

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

Robyn Collins BSN, RN; Megan Striegel BSN, RN; Samantha Koonce BSN, RN; Dayva Goetzinger MSN, RN

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

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

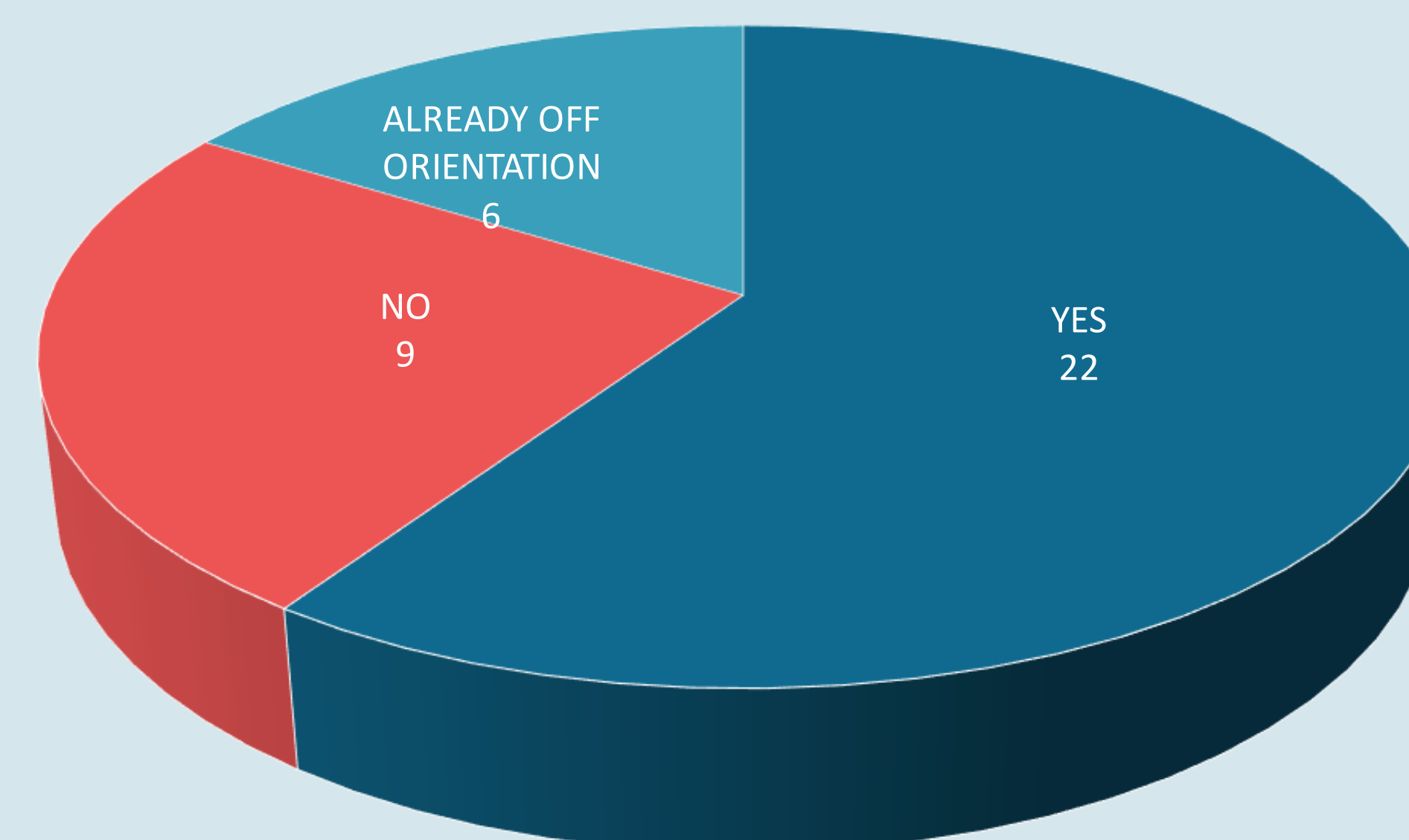
SOLUTION

- 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

NEXT STEPS

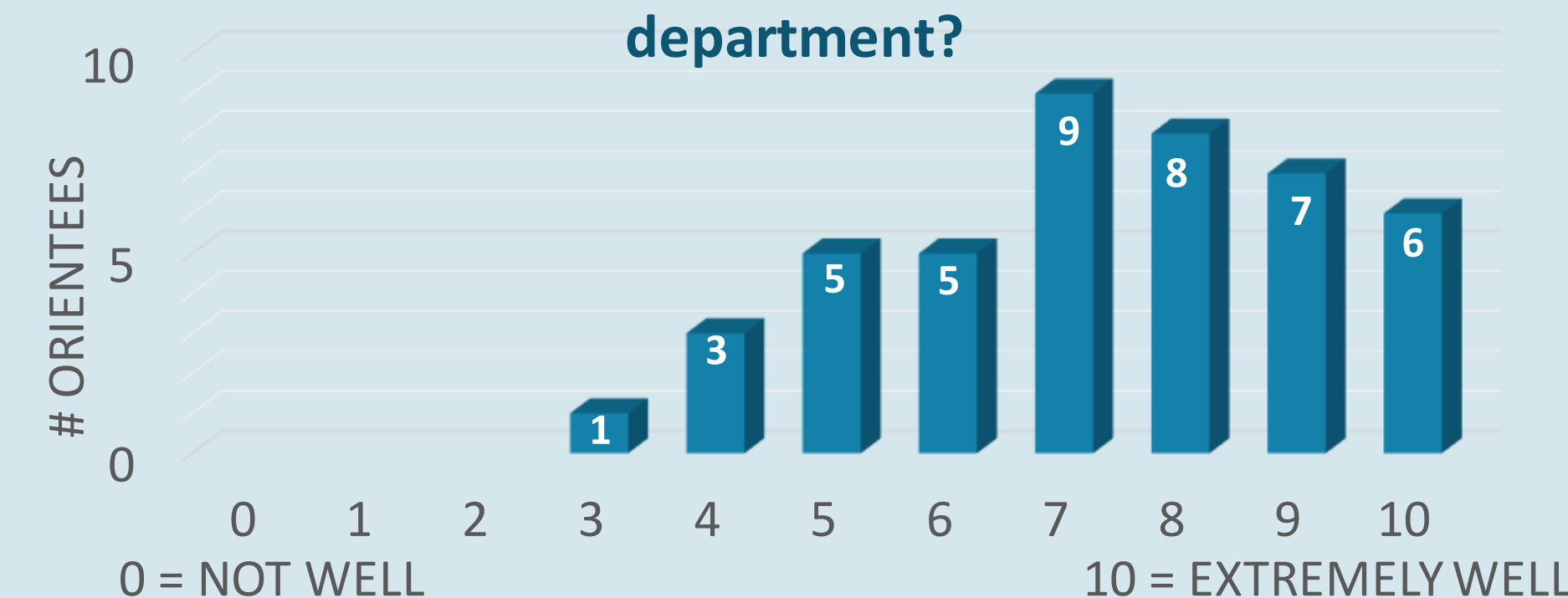
- Continue to gather feedback from program participants**
 - At the end of the orientation program week
 - One week after returning to their departments with their preceptors
 - One-month post-program
 - Six months post-program
- Gathering preceptor feedback**
 - Two weeks after preceptee attends program
 - 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

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



Current orientation timeline was 6-8 weeks on average. This graph shows how staff who attended Focused Ambulatory Orientation felt one month after their session.

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



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



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 clinic 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

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

"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.

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

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
- Education content updates with continual best practice and EHR update changes
- Department staff expectations of what content will be covered (ex: department-specific workflows)

REFERENCES



FUTURE PROGRAM ANALYSIS QUESTIONS

- Did program increase confidence/competence in new nursing staff
- Did program decrease orientation time within departments
- Did program improve use of preceptor/department time during orientation
- Did program improve experience for preceptors and preceptees
- Was there an increased retention of staff after program implementation

ACKNOWLEDGEMENTS

Shelly Niedfeldt MSN, CM
 Aaron Zivney, DO, Medical VP and Family Medicine Department Chair
 Megan Pinter, PharmD, BCOP
 Sarah Rossman, MS, RN, Clinical Operations Director
 Nursing Research Team
 Professional Development Nurses

