Optimizing the Advanced Practice Clinician (APC) New Hire Onboarding Experience through Education

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INTRODUCTION

- APC Executive Council created a task force to research and improve the onboarding process to:
  - Increase employee/patient engagement and satisfaction
  - Decrease burnout and increase retention
  - Turn over rates cost LVHN $12.15 mil from FY12-FY17
  - 22% of new hires left within 1 year
- Project evolved out of survey results citing: “lack of role-specific onboarding support”
- Goal to fill this gap with an education tool that provides a summary of the “top ten” clinical diagnoses by department that includes relevant information as well as updated research, charts, etc.

METHODS

Compile Topics
- Members from each department in the network were asked to submit a “top ten” clinical diagnoses
  - A total of 249 topics were presented to the research scholars, spanning across all departments and divided into 25 subsections

Divide and Select Research Topics
- Lots of overlap between departments → increased efficiency by selecting topics that had considerable overlap: diabetes, strokes, etc.
  - Tended to be those that were more straightforward and concise (e.g., asthma vs. “medical care of geriatric patient”)

Procure Resources
- Found relevant medical textbooks/journals from LVHN library resources: primarily Access Medicine and PubMed
- Ensured minimum of 3 textbook references for each topic emphasis on currency and reputation

Draft Topic Summaries
- Each topic summary utilized an overview section followed by a set of subheadings, as well as charts and tables to increase readability
  - Subheadings differed slightly for each topic but generally included: risk factors, diagnostic criteria, symptoms/signs, clinical presentation, overall management, treatment, complications, and references

Editing
- Rough drafts of topic summaries were sent to an APC in that specialty to make changes and suggestions for material that should be added or removed

Upload to AP-C Intranet Page
- After documents were updated with the AP-C edits, they were submitted to the Department of Education to be displayed on the APC intranet site as seen in picture

RESULTS

Top ten topics completed: 86
Pages of educational resources created: 453
35% Of all “top ten” topics complete

CONCLUSIONS

- APC Executive council will continue to work on completing the remaining topics within the next year and then conduct research to determine its effectiveness
- “Risk factors for burnout are mutable and specific efforts targeting these predictors might effectively reduce burnout among practitioners”
- Effective implementation of onboarding material the results relating to turnover and burnout has the potential to improve