

PA Nurse Residency Collaborative: Spring Meeting

What to Keep, Revise, Toss in a Post Pandemic Residency

April 30, 2021





A healthy PA through nursing

PA Action Coalition Nurse Residency Collaborative
2021 VIRTUAL Spring Meeting
What to Keep, Revise, Toss in a Post Pandemic Residency
 Friday April 30, 2021

Time	Topic	Speaker
0830-0835	Welcome	Jeanette Palermo, MSN, RN-BC, PCCN-K Chair, PA-AC Nurse Residency Collaborative
0835-0845	Vizient Update	Evy Olson, MSN, MBA, RN Associate Vice President, Nursing Programs Vizient
0845-0900	What To Do With Simulation	Amy Bridgman, MSN, NPD-BC, CPN Sarah Ziccardi DNP, RN-BC, NPD-BC UPMC Children's, UPMC Passavant
0900-0920	Breakout: What Tools Do We Want from Vizient?	
0920-0935	Break	
0935-0950	What To Do With EBPP	Delancy Zeller MSN, RN, Cathy Witsberger DNP, RN, NPD-BC, Nicole Anzio DNP, RN, NPD-BC, Deb Lidey MSN, RN, Tiffany Conlin, MSN, RN, CMSRN UPMC Pinnacle, UPMC Presbyterian-Shadyside, UPMC Western Behavioral
0950-1010	Breakout: What Did Your 2020 Annual Report Data Tell You?	
1010-1025	How To Maintain Relationships in a Virtual Environment	Jennifer Hicks MSN,RN, CEN and Jan Zillman MSN,RN UPMC Hamot, UPMC St. Margaret's
1025-1050	Breakout Session Debriefing, Question and Answer Period	
1050-1100	Closing	Amy H. Ricords, MEd, BSN, RN, NPD-BC PA-AC Director Nursing Professional Advancement

Vizient Update

Evvy Olson, MSN, MBA, RN
Associate Vice President
Nursing Programs Vizient

April 30, 2021





**UPMC
NURSING**

What to do with Simulation?

Amy Bridgman, MSN, NPD-BC, CPN
UPMC Children's Hospital of Pittsburgh
Sarah Ziccardi, DNP, RN-BC, NPD-BC
UPMC Passavant

- How do we implement simulation for residency?
 - Low fidelity pros and cons
 - High fidelity learning scenarios
- What resources are available for teaching?
 - Staff nurses
 - Experts
 - Vendor educators

How do we incorporate sim?

- Low fidelity
 - Ostomy models
 - Wound VAC models
 - Skin care assessments
- High fidelity scenarios
 - Sepsis recognition
 - Crisis management
- Live patient actors



Building Interprofessional Relationships Through Sim

Initial Plan

- 3 In-person sessions
- Session 1: Patient safety
 - Medical Residents and Nurse Residents assigned in pairs
 - Shadowed each other during work hours
- Session 2: Professionalism
 - High fidelity sim experience
- Session 3: Communication/ Understanding interprofessional roles
 - High fidelity sim experience
- Group outings to facilitate relationship building
- Pre and post surveys to evaluate outcomes

Plan B- Switch to Virtual

- Session 1: Patient Safety
 - Not all pairs were able to shadow each other
 - Group outings were cancelled
 - Developed interactive, low fidelity simulation experience
 - Identify gaps in interprofessional practice that could lead to medical error
 - Scripted scenarios with practice
- Session 2: Professionalism
 - Filmed scenario
 - Practice followed by debriefing session
- Session 3: Communication/ Disagreeing in front of the patient
 - Filmed a scenario with disagreement between disciplines
 - Practice followed by debriefing session
- Pre and post surveys to evaluate outcomes

4/28/2021

BREAKOUT | 9:00 – 9:20 AM

Group Discussion:

What tools do we want from Vizient?

