Ambulatory Nurse Clinic Playbook

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Ambulatory Nurse Clinic Playbook

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Objectives

At the end of the presentation, the participants will be able to:

• Cite examples of how operations and education could partner to achieve organizational goals
• Articulate ways in which elements or the concept of a Playbook could be implemented within their organization
• Verbalize how the project could be improved or enhanced
Definition of Terms

• Ambulatory
• Nurse Clinic
• Playbook vs. Toolkit

Ambulatory Care

• is defined as outpatient care in which individuals stay less than 24 hours in the health care environment
• are usually discharged to their normal residential situation following the care episode

Nurse Clinics

For this presentation, the use of the words Nurse Clinics would be referring to:
• Clinics primarily led by RNs
• May or may not be a stand-alone clinic
• Primary services provided
About Kaiser Permanente in Southern California

- Members (include growth in the last 2 years)
- Service Areas – geographic location
- Medical Office Buildings
- Nurse Run Clinics

Why Nurse Clinics?

- Response to the increased membership
- Access of appropriate level of care
- Maximizing the potential of the current work force
Management Needs

- Operations
  - Physical plan/layout
  - Supplies (including equipment, medications)
- Types of services rendered
  - Policies and Procedures
  - Work flows and processes (including KPHC shortcuts
  - Work force
    - Staffing mix
    - Scope of Practice
    - Competency
    - Education and training

Education

- On-boarding and orientation
- Competency validation process
- Ongoing training (policies)
- Services as requested
- Individual scope of practice
  - According to scope of services provided

Staff Education

- Work force
- Staffing mix
- Scope of Practice
- Required Education and training
- Competency
Playbook brings these together

Operations
  Workforce
  Electronic Medical Record (EMR)

Work flows
  Policies and procedures
  Scope of Practice
  Competencies
  Charge Capture

Service
  Quality
  Access
  Affordability

Ambulatory Nurse Clinic Playbook

More than the sum of its parts

• Collaboration between management and education
• Sharing of successful practices
• Innovation vs. wheel re-invention

How it came about...

• Coming to the region...
• One small MOB manager was interested in opening a nurse clinic – “Where do I start?”
The Process

- Peer group validation
- Collection of materials
- Peer group validation
- Site visits and assessments
- Peer group validation
- Internal sharing...presentation to senior leaders
- Peer group validation
- And now...external sharing

Components or Elements of the Playbook

- Table of Contents with examples of each

Questions?

THANK YOU!