

Ambulatory Nurse Leaders: Standardizing Work to Improve Practice!

The Problem

- Absence of an ambulatory nursing forum to discuss nursing issues and share best practices
- Lack of consistency surrounding nursing competencies and practice across ambulatory
- Efforts to ensure ambulatory nursing competence and practice were both labor intensive and duplicative
- No process for annual review of competencies and communication of updates

Aim/Goal

- Development of a forum for ambulatory nurses to share information, discuss practice and network for collaboration in patient care initiatives
- Standardize an approach to RN competency validation across ambulatory services
- Collaboratively develop and implement a framework for RN competency review
- One source of truth for everyday readiness

The Team

K. Boyd; S. Calder; H. Dowling; F. Azzara; J. Barletta; L. Carvelli; J. Carbone; E. Compton; L. DeLorie; D. DeSilva; L. DiCenzo; L. Hopkins Kane; J. Dufresne; J. Lewis; A. Lydeard; D. Maloof; D. Nadworny; T. Normile; C. Reynolds; N. Richter; B. Rosato; J. Ross; M. Sheppard; S. Tarantino; L. Trainor; A. Whatmough

The Interventions

- Formation of Ambulatory Nurse Leadership Council (ANLC)
- Development of committee charter and goals
- Established monthly ANLC meetings
- Initiated annual report out for each member sharing information about their clinical area, best practices, etc.
- Completed gap analysis of ambulatory nursing competencies / practice
- Developed ambulatory nursing competency list, ultimately endorsed by hospital wide competency committee

The Results/Progress to Date

- The ANLC has created a forum for standardized messaging to all units around quality improvement initiatives. The nursing competencies and structure for managing has had a huge impact across the ambulatory services.
- The competency list will be adopted by all ambulatory clinics, off sites and emergency department that employ RN



Lessons Learned

There are a lot of great nursing initiatives across ambulatory services. Creating a forum for nursing leaders to discuss practice and collaborate on new initiatives has been incredibly successful. Ambulatory nurses are engaged and eager to participate in the advancement of nursing practice in the ambulatory and emergency services!

Next Steps/What Should Happen Next

- Continued work on standardizing competencies for all nursing including LPN and APN
- Standardizing use of myPATH in ambulatory
- Review and standardization of department specific competencies
- Review and standardization of onboarding process
- Continue to identify opportunities to standardize work and nursing practice across ambulatory services