

From: Castle, Kayla A.

Sent: Wednesday, August 02, 2017 1:19 PM

To: Joseph, Jolene L.; Dyer, Michael P.; Lenahan, Kara W.; Neidinger, Jennifer M. (Jennifer); Lawson, Donna M. (Michelle); Lovell, Debra R. (Debra); Neal, Sheryl A.; McMullen-Jackson, Chivon D. (Chivon); DeJean, Janet R.; Pedigo, Stacy D. (Stacy); Cogan, Lorraine M.; McMaster, Sarah S.; Magoulas, Pilar L.; Harter, Diana M.; Gray, Tiffany A.; Rhodes, Lisa B.; Frawner, Kimberly L. (Kim); Chiepalich, Kristen (Louise); Banes, Monica R.; Wolfe, Rhonda; Chandwani, Barkha; Randle, Lindsay N.; Langford, Jon A.; Wortley, Martin G.; Ringold, Sarah L. (Sarah); Abrameit, Kara B. (Borgmeyer); Sanford, Elizabeth B. (Betsy); Phillips, Sarah M. (RD); Codispoti, Catherine R.; Brown, Sara E.; Holt, Kimberly P. (Kim); Reinhart, Jeff T.; Griffin, Cynthia M.; Bunting, Katherine D. (Dawn); Ahmad, Nazish S. (Naz); Kana, Mary D.; Luke, Patricia A.; Rossler, Lesli A. (Rossler, Lesli); Nguyen, Nga (Kim); Metoyer, Dolores (Metoyer, Dolores); Timmons, Mathew G. (Timmons, Matt); Harris, Jodi; Creamer, Lisa C.; Moulden, Robert W. (Wes); Gonzalez, Daniel A. (Amb Svcs); Moser, Sarah A.; Owens, Mandy D.; Shah, Ivett (Ivett); Davis, Nikita C.; Ninan, Tina E.; Williams, Lynn A.; Morris, Leslie K.; Yee, Curtis; Lee, Deborah J.; Hiser, Jennifer J. (Jenny); Johnson, Robin A.; Corotan, Arturo A. (Art); Suarez, Santiago; McKillop, Kathryn M.; LaRose, Michael L.; Olivares-Reed, Elizabeth; Jackson, Chanti T.; Stovall, Kemesheia S.; Loveless, Laura H.; Wilson, Patrick B. (Burke); Kelley, Shawnda M. (Shawnda Kelley); Barrett, Julie L. (Barrett, Julie); Abbas, Sadaf Z.; Ogden, Katherine N. (Katie); Wolf, Sherry D.; Campbell, Shawnita L.; Egu Nwokeji, Nkemdirim (Kem); Turner, Andrae L.; Ausby, Heather; Evans, Jennifer L.; Caballes Dalida, Racelli; Davis, Daryl T. (Tricia); Holloway, Judith (Judy); Moayyad, Jennifer; Nwobodo, Joseph (Joe); Cordasco, Brian D.; Dickerson, Umber Q.; Adams, Valesca F. (Valesca); Jerome, Shuron N.; Bujnoch, Allison D. (Alli); Sommers, Sara E.; Stark, Lisa M.; Karon, Grace N.; Currier, Helen (Helen); Cruise, Felicia R. (Felicia); Boudreaux, David; Deville, Kia D. (Kia); Martin, April G.; Samp, Diesa R.; Miller, Kristie D.; Grooms, Jag M.; Groves Brandon, Shelly A.; Garrett, Neal J.; Sanchez, Elex I.; Garza, Valdemar Z.; Barrow, Caitlyn