

Nurse-Led Team-based Care

Session 2: Building Capacity

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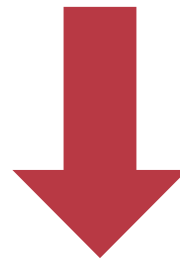
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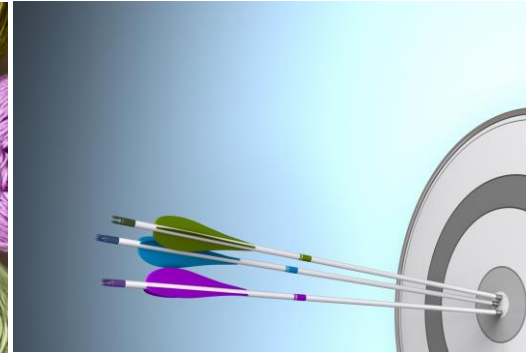


Live Captioning

To enable live captioning:

- Go to the Zoom toolbar at the bottom of your screen
- Click on "Live Captioning"
- Select "Show Captions"





Icebreaker!
In the chat,
please share...

If you had unlimited time to explore a new hobby, what would it be?

Housekeeping



Please turn your cameras on! We'd love to hear your voice and see your face. We will be successful today if everyone is able to contribute at least once.



This is an interactive session. We invite you to mic up or use the chat to ask questions, make comments, indicate agreement.



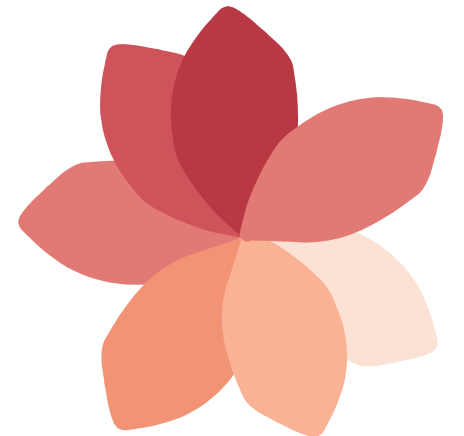
Take care of yourself. Take breaks, stretch, and let us know if you need support.