PA Nurse Residency Collaborative: Spring Meeting

BREAK

9:20 – 9:35 AM





Success with EBP

Delancy Zeller, MSN, RN

Nicole Anzio, DNP, RN, NPD-BC

Tiffany Conlin, MSN, RN, CMSRN

Debbie Lidey, MSN, RN

Cathy Witsberger, DNP, RN, NPD-BC

EBP Transition to Virtual

- Developing groups
- Coach interaction
- Coordinator rounding
- Technology
- Safe graduations and presentations



Developing Groups

- Like-units
- Virtual Communication

ICU		Cardiac	
Kalia	CGICU	Fressy	CG4
Brandon	CGICU	Tracy	M6
Dana	HH MSICU	Caleb	M7
Katelinn	HH MSICU	Cybil	M7
		Deanna	M6
CTICU			
Bryon	CTICU	Neuro	
Mary	CTICU	Tanya	CG2
NICU		ED	
Taylah	NICU	Amber	HHED
Rachel	NICU	Anthony	HHED
		Alicia	HHED
L&D/AG8		Steven	HHED
Kristina	Carlisle LD	Cory	CGED
Shelby	Carlisle LD	Tonya	Carlisle ED
Emma	Ag8	Kelly	HHED
Allison	Ag8	Bethany	CGED
		Justin	CGED
Peds		Garrett	HHED
Kylie	Pediatrics		
Zoe	Pediatrics	Surgical Services	
		Holly	PACU
		Hannah	HH OR

Coach Interaction

- How and When
- Email communication
- Accountability
- Technology



Coordinator Rounding

- Check-ins
- Identification of problems
- Topic changes
- Accountability vs. micromanagement



Project Checklist

Goal	Action Items & Deadlines	Comments/Notes
-Project introduced in NRP -Brainstorm project ideas	Email project idea to Unit Director by 2/1/2021	Using the template provided, email your Unit Director about your project idea. Be sure to cc: zellerds@upmc.edu
-Matched with Project Coach -Determine if project is QI or EBP in nature -Guiding Question or PICO(T) Question development		Your Project Coach is <hr/> My Nurse Residency project is QI EBP <i>(Circle one)</i>
-Assessment of Problem or Knowledge/Skill/Practice Gap	Email project progress update to Unit Director by 4/1/2021	This could be a unit based survey or questionnaire, review of unit quality data, or personal experience/direct observation Using the template provided, email your Unit Director with updates on your project progress Be sure to cc: zellerds@upmc.edu
Begin Literature Search		
Literature Search, continued		
-Synthesize findings, develop recommended practice change -Create slideshow presentation using provided template as a reference	Submit draft of project to Project Coach by 7/1/2021	
		Please incorporate any suggested edits from your Project Coach prior to final submission
Complete slideshow presentation	Submit final project by 8/5/2021	Submit final project to zellerds@upmc.edu
Presentations & Celebration	Come prepared to present your final project! Business casual dress encouraged.	Let's Celebrate!

Technology

- Access to resources
- Technology skill level
- Sharing presentation



My Nursing Residency Presentation... Search

File Home Insert Draw Design Transitions Animations Slide Show Review View Help Open in Desktop App Tell me what you want to do Editing Copy Link Conversation Close

