

# Ambulatory Nurse Clinic Playbook

Nursing Management Congress  
November 2016  
Las Vegas, Nevada

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# Ambulatory Nurse Clinic Playbook

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## Objectives

At the end of the presentation, the participants will be able to:

- Cite examples of how operations and education could partner to achieve organizational goals
- Articulate ways in which elements or the concept of a Playbook could be implemented within their organization
- Verbalize how the project could be improved or enhanced

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## Definition of Terms

- Ambulatory
- Nurse Clinic
- Playbook vs. Toolkit

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## ambulatory

adjective | am-bu-lā-to-ry | \ ăm-byā-lā-tōr-ē\

### Definition of AMBULATORY

*Popularized Top 20% of words*

- 1 : of, relating to, or adapted to walking; also : occurring during a walk
- 2 : moving from place to place : *intrans*
- 3 : capable of being altered -> will is ambulatory until the testator
- 4 **a** : able to walk about and not bedridden <ambulatory patients>  
**b** : performed on or involving an ambulatory patient or an out-patient <an ambulatory electrocardiogram>

-> am-bu-lā-tōr-ē | \ ăm-byā-lā-tōr-ē\ | ăm-bu-lā-tōr-ē



### Ambulatory care

- is defined as outpatient care in which individuals stay less than 24 hours in the health care environment
- are usually discharged to their normal residential situation following the care episode

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## Nurse Clinics

For this presentation, the use of the words Nurse Clinics would be referring to:

- Clinics primarily led by RNs
- May or may not be a stand-alone clinic
- Primary services provided

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## Playbook

playbook 

[play-boo k]

Examples Word Origin  
See more synonyms on Thesaurus.com

**noun**

1. (in Elizabethan drama) the script of a play, used by the actors as an acting text.
2. a book containing the scripts of one or more plays.
3. Football, a notebook containing descriptions of all the plays and strategies used by a team, often accompanied by diagrams, issued to players for them to study and memorize before the season begins.
4. Informal, any plan or set of strategies, as for outlining a campaign in business or politics.

Origin of playbook

used to be used together or for a perform a specific function, m: *your on-line printer toolkit*  
lete & Unabridged 2012 Digital  
. 1979, 1986 © HarperCollins  
305, 2006, 2007, 2009, 2012

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## About Kaiser Permanente in Southern California

- Members (include growth in the last 2 years)
- Service Areas – geographic location
- Medical Office Buildings
- Nurse Run Clinics

## Why Nurse Clinics?

- Response to the increased membership
- Access of appropriate level of care
- Maximizing the potential of the current work force

## Management Needs

- Operations
  - Physical plan/layout
  - Supplies (including equipment, medications)
- Types of services rendered
  - Policies and Procedures
  - Work flows and processes (including KPHC shortcuts)
  - Work force
    - Staffing mix
    - Scope of Practice
    - Competency
    - Education and training

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## Education

- On-boarding and orientation
- Competency validation process
- Ongoing training (policies)
- Services as requested
  
- Individual scope of practice
- According to scope of services provided

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## Staff Education

- Work force
- Staffing mix
- Scope of Practice
- Required Education and training
- Competency

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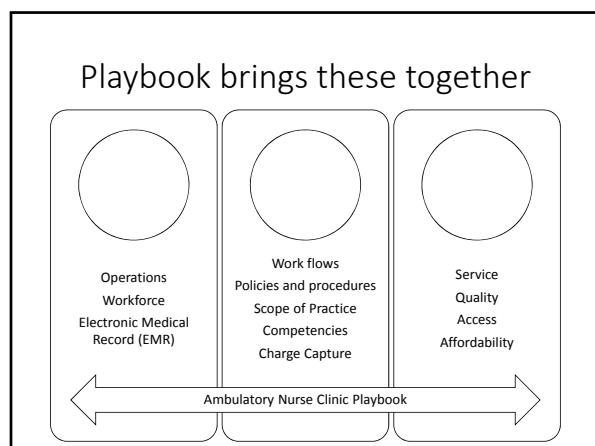
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More than the sum of its parts

- Collaboration between management and education
- Sharing of successful practices
- Innovation vs. wheel re-invention

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How it came about...

- Coming to the region...
- One small MOB manager was interested in opening a nurse clinic – “Where do I start?”

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## The Process

- Peer group validation
- Collection of materials
- Peer group validation
- Site visits and assessments
- Peer group validation
- Internal sharing...presentation to senior leaders
- Peer group validation
- And now...external sharing

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## Components or Elements of the Playbook

- Table of Contents with examples of each

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Questions?

THANK YOU!

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