

POSTGRADUATE NURSE PRACTITIONER RESIDENCY

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

Block Island Health Services (BIHS) is a small healthcare facility providing primary care, community health care, and urgent and emergent services. Through our in-house providers, partnerships with visiting specialists, and a mainland referral network, BIHS helps ensure the health, safety, and well-being of island residents and visitors.



MISSION STATEMENT

Block Island Health Services' Nurse Practitioner Residency Program provides new nurse practitioners with a progressive and diverse rural medicine experience focusing on chronic illness, seasonality, resource challenges, and healthcare access to prepare them to become competent and patient-centered rural practitioners.

VISION STATEMENT

BIHS NP Residency program aims to become a leader in rural education by providing exemplary training to the next generation of rural medicine providers, thereby helping to address provider shortages and healthcare access issues in rural areas.



INNOVATIONS

- ⇒ **Instituted regular meetings among the staff to discuss the progress/ feasibility of a program.**
- ⇒ **Met with board-level leadership introducing the concept of an NP residency.**
- ⇒ **Drafted a curriculum and schedule.**



'AHA' MOMENT

Realizing that bigger organizations have many of the same challenges that we do and some of our strength is in our small structure because it can make it easier to get things done.



PROGRAM DRIVERS

- 1) Strengthen the rural workforce through recruiting and training NPs who want to work in rural areas.**
- 2) Produce excellent clinicians who will close care gaps in our own community and in other rural areas, thereby increasing access to high-quality primary care in rural areas.**



RECOMMENDATIONS

- ⇒ **Be very realistic about your resources/ bandwidth from the outset.**
- ⇒ **Begin with the end in mind.**

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CLINICA
family health



HEALTH CENTER DESCRIPTION

Clinica is a FQHC in Colorado that sees 60,000 patients per year our 7 medical and 3 dental clinics in Boulder, Broomfield and Adams counties.



KEY PARTNERS

Internal:

- * Human Resources
- * Operations
- * Finance
- * Medical Services



INNOVATIONS

- ⇒ Committed a multidisciplinary team to attend this collaborative
- ⇒ Created a pro-forma
- ⇒ Evaluated grant opportunity



'AHA' MOMENT

Should our mission as an organization include education as a priority?
Yet TBD



MISSION STATEMENT

To create a pathway to recruit and retain new-to-practice NPPAs by providing them with a supported training environment, focused on applying concepts of complex patient management and team-based care, which will increase access to care and quality of care for our patients, while improving job satisfaction and self-actualization for our NPPAs.

VISION STATEMENT

An organization with a fully staffed NPPA care team, (with ready and competent replacements when rarely necessary), who have the skills and confidence to manage the complexities of providing high quality team-based patient care, and derive satisfaction from continuing to work in the community health setting



PROGRAM DRIVERS

Financial stability

- ⇒ Recruitment
 - ⇒ Allow us to and attract new graduates to our program
- ⇒ Retention
 - ⇒ Better prepared providers are more likely to stay and succeed
- ⇒ Access
 - ⇒ Direct link to recruitment/retention, without providers our access is constricted

Efficacy

- ⇒ Competence
 - ⇒ Skills needed to effectively manage disease process in community health setting of large socioeconomic and psychosocial barriers are much broader than what graduating NPPAs have exposure to.
- ⇒ Team based care

Efficiency

- ⇒ Multiple organizational areas (recruiting, retention, onboarding, training, scheduling)
- ⇒ Increased skills of NPPAs would increase efficiency of care



RECOMMENDATIONS

Know you want to create a program before joining the collaborative. Do not use this time as an intention to find out if it is appropriate for you.

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Northern Counties
HEALTH CARE



HEALTH CENTER DESCRIPTION

Northern Counties Health Care (NCHC) is located in Vermont's Northeast Kingdom. NCHC has five medical practices that currently hold Patient-Centered Medical Home (PCMH) level 3 designation. In addition, NCHC includes three dental offices, two primary care Express Care locations; and a Home Health and Hospice Division. We offer complete, coordinated, and individualized health care to people of all ages, from babies to great-grandparents.

"Excellence: investing in our most valuable asset, our employees, is crucial to delivering high quality care."



