

Demonstration of the Value of RN Front Line Leaders in Ambulatory Care

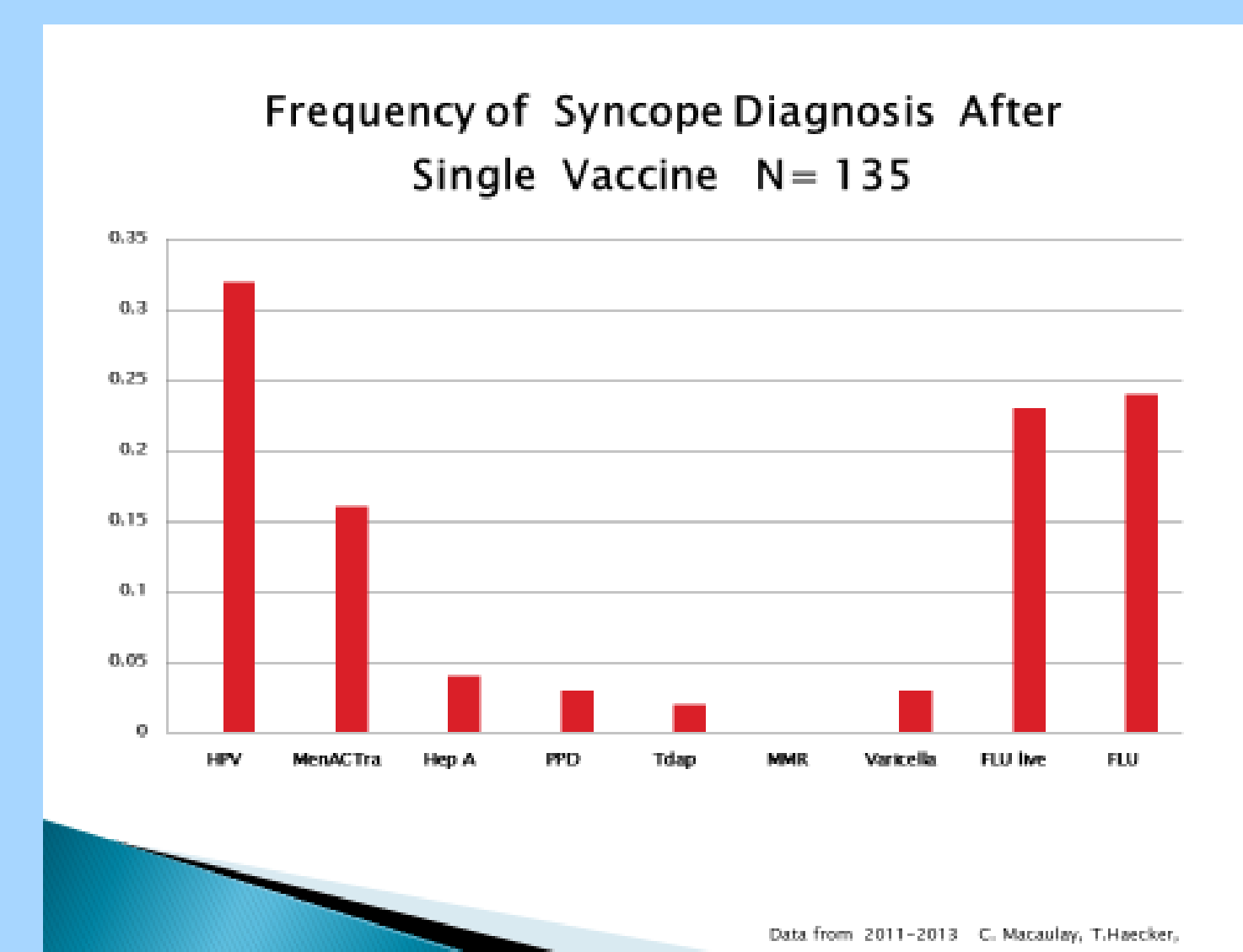
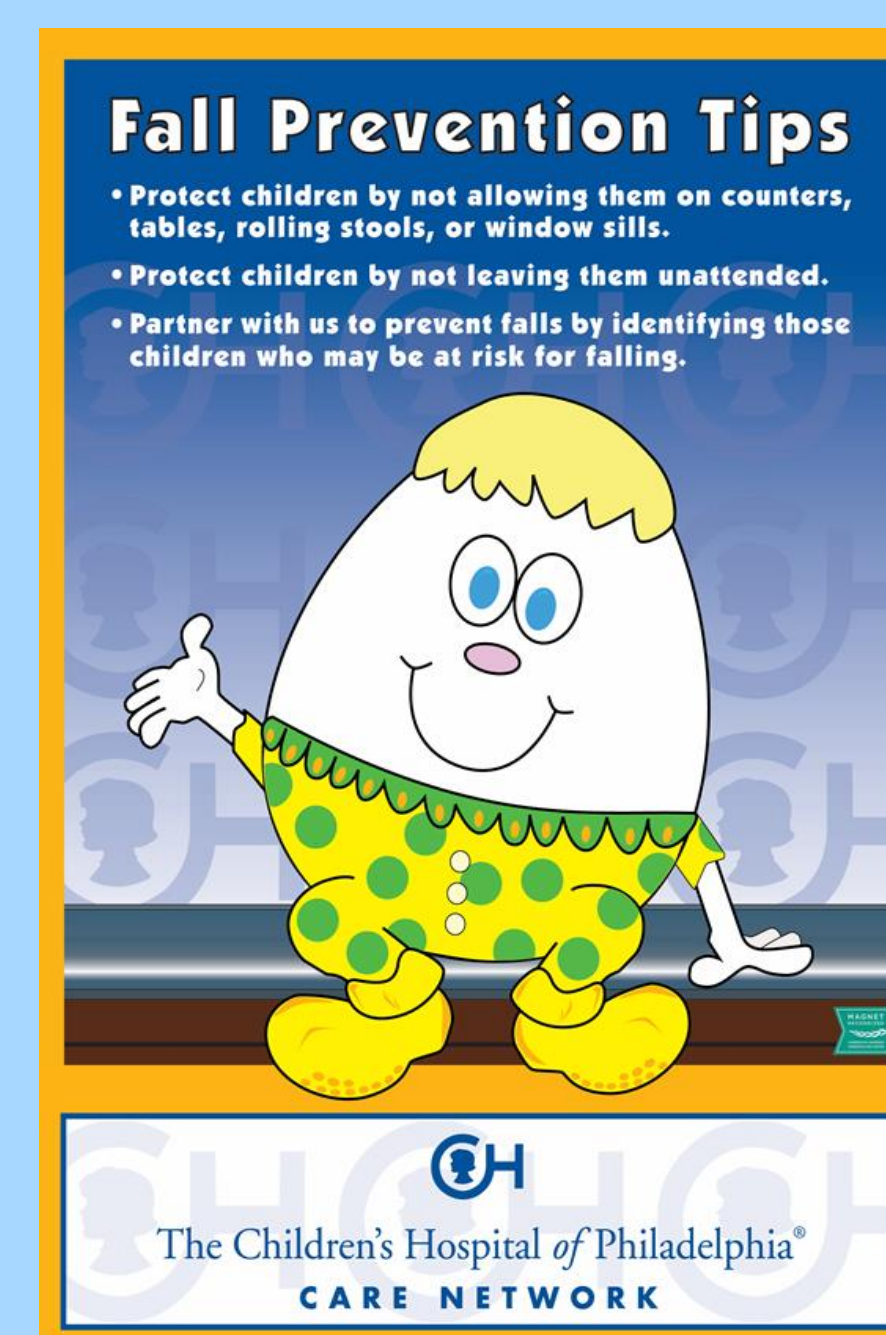
Christine B. Macaulay, MSN, RN, CEN;
Diana Anderson, BSN, RN, CPN
The Children's Hospital of Philadelphia Care Network



