

# Roadmap to Success

## Care Management Education & Onboarding Program

Dawn Bobbitt, RN, BSN

Benjamin Bynum, BSW, MSHCI

Beth Hall, RN, BSN

Orlando, FL

### Introduction

#### AdventHealth Orlando

One of the largest hospitals in the country

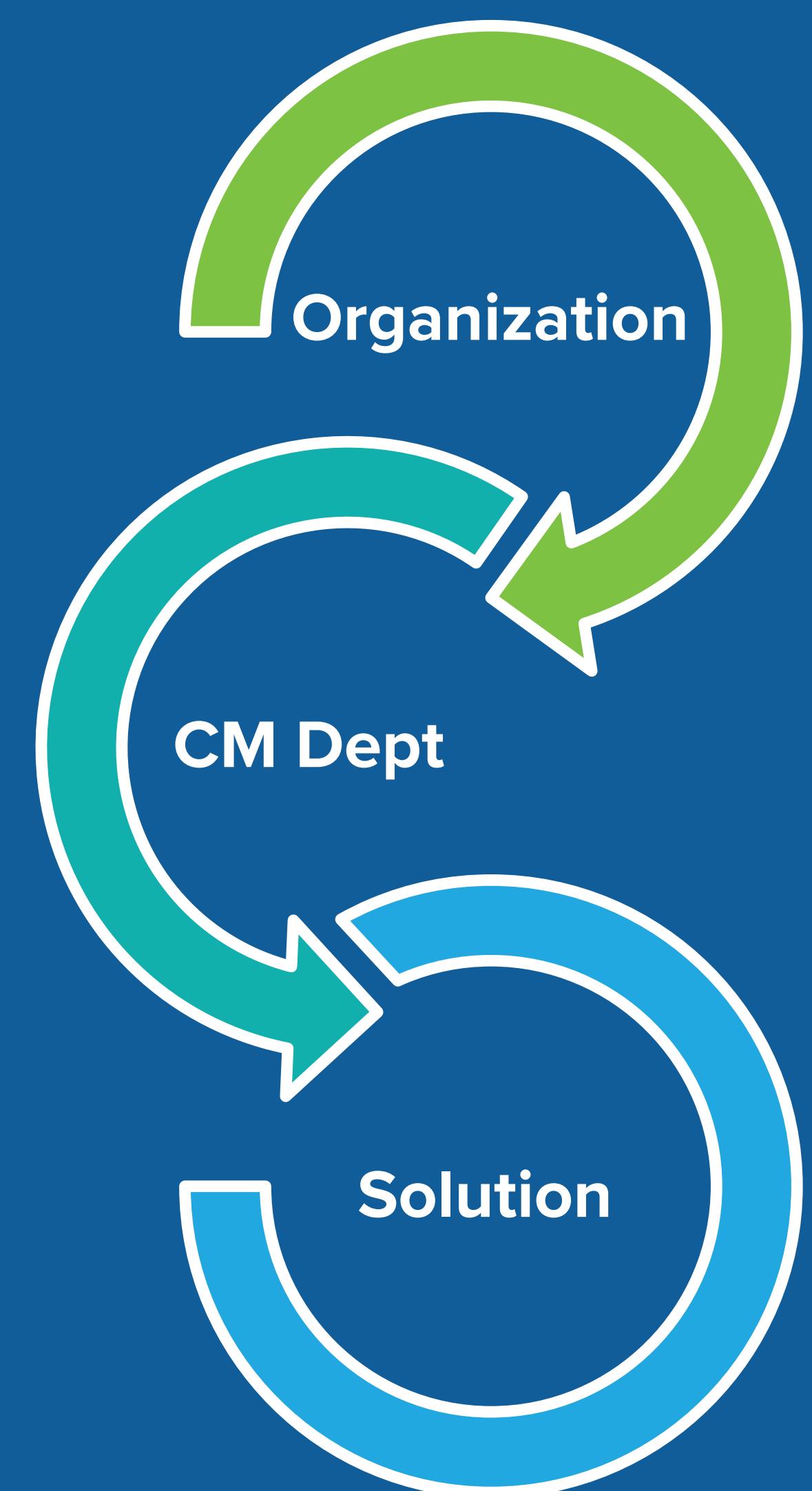
#### Problem

No standardized education for Care Managers prior to 2014

#### Vision

Beginning in 2014, a standardized Care Management (CM) Education Program was implemented

### Anatomy of the Problem



- 9 different campuses under the same NPI
- Nearly 3,000 inpatient beds
- 300+ Care Managers
- 200+ million patient visits annually