MISSION STATEMENT

Mission

To prepare new NPs to provide high-quality, comprehensive, collaborative, patient-centered healthcare in a rural environment.

Vision

The NCHC rural-health NP residency prepares highly-skilled clinicians who provide full-spectrum care that contributes to a healthy and vibrant community. The residency experience contributes to the professional growth and enjoyment of residents, faculty and NCHC staff.



PROGRAM DRIVERS

- * NCHC has identified a need to support new NPs in their transition to practice in rural primary care, helping them develop as competent/confident providers.
- * New NPs are safe for entry-level practice but are often not ready for the complexity of FQHC patients, especially in the rural environment.
- * There are benefits of providing additional development/upskilling to all clinical staff by providing additional educational opportunities. [Clinical staff to include nursing/rooming staff, current employed APPs and MDs. An NP residency will contribute to NCHC's ability to continue to improve patient care across the lifespan by engaging in ongoing medical education and evidence-based practice.
- * NCHC hopes to provide job opportunities within local community for new NPs, to ensure that they remain in the community as they transition from RN to NP.
- * NCHC has difficulty recruiting qualified providers who have the relevant skill set to work independently in the urgent-care setting.
- * NCHC has difficulty recruiting and hiring family practice physicians, therefore NPs within our clinic system must practice to their full scope within the context of our complex patient population.
- * There is a lack of time and expertise on the part of other clinicians to provide adequate support and collaboration to new NPs, especially in some of the FQHC's smaller clinics.
- * NCHC has experienced a large increase in behavioral health needs, and lack of referral resources for our patients. Our primary care providers are frequently called upon to provide services that we might have previously deferred to designated mental health agencies.
- * As an organization that values nimbleness and a growth mindset, NCHC is invested in continuing to develop NPs, who are likely to provide a large proportion of primary care within our rural community as we look to the future.



RECOMMENDATIONS

- 1) Clearly identify areas of need within your organization and design your residency program with these areas in mind;
- 2) Ensure that you have dedicated time to meet regularly as a team;
- 3) NTTAP provides a lot of information and resources – check first before you try to re-invent the wheel!



CORE PROGRAM ELEMENTS

1. While we are not planning to launch a full Residency Program in this fiscal year, we plan to use the learning from the NTTAP program to design a more robust onboarding training and support program for new advanced practice providers joining our organization. This will include organizational orientation; IT training and support; selected training in procedures and skills; and dedicated time with an assigned mentor during each clinic session.
2. Briefing document (in progress) outlining the next steps in a planning process for a Residency Program, including potential revenue streams and partnerships.



INNOVATIONS

- ⇒ Development of a more robust onboarding and orientation process for all new provider hires within NCHC with a focus on supporting new graduate Advanced Practice Providers.
- ⇒ Clarification of core drivers for an NP Residency Program, including discussion of how such a program might help to meet needs in the community, for example as a workforce development program to meet staffing needs in our two Express Care clinic locations.
- ⇒ Fruitful discussions including the NTTAP project team at NCHC and senior leadership regarding the role of Advanced Practice Providers within the organization, and the potential benefits to the organization and our local community of developing an NP/APP Residency Program.



KEY PARTNERS

We continue to consider partnerships and to work on identifying needs within our community that might be met by collaboration on an NP Residency program. These include potential partnerships with our local critical access hospitals, building on existing partnerships around providing Express Care clinics in two areas of high need. We also plan to further explore collaboration opportunities with our local tertiary care academic medical center.



'AHA' MOMENT

Despite agreement amongst members of the NTTAP team and senior leadership about the benefits and rationale for an NP Residency program, the opportunity cost is high – both financially and in terms of other organizational priorities. Starting an NP residency program is a major organizational commitment and requires buy-in across the entire organization.



VOICE OF THE TEAM

"The NTTAP training has helped us to come together around an identified need in our clinical setting and in the rural communities we serve. The beauty of planning this Residency Program is that it has the potential to serve both clinical and administrative goals – by strengthening the ability of our clinicians to provide exemplary evidence-based care to our patients, while assisting the organization with recruitment and retention efforts."

