to monitor progress and address any concerns that may arise during the internship experience, track weekly time logs submitted by the intern, review and offer feedback on the mid-term and final evaluations submitted by the intern and site supervisor. He or She is expected to appreciate diversity in all of its forms and respect various social and political viewpoints and should not discriminate on the basis of race, creed, color, sex, religion, age, national/ethnic origin, disability, or sexual orientation. [19]

The Nurse Intern

The nurse intern must be an individual who has intentional professional goals and reflects actively on what he or she is accomplishing throughout the experience. [14] He or She is expected to forge conceptual links between theoretical knowledge acquired at tertiary institutions and practical work, must maintain feedback between theory and practice in order to reinforce the alignment of the two.
Negotiate the detail of internship contracts, enter into contracts with organization and abide by the rules, regulations and protocols of the institution and department where employed. He/she should supply mentors with feedback on the effectiveness of the internship program and mentoring arrangements, demonstrate a proactive approach to self-development and participate in the general activities of the organization in which internship activities take place. [2] The nurse intern should demonstrate the highest level of professionalism, which includes arriving on time for designated work, notifying the site supervisor of any deviations from the established schedule, and dressing to the standards of the organization and the work being performed. Respect the organization’s reporting structure and follow the policies of the organization. He or she needs to communicate effectively with the site supervisor, mentor, and other staff within the organization, accept and apply critiques and suggestions to daily work in an effort to become more productive and/or efficient, complete and submit weekly time logs. There is need to complete and discuss, with the site supervisor, the midterm and final evaluations, submit the time logs and evaluations in a timely manner and communicate with the site supervisor and/or faculty supervisor any issues that may affect your performance of assigned responsibilities or the overall success of the experience. Considering the multi-ethnic diversities in Nigeria, the nurse intern must appreciate diversity in all of its forms and respect various social and political viewpoints, should not discriminate on the basis of race, creed, color, sex, religion, age, national/ethnic origin, disability, or sexual orientation and act in an ethical manner when on and off-institution while representing the host organization. [19]

Strategies for concluding the internship include holding exit interview, final evaluation and the Nurse Interns last day events. The intern supervisor and mentor should review the job description and learning objectives and use them as a basis to complete the supervisor’s evaluation form (Checklist) provided by the Nursing and Midwifery Council of Nigeria. An exit interview should be held with the intern to discuss what he/she learned, his/her overall impression of the industry, as well as his/her performance, commending his/her strengths and presenting constructive counsel in areas needing improvement. The intern should be provided with an opportunity to formally showcase what he/she learned and recap the internship experience to other employees. Also discuss career readiness and future employment options, including a part- or full-time employment offer or an extension of the internship into the following semester. The intern should be provided opportunity to evaluate the program and honor the intern’s feedback regarding the ways in which the internship program might improve. Provide a letter of recommendation or “Certification of Completion” for the intern that will serve as positive testament to his/her experience and skills. [4, 21]

The preceptors are expected to liaise with the Nursing Services and Human Resources Department to host a going-away event for him/her (i.e., host a lunch or dinner, take them out for coffee, or present them with a gift card or small token of appreciation). This is to show appreciation for the interns’ contribution to the mission and goals of the organization. They should ensure that exit paper work and procedures are completed in accordance with organization’s regulations and the guidelines and provisions by the Nursing Council. Arrangement should be made for final paycheck delivery, closure the intern’s company email account. The supervisor should gather office keys, name badge and other company property from the intern and help the intern update his/her resume with the internship experience by providing appropriate wording in regards to accomplishments and skill development. If appropriate, give the intern permission to copy and/or use certain documents,
spreadsheets, database design, research, graphics, videos, or other items for inclusion in his/her e-portfolio. Obtain the intern’s email address or cell phone so that he or she can be reached and helped to network with professionals in the field, especially when he/she begins to job search. [2,4,15]

**Recommendations**

- Internship Services Unit should be established in all Department of Nursing in Universities offering Bachelor of Nursing Sciences degree program to cater for the needs of the nurse intern
- Internship guidelines should be provided in all universities in Nigeria which defines rules for the program and expectations of all stakeholders involved in internship programs
- All stakeholders should assist the Nursing and Midwifery Council of Nigeria in ensuring the successful implementation and sustenance of the internship program in Nigeria by closely monitoring the implementation of the program, offering useful advises and reporting any abnormality in the implementation to the Nursing Council so that appropriate and timely corrective measures can be instituted.
- The nurse intern must be exposed to meaningful learning experiences and the nursing internship program should not be seen as an unpaid or unsupervised labour nor the nurse used to replace full time employee nurses and must not be used mainly for filing, covering phones or running errands.
- All nursing professional groups in Nigeria must embrace the principle of collective bargaining and speak with one voice for the success of the internship programme.
- Nurses must adapt and accept change for them to be at par with other related health professions.
- Work environments should be made conducive and supportive for acquisition of the expected skills by providing nursing manpower and equipping the facilities that will be used by the nurse interns.
- Remuneration of the nurse intern must be captured in the annual budget of all employer of nurses
- Consultancy program should be approved for nurses to enable senior lecturers and professors in academic institutions to be involved in mentoring the interns as seen in medical profession.
- Adequate collaboration between training institutions and practice area is of paramount importance to ensure proper implementation and sustenance of the internship program for nurses in Nigeria.
- There should be adequate orientation for the group of students who are due for internship program and induction program should be held for the preceptors, managers and coordinators selected to guide the interns. This is to explain expectations, roles and responsibilities of all stakeholders.
- Internship committee should be formed in each institution offering internship for nurses to ensure adherence to rules and standards.
- The stakeholders should ensure that only qualified nurses are appointed as mentors and supervisors of the nurse intern in all institutions approved for the program Also Performance appraisal forms to assess program needs of the interns should be provided.
- Legislation should be enacted to protect interns against exploitation by unscrupulous employers.
- The university should be actively involved in assisting students in getting organizations where they can enroll for their internship. Credible organizations should be approached by the university to offer places for the interns and there should be an audit of these organizations to access standards for the nursing internship program as specified by the Nursing Council.
REFERENCES


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http://www.ndacsp.org/#EmployerResourcesAndCareerFairs


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