Activity Chat Teams Calendar Calls Files Apps

1 My Awesome Project

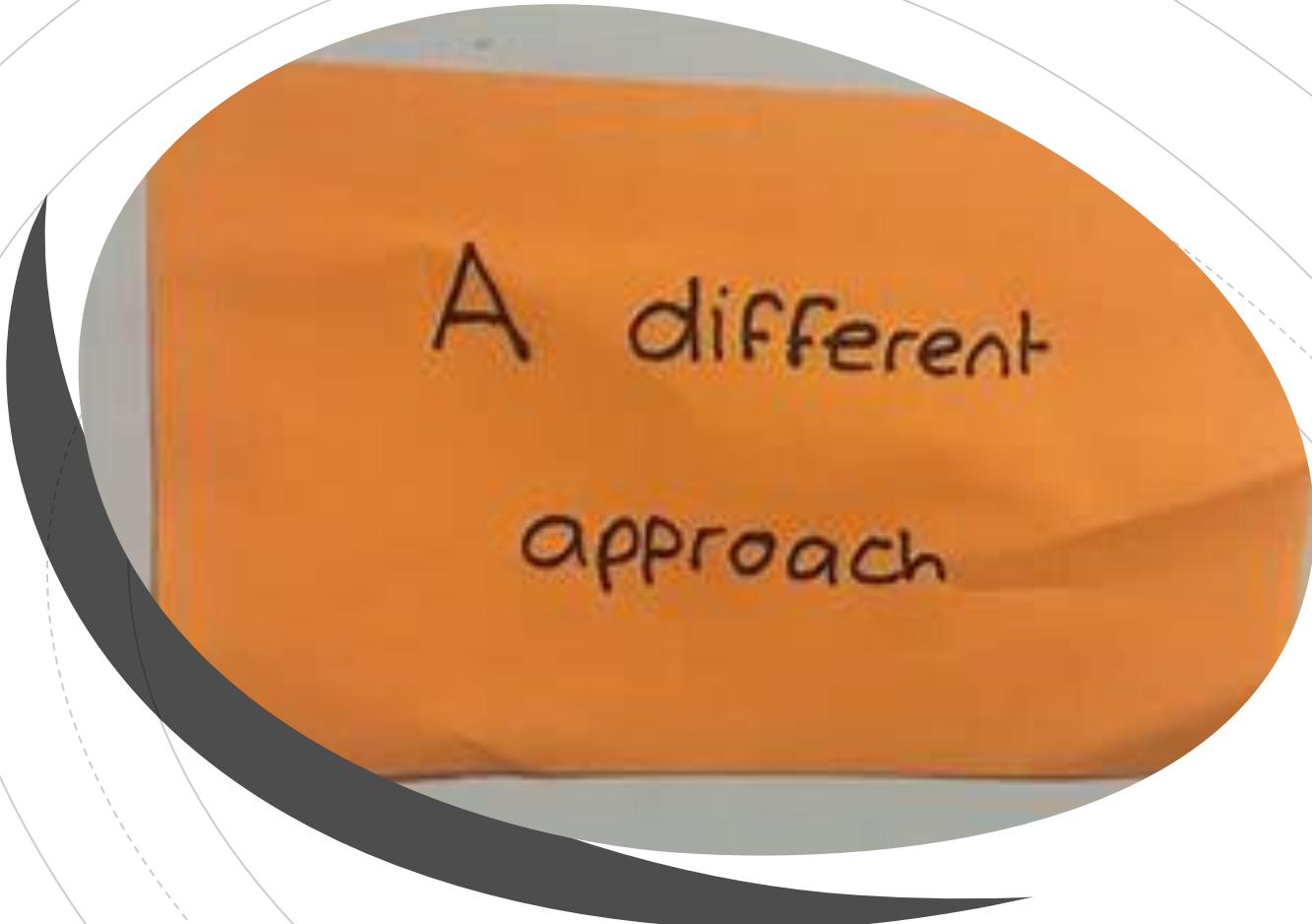
My Awesome Project

By: Florence Nightingale

Safe Graduation Presentation

- In person or virtual?
- Cohort size
- Guests?





A different
approach

Or, taking a different
tack on residency
EBP work

Challenges with virtual residency EBP work

- Technical
- Technical
- Technical





EBP project converted to *individual* EBP work

- Minimize tech challenge of migrating into work group

My Nursing Residency

Evidence Based Practice Project: *Ignite a Spirit of Inquiry*

Choose at least 2 of the questions below to answer. Please discuss this with your residency classmates, and with your unit leadership (Unit Director, Clinicians) and colleagues before your next residency session.

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		How do I know this is a problem or opportunity?
What is one patient care process that frustrates me the most?		
What things do we do that are in contradiction with policy?		
What practices do I see that are different from what the evidence would suggest?		
How can we improve our patient experience measures? (i.e., HCAHPS)		
What nurse-sensitive outcomes can we better ensure?		

How do I know this is a problem or opportunity?

What is one nursing care process that I think we could do better?