- Martha M. Whitfield, NTTAP Team Coach,
Nurse Practitioner



VOICE OF LEADERSHIP

"The NTTAP program allowed us to envision our health center as a leader in the community and in our state, by creating an innovative mentorship program to newly graduated NPs. This residency opportunity will fulfill our mission by providing an opportunity for NPs to deepen clinical practice, and will continue to make Northern Counties Health Care a desirable organization for both clinicians and patients. Our multidisciplinary team looks forward to making this program a reality, thereby strengthening our organization, and ultimately the communities we serve."

- Jeri Wohlberg, Assistant Medical Director, Nurse Practitioner

Although it was not an assignment for the NTTAP program, participating as a team prompted us to reflect the role that one NP on our clinical leadership team played during the COVID-19 pandemic, and to write about the innovations she helped to spearhead over the past three years. This paper is currently under review by an academic journal.

POSTGRADUATE NP RESIDENCY

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

HealthNet's mission is to improve lives with compassionate health care and support services, regardless of ability to pay.

We believe that all people have the right to high-quality, affordable health care.

We provide comprehensive primary care, OB/GYN, dental, behavioral health, and optometry services to underserved patients with many barriers to care in central Indiana.



KEY PARTNERS

- * Our CEO, CMO and Senior Leadership Team
- * Indiana University School of Medicine, we have several teaching physicians on staff and several physician residents annually
- * Indiana University, Purdue University Indianapolis School of Nursing
- * Purdue University College of Pharmacy



'AHA' MOMENT

There are many successful NP residency programs before us, and we have years of positive experience with physician residents. Startup costs will be significant but well worthwhile.

As long we set our sights on two-year data and goals, we can simultaneously provide new graduate training while increasing quality, productivity, revenue, and job satisfaction within our organization. We can in fact, "have our cake and eat it too."



AIM STATEMENT

Provide new Nurse Practitioners with the skills, support, and confidence to provide quality driven care to clinically and socially complex patients in medically underserved communities.



PROGRAM DRIVERS

- ⇒ Increase patient access to quality driven primary care at HealthNet
- ⇒ Provide new Nurse Practitioners (NPs) committed to practice careers as Primary Care Providers (PCPs) with an intensive training experience focused on training to clinical complexity and high performance
- ⇒ Provide a highly structured transition from university to practice that supports the development of confidence, competence, and mastery in the Federally Qualified Health Center (FQHC) setting
- ⇒ Attract new NPs to HealthNet and improve long term retention through intensive support in first year
- ⇒ Utilize the postgraduate training year to develop expertise in high volume/high burden conditions such as: Diabetes, Hypertension, Behavioral Health, Chronic Pain, Chronic Lung Conditions, and Preventative Care
- ⇒ Introduce new PCPs to innovations like team-based care, and data driven Quality Improvement
- ⇒ Provide educational opportunities utilizing formal didactic sessions, including hands on skills training, and participation in Project Echo
- ⇒ Increase HealthNet provider and staff job satisfaction and wellness in those who are involved in the precepting and teaching portions of the program



INNOVATIONS

- ⇒ Over the past year we have developed and secured support throughout our senior leadership team and board of directors.
- ⇒ We have identified administrative and clinical leaders for the program and have allocated protected time to them for the purpose of developing the program.
- ⇒ We are in the process of writing a job description for the NP Residency Clinical Director role.
- ⇒ We have broadened our vision of recruitment to include new graduate NPs for hiring via this program, whereas previously we only recruited experienced NPs.



RECOMMENDATIONS

1. Start with mission, vision and sharing a compelling "why."
2. Gain organizational support and identify leaders early, without ongoing dialogue it could be hard to secure multiple levels of organizational support needed for success.
3. Have a regular (e.g. bi-monthly) NP Cohort meeting to better know, collaborate with and integrate NPs within your organization.

POSTGRADUATE NURSE PRACTITIONER RESIDENCY

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

MBCHC is a community center ranked in the top 1-2% nationally for achieving clinical quality measures. The first location opened its doors in 1977 in response to lack of adequate primary care for the growing elderly population in Miami. However, now has expanded to 3 clinic locations providing primary, HIV care, GYN, behavioral health, dental, pediatric, optometry and podiatry services.



AIM STATEMENT

Mission Statement

MBCHC's NP/PA postgraduate training program provides comprehensive training to recent graduates to provide high quality, safe primary care to the community of South Florida. Trainees will develop leadership skills, transition from theory into practice under guidance of experienced mentors, increase their confidence in attending to various health problems while navigating health disparities and promoting health equity in the community.

