

Practice Transition Accreditation Program



American Nurses Credentialing Center

CASE STUDY: Transforming Nurse Residency at Prince Sultan Military Medical City (PSMMC)

BACKGROUND

Prince Sultan Military Medical City (PSMMC), one of Saudi Arabia's largest tertiary healthcare institutions under the Ministry of Defense, operates with over 1,504 beds and a workforce of more than 3,500 multicultural nursing staff. To address the critical need for structured nurse onboarding and competency development, PSMMC launched a Nurse Residency Program accredited by the Practice Transition Accreditation Program (PTAP). This initiative aligns with Magnet principles and integrates Bloom's Taxonomy and QSEN competencies to support new graduate nurses in delivering safe, patient-centered care while fostering lifelong learning.

CHALLENGE

PSMMC faced several challenges in developing and managing its residency program:

- **Fragmented Onboarding:** Transitioning from informal orientations to a standardized, competency-based framework.
- **Curriculum Complexity:** Integrating multiple educational standards (Bloom's, QSEN, PTAP, SCFHS) while preserving unit-specific strengths.
- **Resource Constraints:** Limited availability of trained preceptors and the need for phased implementation.
- **Technical Barriers:** Establishing KPIs across legacy systems and synchronizing input from diverse stakeholders.
- **Transition Stress:** New nurses struggled with confidence, time management, and decision-making under pressure, impacting retention and readiness.

SOLUTIONS AND STRATEGIES

To overcome these challenges, PSMMC implemented a multi-faceted strategy:

- **PTAP-Aligned Program Design:** Embedded PTAP standards into governance, curriculum, and evaluation. Simulation-based training, structured rotations, and validated competency assessments ensured clinical readiness.
- **Stakeholder Engagement:** Executive leadership, educators, and preceptors collaborated through cross-departmental committees and feedback loops to maintain alignment and responsiveness.
- **Educational Innovation:** A blended learning model combined workshops, e-learning, simulation, and case-based discussions. Evidence-based practice was reinforced through literature reviews, quality improvement projects, and journal clubs.
- **Preceptor Development:** Structured training in adult learning, emotional intelligence, and competency assessment. Recognition programs and CME credits sustained engagement.
- **Wellness Integration:** Mental well-being courses, resilience training, peer support systems, and flexible scheduling promoted nurse retention and emotional health.

RESULTS

The program demonstrated measurable success:



Confidence and Competency:

RN confidence scores averaged 3.625 (goal ≥ 3.0), with skill gaps reduced from three to two procedures per RN.



Recruitment Growth:

Resident recruitment increased from three in 2023 to five in 2024, surpassing the 50% growth target.



Satisfaction and Retention:

Resident satisfaction remained perfect at 5.0 across two years, with strong preceptor ratings (4.5).



Patient Safety:

Scenario-based training and reflective practice contributed to improved safety indicators and clinical readiness.

OUTCOMES

The residency program has become a cornerstone of PSMMC's strategic nursing development, driving:

- ✓ Enhanced workforce stability and retention.
- ✓ A culture of continuous improvement and professional growth.
- ✓ Improved patient care quality and safety.
- ✓ Recognition as a regional leader in nurse transition-to-practice excellence.

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CONCLUSION

PSMMC's experience highlights the transformative impact of a well-structured, PTAP-accredited nurse residency program. By embedding global best practices into local contexts, engaging stakeholders, and prioritizing wellness and education quality, PSMMC has created a resilient and responsive model for nursing excellence. This case study offers a blueprint for international organizations seeking to elevate their nurse transition programs and align with global standards.

ANCC Practice Transition Accreditation Program® (PTAP). recognizes programs that offer high-quality nurse residency and fellowship programs that transition nurses into practice with confidence and competence.

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