R.; Baurax, Cindy L.; Ellison, Shelley T.; Perez, Antonio (Tony); Zamora, Stephanie (Lionberger); Gant, Valencia T.; Saavedra, Pamela T.; Gentile, Steven B. (Blake); Clark, Kimberly B. (Cancer Center); Wallace, Nancy E. (Ellie); Kalenda Daggett, Katherine (Katie); Simko, Michael L. (Simko, Michael); DiPrisco, Jennifer B.; Baudy, Binta O.; Orogbemi, Oluwakemi F. (Kemi); Roy, Laurie A.; King, Ashley; Mani, Jency M.; Cross, Leah (Leah); Cains, Candace A.; Boggs, Keith F.; Fisher, Erika Y.; McGowen, Sean T.; Jackson, Aimee L. (Aimee); Jensen, Patricia J. (Tricia); Lee, Deborah J.; Zaremba, Lindsey J.; Mennel, Jaymes L. (Jay); Saavedra, Pamela T.; Stovall, Kemesheia S.; Holloway, Judith (Judy); Evans, Jennifer L.; Sanford, Elizabeth B. (Betsy); Gray, Tiffany A.; Bonitatibus, Tracey S.; Martin, April G.; Shah, Ivett (Ivett); Cross, Leah (Leah); Turner, Andrae L.; Perez, Antonio (Tony); Smith, Michael T.; Mansfield, Aaron W. (Aaron); Wood, Jennie M. (Michelle); Neal, Sheryl A.; Lopez, Diana M.; Suarez, Santiago; Davis, Nikita C.; Gabonay Guzman, Annette M.; Abrameit, Kara B. (Borgmeyer); Wortley, Martin G.; McKillop, Kathryn M.; Richardson, Jennifer L. (TCHC); Nwobodo, Joseph (Joe); Bunting, Katherine D. (Dawn); Gant, Valencia T.; Jehle, Bobbie C.; Barrett, Julie L. (Barrett, Julie); Williams, Lynn A.; Rossler, Lesli A. (Rossler, Lesli); Banes, Monica R.; Baudy, Binta O.; Barbella, Michael J.; Owens, Mandy D.; DiPrisco, Jennifer B.; Williams, Leslie R.; Jacobs, Nyla F.; Kelley, Shawnda M. (Shawnda Kelley); Joseph, Jolene L.; Lawson, Donna M. (Michelle); Jackson, Marian E.; Baurax, Cindy L.; Henry, Jenna L.; McNeil-Murray, Sandra Y. (Yvette); Snow, Barbara J. (Barbara); Davis, Daryl T. (Tricia); Parrish, Cynda T.; Setchfield, Lisa R. (Lisa); Guzman, Clarissa E.; Harris, Gbolahan A. (Gboly); Wilson, Patrick B. (Burke); Embry, Marcella L.; Jerome, Shuron N.; Fisher, Erika Y.; Griffin, Hilary E.; Mares, Miriam J.; Ahmad, Nazish S. (Naz); Bielik, Brandy K. (Brandy); Lynch, Mandie M.; Wallace, Nancy E. (Ellie); Johnson, Sabrina (Bre); Campbell, Shawnita L.; Jackson, Aimee L. (Aimee); Yanez-Garcia, Claudia; Boggs, Keith F.; Cains, Candace A.; McGowen, Sean T.; Deville, Kia D. (Kia); Goodwin, Leslie E.; Marino, Deborah L. (Debbie); Dalton, Jennifer L.; Phillips, Akachi C.; Benion, Nasrin; Marcion, Sarah C.