Vision statement

MBCHC's postgraduate NP/PA training program will prepare the next generation of primary care providers to serve the community of South Florida. By training recent graduates, the program will increase the amount of primary care providers available within the community and therefore will decrease the disparity of access to healthcare within our community.



PROGRAM DRIVERS

1. To provide a structured and well-rounded postgraduate training program for recent NP/PA graduates.
2. To foster continuing education, professional development, and build up confidence in new NP/PA graduates entering the field.
3. To retain talented individuals whose values and principles align with those of MBCHC.
4. To improve access to primary healthcare in South Florida via intensive training of NP/PA graduates.
5. To train new graduates in treating patients with different cultural, socioeconomic, and educational backgrounds, emphasizing the importance of health equity throughout the lifespan of a patient.



KEY PARTNERS

Internal: CEO, Senior Medical Director, Assistant to the Senior Medical Director, Chief Operating Officer

External: Health Choice Network and other local community health centers

CORE PROGRAM ELEMENTS



'AHA' MOMENT

1. Mentorship
2. Preceptorship
3. Didactics
4. Specialties rotations

Post-graduate training program if built and managed properly can be of financial benefit and not loss.



RECOMMENDATIONS

1. Ensure upper management/ stakeholders support prior to starting to work on the project.
2. Designate administrative time to work on the deliverables.
3. Have a plan in place for didactic sessions.



INNOVATIONS

- ⇒ 14 NP/PA providers have joined the clinic in the last 5 years.
- ⇒ The CEO and Senior Medical Director both provided continuous support towards development of the post-graduate training program.
- ⇒ Patients have been familiarized with NP/PA providers and have developed confidence in their providers.



VOICE OF LEADERSHIP

"This project has given me confidence that the potential hires will be trained and given core knowledge and familiarity with our clinic prior to becoming independent providers."

- Dr. Torres, Senior Medical Director



VOICE OF THE TEAM

As a result of working on this project, more discussion rose about formalizing the training program for NP and PA providers within our organization.

- N. Dobrydnik, NP

POSTGRADUATE NP RESIDENCY

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

Neighborhood Healthcare is a FQHC serving patient in San Diego and Riverside counties. We have 20 sites and serve 100K patient annually. We provide medical, behavioral health, dental, women's health and specialty services. We improve the health and happiness of communities that we serve by providing quality care to all, regardless of situation or circumstance.



AIM STATEMENT

Mission

Neighborhood Healthcare's Advance Practitioner Training Academy prepares recently graduated advanced practitioners to provide high quality, evidence-based, comprehensive primary care to our complex, underserved patient population.

Vision

Graduates of Neighborhood Healthcare's Advance Practitioner Training Academy will provide outstanding care to their patients and improve the health of the community overall.



RECOMMENDATIONS

- 1) Seeks frequent feedback and adjust program structure and content
- 2) Identify key staff early-clinical preceptors and operational support
- 3) Consider all sources for preceptors—prior participants, retired providers



CORE PROGRAM ELEMENTS

- * Intensive 11-week training program
- * Precepted continuity clinics 3 days/week
- * Primary care mentored clinics 4 sessions
- * Specialty rotations- urgent care, PD, behavioral health, women's health 2 days/week
- * Didactic sessions- 2 hours/week with preceptor and once monthly WU



INNOVATIONS

- ⇒ Improved program with every successive class — starting 5th
- ⇒ Performed analysis for financial sustainability — key in attaining leadership support
- ⇒ Partnered with Western University for didactic and grant support
- ⇒ Incorporated training in population health and panel management



MEASURES

- ⇒ APTA improves recruitment, retention and job satisfaction of preceptors
- ⇒ All participants favorably reviewed the program
- ⇒ 6/8 participants retained and empaneled—1 PACE provider
- ⇒ Remaining 5:
 - ⇒ Meeting goal quality measures
 - ⇒ 3/5 reaching patient experience goal
 - ⇒ 0/5 meeting productivity goal



PROGRAM DRIVERS

- 1) Community need
- 2) Retention
- 3) Recruitment



'AHA' MOMENT

- * This collaborative allowed us to develop necessary policies to our existing program—clarifying our mission, program structure, preceptor effectiveness and evaluation process
- * Program builds connections among providers throughout the organization.