- Lack of unity
- Frustration
- Inconsistency
- No clear definitions
- Each campus educating differently

- Institute a streamlined and unified onboarding program
- Hire dedicated CM Educators
- Implement a preceptorship
- Include Simulation training

### Constructing a CM Education Team

#### Responsibilities

- Facilitates all CM and preceptor training
- Annual Skills Fair
- Annual preparation for accrediting organization
- Regulatory compliance
- Condensed training for traveling CMs
- Policies, procedures, work instructions, SOP development and annual review
- Process improvement initiatives

#### Collaborations

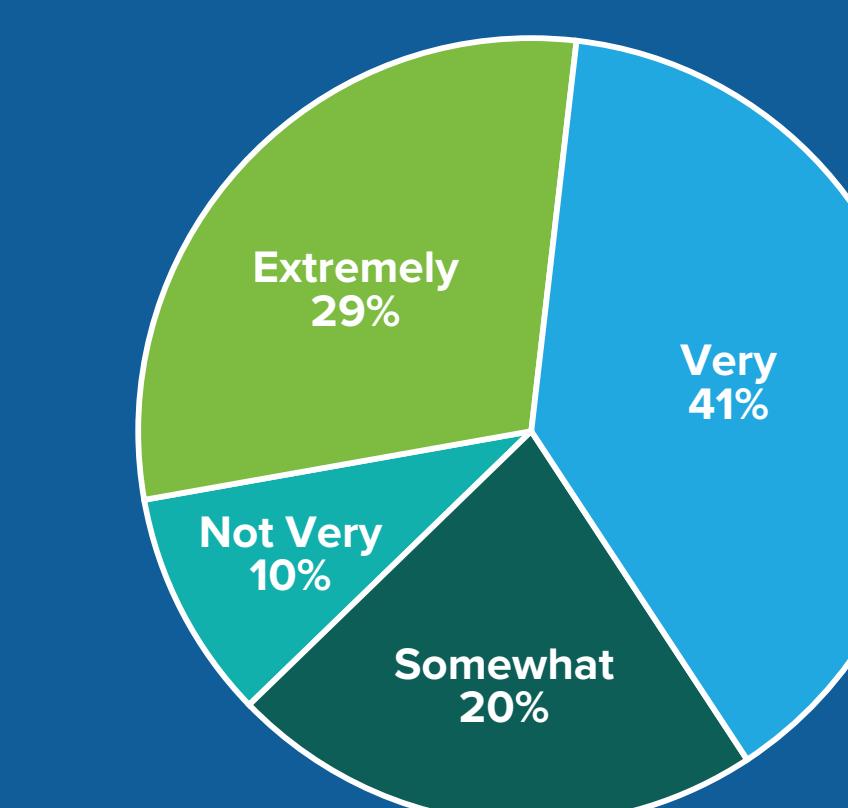
- AdventHealth University partnership with community health nursing students
- SW internships with local colleges and universities
- Campus leadership support
- Campus support (weekly rounding, staff meetings and auditing)
- Nursing education
- Providers and clinician teams