Cc: Breaux, Ryan A.

Subject: Ambulatory Leadership Workshop this Friday- Updated Agenda Inside

Hello all,

Friday's Ambulatory Leadership Workshop will include the following speakers and topics:

Time	Topic	Speaker
9:00am	Patient Access Metric Goal Report Out- Neurology	Brian Cordasco
9:15am	Patient Access Metric Goal Report Out Presentation- Neurosurgery	Lorraine Cogan
9:30am	Patient Access Metric Goal Report Out Presentation- Nutrition/GI	Daniel Gonzalez
9:45am	Orientation Update	Kemi Orogbemi

Thank you,

Kayla Castle

Texas Children's Hospital

Administrative Assistant to:

Ryan Breaux | Director, Ambulatory Svcs.

Email: Kacastle@texaschildrens.org

Office: 832-822-4778



Ambulatory Leadership Workshop

August 4, 2017

Name	Credentials	Role/Unit	Attendance	Name	Credentials	Role/Unit	Attendance
Chanti Jackson	BSN, RN, CPN	Mgr Pt Care Nursing	X	Kara Lenahan	BSN, RN, CPN	Mgr Pt Care Nursing Nutrition & GI	X
Oluwakemi Orgbemi	MSN, RN, Ed.S	Ed Coordinator/Amb	X	Clarissa Guzman	RRT	Mgr Health Ctr - KW	X
Joseph Nwobodo		Mgr Amb Services	X	Marian Jackson	BSN, RN-BC	Mgr Amb Clinic - Woo	X
Sherry Wolf	BSN, RN, MBA	Mgr Pt Care Nursing	X	Shawnda Kelley	BSN, RN	Mgr Amb Clinic - Woo	X
Leslie Williams	BSN, RN	Ed Coordinator/PFW	X	Michael Barbella		AD Amb Services - Woo	X
Diana Harter	BSN, RN	Mgr Cardiology Clinic	X	Mary Kana		Practice Admin - Surgery	X
Betsy Sanford		AD Ancillary Services - WC	X	Lorraine Cogan		Practice Admin - Neurosurgery	X
Martin Wortley		Mgr Amb Clinic	X	Valencia Gant		AD Amb Services - Woo	X
Mike Dyer		Practice Admin - Oto	X	Nga (Kim) Nguyen		Practice Admin – Allergy & Immun	X
Brian Cordasco	FACHE	Practice Admin - Neuro	X	Rachel Norman		Mgr Amb Clinics - Kirby	X
Daniel Gonzalez		Practice Admin - Gastro	X	David Boudreaux		Mgr Amb Clinics – Echo Lab	X



Ambulatory Leadership Workshop

August 4, 2017

Name	Credentials	Role/Unit	Attendance	Name	Credentials	Role/Unit	Attendance
Jag Grooms		Practice Admin – Ped Surg	X	Santiago Suarez		Amb Supervisor - WC	X
Dawn Bunting		Mgr Amb Clinics - WC	X	Jennie Wood	BSN, RN, CPN	Mgr Health Center – Cy-Fair	X
Kara Abrameit	MBA	AD Amb Services - WC	X	Stacy Pedigo		AD Amb Services - Neurophys	X
Robert (Wes) Moulden	RPSGT	Mrg Neurophys – Sleep Ctr	X	Michael LaRose	REEGT/RPSGT	Mgr Neurophys	X
Nkem EguNwokeji	BSN, RN	Business Systems Analyst Sr – Amb Services	X	Cynthia Griffin	MBA	Practice Admin P M & R	X
Naz Ahmad	MHA	Mgr Amb Clinics - WC	X	April Martin	MHA	Mrg Amb Clinics Bellair	X
Sheryl Neal	BSN, RN, MBA	Mgr Amb Clinics – WC Ortho	X	Kim Frawner		Practice Admin – Pulmonary Med	X
Jennifer DiPrisco	MBA, MHA	Dir Outpt & Clinical Support Services - WC	X				



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Ambulatory Leadership Workshop

August 4, 2017

Name	Credentials	Role/Unit	Initials	Name	Credentials	Role/Unit	Initials
Clarissa Gorman	RRT	KW Manager CEG		Kara Abramant	MBA	WC Ambulatory	VBA
Marian Jackson	RN	MOB-medical mg					
Shawnda Kelley	RN	W Amb Mgr	SK				
Michael Bushells		AD	MB				
Karen Koenig		IZWU	KF				
Mary Kamm		Surgery	MK				
Lorraine Cohen		NRU	JL				
Valerie Hoss		AD	VH				
Kim Nguyen		Pr. Adm	KK				
Rachel Norman		Amb-Kubby manager	RN				
Dario Braxley		MOB manager Echo EAB	DB				
Antony Sung		Ambulatory supervisor	AS				
Jennie Wood	RN, BSN, CPN	manager	JW				



