

Due: June 4, 2019

Program Supplementals:

As we discussed the PTAP™ office has required that UTSW submit additional supplemental documents based on a system-wide application.

DEFINITION of System-wide Program Requirement: A program that is managed through a central office for all organizations or practice settings involved in the program. The Program Director must be in charge of the residency/fellowship throughout the system. Site Clinical Coordinators can be utilized in organization in the system to ensure program consistency. The program must be operationalize uniformly without deviation in each participating organization or practice setting.

APPLICATION as a System-wide Program: Each organization or practice setting(s) included in the program application must demonstrate consistent development, implementation, and evaluation of the program included in the accreditation application. Applicants must write one response for each criterion item that demonstrates system-wide integration. Separate responses are not required for each organization or practice setting(s) participating in the system-wide program.

Supplemental request: The following responses are to the three additional standards found in Chapter 4 of the 2016 PTAP Application manual:

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PO 2: SYSTEM CONTEXTUAL INFORMATION - SYSTEM

PO 2: Provide an executive summary describing how the program is consistently operationalized throughout the system, e.g., policies, procedures, or other documents demonstrating evidence of consistency.

The UTSW NRP is managed through the central education office, Clinical Education and Professional Practice (CEPP), under the leadership of the UTSW Health System Chief Nurse Executive (CNE) Susan Hernandez, MBA, BSN, RN. The Program Director (PD), Allen Kirby, MBA, BSN, RN, holds the position of Manager of CEPP. CEPP covers all educational needs for both Zale Lipshy University Hospital and Clements University Hospital, which reside on the same campus and share executive oversight. The leadership of the units that receive the nurse residents (NRs) all report up to the CNE. Since the start of the NRP in 2016, the PD has created structure to ensure there is consistency across the program. The policy that governs the program (**Refer to PO3b, p.17 in the original document**) is a hospital and hospital-based clinics document so covers both university hospitals. CEPP maintains the NR positions within the central education office budget until the NRs are independent. This ensures nurse residents maintain the mandatory education required of the program and to make sure scheduling is done with programmatic milestones in mind. The nurse residents report directly to the PD during this time.

Programmatically several procedures have been adapted to ensure there is consistency in the function of the program throughout both university hospitals. The NR's all attend initial orientation including the healthcare system orientation on day one, a unified hospital orientation that both university hospitals jointly attend on day two, and then general nursing orientation during the first week of each cohort. The intent is to ensure enculturation into the UTSW health system. The NRP combines both hospital groups for all instructor-led coursework that is not specialty specific to ensure the cohorts receive the same information as well as to create a unified peer support system across the organization. The NRs are also one group for all professional development and evidence-based practice experiences as well as all speed mentoring events. The evaluation format is used synonymously throughout the program to ensure the residents are being evaluated with the same tools and must meet the same criteria (**Refer to PO18, p. 18 in the original document**). The surveys that are used to evaluate the program are synonymous throughout the program and are used among residents at

both university hospitals (**Refer to PO12a, p. 98, PO13a, p. 109, PO15, p. 145** in the original document).