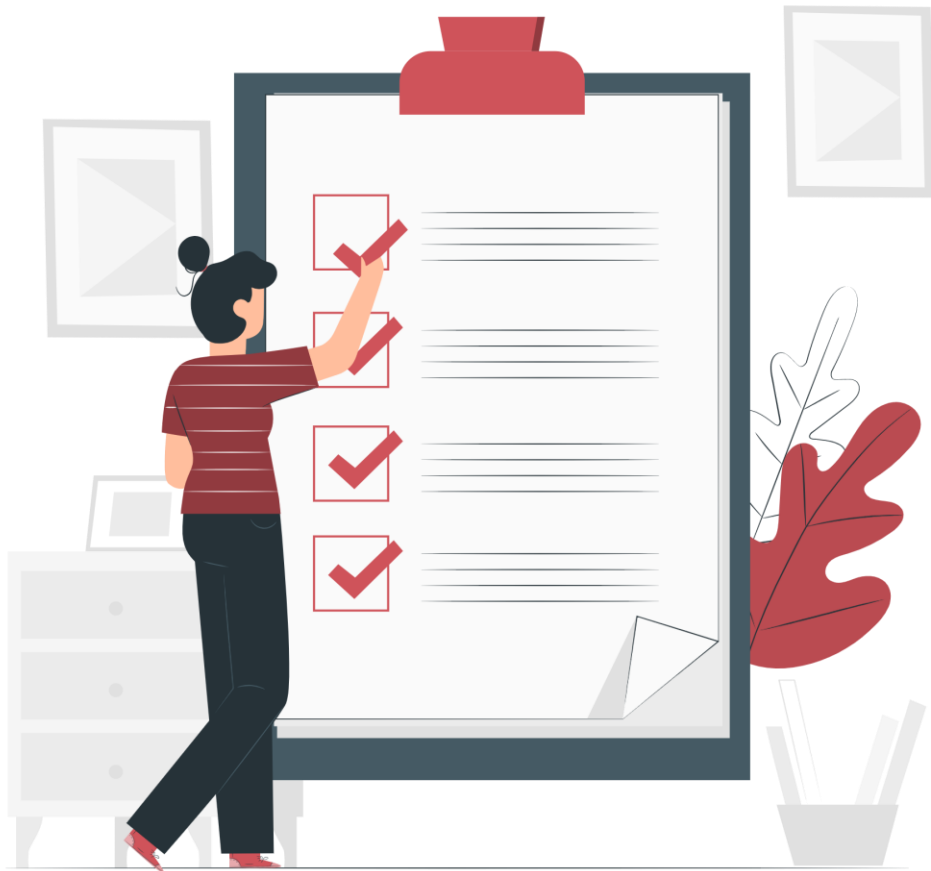


Learning Objectives

By the end of the session, participants will be able to...

1. Describe how to build pipeline programs that help to recruit and train new nursing staff.
2. Identify one best practice for retaining nursing staff.





Agenda

- Welcome + Overview
- Cycle of Engagement
- Panel
- Q&A
- Wrap Up + Closing

Nurse-Led Team-Based Care

1: Team-based Care in a Post-COVID
World

2: Building Capacity

3: Overcoming Common Challenges





Thought exercise

Envision a health center where nursing staff don't want to leave

- What would it be like?

Tell us about it! Mic up or share in chat

Cycle of Engagement



Life course perspective...

Training
partnerships



Onboarding



Professional
Growth



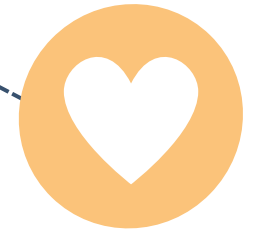
Internships



Culture



Appreciation



Training partnerships

Poll: How does your health center partner with local nurse colleges or training programs? (choose all that apply)

- Internship placement
- Staff presentations
- Health center consulting on curriculum
- Participation in recruitment fairs
- Other: please share in the chat
- None of the above





Internships

- Introduce staff to career paths and culture with the goal of successfully recruiting interns straight out of their programs
- Growing number of nursing residency programs
 - Particularly valuable when you have enhanced team-based roles.

Onboarding

- Organization's hiring and training processes
- Introduce to mission
- Offer opportunities to shadow and be shadowed
- Conduct training & skills check
- Set clear workflows & expectations
- Offer mentorship resources
- Schedule social connections

Station 3: FIT card test

Prompt (say this to the MA/RN): I am a 57-year old patient who had one CRC test done 3 years ago. In your huddle this morning, your provider agreed that I should be offered a FIT card.

[Info for volunteer – don't share with the MA/RN!]: You think that you've had this done before. You had to poop on a newspaper three times and then use a stick to smear it on the card each time. It was disgusting. You don't want to do it again. Besides, if you have cancer, wouldn't it be better just not to know?]

Checklist	
<input type="checkbox"/>	Asks what I know about importance of colorectal cancer screening?
<input type="checkbox"/>	Tells me about important of CRC in simple way
<input type="checkbox"/>	Asks me how to use a FIT test
<input type="checkbox"/>	Realizes that I have confused the FIT test with the FOBT test and explains that this is new, simpler test
<input type="checkbox"/>	If I do not want to do the test, identifies the reasons and helps correct misunderstandings
<input type="checkbox"/>	Tells me how to do the FIT test (including how to mail it back)
<input type="checkbox"/>	Asks me when I will do the test and return it
<input type="checkbox"/>	Closes the loop about how to do the test and what to do with it when it is complete
<input type="checkbox"/>	Asks what questions I have
Comments:	