Ambulatory Leadership Workshop August 4, 2017

Name	Credentials	Role/Unit	Initials	Name	Credentials	Role/Unit	Initials
Chantel Jackson RN		PCM	YJ	Oluwakemi Onyemelukwe RN		Ambulatory	OO.
Joe Nwoboshi Manager Amb.			JN				
Sherry Wolf RN PCM	PCM	PCM	SW				
Leslie Williams RN	Education Coordinator	Pavilion Amb	LW				
DIANA HARPER RN	MANAGER	CARDIO CLINIC	DA				
Betsy Sanford MCJ		Ambaul-WC + South regions					
Martin Worthley	Amb Manager	WU	MW				
Mike Dyer	Practice Admin.	OTO	MD				
Brian Cordasco	Practice Admin	Necro	BC				
Travis Gandy	" "	Gt+N	TG				
Jay Grooms PA		Red Surgery	JG				
Deon Brumley Amb/mgr		WL Amb	DB				
Kara Lenahan RN PCM		MC Gastro	KL				

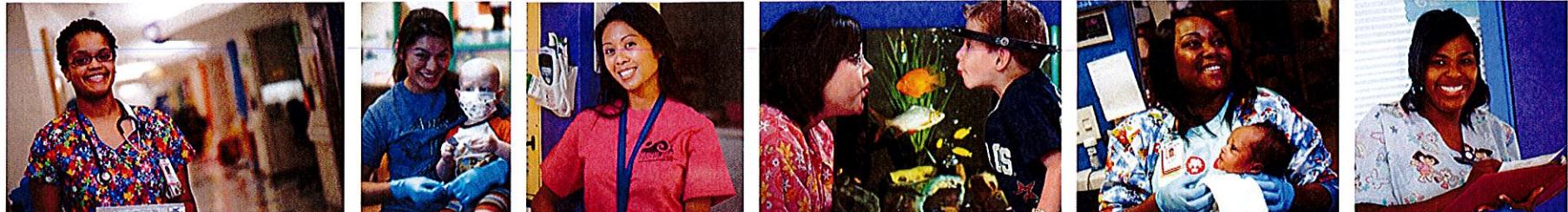


Texas Children's Hospital®



Ambulatory Leadership Workshop

August 4, 2017



Ambulatory Orientation Update



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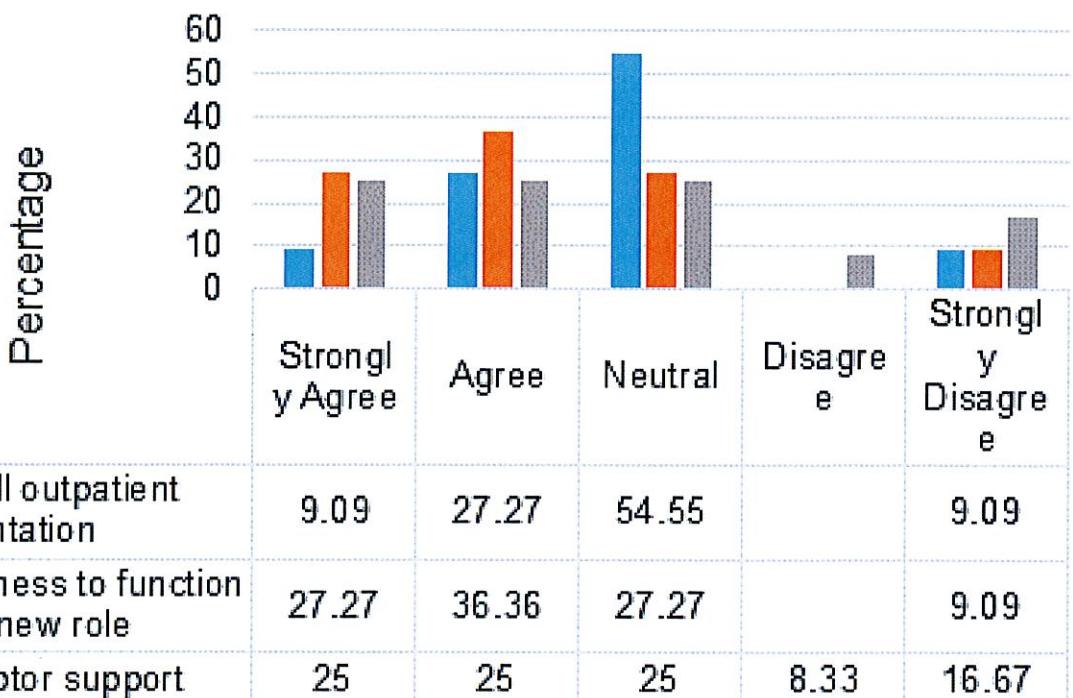