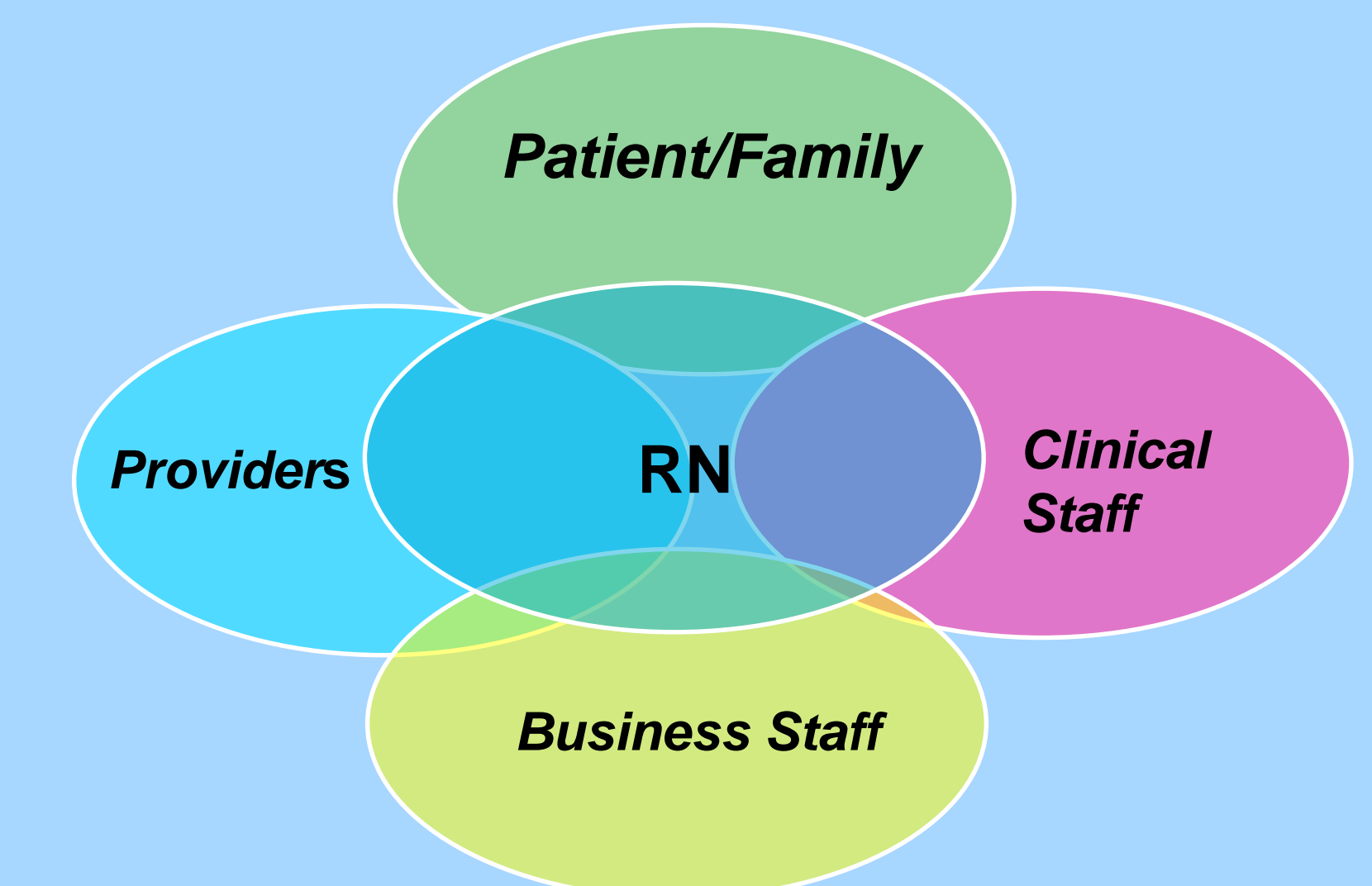
Background

- Traditional care models in primary care practice have been physician owned with many unlicensed clinical staff.
- Current challenges of greater complexity, changing economics driven by health care reform and increasing competition require thoughtful skill mix to meet both economic and quality patient centered goals.
- Links have been documented to nursing interventions and patient outcomes based on Registered Nurse leadership. (Swan, Conway-Phillips, Griffin 2006).

