



**Ambulatory Care Nursing:
Strategies for Success**

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Disclosures


We have no disclosures to report

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Learning Objectives

At the end of this presentation the learner will:

1. Evaluate the implementation of new leadership roles in ambulatory nursing
2. Understand how a strategic plan for ambulatory services aimed at increasing quality and safety of care and standardization of best practices has yielded improved patient outcomes
3. Discover practical ideas for creating an empowered shared governance council for ambulatory nurses across practice settings

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Who We Are




Mission:
Delivering leading edge patient care, education and research

Vision:
Healing humankind, one patient at a time, by improving health, alleviating suffering and delivering acts of kindness.

Values:
Compassion, Respect, Excellence, Discovery, Integrity, Teamwork


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Physician Practices and Clinics
Provide primary and specialty care in 150 offices across Greater Los Angeles, including:

• Alhambra	• Pasadena
• Arcadia	• Porter Ranch
• Brentwood	• Redondo Beach
• Century City	• Santa Clarita (Valencia)
• Fountain Valley	• Santa Monica
• Irvine	• Simi Valley
• Malibu	• Thousand Oaks
• Manhattan Beach	• Torrance
• Marina Del Rey	• Westlake Village
• Northridge	• West Los Angeles
• Pacific Palisades	• Westwood




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Hospitals:

- Ronald Reagan UCLA Medical Center & Mattel Children's Hospital UCLA
 - Magnet recognized since 2005
 - Licensed ambulatory clinics included in 2015 re-designation
- Stewart and Lynda Resnick Neuropsychiatric Hospital at UCLA
 - On the Magnet journey
- UCLA Medical Center, Santa Monica
 - Submitted Magnet document August 3, 2015



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Awards & Recognitions

U.S. News & World Report ranks Ronald Reagan UCLA Medical Center one of the top five American hospitals — and the best hospital in the western United States for the 26th consecutive year.



- America's Best Doctors
- UCLA Medical Group awarded Gold Level Achievement for clinical quality by the California Department of Managed Health Care
- Certified Stroke Center
- STEMI Heart Attack Receiving Center designation
- Level 1 Trauma Center
- Level 4 NICU

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Background

CNE Vision for Population Health & Ambulatory Nursing

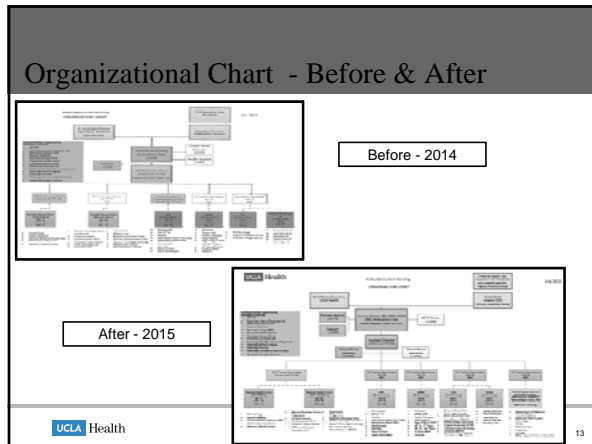
- April 2013: Quanna Batiste, MSN, HCSM, RN, joined UCLA as the Director of Nursing, Ambulatory Care
- SWOT analysis revealed variation in standards
 - Opportunity to strengthen ambulatory infrastructures
 - Opportunity to improve care processes
- Need to make case for human resources
- Partnership between MPD and ambulatory nurse leaders developed
 - Magnet as a framework to elevate standards and practice
 - MPD joined ambulatory councils

Transformational Leadership - Ambulatory

- Alignment of vision/mission/values
- Alignment with organizational strategic plan
- Ambulatory director promotion to CNO, Ambulatory Services
- Ambulatory CNO organizational structures
- Creation of ambulatory strategic plan
- CNO advocating for resources

MAGNET ALIGNMENT:

TL1EO – Nursing Strategic Plan
 TL4 – CNO Involvement in Org. Decision-Making
 TL7 – Data-Driven Resourcing
 TL9EO – Nurse Leaders Influence Change