Oluwakemi Orogbemi, MSN, RN, Ed.S
Ambulatory Leadership Workshop
August 4, 2017

Survey Results for Transfer Employees

The survey results are listed below, which shows a total of 12 respondents out of the 22 sent.

Transfer within the Organization from Inpatient to Ambulatory Evaluation Responses



Action items

Based on the survey results, action items were created to address transition of nurses into the outpatient setting, with specific focus on the following three elements:

- Overall orientation program revised to compliment TCH Hi
- Focus on employees transitioning within the organization
- Further partnership with existing Preceptor Program and Buddy program
- Readiness to function in a new role

Onboarding Action Plan for Inpatient to Outpatient Transfers

Opportunity	Actions	Time Frame	Anticipated Outcome	Responsible Party
Overall Outpatient Orientation Structure	<ul style="list-style-type: none"> • Establish notification process between HR and Outpatient Services for transfer employees • Develop orientation curriculum specific to transfer employees and transition requirements • Implement transfer-specific content into the orientation structure via classroom training, online learning module, or self-study packet • Reformat and optimize the evaluation tool to include questions that address the orientation process, post orientation experience, and include section to document orientation-related concerns and follow up actions • Propose new requirement for completion of evaluation tool from 30, 60, and 90 days to phase 1, phase 2, and phase 3 evaluations to align with competency documents (pathways/checklists) • Incorporate organization-wide buddy/mentor program into outpatient orientation structure • Implement standardized post-orientation survey and increase response for “overall readiness to function in new role” from 64% to 80% by FY 2018 2nd QTR survey results 	FY 2017 4 th QTR (7/1/17 - 8/31/17)	<ul style="list-style-type: none"> • Improved Structure • Transfer-specific curriculum • Efficient delivery method for outpatient orientation content • Increased leader, preceptor, buddy, and educator engagement • Streamlined process for evaluations • Competency –based evaluations • Additional onboarding support personnel • Survey data availability for effective transition evaluation and process improvement 	Onboarding Educator Outpatient Educators Outpatient Leaders Outpatient Preceptors TCH HR Team TCH NPD Team
Preceptor Support	<ul style="list-style-type: none"> • Enforce and adhere to preceptor selection criteria and identify eligible preceptors for each specialty clinic • Expand preceptor program to include all outpatient clinics and departments • Employee awareness of “Training Partners” initiative as an additional resource to support role and clinic-specific competencies and skills 	FY 2017 4 th QTR (8/1/17 - 8/31/17)	<ul style="list-style-type: none"> • Efficient selection of qualified preceptors • Additional personnel for role and clinic-specific trainings 	Onboarding Educator Outpatient Educators Outpatient Leaders Outpatient Preceptors Outpatient Training Partners
Readiness to Function in New Role	<ul style="list-style-type: none"> • Revise competency validation tool (pathway) to include role-specific skills and tasks • Develop and implement clinic and department-specific criterion and competency checklists aligned with employees’ job descriptions • Establish process for ongoing review and completion of competency and orientation documents prior to required file audit date • Incorporate phase 1-3 evaluations into competency validation and ongoing review processes 	FY 2017 4 th QTR (8/1/17 - 9/30/17)	<ul style="list-style-type: none"> • Role-specific competency validation tools (pathways/checklists) • Timely validation and completion of required orientation documents • Increased opportunities for feedback and resolution of concerns 	Onboarding Educator Outpatient Educators Outpatient Leaders