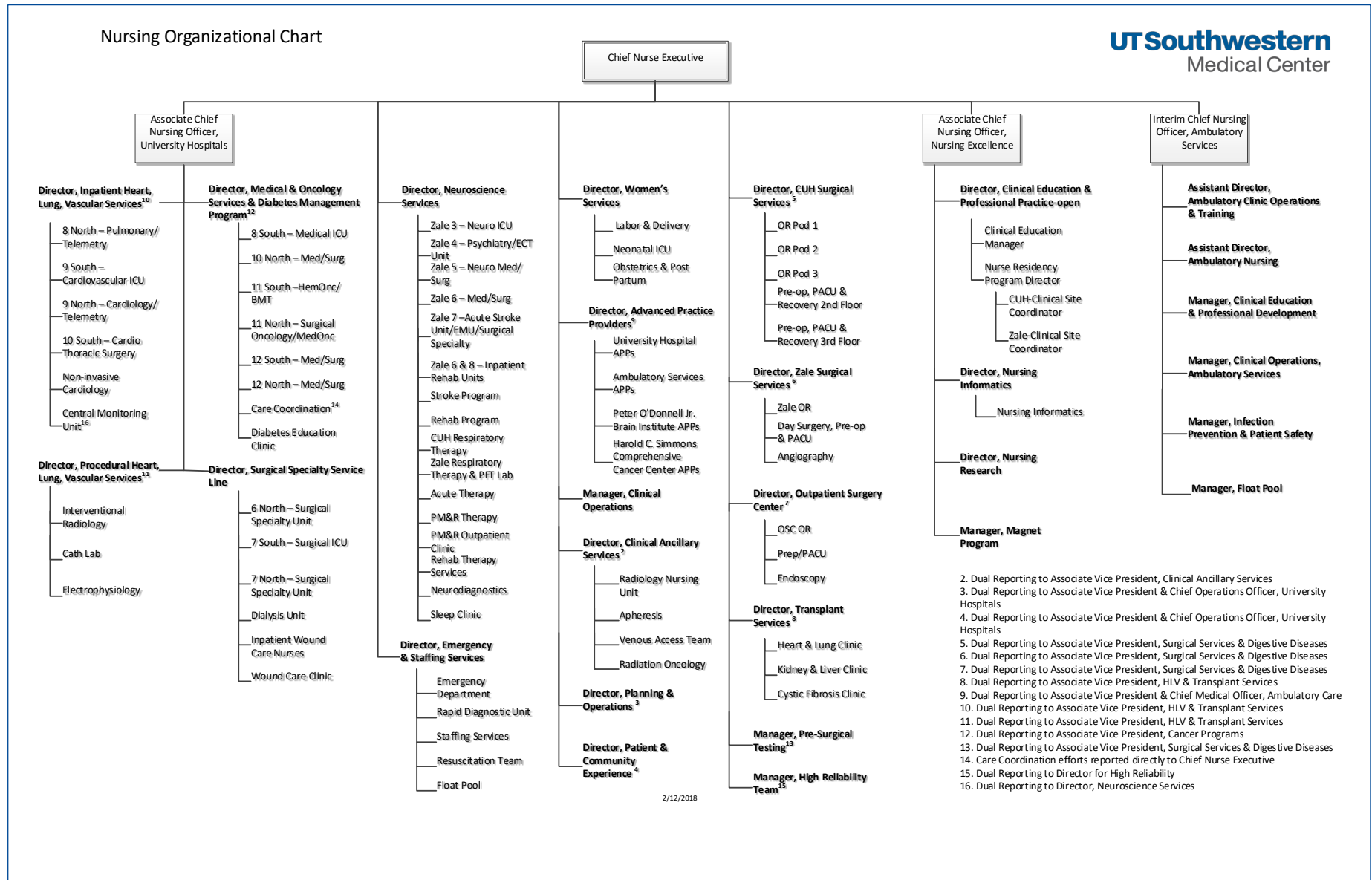
Most recently, with the advent of new program changes, Allen Kirby, MBA, BSN, RN has been moved into the PD role and has created the role of Site Clinical Coordinators for each hospital. The Zale Lipshy University Hospital Site Clinical Coordinator has been filled by Liz Gunter, BSN, RN and the Clements University Hospital Site Clinical Coordinator has been filled by Melissa Malone, MSN, RN, RN-BC. These Clinical Nurse Educators support the NRP under the guidance of the PD with the goal of providing uniformity across the program between both university hospitals and across the NRP specialty areas.

PO 4: CONTEXTUAL INFORMATION - SYSTEM

PO 4: Provide system organizational chart including the Program Director's lines of authority in each organization or practice setting, and depicting Site Clinical Coordinator's lines to the Program Director.

The Nurse Residency Program Director is the Manager of Clinical Education and Professional Practice and reports to the Director of Clinical Education and Professional Practice. The attached diagram (**PO4a. UTSW System Nursing Organizational Chart**) highlights the reporting relationship of the Director and Manager of Clinical Education and Professional Practice to the Associate Chief Nursing Officer of Nursing Excellence, who in turn reports to the Health System Chief Nurse Executive directly. This line of communication allows a method for addressing resource needs as well as gathering executive feedback and support to ensure program success. The organizational chart has been updated to show the new reporting structure of the added positions of Site Clinical Coordinators for Zale Lipshy and Clements University Hospitals.