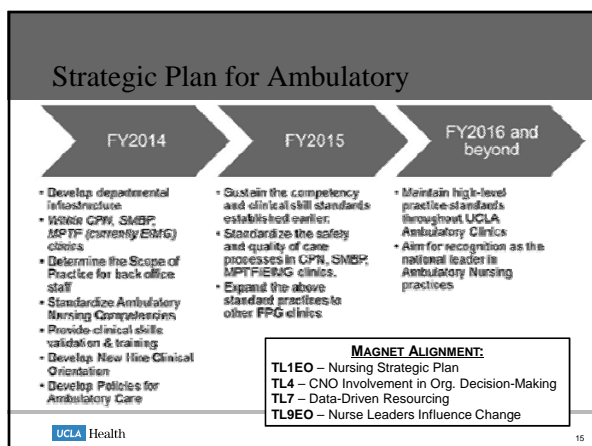


Learning Objectives

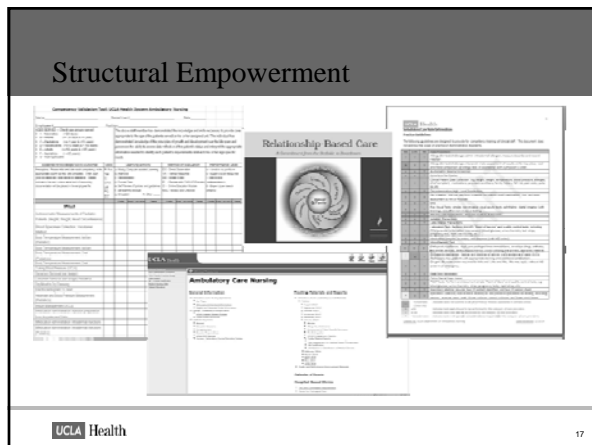
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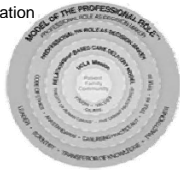
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Ambulatory Practice Council

- Participated in the scope of practice review process
- Analyzed predictors of patient transfer from ambulatory clinics to higher level of care
- Developed UCLA Health Ambulatory Standards of Care
- Organized Medical Assistants Day annual celebration
- Ambulatory certification review course

MAGNET ALIGNMENT:
 SE1EO – Interprofessional Decision-Making Groups
 SE2EO – Prof. Org. Participation
 SE3EO – Prof. Nursing Certification
 SE4EO – Continuing Education Programs
 EP1 – Professional Practice Model
 EP2 – Results of PPM




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Ambulatory Quality Rounds


- Evaluate outcomes
- Evaluate adherence to quality standards
- Ensure consistent, highly reliable practices
- Data to contribute to ambulatory dashboard
- Recognize Magnet outcomes
- Policy references



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Ambulatory Clinical Orientation

- Started in August 2014
- Includes an overview of practice standards and policies as well as half day of hands-on skills training in the simulation lab
- As of July 2015, over 250 attendees (RN, LVN, MA)
- Highly rated by attendees, popular among clinical staff



MAGNET ALIGNMENT:
 SE7 – Transitioning New Nurses into Practice
 SE8 – Developing Nurse Preceptors

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Policy Development

- Previously, UCLA Health policies were developed primarily for inpatient practices
- Creation of a new committee to work exclusively on ambulatory-focused policies



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New Roles In Ambulatory

- **Ambulatory nurse leader roles**
 - Associate Director
 - Clinical Nurse Specialist
- **Creation of Ambulatory Practice Coordinator Role**
 - Clinical support for 300 ambulatory clinical staff
 - Rounding, monitoring with increased visibility in the practices
 - 1 Practice Coordinator to ~10 clinic practice ratio
 - Enhanced support for non-clinical managers on practice issues
 - Real-time follow up on practice related issues
 - Promotion of professional practice in ambulatory care
 - Orientation facilitation and competency validation
 - Clinical staff training and remediation

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Ambulatory Care Nursing New Hire Orientation



Number of Staff That Attended Orientation

- 2014- 104 employees
- 2015- 49 employees (as of June 2015)



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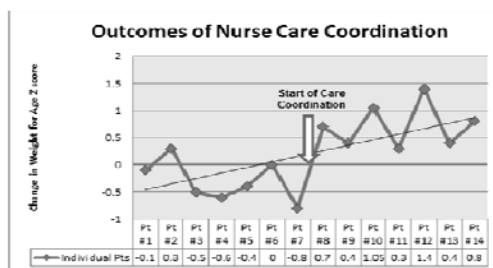
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Empirical Outcomes Measurement Tools

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Ambulatory Outcomes

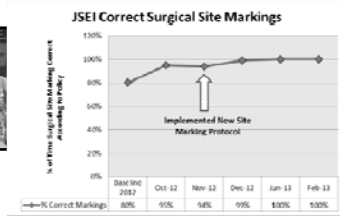
Empirical Outcome Example



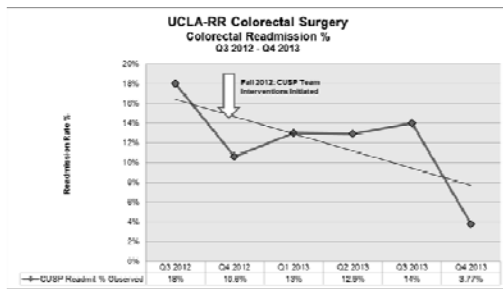
Empirical Outcome Example



Zero wrong patient surgeries



Empirical Outcome Example



Looking Ahead


The Future



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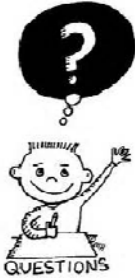
Thank you!


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