

“WHEN
TRANSITION
BECOMES
TREPIDATION”

The Need

- Turnover rate of new graduates in their first year -27.1% (Bratt and Felzer, 2011)
- “Anxiety”, “Stress”, “insecurity”, “Self-doubt”, “Apprehension”, and “Isolation” – Words used by new APPs during transition from college to new job.
- 90% of NPs were either extremely interested or somewhat interested in a residency program (Hart and Bowen 2016)
- “Need peer support, expert advice and extra skills. Not just orientation”.

- Institute of Medicine supported the transition to practice programs for Family Medicine NP -2015
- Mentoring/Residency Program → Positive environment → Improved retention
- Improved retention → Improved patient satisfaction and economic savings
- Turnover cost for a single APP range from \$85,832 to \$114,919.00 (Sullivan Cotter's survey)

High rate of satisfaction

- A survey of 254 NPs has shown that 70% of NPs finishing a residency program claimed that they were either “very satisfied” or “satisfied”.
- Our program (Aprox 1 year):
 - 100% “Extremely Satisfied” category.
 - 0% Turn over rare
 - 0% Sentinel events

Primary Care APP Residency

Dr. Ratna Palakodeti, Physician Administrator APP Residency Program
Mary Lou O'Brien, APRN
Sara Wilson-Rector, APRN

Program Goals

1. Increase the confidence and competency of our APP's
2. Learn from peers and physician facilitator in a group setting
3. Provide an environment where APPs feel supported both clinically and administratively
4. Provide ongoing professional development
5. Program Components: practice management, shadowing, and clinical development



Practice Management

Mary Lou O'Brien, APRN
APP Program Manager

Goals of Practice Management

- Retention of APPs
- Promoting safe practice
- Providing clear expectations and goals
- Complete orientation checklist
- Identifying questions/concerns of APPs and how to address

Supporting Our APPs

- APP managers meet with new hire APPs to discuss program
- New hire APPs:
 - Week 1: shadow collaborating physician
 - Week 2: seeing patients
- Dedicated time on Wednesdays to discuss practice issues, billing questions, and any APP questions/concerns.
- Residency program starts quarterly. All new hire APPs required to complete training on Wednesdays throughout quarter.

Setting Expectations

- New hire APPs have a very clear goal achieving metrics:
 - Appointment time slot expectations
 - Coding and documentation
 - Quality metrics and accessing dashboards
 - Patient experience and access to care
- APP managers share tips/tricks on how to meet metrics



Shadowing

Sara Wilson-Rector, APRN
APP Program Manager

Shadowing Purpose

- Network with specialty providers
 - Assist with guiding future referrals from primary care
- Sharing educational pearls specific for each specialty
- Streamline work up appropriate in primary care before referring to specialty practice

Shadowing Goals

- Goal is a minimum of 6 shadow opportunities
- Individualize opportunities for each APP
- Shadows can be 7-9 different specialty offices or repeat depending on the preferences/needs of individual APPs
- New hire APPs may shadow physician or another APP in specialty

Future of Shadowing

- Great responses from our specialty partners
- APP's feel well supported from experience with specialist
- Potential barrier: Future specialty provider burnout

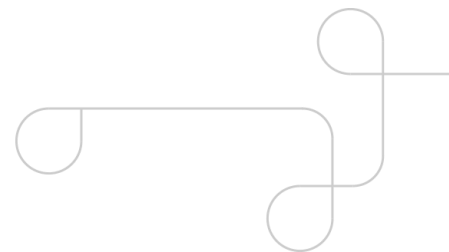
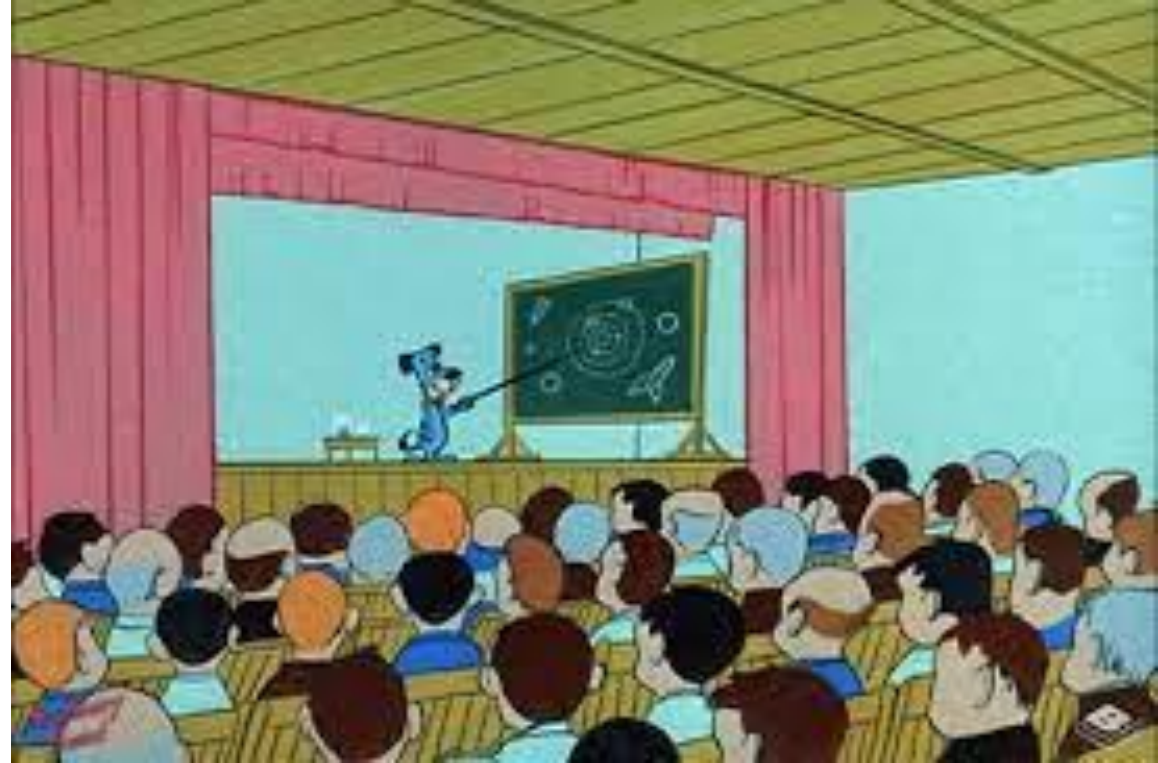