PO4a. UTSW System Nursing Organizational Chart



PL 4: PROGRAM LEADERSHIP - SYSTEM

PL 4: Share how the Program Director is accountable for Site Clinical Coordinators in the operationalizing of the program.

DESCRIPTION:

The Program Director (PD) of the Nurse Residency Program (NRP) is the Manager of Clinical Education and Professional Practice (CEPP) and the direct supervisor of the two new Site Clinical Coordinators for Zale Lipshy and Clements University Hospital. The PD worked with the NRP team to create appropriate roles and responsibilities for the Site Clinical Coordinators to ensure the central role of the position was to be focused on uniformity and consistency of the program across the system (**PL4a. Site Clinical Coordinator Role Description**). These roles included processes such as rounding with specialty track Clinical Nurse Educators for consistent behaviors in resident assessment and feedback, auditing Education Performance Improvement Plans, as well as other important practices that ensure consistent program operations. This information is reported up to the PD through routine meetings with the Site Clinical Coordinators and documentation of these meetings.

EXAMPLE:

On 30 May 2019 the PD met with the Melissa Malone, MSN, RN, RN-BC and Liz Gunter, BSN, RN the two new Site Clinical Coordinators (**PL4b. Sign in sheet from 5.30.19 Clinical Site Coordinator Meeting**). This meeting was to ensure understanding of the roles and responsibilities and to ensure they had the necessary information for successful role transition. During this meeting, the PD focused on the importance of documented feedback and data to support changes to the NRP. The PD also implemented monthly meetings with the Site Clinical Coordinators to ensure successful implementation of the roles, receive updates on the current cohort nurse residents and preceptors, review program processes for consistency and uniformity, and to allow the Site Clinical Coordinators a venue to request resources and information from the PD as needed.

PL4a. Site Clinical Coordinator – Role Description

This description is not a job description within the Nurse Residency Program (NRP), however, this description identifies the roles and responsibilities of a RN Clinical Educator while performing the duties of the site clinical coordinator within the NRP.

Requirements

- Must meet the job requirements of a RN Clinical Educator.
- Must be selected to serve in the role by the NRP Program Director (PD).

Role Duties

- Completes rounding at respective site on preceptors and nurse residents, as needed, to ensure consistent practices and maintain a positive nurse resident experience.
- Routinely meets with the NRP PD to ensure consistency in NRP operations at respective sites using feedback and data.
- Works with Clinical Nurse Educators to ensure consistency between each specialty track of the NRP.
- Works with NRP team, PD, and managers to ensure curriculum meets the needs of the specialty areas within the NRP.
- Completes audits of Education Performance Improvement Plans to ensure they are relevant to the nurse residents' specific needs based on individual performance gaps.
- Acts as the clinical resource for preceptors and nurse residents throughout the respective site.
- Reviews all final documentation before nurse residents proceed into independent practice.
- Leads tiered focus groups to garner feedback from NRP stakeholders.
- Attends biannual reviews to make changes to curriculum and documents based on feedback from surveys and focus groups.
- Works with PD to manage any human relations issues that occur among the nurse residents.

PL4b. Sign in sheet from 5.30.19 Clinical Site Coordinator Meeting

5/30/19
NRP Clinical Site
Coordinator Meeting

UTSouthwestern
Medical Center

Excellence is our starting point...not our finish line

Printed Name	Credentials	Title	Department/Unit	Initials
Allen Kirby	MBA, BSN, RN	Mgr	CEPP	<i>AK</i>
Melissa Malone	MSN, RNBC	clin edu	CEPP	<i>MM</i>
Liz Gunter	BSNCCRN SCR	" "	" "	<i>LG</i>
Paula Dunn		Education Coordinator	CEPP	<i>Paul</i>