Feedback

Please provide any additional feedback that will help us further improve the orientation program for new and transfer employees within outpatient

From: Orogbemi, Oluwakemi F. (Kemi)
Sent: Friday, August 04, 2017 12:24 PM
To: Castle, Kayla A.; Joseph, Jolene L.; Dyer, Michael P.; Lenahan, Kara W.; Neidinger, Jennifer M. (Jennifer); Lawson, Donna M. (Michelle); Lovell, Debra R. (Debra); Neal, Sheryl A.; McMullen-Jackson, Chivon D. (Chivon); DeJean, Janet R.; Pedigo, Stacy D. (Stacy); Cogan, Lorraine M.; McMaster, Sarah S.; Magoulas, Pilar L.; Harter, Diana M.; Gray, Tiffany A.; Rhodes, Lisa B.; Frawner, Kimberly L. (Kim); Chiepalich, Kristen (Louise); Banes, Monica R.; Wolfe, Rhonda; Chandwani, Barkha; Randle, Lindsay N.; Langford, Jon A.; Wortley, Martin G.; Ringold, Sarah L. (Sarah); Abrameit, Kara B. (Borgmeyer); Sanford, Elizabeth B. (Betsy); Phillips, Sarah M. (RD); Codispoti, Catherine R.; Brown, Sara E.; Holt, Kimberly P. (Kim); Reinhart, Jeff T.; Griffin, Cynthia M.; Bunting, Katherine D. (Dawn); Ahmad, Nazish S. (Naz); Kana, Mary D.; Luke, Patricia A.; Rossler, Lesli A. (Rossler, Lesli); Nguyen, Nga (Kim); Metoyer, Dolores (Metoyer, Dolores); Timmons, Mathew G. (Timmons, Matt); Harris, Jodi; Creamer, Lisa C.; Moulden, Robert W. (Wes); Gonzalez, Daniel A. (Amb Svcs); Moser, Sarah A.; Owens, Mandy D.; Shah, Ivett (Ivett); Davis, Nikita C.; Ninan, Tina E.; Williams, Lynn A.; Morris, Leslie K.; Yee, Curtis; Lee, Deborah J.; Hiser, Jennifer J. (Jenny); Johnson, Robin A.; Corotan, Arturo A. (Art); Suarez, Santiago; McKillop, Kathryn M.; LaRose, Michael L.; Olivares-Reed, Elizabeth; Jackson, Chanti T.; Stovall, Kemesheia S.; Loveless, Laura H.; Wilson, Patrick B. (Burke); Kelley, Shawnda M. (Shawnda Kelley); Barrett, Julie L. (Barrett, Julie); Abbas, Sadaf Z.; Ogden, Katherine N. (Katie); Wolf, Sherry D.; Campbell, Shawnita L.; Egu Nwokeji, Nkemdirim (Kem); Turner, Andrae L.; Ausby, Heather; Evans, Jennifer L.; Caballes Dalida, Racelli; Davis, Daryl T. (Tricia); Holloway, Judith (Judy); Moayyad, Jennifer; Nwobodo, Joseph (Joe); Cordasco, Brian D.; Dickerson, Umber Q.; Adams, Valesca F. (Valesca); Jerome, Shuron N.; Bujnoch, Allison D. (Alli); Sommers, Sara E.; Stark, Lisa M.; Karon, Grace N.; Currier, Helen (Helen); Cruise, Felicia R. (Felicia); Boudreaux, David; Deville, Kia D. (Kia); Martin, April G.; Samp, Diesa R.; Miller, Kristie D.; Grooms, Jag M.; Groves Brandon, Shelly A.; Garrett, Neal J.; Sanchez, Elex I.; Garza, Valdemar Z.; Barrow, Caitlyn R.; Baurax, Cindy