What is one nursing care process that I think we could do more efficiently (with fewer resources—less time, fewer/less expensive materials, minimize waste)

What is one practice/process that frustrates me personally or professionally? (i.e., schedules, assignments, lunch coverage, group engagement, peer collaboration, interprofessional collaboration)

What knowledge deficit do I/my colleagues have related to the care of our patients?

How can we better ensure safety for either patients or staff?

What goals or initiatives is my department working toward?

My Nursing Residency

Evidence Based Practice Project: *Ignite a Spirit of Inquiry*

Choose one of the ideas (opportunity) for practice improvement that you identified for your practice area/unit/department.

1. Share a summary of this information with your Clinical Reflections group during your monthly Clinical Reflections discussion, following the points below.
2. Have a conversation with your Unit Director or Clinician during your monthly touch-base meeting, following the points below.

Opportunity/idea for practice improvement/enhancement	
Why do you care about this?	
How do you know this is an opportunity for improvement?	
Relevant article from the nursing literature on how to improve this practice (please cite article using APA format)	
Recommended practice change from the article	

How would this be implemented in your practice area?	
Who would impact or be impacted by this? (nursing staff, patients, physicians, etc.)	
Would there be any cost involved in implementing this practice improvement? (i.e., staff time, materials, equipment)	
How would you measure improvement outcomes?	
Are you interested in pursuing this practice improvement beyond this discussion?	
Who could be a resource to help you implement this practice improvement?	

Questions

Responses

My idea for practice change-- Residency Cohort 13 4.6.2021

We'd like to see how you are progressing, and also share your great ideas with our nurse leaders!

1. Your name:

3. Opportunity/idea for practice improvement/enhancement

7 mins

Progress checks to keep on track



Stay Tuned.
Coming Soon!

4/28/2021

BREAKOUT | 9:50 – 10:10 AM

Group Discussion:

What Did Your 2020 Annual Report Data Tell You?

