

Roadmap to Success

Care Management Education & Onboarding Program

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Introduction

AdventHealth Orlando

One of the largest hospitals in the country

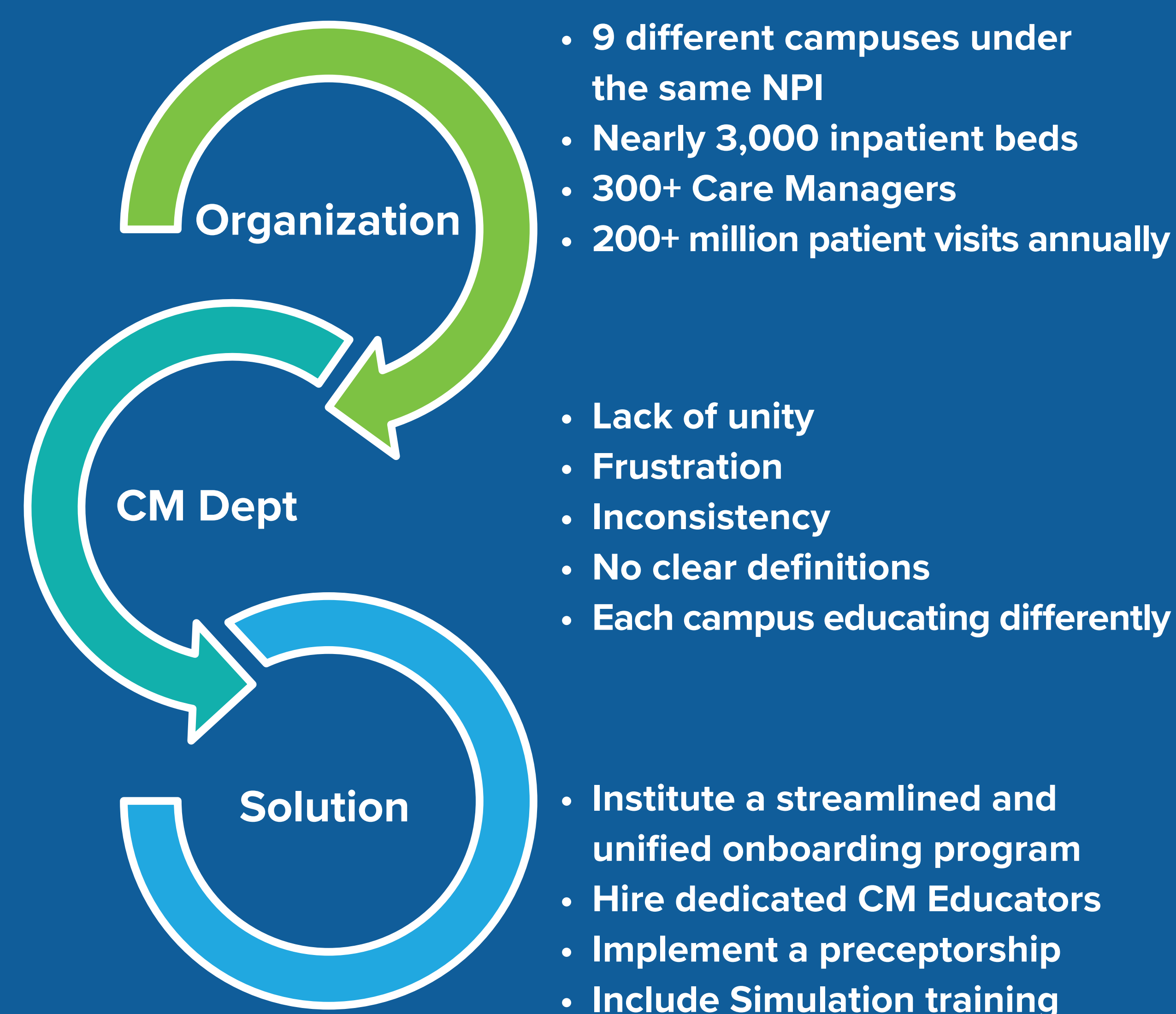
Problem

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



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

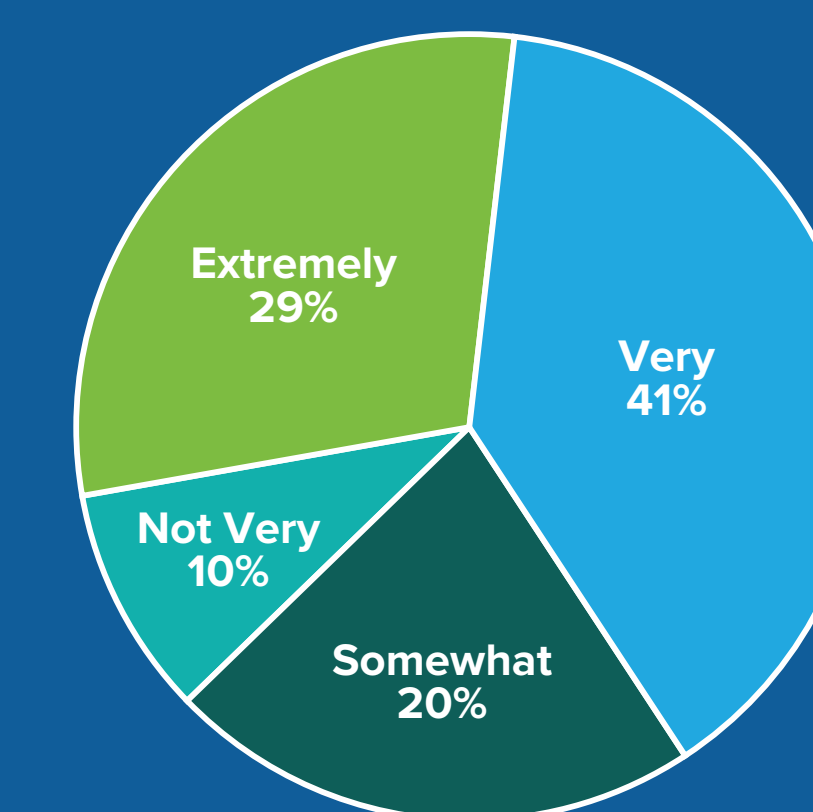
- AdventHealth University partnership with community health nursing students
- SW internships with local colleges and universities
- Campus leadership support
- Campus support (weekly rounding, staff meetings and auditing)
- Nursing education
- Providers and clinician teams

