Focused Ambulatory Orientation: How we are shaping orientation for our future nursing staff

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GUNDERSEN HEALTH SYSTEM®

NEXT STEPS

At the end of the orientation program

departments with their preceptors

Continue to gather feedback from program

One week after returning to their

One-month post-program

Six months post-program

Gathering preceptor feedback

participants

week

BACKGROUND

Focused Ambulatory Orientation (FAO)

- Response to the critical staffing needs
- Desire to support frontline staff **Health System**
- Influx of clinical float pool staff
 - Unable to orientate efficiently
 - Lack of preceptor availability

A Structured Orientation Program

- Evidence-Based Support^{1,2,3,4}
 - Increased retention
 - Increased job satisfaction
 - Increased confidence
 - Cost reduction

Goal:

Help new nursing staff

obtain basic

foundational outpatient

skills to begin working

more efficiently in

departments with their

preceptor and more

easily adapt to the

outpatient environment

Focused Ambulatory

Orientation Timeline

PURPOSE

Develop a Standardized Process

- Multidisciplinary collaboration
 - Utilized to provide diverse perspectives
 - Development of educational content
- Week-long immersion-based
- Hands-on focused orientation

Unique Opportunity - Outpatient Primary Care Staff

Familiarization of electronic health record efficiencies

"I can't imagine starting an orientation without this immersion week into all

the skills the PDNs taught us and how to navigate EPIC. Especially coming

from inpatient to outpatient this was really helpful.

I felt ready to be in the department and be able to start in-basket and

phone calls with minimal assistance from my preceptor.

Second session

begins with

considered from

Oct.

2021

all > 6

I felt much less intimidated and did not feel incredibly

overwhelmed or lost since I started out with the core

knowledge of navigating ambulatory epic and triaging calls. I

feel the classes laid out a really good base for what I have

experienced so far in orientation."

-Float Pool RN

Aug. 23,

2021

- Telehealth nursing practice
- Medication refills
- Patient portal messages
- Ambulatory in-basket work

SOLUTION

Multidisciplinary collaboration to discuss concerns, feedback, plan for next session, and brainstorm enhancement ideas

- Department of Nursing
- Informatics
- Professional Development Nurses (PDN)
- Outpatient Clinical Manager

Initial Feedback from preceptors

Beneficial for new hires

More efficient workflow

More independent work

Other orientation needs met

staff that attended the program

Preceptors learning as well

Realized benefits with successful pilot

in primary care

January 2022

Changes to telehealth

content for specialties -

attend morning only

Resumed once monthly

2022

all ≥ 5

3/4 Yes

Reduced Orientation time

Provider input

 Worked with information technology digital services to obtain telephones and dual monitors for computer lab training

OUTCOMES

Positive feed back received from clinic float pool RN

Offered during orientation to all new ambulatory RNs

The program was offered to specialty department RNs

orientation program that fit their scope of practice

Medical Assistants began attending a portion of the

Content and benefits applicable to other areas

Nurse Interns attend.

Ongoing discussions

Specialty Department

2023

Tele triage classes

offered separately fo primary care RNs.

Decreased class time

over the course of a week to allow for

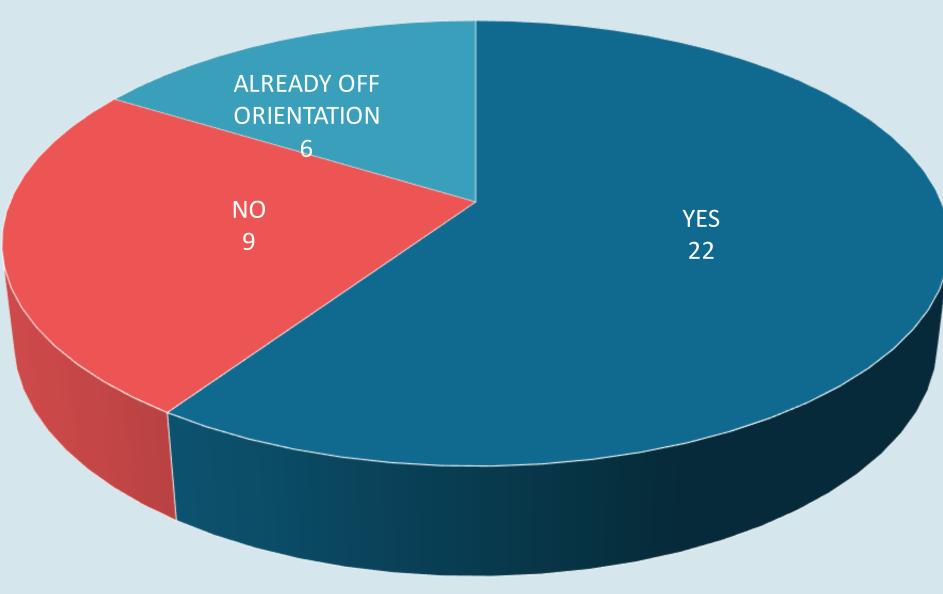
more application, less

learning fatigue.