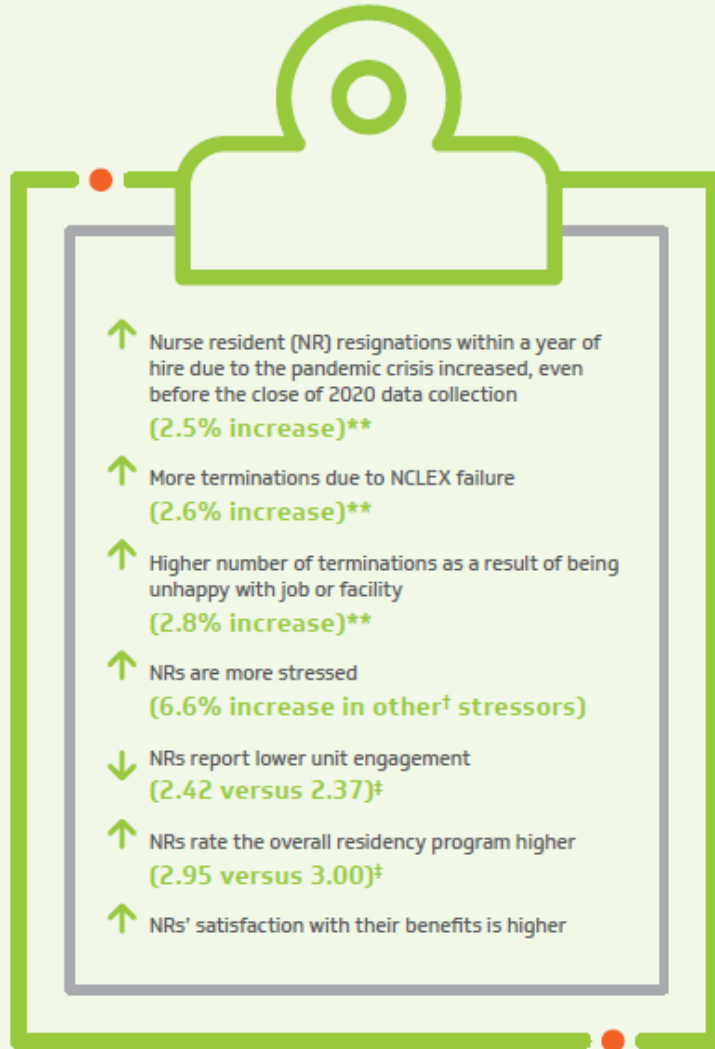


How to Maintain Relationships in the Virtual Environment

Janice Zillman MSN,RN from UPMC Hamot

Jennifer Hicks MSN,RN, CEN from UPMC St. Margaret

Key findings – 2019 compared to 2020*



¹ Kovner C, Brewer C, Fatehi F, Jun J. What does nurse turnover mean and what is the rate?. Policy Polit Nurs Pract. epub abstract. August 25, 2014. Accessed Nov. 16, 2020. <https://pubmed.ncbi.nlm.nih.gov/25156041/>

* All numbers are statistically significant at a P < 0.05. Data reflect registered nurses in 2019 compared to 2020 at the 12-month period.

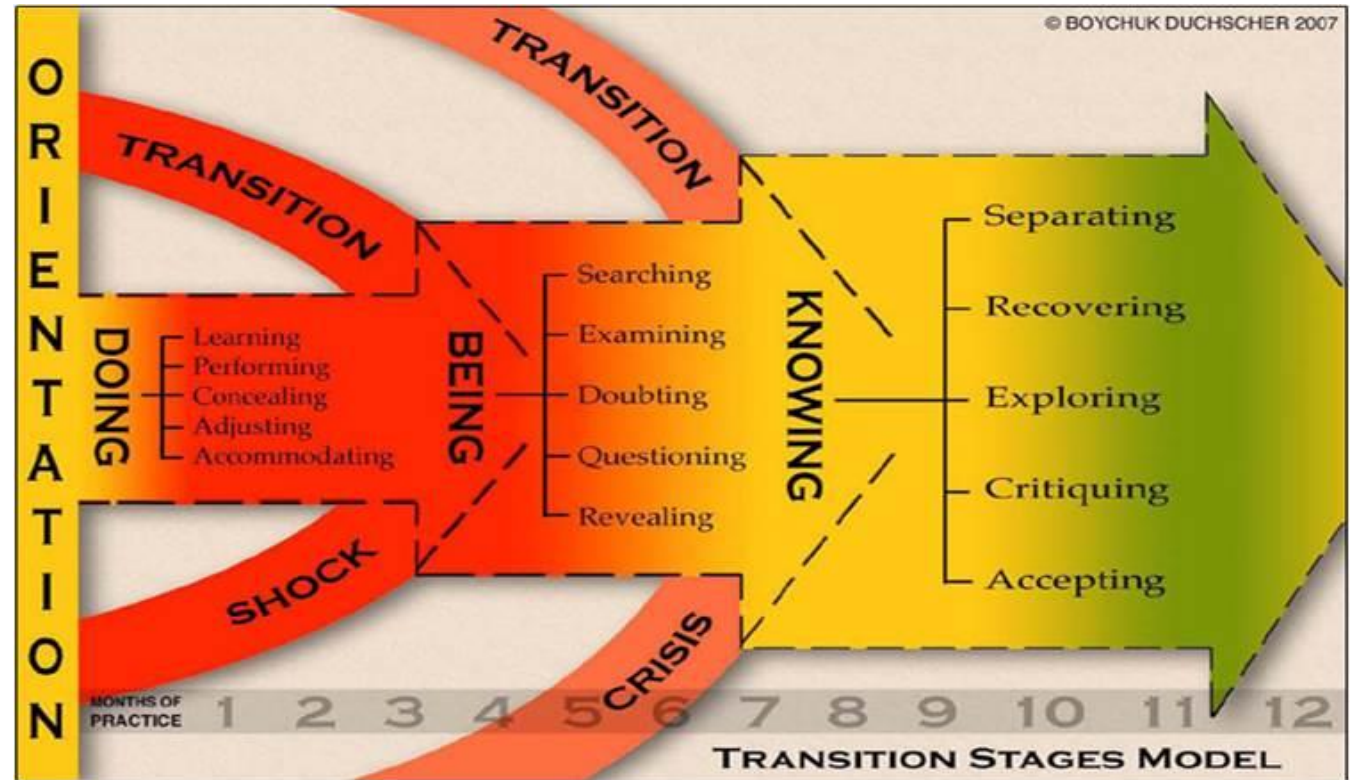
** Percent of total terminations

[†] Other is an option in addition to: finances, childcare, student loans, living situation or personal relationship