Results



Conclusion



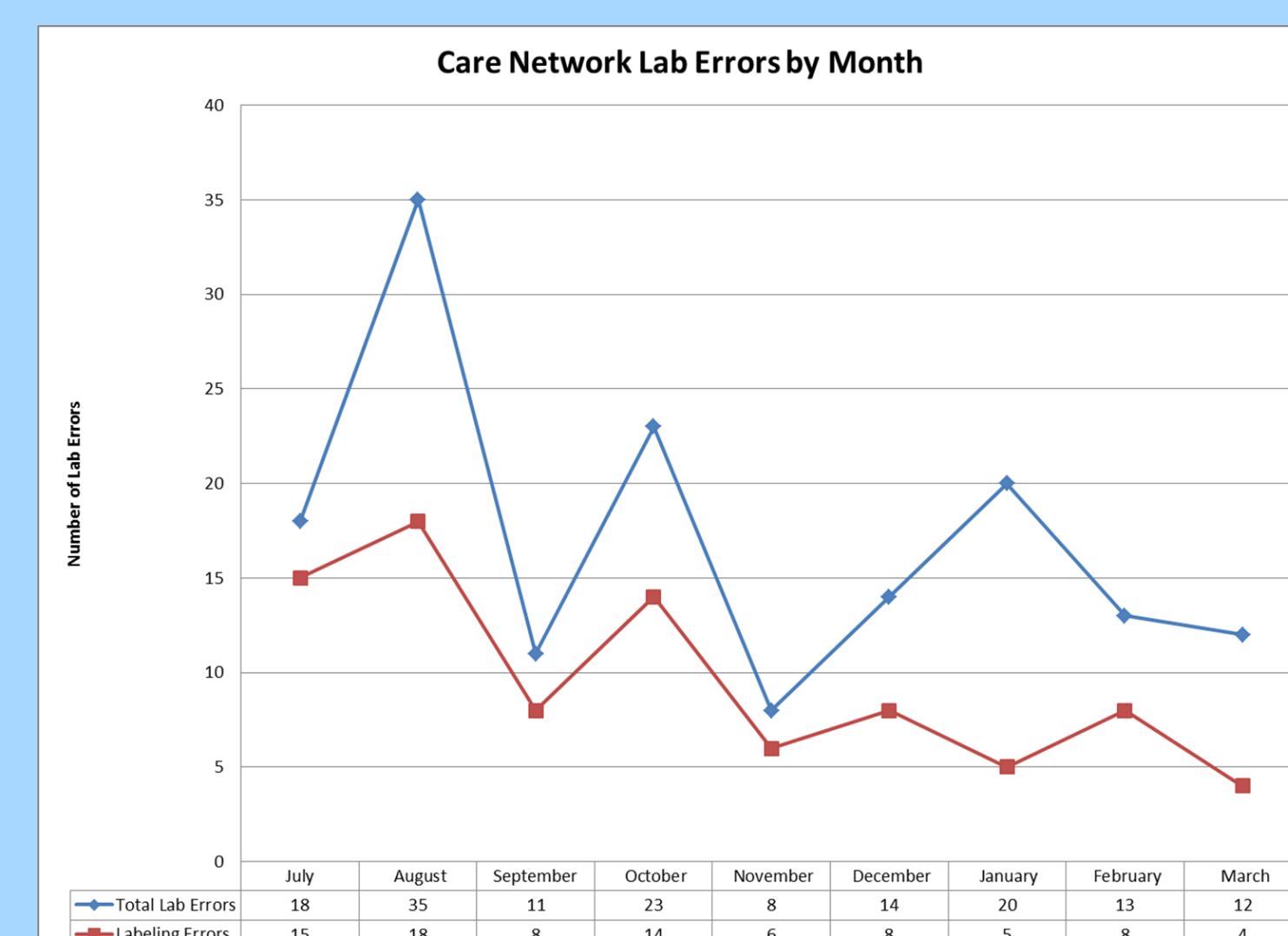