VOICE OF THE TEAM

"The APTA program is an excellent opportunity to help new providers enter a challenging field. This program helped prepare me for the steep learning curve as a new provider...I genuinely have had a wonderful and supportive transition into the organization."

- Valerie Vahdat FNP- APTA Class 2



VOICE OF LEADERSHIP

"It was an absolute pleasure to get to participate in round 2 of our APTA program at Neighborhood! I would love to be able to continue helping onboard our new APTA providers, for future sessions!"

- Lane Carpenter Ingram
Site Manager APTA

POSTGRADUATE NP FELLOWSHIP

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION



AIM STATEMENT



PROGRAM DRIVERS

The School Based Health Program (SBHP) -Family Health Centers at NYU Langone is a Federally Qualified Health Center located in Brooklyn, New York. The SBHP offers primary and reproductive health care to pediatric patients who attend elementary, middle and high schools and reside in underserved neighborhoods. The program also offers behavioral, vision and dental services at over 50 school based health clinics throughout the five boroughs.

Mission:

The NYU Langone's - Family Health Centers, School Health Nurse Practitioner Fellowship Program provides recently graduated nurse practitioners with further education, training and skills to provide evidenced based, high quality, primary and reproductive care to underserved communities at school based health clinics.

Vision:

NYU Langone's-Family Health Centers, School Health Nurse Practitioner Fellowship Program aims to train the next generation of expert primary care Nurse Practitioner leaders in community health settings which will improve access to and quality of health care to our nation's most vulnerable populations.

- ⇒ **Community Needs** — Increase access to experienced primary and reproductive care providers and provide continuity of care to patients within their school and community.
- ⇒ **Clinical Workforce** — Address the shortage of experienced primary care and reproductive providers in School health and community medicine.
- ⇒ Provide new NP's committed to practice, careers as PCP's with an intensive training experience focused on training to clinical complexity and high performance.
- ⇒ **Recruit & Retain** — Attract new NP's to work in underserved communities through intensive support in the first year. Improve retention and reduce recruitment needs.
- ⇒ **Educational Need** — This will provide teaching opportunities for existing nurse practitioners to assist in their development.
- ⇒ Create a replicable, sustainable model of FQHC based post graduate training for new NP's



KEY PARTNERS

Internal:

- FHC Executive Leadership Team
- Senior Director APN, CNO
- Human Resources: Develop JD, recruitment
- Finance: Budget, Funding opportunities
- IT
- School Health Program clinical and leadership team

External:

- Office of School Health
- NYU Rory College of Nursing NP programs



INNOVATIONS

- ⇒ The executive leadership team understands the need for and value of creating a NP fellowship program and is in support of the program.
- ⇒ The Senior Director of Advanced Practice Nursing (APN) department understands the need for and value of creating a NP Fellowship program and is in support of the program. The Senior Director of APN's has discussed the program with the CNO who is also in support.
- ⇒ Four Nurse Practitioners that currently work in the SBHP requested to be part of the NP Fellowship program in the capacity of mentors and preceptors.
- ⇒ Two grant opportunities were made available over the past three months related to APN residencies. The grant requirements were carefully reviewed. Unfortunately, the NP fellowship program does not meet the criteria for application to either program.
- ⇒ A budget was created for the NP Fellowship.
- ⇒ The program will have two NP Fellows annually.



RECOMMENDATIONS

When planning to implement postgraduate NP residency program it is important to form a team that consists of people with the same vision, drive and commitment to the development of the program. Schedule a time weekly to meet with your team to provide updates, review assignments, projects and timelines and provide feedback. Finally, it is imperative to communicate with executive leadership and stakeholders as early as possible in the process to discuss the rationale for developing a residency.



'AHA' MOMENT

- ⇒ We are part of a large institution, with many existing resources that are available to our department at no additional cost. This has significantly decreased expenses for items such as IT, HR expenses, work space, medical supplies, didactics, etc.
- ⇒ A wealth of resources and support were provided during every educational session and coach call. The education, guidance and support provided throughout the learning collaborative inspired us and increased our own confidence in being able to plan and implement a NP Fellowship program.