[‡] Based on a Likert scale, 1-4

NCLEX = National Council Licensure Examination

National Effects of Pandemic on NLRN



How the Pandemic Effected our Programs

- System wide the impact was felt differently based on their populations
- Overall, at some point there was at least a pause in the programs
- Leaders felt the pull of time vs. staffing
- Nurses were required to acclimate themselves quicker to their units
- Critical thinking growth period was stunted
- Had to extend the program length
- Coordinators had to lean in to support our NLRN in a more virtual environment

New Virtual Environment



Trained NLRNs on the Microsoft Teams environment



Performed a graduation 100% virtually



Kept our sessions the same original length, used more speakers to provide variety



Utilized breakout rooms frequently



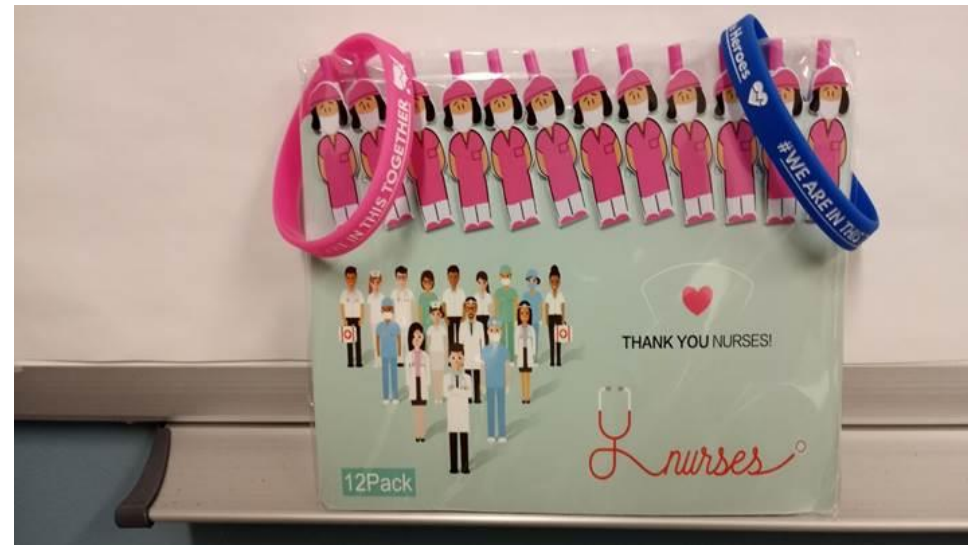
Used the simulation lab more



Modified EBP project timeline

Rounding with a Purpose

- Divided residents between 7 facilitators
- Wanted residents to feel connected despite sessions being paused or modified
- Offered 1:1 coffee dates
- Connected nurses with mentors



Maintaining Relationships

Using Mentimeter to overcome reality of their daily job

Reflective practice with focus on positive results

Pandemic and Healthcare Provider with our ESP

Educators were proactive in anticipating more educational needs during unit-based orientation