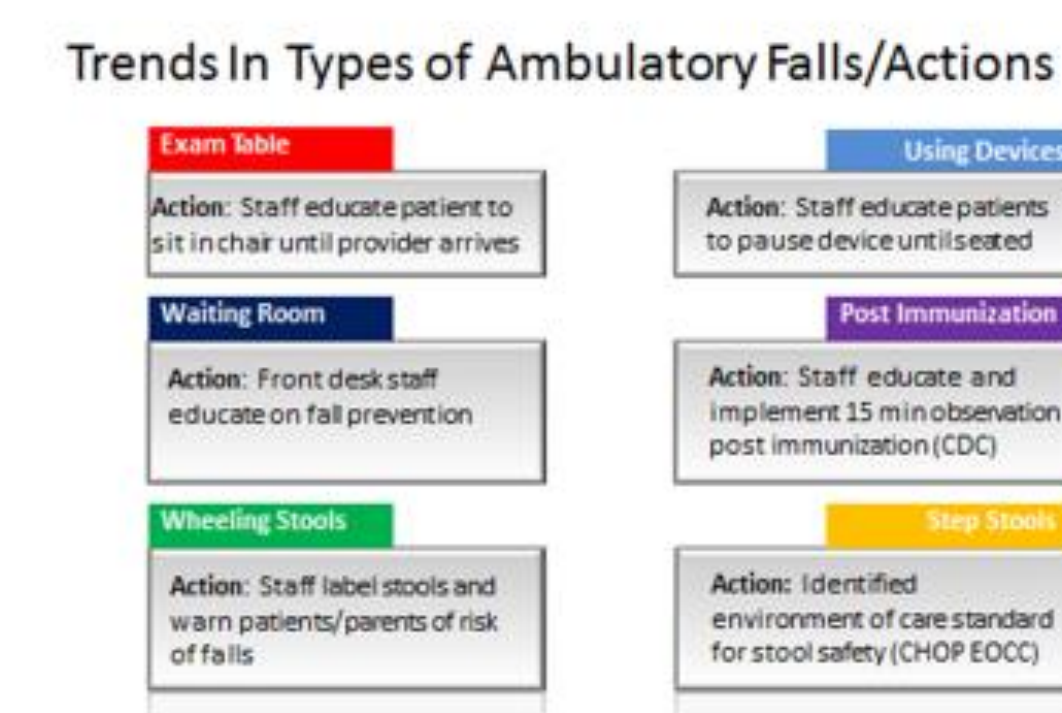
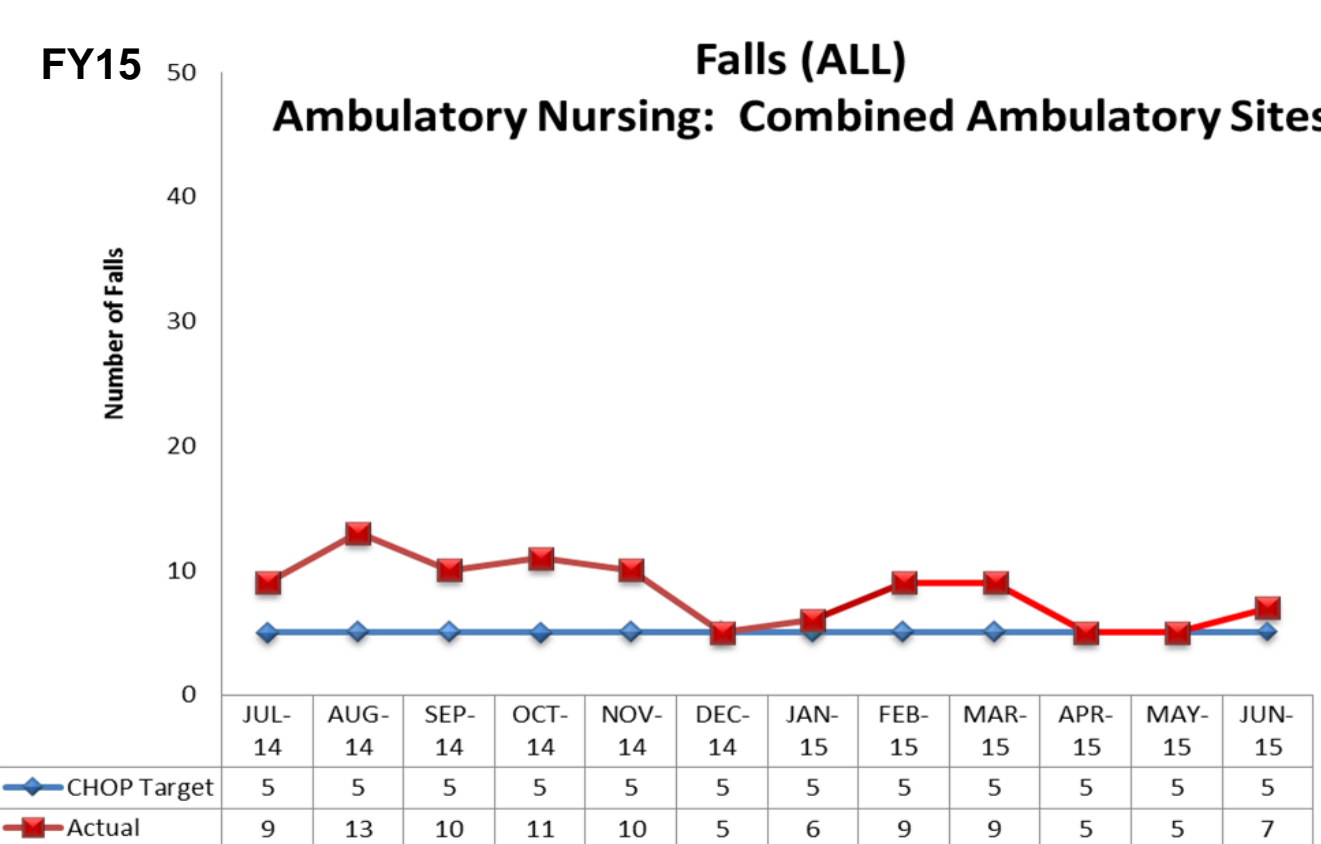
Methods