Clinical Development

Ratna Palakodeti, MD

APP Program, Physician Administrator

1. Self evaluations
2. Grand rounds
3. Didactics
4. Cadaver lab
5. Quarterly didactic lectures on clinical problems



Dear (name),

I shall be grateful if you can please fill in the following Self Needs Evaluation form. This form will be used for the sole purpose of designing the program for YOU in the next 90 days and is not meant for any other purpose.

RATE YOUR LEVEL OF SKILL AND KNOWLEDGE IN THE FOLLOWING AREAS:

If there is/are condition(s) in which you think you need further help with improving your skills and/or knowledge, please mention those conditions in the space provided, below the table.

	VERY HIGH	HIGH	ADEQUATE	LOW	VERY LOW
ENT	1	2	3	4	5
<i>(like URI, tonsillitis, ear infections, vertigo, seasonal allergies, hoarseness of voice etc)</i>					
EYE CONDITIONS	1	2	3	4	5
<i>(like red eye, painful eye, certain infections like Herpes Zoster, flashes/flutters, loss of vision etc)</i>					
DERMATOLOGY	1	2	3	4	5
<i>(like skin rashes, management of eczema and psoriasis, infections and infestations of skin etc)</i>					
CARDIOLOGY	1	2	3	4	5
<i>(like CHF, what test to order, HTN, cardiomyopathy, angina, post MI management etc)</i>					
PULMONOLOGY	1	2	3	4	5
<i>(like bronchial asthma, COPD, chronic cough, pneumonia, COVID, lung nodule, Ca lung etc)</i>					
GASTROENTEROLOGY	1	2	3	4	5
<i>(like abdominal pain, chronic diarrhea, GI bleed, Ca colon, hepatitis, cirrhosis liver etc)</i>					
GENITOURINARY	1	2	3	4	5
<i>(like recurrent UTI sxs, hematuria, Prostate cancer, high PSA, GU cancers, dropped bladder etc)</i>					
GYNAECOLOGY	1	2	3	4	5
<i>(like menstrual irregularities, excessive vaginal bleedings, ovarian cancer, GYN infections, STI etc)</i>					
RHEUMATOLOGY	1	2	3	4	5
<i>(like chronic joint pains, specific autoimmune conditions, fibromyalgia, chronic Lyme's disease etc)</i>					
MUSCULOSKELETAL	1	2	3	4	5
<i>(like sprains, strains, fractures, dislocations, tennis elbow, trigger point and joint injections etc)</i>					
ENDOCRINOLOGY	1	2	3	4	5
<i>(like diabetes, hypo and hyper thyroidism, testosterone deficiency, erectile dysfunction etc)</i>					
PSYCHIATRY	1	2	3	4	5
<i>(like depression, ADHD, bipolar disorder, autism spectrum disorders etc)</i>					
EFFICIENT DOCUMENTATION AND CODING	1	2	3	4	5

MY LEVEL OF CONFIDENCE IN DEALING WITH THE FOLLOWING AGE GROUPS

PEDIATRIC	1	2	3	4	5
ADULT	1	2	3	4	5
GERIATRIC	1	2	3	4	5

I NEED FURTHER HELP WITH THE FOLLOWING CONDITIONS:

MY PREFERRED TOPICS FOR DIDACTIC LECTURES ARE:

Self Evaluation



Grand Rounds & Didactics



Cadaver Lab



Premier Health
Premier Physician Network

Quarterly Didactic Lectures

- Supports ongoing professional development
 - Open to all primary care APP's
 - Recorded Teams event
 - CME / CEU opportunity

Residency Program Feedback

- ✓ *“Learnt more in these three months than in the past 5 years.”*
- ✓ “Shadowing/tip sheets provided by the specialists is very helpful!”
- ✓ I enjoyed the lectures and power points. The quizzes that were provided prior to class were also a great tool to test my knowledge of the subjects.
- ✓ “Learned SO much!”
- ✓ “I enjoyed the case studies with real life examples during the grand rounds”
- ✓ “Thank you for answering my 500 questions and making my transition from school to real world easy.”
- ✓ *“As a new provider in primary care I think this program was very helpful and provided a great atmosphere for learning”*

Program Future and Next Steps

- Increase APP support in both clinical and administrative development
- Support retention through transition into practice and ongoing APP manager meetings
- Enhance program by individualizing to APP's needs rather than cookie cutter approach

THANK YOU