L.; Ellison, Shelley T.; Perez, Antonio (Tony); Zamora, Stephanie (Lionberger); Gant, Valencia T.; Saavedra, Pamela T.; Gentile, Steven B. (Blake); Clark, Kimberly B. (Cancer Center); Wallace, Nancy E. (Ellie); Kalenda Daggett, Katherine (Katie); Simko, Michael L. (Simko, Michael); DiPrisco, Jennifer B.; Baudy, Binta O.; Roy, Laurie A.; King, Ashley; Mani, Jency M.; Cross, Leah (Leah); Cains, Candace A.; Boggs, Keith F.; Fisher, Erika Y.; McGowen, Sean T.; Jackson, Aimee L. (Aimee); Jensen, Patricia J. (Tricia); Lee, Deborah J.; Zaremba, Lindsey J.; Mennel, Jaymes L. (Jay); Saavedra, Pamela T.; Stovall, Kemesheia S.; Holloway, Judith (Judy); Evans, Jennifer L.; Sanford, Elizabeth B. (Betsy); Gray, Tiffany A.; Bonitatibus, Tracey S.; Martin, April G.; Shah, Ivett (Ivett); Cross, Leah (Leah); Turner, Andrae L.; Perez, Antonio (Tony); Smith, Michael T.; Mansfield, Aaron W. (Aaron); Wood, Jennie M. (Michelle); Neal, Sheryl A.; Lopez, Diana M.; Suarez, Santiago; Davis, Nikita C.; Gabonay Guzman, Annette M.; Abrameit, Kara B. (Borgmeyer); Wortley, Martin G.; McKillop, Kathryn M.; Richardson, Jennifer L. (TCHC); Nwobodo, Joseph (Joe); Bunting, Katherine D. (Dawn); Gant, Valencia T.; Jehle, Bobbie C.; Barrett, Julie L. (Barrett, Julie); Williams, Lynn A.; Rossler, Lesli A. (Rossler, Lesli); Banes, Monica R.; Baudy, Binta O.; Barbella, Michael J.; Owens, Mandy D.; DiPrisco, Jennifer B.; Williams, Leslie R.; Jacobs, Nyla F.; Kelley, Shawnda M. (Shawnda Kelley); Joseph, Jolene L.; Lawson, Donna M. (Michelle); Jackson, Marian E.; Baurax, Cindy L.; Henry, Jenna L.; McNeil-Murray, Saundra Y. (Yvette); Snow, Barbara J. (Barbara); Davis, Daryl T. (Tricia); Parrish, Cynda T.; Setchfield, Lisa R. (Lisa); Guzman, Clarissa E.; Harris, Gbolahan A. (Gboly); Wilson, Patrick B. (Burke); Embry, Marcella L.; Jerome, Shuron N.; Fisher, Erika Y.; Griffin, Hilary E.; Mares, Miriam J.; Ahmad, Nazish S. (Naz); Bielik, Brandy K. (Brandy); Lynch, Mandie M.; Wallace, Nancy E. (Ellie); Johnson, Sabrina (Bre); Campbell, Shawnita L.; Jackson, Aimee L. (Aimee); Yanez-Garcia, Claudia; Boggs, Keith F.; Cains, Candace A.; McGowen, Sean T.; Deville, Kia D. (Kia); Goodwin, Leslie E.; Marino, Deborah L. (Debbie); Dalton, Jennifer L.; Phillips, Akachi C.; Benion, Nasrin; Marcion, Sarah C.
Cc: Breaux, Ryan A.; Baudy, Binta O.; Dickerson, Umber Q.; Tanner-Brown, Denise N.; Orogbemi, Oluwakemi F. (Kemi); Marcion, Sarah C.; Moody, Denine M. (Denine)
Subject: Magnet - Related Ambulatory Orientation and Onboarding Update