MEASURES

The ORIC result is 4.79 and RTAT result is 4.05. Both scores reveal that the organization is in support of the creation and implementation of a NP Fellowship Program. The organization understands the need, value and importance of such a program and the benefits to patient's families, communities and staff members.



VOICE OF THE TEAM

"Our program thrives when we are able to have a workforce that understands the work that we do and the communities that we serve. The more our program is able to recruit new graduates and teach them about the valuable work and care that is provided, the better the community impact."

— Jon Diaz, MBA, Administrative Director - School Health Program

VOICE OF LEADERSHIP

"School health programs play a critical role in the health and wellness of children and adolescents by meeting their needs in a community setting. There is minimal workforce training in this unique environment. Participating in this collaborative has provided us with the building blocks to implement a training program that will address the shortage of qualified providers as well as promote how school health programs can have noteworthy public health impact."

— Dr. Paulo Pina, Network Pediatric Medical Director, Family Health Center, NYU Langone Brooklyn.

POSTGRADUATE NURSE PRACTITIONER RESIDENCY

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

Partnership Health Center (PHC) is a federally qualified health center whose mission is to promote optimal health and wellbeing for all through comprehensive, patient-focused, accessible, and equitable care. PHC has five locations in Missoula County, Montana and serve 16,000+ patients annually and offers medical, dental, pharmacy, and behavioral health services.



AIM STATEMENT

Mission:

Providing APPs of diverse backgrounds with the tools needed to confidently deliver evidence-based care, to meet the complexities of a primary care FQHC setting, and to improve the health and well-being of rural populations and beyond.

Vision:

Cultivating highly trained, excellent, APP leaders prepared to serve the healthcare needs of diverse patient populations in rural Montana and beyond.



'AHA' MOMENT

This idea that was shared in session 5 that the goal of the fellowship is to prepare fellows to take care of your health center's patients – this may seem obvious but there is such a need to help train new providers to be experts in the patient population they are caring for and to integrate fully into the health center's team-based approach.



KEY PARTNERS

Internal:

PHC Leadership Team

External:

Montana Primary Care Association, Riverstone Health, Cabinet Peaks Medical Center, University of Montana, Montana State University

MEASURES

RTAT Baseline result:
3.25 readiness score –
approaching readiness



RECOMMENDATIONS

- 1) Participate in NTTAP and attend the consortium's conference
- 2) Ensure you have plenty of time for both exploring feasibility and implementation of a program
- 3) Understand your organization's process for vetting new ideas and programs and work within this process and with existing project managers if possible

CORE PROGRAM ELEMENTS

- * **13 -month fellowship program** (12 month training, 1 month overlap with new cohort)
- * **3 total NP/PA fellows**
- * **Continuity/Mentorship Clinic** – 3 days/week
- * **Specialty Clinic** – 1 day/week
- * **Didactics** – ½ day/week
- * **Quality Improvement Project** – ½ day/week
- * **Wellbeing** – 1 hr/week



INNOVATIONS

- ⇒ Creation of APP fellowship exploration team
- ⇒ Collaboration with Montana Primary Care Association
- ⇒ Presentation of progress and findings to leadership team



PROGRAM DRIVERS

- ⇒ To offer APP fellows a highly structured, comprehensive program that supports their transition to practice in an FQHC setting so they are skilled and confident in their ability to provide excellent, patient-centered care and to address the social determinants of health that prevent patients from reaching optimal wellbeing.
- ⇒ Our APP fellowship program strives to provide inter-collaborative clinical education that incorporates understanding social determinants of health, training in managing high burden chronic conditions, and caring for the whole person in family medicine.
- ⇒ Improve the health for all Montana communities, especially the underserved, by ensuring each patient is cared for by a highly trained, competent primary care provider who is inspired to improve health and health equity in their communities.
- ⇒ Address workforce shortages by recruiting diverse APP providers from Montana's rural communities, who want to stay in Montana and work in an FQHC setting.



VOICE OF THE TEAM

"Coming together as a team to dream and develop Montana's first APP fellowship has been an invigorating process – it reminds me that at the core of what we seek is to train the next generational to provide exceptional care for our communities so that together we can reach our best individual and collective potential."

