Nurse Residency Program –
Ambulatory Expansion

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This session will enable the learner to:

• Discover the benefits of expanding the Nurse Residency Program to the ambulatory setting and identify successful strategies, timelines, tips and lessons learned.

Nurse Residency Programs - Current State
Need for Expansion

• Majority of graduate nurses seek acute care settings [5]
• Nurse Residency Programs prominent in academic medical centers and other acute areas; minimal programs noted in ambulatory and community settings [2,4]
• AAACN recommends and finds benefit of Nurse Residency Programs across the continuum of care [1]
UCHealth - Current State

- University of Colorado Hospital’s (UCH) Nurse Residency Program was established in 2002
- The Nurse Residency Program at the University of Colorado Hospital is accredited by the Commission on Collegiate Nursing Education (www.ccneaccreditation.org). The accreditation status was awarded in 2009 and 2014, making it one of the first nationally accredited nurse residency programs in the United States.

The Stars Aligned!

- CNO and Director of Ambulatory Nursing Support
- Vizient/AACN Nurse Residency Program™ released “Nurse Residency Program Ambulatory Care Curriculum Resources”
- Master’s of Nursing Student Practicum with Nurse Residency Program Coordinator
- Ambulatory Nurse Residency Program Readiness Survey

Ambulatory Readiness – Survey Results

N = 56 responses from 24 clinics

- 70% report difficulty in hiring registered nurses
- 73% were interested or very interested in having new graduate nurses
- 76% believe it would be beneficial or very beneficial to have new graduate nurses in ambulatory care
- 57% indicated current clinic staff would be able to support new graduate nurses to be successful
Ambulatory Expansion Initial Steps

- Nurse Residency Program Expansion
- Human Resources
- Nurse Residency Program Coordinator
- Student Placement Coordinator

Curriculum Review
- Clinical Nurse Educator Focus Group:
  - Reviewed:
    - Vizient/AACN Nurse Residency Program™ Curriculum
    - Vizient/AACN Nurse Residency Program™ Ambulatory Care Curriculum Resources
  - Modifications:
    - Added ambulatory facilitators
    - Encouraged presenter inclusion of ambulatory language and content
    - Created applicability debrief opportunities with clinical nurse educator

Nurse Residency Program Expansion Strategies
- Ambulatory Preparation
- Human Resources
- Nurse Residency Program Coordinator
- Student Placement Coordinator
Seminar Review Topics

- Foundations of Nursing in Ambulatory Care
- Telephone Triage Foundational Concepts
- Telephone Triage Assessment Practices
- Medication Reconciliation

Additional Curriculum Offerings

- Foundations of Nursing in Ambulatory Care
- Telephone Triage Foundational Concepts
- Telephone Triage Assessment Practices
- Medication Reconciliation

Ambulatory Orientation Development
Ambulatory Expansion Final Steps

October - November 2016
- Candidate Application Window Opens
- Focused Unit/Clinic Orientation Classes
- Candidate Selection done by week of December 5th

January 2017
- Candidate Interviews with Clinic Manager and Educator
- Candidate Oriented/Prospective Rotation
- Unit/Clinic Last Minute Preparation

February 20th, 2017
- Nurse Residency Program Start Date
- NRECA Award Committee (Lippert Methodist)
- Ambulatory leadership participation at nursecore breakfast

Nurse Residency Outcomes

- Quantitative Data
  - Vizient/AACN Nurse Residency Program™ Surveys
  - Program Completion
  - Retention

Nurse Residency Outcomes

- Qualitative Data
  - Survey focusing on employee satisfaction
  - Interested in comparison across inpatient and ambulatory settings
1. It’s challenging to predict nurse resident need with lower turnover rates and smaller RN workforce in clinics.
2. Helpful to add a Clinical Nurse Educator to Nurse Residency Program Advisory Board
3. Explain ambulatory RN role to candidates during the interview process to align expectations.
4. Engage clinic throughout each step of onboarding, orientation and integration of a new graduate nurse.
Sustaining the Gain

1. Planning ahead is a must!
2. Strategies to identify future expansion clinics.
3. Continue to work on student placements in ambulatory settings.

Questions

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References