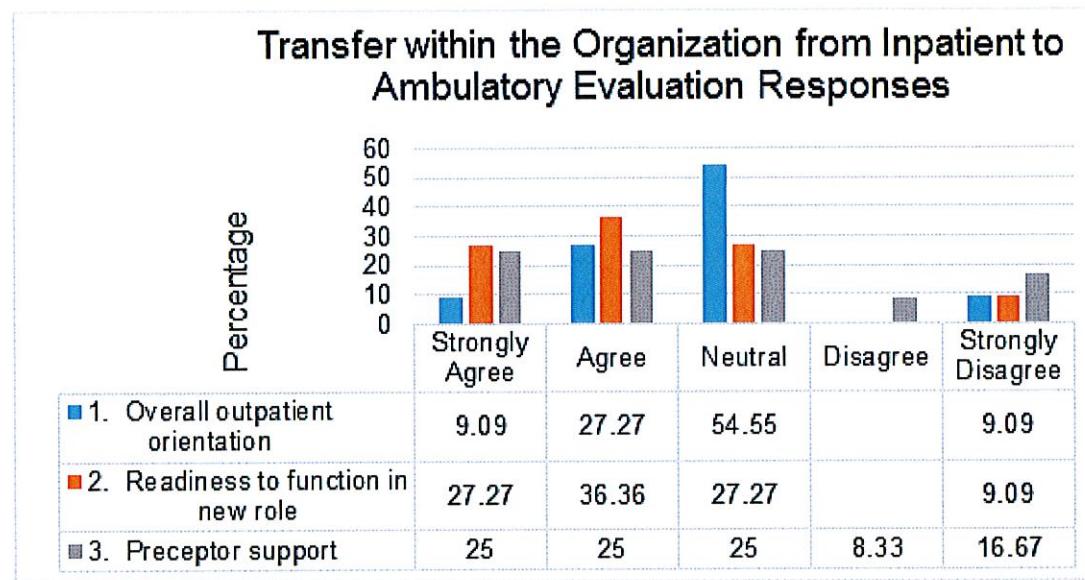
Attachments:

Importance: High

Hello Outpatient Leaders,

This is a follow-up email from today's presentation at the Ambulatory Leadership Workshop related to Ambulatory Orientation Update. Many of you may be aware of the Outpatient Orientation Program. We wanted to measure the success of the onboarding and orientation program for Registered Nurses transferring from the inpatient setting to the outpatient setting. To measure this success, a survey was created and sent to all Registered Nurses that transferred from the inpatient setting to the outpatient setting during July 2015 – August 2016. This survey was based on their most recent transfer to the outpatient setting.

The survey results are listed below, which shows a total of 12 respondents out of the 22 sent.



Based on the survey results, action items were created to address transition of nurses into the outpatient setting, with specific focus on the following three elements:

- Overall orientation program
- Preceptor support
- Readiness to function in a new role

The survey results and action items will assist us in enhancing the orientation and onboarding of transfer employees within the organization and the outpatient orientation program as a whole. Based on your feedback from the Ambulatory Leadership Workshop, we will incorporate the action items attached (see attachment) to assist with improvement strategies for the onboarding process that may be used to streamline the orientation program for consistency and effectiveness.

Thank you for your attention and support of this very important initiative.

Best Regards,

Oluwakemi Orogbemi
Onboarding Education Specialist | Business Operations Team
Ambulatory Services | Texas Children's Hospital
Email: oforogbe@texaschildrens.org

Onboarding Action Plan for Inpatient to Outpatient Transfers

Opportunity	Actions	Time Frame	Anticipated Outcome	Responsible Party
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