- Jean Baumgardner, APRN,
APP fellowship team lead

VOICE OF LEADERSHIP

"Our work in the NTTAP collaborative has made us drill down and really look at our core needs and the needs of our APP team. This is truly a fresh perspective and one that will inform our hiring and training of APP's in the future."

- Dr. Jim Quirk, CMO

Additionally, we added our values:

- ⇒ Growth
- ⇒ Academic rigor
- ⇒ Service Orientation
- ⇒ Collaboration
- ⇒ Supportive work environment
- ⇒ Social justice
- ⇒ Primary care focus

POSTGRADUATE NP RESIDENCY

2022-2023 NTTAP Learning Collaborative



SAMUEL U. RODGERS
HEALTH CENTER



HEALTH CENTER DESCRIPTION



MISSION STATEMENT

VISION STATEMENT

We are a FQHC in the Kansas City area focused on providing high quality, compassionate, and affordable healthcare for all.

We provide pharmacy, dental, women's health, adult and senior health, pediatric, and behavioral health services. We serve more than 20,000 patients annually and provide translation services for more than 30 languages.

To equip, educate, and support newly graduated Nurse Practitioners through intensive and comprehensive training experiences that create high quality providers competent in complex, culturally appropriate and compassionate healthcare.

- * To graduate well-rounded, expert primary care providers who will provide high quality, compassionate and accessible healthcare to the underserved community.
- * To improve provider and patient satisfaction while fostering collaborative relationships between departments, teams, individuals, and families.
- * To build future leaders and healthcare advocates within our community that understand the intricate needs of our patient population.



'AHA' MOMENT

- ◇ To create a successful program, we will need dedicated providers and staff, as well as top-down support. The program will need devoted work time and cannot just be added to someone's already full workload.
- ◇ Don't re-invent the wheel! Share what has been used before, edit it to fit your institution, and collaborate with others to make the best fit for your program.



INNOVATIONS

- ⇒ Leadership has been supportive of the learning collaborative and interested in the work we have been doing.
- ⇒ Discussion around community partners, curriculum, and provider preceptors is deepening.
- ⇒ Leadership team has a better idea of the requirements and commitment needed for NP residency program.
- ⇒ Specific program components have been developed.



RECOMMENDATIONS

- 1) Get a team of providers and staff who are passionate about the program to be leaders and drivers of the program.
- 2) Do your research and be prepared with financials, ROI, and stories of success when presenting to leadership. Tell the story of success.



PROGRAM DRIVERS

- ⇒ Advanced Training of New Nurse Practitioners
- ⇒ Exceptional Patient Care
- ⇒ Underserved Communities
- ⇒ Clinically Complex Patients
- ⇒ Increase Specialty Care in Primary Care
- ⇒ Provider Retention

POSTGRADUATE NP RESIDENCY

2022-2023 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION



AIM STATEMENT



PROGRAM DRIVERS

- * Founded in 1971 under the name of North County Health Services with the mission of improving the health status of our diverse communities by providing quality healthcare that is comprehensive, affordable, and culturally sensitive.
- * We provide care to underserved communities of North San Diego and South Riverside counties in California.
- * Our services include medical (Adult, Pediatric, Women's Health), Dental, Chiropractic, Behavioral Health.
- * Fully-accredited, Patient-Centered Medical Home recognized by NCQA.

Mission

To increase access to high quality primary care for the complex population we serve by augmenting the training of recently graduated Advance Practice Providers.

Vision

TrueCare will ensure that the transition from school to practice is one that sets Advance Practice Providers for success, and ultimately allows them to fulfill TrueCare's vision as an organization as well as their own professional goals.

1. To increase access to high quality primary care for the population we serve.
2. To provide adequate resources to Advanced Practice Providers to be successful and confident in taking care of our vulnerable population.
3. To ensure Advanced Practice Providers utilize the most up to date evidence-based medicine.
4. To become the employer of choice for newly graduated Advanced Practice Providers by increasing their satisfaction with their transition from school to practicing medicine independently.
5. To improve inter-professional education and practice.
6. To reduce attrition, burnout, and distress during initial postgraduate year.
7. To provide care team support assisting with in-basket management tasks.



