Focused Ambulatory Orientation: How we are shaping orientation for our future nursing staff
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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 orient efficiently
• Lack of preceptor availability
A Structured Orientation Program
• Evidence-Based Support
  • Increased retention
  • Increased job satisfaction
  • Increased confidence
  • Cost reduction

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

OUTCOMES
Initial Feedback from preceptors
• Beneficial for new hires
• Reduced Orientation time
• More efficient workflow
• More independent work
• Other orientation needs met
• Preceptors learning as well
• Positive feedback received from clinical float pool RN staff that attended the program
Realized benefits with successful pilot
• Offered during orientation to all new ambulatory RNs in primary care
• Content and benefits applicable to other areas

January 2022
• The program was offered to specialty department RNs
• Medical Assistants began attending a portion of the orientation program that fit their scope of practice

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
• Provider input
• Worked with information technology digital services to obtain telephones and dual monitors for computer lab training
Pilot Program – August 2021
• Nursing staff learning standardized, foundational outpatient skills, to consistently care for our organization's patients

BARRIERS TO CONSIDER
• Provider input
  • Realized benefits with successful pilot
  • Offered during orientation to all new ambulatory RNs in primary care
  • Content and benefits applicable to other areas

FUTURE PROGRAM
ANALYSIS QUESTIONS
Do you feel you could be off of orientation at this time (one-month post session)?

OUTCOME
How well do you feel FAO prepared you for working in your department?

REFERENCES

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