Pilot Program -August 2021

 Nursing staff learning standardized, foundational outpatient skills, to consistently care for our organization's patients

Do you feel you could be off of orientation at this time (onemonth post session)?

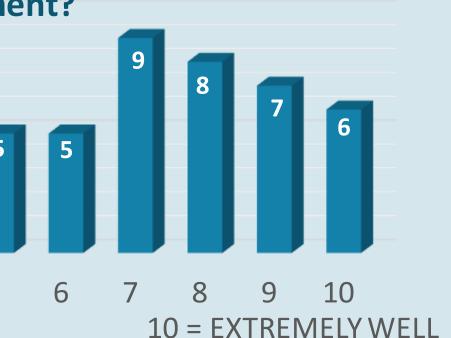


how staff who attended Focused Ambulatory Orientation felt one month after their session.



their department, following their FAO session, for 2 weeks. This gave them time to utilize the skills they were taught and apply them in their

Current orientation timeline was 6-8 weeks on average. This graph shows



This question was meant to provide feedback after staff had returned to departments.

Two weeks after preceptee attends

- One month after the preceptee attends program
- Can currently accommodate new hire ambulatory nursing staff into the program and help them get basic electronic health record efficiencies
- Continuing to evaluate the effectiveness of the program for medical assistants and are looking to see what other skills we may be able to incorporate for more holistic learning
- Received interest from department staff to attend the program as a refresher and we continue to look at this possibility in the future



BARRIERS TO CONSIDER

- Timing of staff attendance in their orientation schedule to assure skills are learned when they will be utilized in their department practice
- Participation in survey feedback from attendees and their preceptors
- Computer lab conflicts and electronic health record (EHR) updates/downtimes
- Educator availability
- covered (ex: department-specific workflows)

FUTURE PROGRAM ANALYSIS QUESTIONS

- Did program increase confidence/competence in new nursing staff
- Did program improve use of preceptor/department time during orientation
- Did program improve experience for preceptors and preceptees
- implementation

about content. Education content updates with continual best practice and EHR update changes July 2022 Sept. Department staff expectations of what content will be 2022

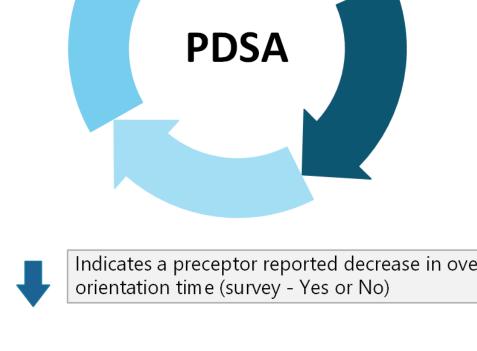
- Did program decrease orientation time within departments
- Was there an increased retention of staff after program

REFERENCES

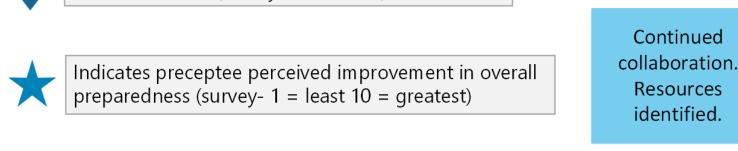


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Indicates a preceptor reported decrease in overall Indicates preceptee perceived improvement in overall



Need for change

Planning,

Aug. 9,

2021

Aug. 16,

Aug. 30,

Third session occurs with ongoing feedback. Positive feedback. Collaboration for incorporating more staff.

2021

Specialty department

RNs and Medical

Assistants began

attending. Preceptor

feedback collected.

Jan.

2022

all > 6

Ongoing positive

feedback from surveys.

Patient Experience

presentation began

Mar.

2022

all ≥ 6

2/2 Yes

Began twice monthly orientation sessions to allow for more staff attendance.

Feb.

all > 6

1/2 Yes

Gathered feedback from specialty departments. Looking at creating electronic sign up for med refill class.

Apr.

mostly ≥ 5

1/1 Yes

MA Trainee consideration; ongoing ducator support sough Accountability worksheets developed

June

2022

Preceptor guide to be created. Need for ongoing surveys was discussed, along with preceptor course.

Sought input from Nursing Council.

Aug.

2022