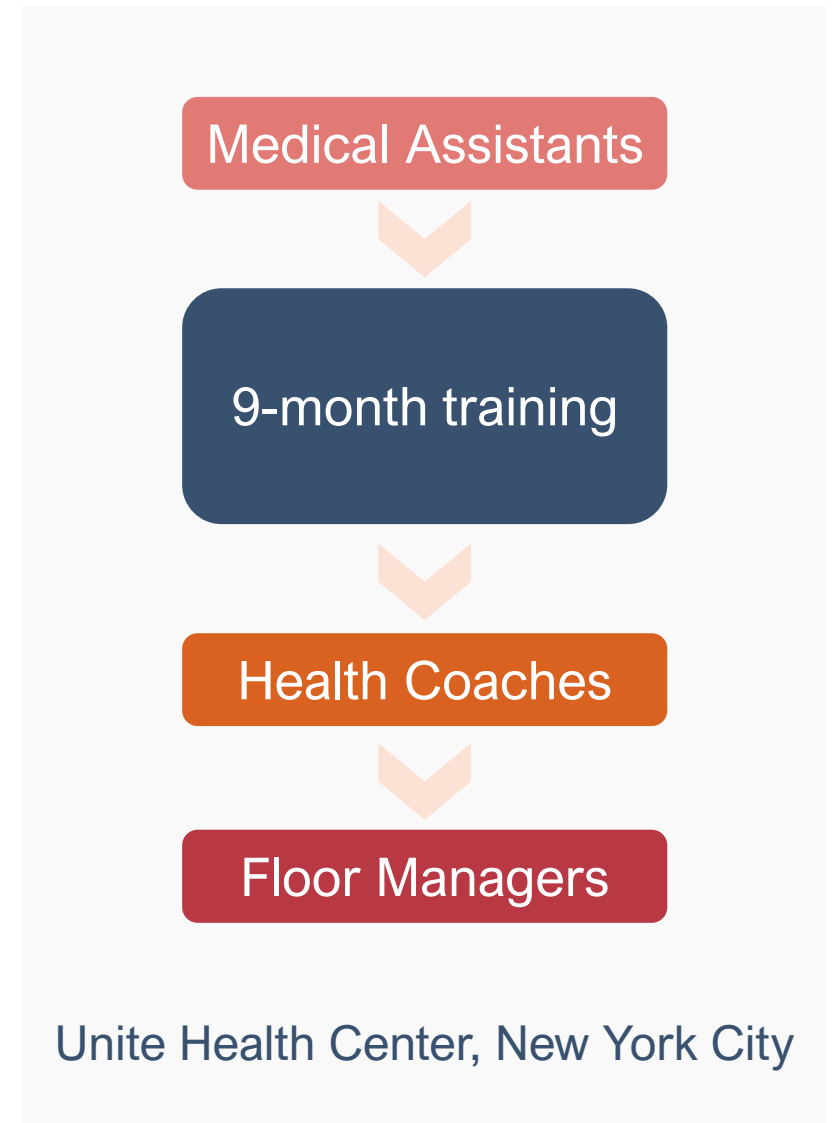
Culture

- Create a positive internal culture, including recognizing and supporting each other
- Model imperfection & growth
- Address problems proactively
- Establish a culture of accountability
- Recognize & support the need for self-care to prevent burnout
- Demonstrate transparency + responsiveness
- Appreciate initiative



Professional growth

- Expanded roles for MAs offer an opportunity for career growth and improved retention
 - Job descriptions
 - Promotions
 - Performance evaluations
- Being a mentor/being mentored
- Trainings
- Conferences
- Leadership opportunities in health center



Appreciation

- Call outs & thanks
- Awards
- Monetary compensation
- Parking spaces
- Days off
- Lunches
- Recognition: Peer to peer & leadership
- Career advancement pathways
- Mentorship opportunities



Activity



Small Group Breakout



Instructions:

Discuss what is working well in terms of recruitment and retention.



Time:

- 10 minutes to discuss
- 5 minutes to debrief

Welcome, panelists!



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1: Team-based Care in a Post-COVID
World

2: Building Capacity

**6/20: Overcoming Common
Challenges**

