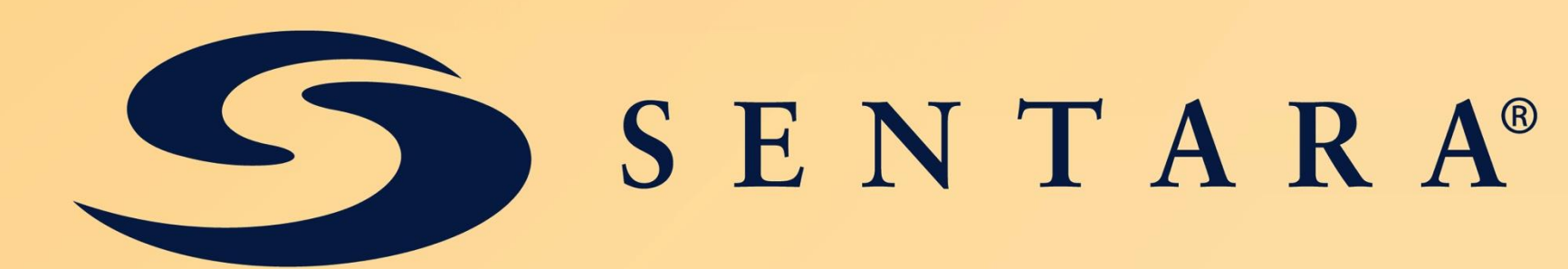




sentara nurse

Simulation for New Hire Orientation and Annual Skills Assessment in the Ambulatory Setting

Edie Alley, MSN, RN, CNS, Sentara Medical Group



Problem and Background

- Sentara Medical Group (SMG) is comprised of over 150 primary care and specialty practices across Hampton Roads Virginia, Northern Virginia, and Northeastern North Carolina.
- In 2013, the Nursing and Regulatory Department of SMG performed a gap analysis to assess staff educational needs. Focus areas identified included:
 - Infection control
 - Medication safety
 - Emergency situation management
- This information was used to develop an orientation program for newly hired clinical staff. In addition, an annual skills assessment program, using simulation, was developed and offered on site at all physician practices.

Significance

- Simulation has a significant role in the orientation of newly hired clinical staff and the annual assessment of staff competency.
- Low tech and mobile simulation equipment facilitates skills competency validation for a large geographically challenging clinical staff model.

Clinical Orientation Program

- May 2013, SMG closed all of their practices in the Northern Virginia area. Staff came together for clinical orientation followed by skills stations for skills competency validation. This was the first opportunity to use the simulation equipment with clinical staff (RNs, LPNs, and MAs) from the SMG practices.
- Between June and December 2013, 8 new hire orientations were offered (including the one in Northern Virginia). All orientations included classroom training followed by “hands on” skills competency evaluation. Over 80 staff have attended the new hire orientation program.

Annual Skills Competency Validation

- In addition to orientation, annual skills assessment for the clinical staff is offered at each SMG practice site. The skill stations are based on the practice specialty. Staff competency is validated for wound care, blood pressure readings, AED use, and emergency situation management.
- Medication administration is reviewed if medications are administered within the practice. Pediatric injection simulation is offered at all pediatric sites.
- In 2013, over 250 staff from 70 practice sites participated.



Skills Stations

- Medication management
- Deltoid and buttocks injections
- PPD placement
- Pediatric injections
- Wound care using Unna Boot
- Blood pressure readings
- Emergency situation management
- Nebulizers and oxygen use
- AED use



Program Evaluation

- An electronic survey is completed by staff attending orientation. Response has been positive regarding use of simulation for skills competency validation.
- Suggestions for future simulation offerings are provided by staff completing the survey. One new topic suggested for next year is ear irrigation.

Contact Information

Edie Alley, MSN, RN, CNS (ewalley@sentara.com)

Sentara Medical Group