CM Onboarding Road Map

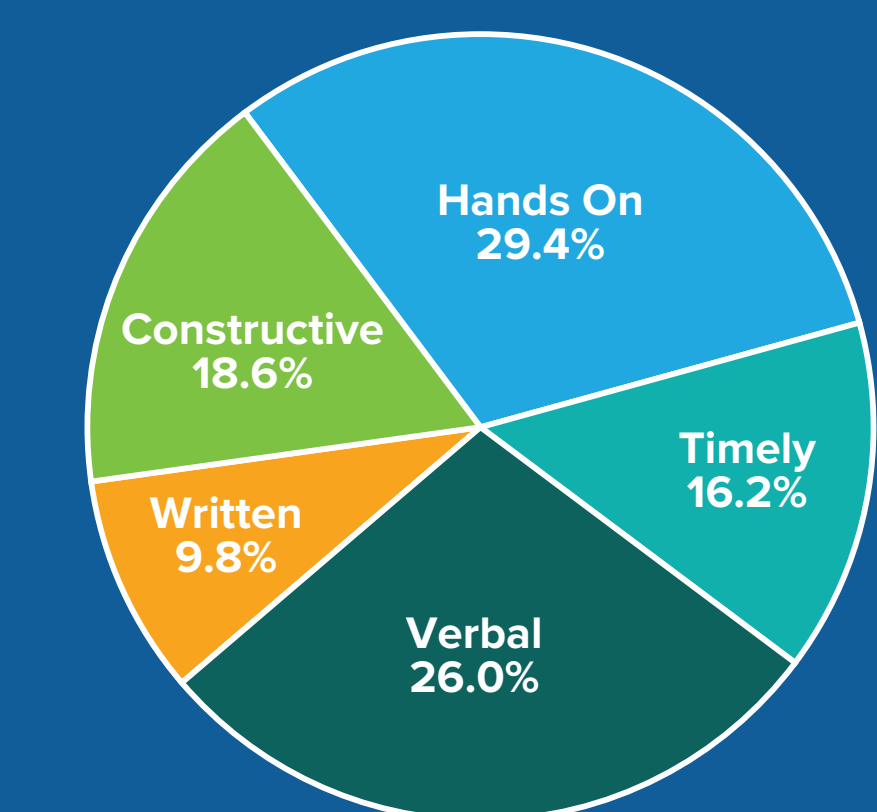


Data Collection

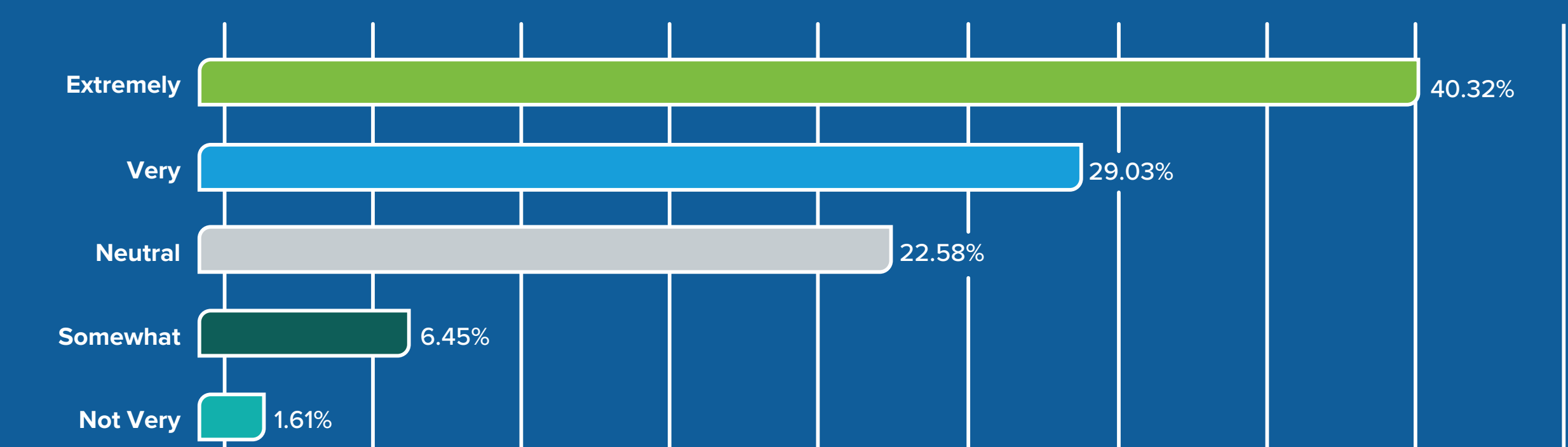
CM Preparedness Ratings



Constructive Preceptor Feedback Methods



Employee Rating of Simulation Usefulness



Survey of AdventHealth CM 2022, 85 respondents of 285 surveyed. The staff ranged in position, length of time in department, and experience level.

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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