Improvement Framework



- Blend Patient Safety, Project Management, Employee Development, Shared-Governance, Learning Theory and Technology to support program design/outcomes
- Identify Accountable Front Line RN Leaders & Mentors

- Efforts to connect and empower RNs in 50 sites of a pediatric care network to meet safety goals reinforced the value of RN leadership at the point of service.
- One outcome of RN Leadership is the first Ambulatory Fall Prevention Program (AFPP) resulting in significant prevention of pediatric and adolescent falls such as falls post vaccine administration.
- RN Leader initiative focused on specimen labeling errors a leading cause of lab errors in a Primary Care Center resulting in marked decrease in errors.
 - Studies have identified high cost of mislabeled specimens including added patient anxiety and delays in diagnosis (CAP 2014).
- RN Leadership led to special waiting room design for special needs children.
- RN Leaders effectively met Behavioral Health Program RN vacancy with creative strategies resulting in coordinated clinical optimization and new hire orientation.



THE CHILDREN'S HOSPITAL OF PHILADELPHIA
Ambulatory Nursing
Registered Nurse Competency Based Orientation (CBO) -CIEBP ATCO
Place in employee personnel file

The Children's Hospital of Philadelphia
Department of Child and Adolescent Psychiatry and Behavioral Sciences (DCAPBS)
Nursing Education
Medication Assessment - Test A
Children's Intensive Emotional and Behavioral Program (CIEBP)

Name: _____ Date: _____
Name of Person Administering Test: _____
Department/Program: _____

References

Centers for Disease Control and Prevention. (2010). Syncope FAQs – Vaccine Safety. Retrieved from http://www.cdc.gov/vaccinesafety/Concerns/syncope_faqs.html

College of American Pathologist, Valenstein PN. Quality Management in Clinical Laboratories: Promoting Patient Safety Through Risk Reduction and Continuous Improvement. Northfield, IL:2005

College of American Pathologist – When a Rose is not a Rose, The Problem of mislabeled specimens. Updated Feb 23, 2010. accessed 4/12/14

Swan,B.A.;Conway-Phillips,R. and Griffin,K.F. (2006). Demonstrating the value of the RN in ambulatory care. Nursing Economics. 24 (6) 15-22.

