



NATIONAL NURSE PRACTITIONER RESIDENCY & FELLOWSHIP TRAINING CONSORTIUM

Welcome to the 2nd World Café Webinar:

Behind the Scenes of a Postgraduate Training Program: How to Survive When Everything Changes

We will begin shortly





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RESIDENCY & FELLOWSHIP TRAINING
CONSORTIUM

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Behind the Scenes of a
Postgraduate Training Program:
How to Survive When Everything
Changes

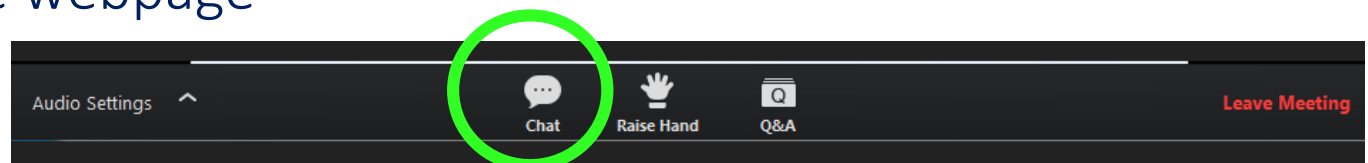


November 4, 2020



Get the Most Out of Your Zoom Experience

- Use the Q&A Button to submit questions during today's session
- Use the chat feature to submit technical questions.
- Recording and presentations will be made available to everyone after the session at <https://www.nppostgradtraining.com/conference/>
- Unanswered questions will be responded following the webinar and posted to the webpage



Behind the Scenes of a Postgraduate Training Program: How to Survive When Everything Changes

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WEBINAR LEARNING OBJECTIVES:

- Participants will understand the various roles needed to support a postgraduate training program
- Participants will hear how programs made rapid changes to their programs when experiencing the unexpected
- Participants will be learn about the challenges faced by new program directors and program managers when the program changes unexpectedly

Recipe for success

- Nursing executive support
- Physician champion
- Site coordinators
- Preceptors
- Administrative analyst
- Talent acquisition recruiter
- And of course a program director

The Team:

- Program Director: Responsible for program curriculum, implementation, evaluation, and growth
- Program Specialist: Handles program's daily operations; prepares schedules; maintains regular communication with preceptors, mentors, clinical rotation leads
- Clinical Program Director: Oversees clinical aspects of the Program education and structure
- Chief of Preceptors: Provides guidance to preceptors and observes progress of the NP residents

Pandemic response

- Leverage relationships to view trainees as resources
- Call in your chips
- Reset your relationship with your trainees and preceptors
- Go with the flow
- Go against the flow
- Gather data and publish your experience

“Everything is different, now what?”

- Communicate: Establish a strong line of communication with the NP residents; Establish frequency of check-ins with leadership and team (program staff, preceptors, mentors)
- Seek out new opportunities:
 1. Determine site specific needs: triage response, clinical tasks
 2. Independent study
 3. COVID testing events
 4. Telehealth!

Telehealth and the Virtual Connection

- Virtual Preceptor and Mentored Clinic: NP resident and preceptor connect with patient through designated platform (video or phone) to deliver access to care
 - Develop protocols around telehealth model
 - NP resident and preceptor confer in Skype or Zoom
 - NP residents deliver care – not tech support (but sometimes they have to troubleshoot tech issues)

A well-rounded program

- Support the emotional and mental health needs of the resident
 - Foster well-being with regular check-ins
 - Be flexible and understanding
 - Create virtual social time for residents
 - Provide opportunities to receive emotional support
- Be aware of time constraints and limitations of the providers
 - Implementing weekly “office hours” with a provider to discuss patient cases and questions
 - Use of teaching blocks in schedules
 - Grow your network of preceptor and mentors



The Planning fallacy

Cognitive bias identified by Kahneman and Tversky

- People tend to underestimate how long it will take them to get stuff done
- Pick your task and ask yourself:
 - The date by which you will have finished the task.
 - The date you'll be done if everything goes right.
 - The date you'll be done if everything goes wrong.
- Optimism helps create the planning fallacy, perhaps a little dose of pessimism will help eliminate it

New Program Growing Pains

- Find your place in your role and be realistic (I feel like I understand what needs to happen with Psych 1 year in!)
- Identify clinicians willing to give feedback and try new models
- Stay organized and give yourself plenty of time to accomplish tasks
- Use resident feedback and their own goals when considering program development
- Focus on relationship building and support networks



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