### CM Onboarding Road Map

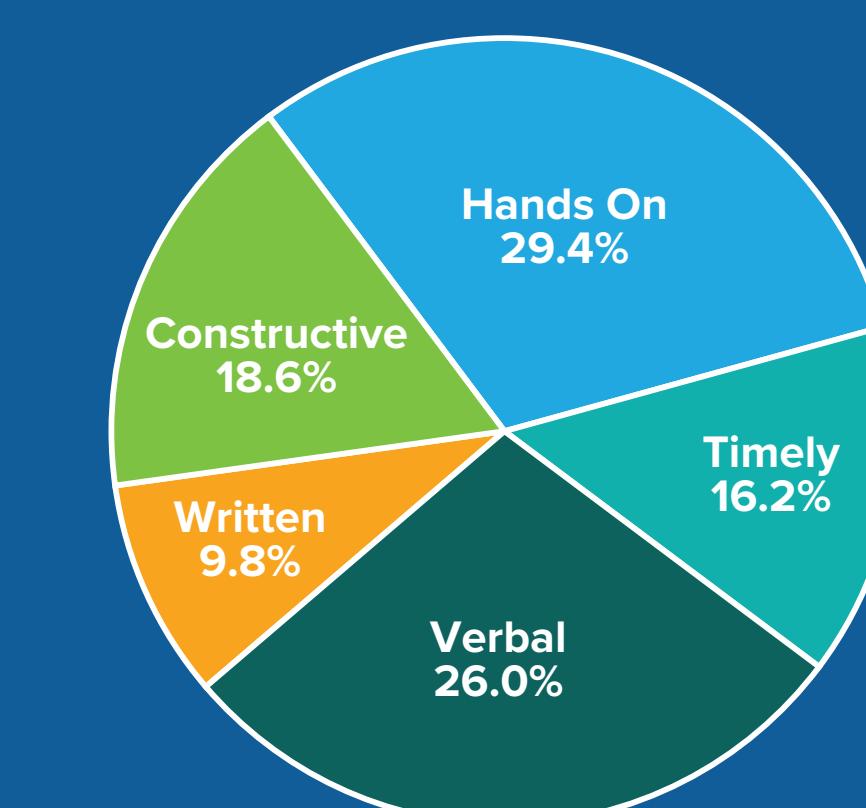


### Data Collection

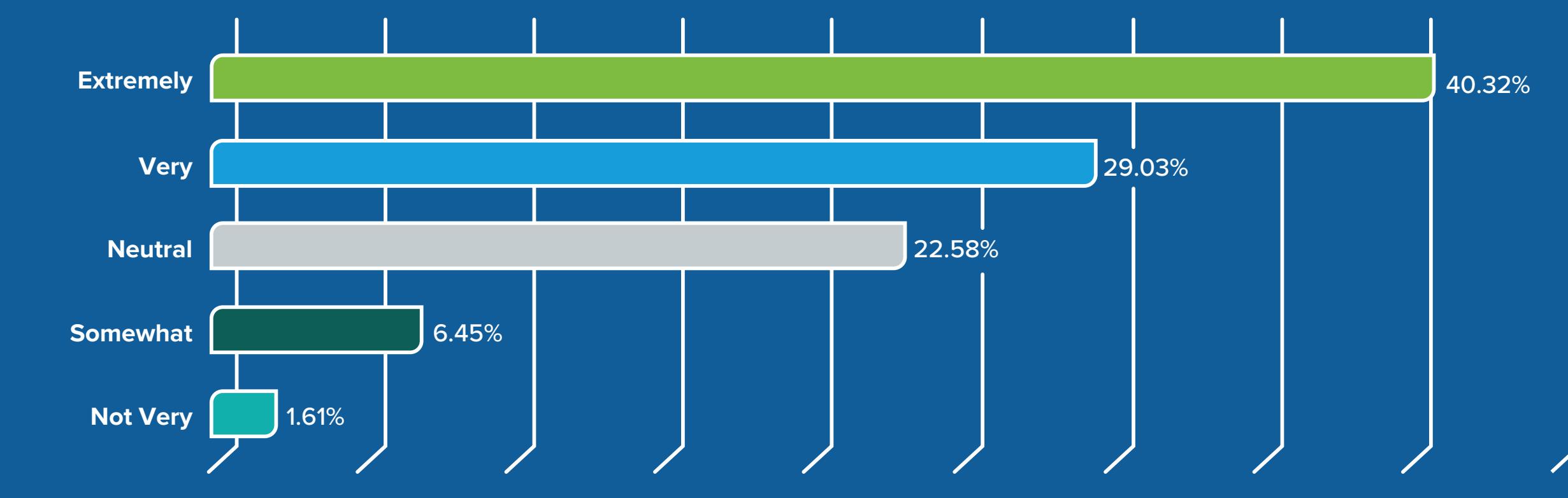
#### CM Preparedness Ratings



#### Constructive Preceptor Feedback Methods



#### Employee Rating of Simulation Usefulness



### Lessons Learned

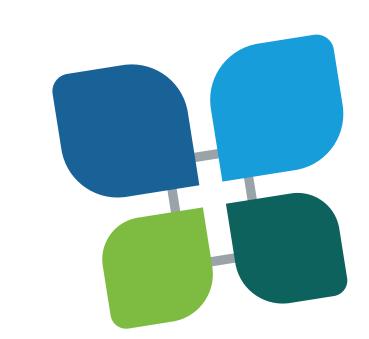
- A streamlined, organized education program enhances learning
- Hands on training is most helpful
- Training in a simulated environment is extremely useful
- Individualized oversight is paramount
- Professional development and continued education improves retention

### CM Education Role Throughout COVID

- New Hire training switched to a virtual platform
- Daily pandemic updates, including resources and new processes
- Development of COVID related work instructions
- Education team provided support to frontline staff
- Collaboration with post-acute facilities for throughput
- Dedicated tile on CM website for all COVID related resources



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AdventHealth