Focused on re-engaging nurses with their organization

Mentored through coping with professional relationships

4/28/2021

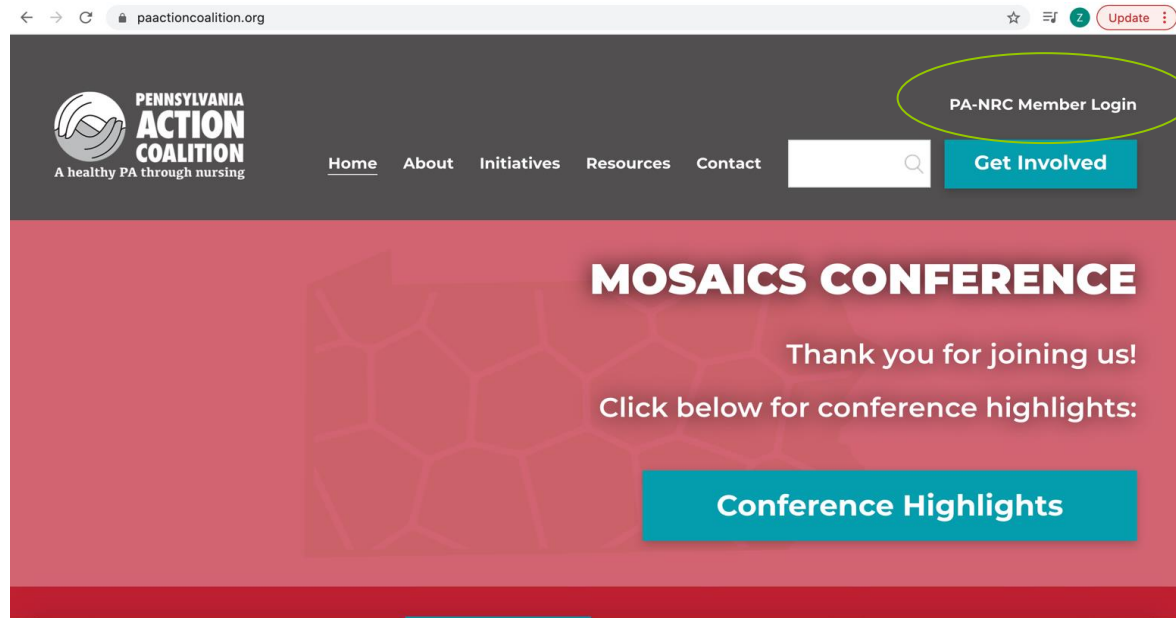
BREAKOUT | 10:25 – 10:50 AM

Group Discussion:

Debriefing, Question and Answer Period

PA-NRC Member Login Demo

- Please check if the contact information listed in the portal is correct. [Login located here](#)





- If changes need to be made or you need an account created, please email PA-AC Coordinator, Zaharaa Davood at zadavood@phmc.org
- PDF of Directions will be emailed



CLOSING


Amy H. Ricords, MEd, BSN, RN, NPD-BC
PA-AC Director of Nursing Professional
Advancement





Mark Your Calendars!

Vizient National Conference
September 8th-10th VIRTUAL



What Do We Have For You?

- September 8th Coffee Chat (prior to the start of the Vizient National Conference). Exact times will be coming but mark your calendars now!
- Podcast resources for your use
- Who's Who: Visit the PA-AC website (Nurse Residency section)

Evaluations



Complete your evaluation before Friday May 14th, 2021. The link is in the chat box!



Please provide any comments/quarterly content topic ideas!



Evaluation link will also be emailed this afternoon.



How Can We Support You?

aricords@peakoutcomes.com

We Are Looking For A Steering Committee Member!

Committee Role	2020-2021 Term
Chair	Jeanette Palermo (Thomas Jefferson)
Co-Chair	Lois Scipione (Temple)
Past Chair	Kelly Gallagher (Penn Medicine)
Director Member	Lindsey Ford (Geisinger Medical)
System Coordinator Member	Elizabeth Holbert (Penn State Hershey Medical Center)
Coordinator Member	Cathy Levonian (Thomas Jefferson)
New to Vizient Member	Ashley Iannazzo (UPMC)
Networking Lead	
Academic Partner	Jennifer Barton (Penn State College of Nursing)
Nurse Resident Lead	Lydia Kim (Penn Presbyterian Medical Center)
PA-AC Executive Director	Sarah Hexem Hubbard
PA- AC Manager	Jenny Horn
PA-AC Director of Nursing Professional Advancement	Amy Ricords
PA-AC Coordinator	Zaharaa Davood



Thank you!

Speakers

Steering Committee

To our members and your commitment to
making Nurse Residency **AWESOME!**