KEY PARTNERS

Internal:

- ◇ Chief Medical Officer
- ◇ Chief Operating Officer
- ◇ Lead Clinicians
- ◇ Associate Chief Medical Officer
- ◇ Adult Medicine Clinical Director

External:

- ◇ Multiple Partnerships with various NP/PA schools.



INNOVATIONS

- * Initiated new onboarding program with didactic curriculum with list of outpatient review topics
- * Initiated cross cover for In Basket to learn from experience providers and specialty care
- * With 50/50 face to face:cross cover
- * 1:1 meetings for review of cases with Supervisor
- * Plan participation in Learning Collaborative
- * Developed plan to develop postgraduate program



MEASURES

Received positive feedback from 2 newly on boarded new graduates. Transition to practice at a busy CHC after school is going smooth, and enough support has been given to be successful.



VOICE OF THE TEAM

For years our organization has grappled with attempting to balance quality patient care, access, and support for new APP graduates. In the past, we have used mentoring programs within our organization as well as participating in teaching programs to enhance the experience of new graduates who were interested in community health. Our team was excited to find the NTTAP Collaborative which will help us expand on our previous experience as well as the tools to navigate a sustainable APP residency program.

- Denise Gomez, MD Adult Medicine Clinical Director



VOICE OF LEADERSHIP

Our pilot program has improved the experience and preparedness for our new graduates, it allows them to have a better transition from school to practicing at a busy FQHC. We are looking forward to continue our journey toward having an accredited program.

- Jorge Otanez, MD,
Associate Chief Medical Officer



RECOMMENDATIONS

- ⇒ Initiate small program 1-2 residents.
- ⇒ Utilize experienced providers.
- ⇒ Utilize providers with previous administration time.
- ⇒ Work collaboratively with other health centers with similar programs.



'AHA' MOMENT

- * That the program can be financially sustainable based on preceptor/resident ratios as well as grant opportunities.
- * We are not alone! There's many resources such as this collaborative out there.

POSTGRADUATE NURSE PRACTITIONER RESIDENCY

2022-2023 NTTAP Learning Collaborative

THE WRIGHT
CENTER



HEALTH CENTER DESCRIPTION

- * Improve the health and welfare of our community through inclusive and responsive health services and the sustainable renewal of an inspired, competent workforce.
- * Serving Northeastern Pennsylvania through eight primary care offices and a diversified group of providers.



INNOVATIONS

- ⇒ Over the past five years our health center has underwent significant growth, from humble beginnings in the “blue building” to the eight offices of today. We have also expanded our personnel to a team of 20 non-physician practitioners, quadrupling over the past decade.
- ⇒ Many of these team members are new graduates, seeking mentoring and support as they begin their careers.
- ⇒ Our current orientation process was unstructured and fleeting, at best, despite our desire to do more.
- ⇒ A residency program provides us with the opportunity to provide new graduates with a structured and dedicated way to mentor!



AIM STATEMENT

- ⇒ Develop a Post-graduate NP Fellowship within TWCCH to promote hands on care within NEPA while also helping new CRNPs transition their role to practice.
- ⇒ Foster relationships with local universities to help develop NPs trained in family practice within a community health center.
- ⇒ Empower NPs to practice to the greatest extent of their license and training, developing a foundation to grow their careers.



PROGRAM DRIVERS

- ⇒ Provide new NPs with a solid foundation to begin their practice within a community health center and develop expertise within various aspects of primary care.
- ⇒ Develop the first post-graduate NP fellowship of NEPA while working closely with local university programs to ensure recruitment.
- ⇒ Continue TWCCH’s mission to provide primary care to the underserved of NEPA, including family practice, pediatrics, addiction, behavioral health and infectious disease.



RECOMMENDATIONS

- ⇒ Identifying the collaborative team that will spearhead the postgraduate NP residency program prior to beginning.
- ⇒ Understanding the goals of the program and the reasons why our health center and community would benefit from a NP residency.
- ⇒ Understanding the goals of leadership and the expectations of the health center to better develop the program drivers of this collaborative.



‘AHA’ MOMENT

- * Realizing our organization had been unknowingly working toward the development of a NP Residency for a number of years.
- * Identifying our desire to improve our orientation process, support the development of new primary care NPs.