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Introduction

Continuing clinical education is a priority in subspecialty ambulatory clinics. Training for nursing and clinical staff within pediatric specialties typically occurs on the job and with experience over time. During the COVID-19 pandemic, opportunities for clinical teaching in real time became challenging due to social distancing. To enable staff to social distance, some staff members worked remote. New workflows were developed to adapt to our new way of operations. A new way to continue ongoing education for staff was developed. Utilizing Zoom, recorded sessions occurred once a week.

Pediatric Cardiology Clinic Demographics

- More than 10,000 office visits per year
- KCH Congenital Heart Clinic has 8 physical locations throughout the state
- Staff travel as a care team to Outreach sites and to support Office for Children with Special Healthcare Needs

Goal for Congenital heart Clinic Educational Series

We developed a staff education series, with goals of improving continued education and providing a platform for connection when many of our staff were remote. Topics were created to support staff's clinical knowledge in diagnosis, management, patient care, and practical workflows and presented by physicians, clinical staff, outside guests, and ancillary staff. Sessions were limited to 30 minutes to allow for succinct review and decrease interference with clinical workload. Sessions were recorded and available on a secure network for review at any time. Pre and post education surveys were recorded after every session.

Topics Reviewed in the First Year

- ☐ Murmurs – by Dr Callie Rzasa MD
- ☐ Tetralogy of Fallot – by Neha Gupta RN
- ☐ Six Minute Walks – by Megan O'mara RN
- ☐ COVID workflow – by Gloria Okorley RN
- ☐ EP overview – by Dr Shaun Mohan MD & Megan O'mara RN
- ☐ Handwashing – by Crickett Mitchell MA
- ☐ Risk Stratification - by Laura Murphy APRN
- ☐ How to introduce social work – by Rachel Brashear LCSW
- ☐ Pre-procedural anxiety reduction for CMR – by Dr Preeti Ramachandran MD

Team Members Participating in Staff Education

- | | |
|-------------------------|-------------------------------|
| RNs | Medical Assistants |
| Registered Sonographers | Front desk registration staff |
| Practice Manager | Patient Services Coordinator |
| Social Workers | |

Outcomes

Sessions have occurred on a weekly basis over the past 11 months. On average, staff feel that 50% of participants felt that they were able to identify gaps in their knowledge or skills. 60% felt that the topics were important to their work. 53% felt that the sessions were very effective. All sessions have been reviewed remotely. Eight clinical staff have presented topics and ten external presenters have participated.

- ✓ Improved employee engagement scores
 - ✓ Increase staff retention
 - ✓ Seamless workflows
 - ✓ Measurable by evaluating subject matter through pre and post survey
- Although these scores are multifactorial, we believe reserving weekly educational time has had a significant factor in our clinical success. Figures 1, 2, and 3 show reports of pre and post survey results of the Qualtrics questions .

Foundation for Professional Development

These staff education series, provides our patients with skilled professionals who are well informed on up to date information and who will deliver a service to the public that is evidence based and congruent with best practice.

Ambulatory Clinic Metric Improvements

- Employee Engagement scores have improved
- ❖ Engagement indicator was 4.14 which is +0.08 above the organization average and previous year.
- ❖ Employee index was 4.20 which was +0.18 above the organization average and previous year.
- Patient Experience Scores for our main office and local community office
- ❖ How well the nurse/assistant listened to you =97% and 99.1%
- ❖ Concern the nurse /assistant showed for your problem = 96.3% and 98.1%
- ❖ How well the staff worked together to care you = 97.0% and 99.1%

Staff Remarks

- “I loved learning about Tetralogy of Fallot from a nursing perspective.”
- “I know what resources are available when I need help with this topic”
- “I feel that this is important for my work”

Conclusion

Short regular educational sessions developed by clinical staff can be an effective way to further clinical skills and education in an accessible manner.

Next Steps

- Recorded sessions can be used as orientation resources for new staff joining our team.
- Our clinic's success in the education series will be shared with other departments for professional development.

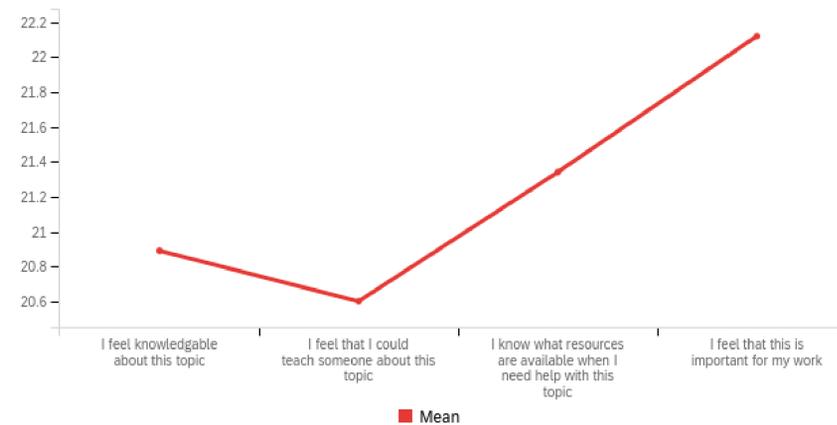


Figure 1. Question: Please rank your confidence about this topic.

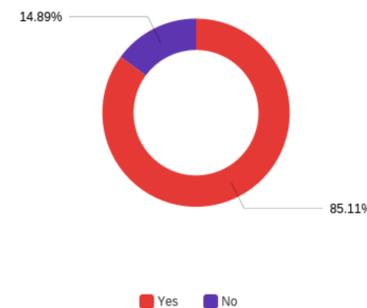


Figure 2 Question: Do you feel that you have gaps in your knowledge or skills in this topic?

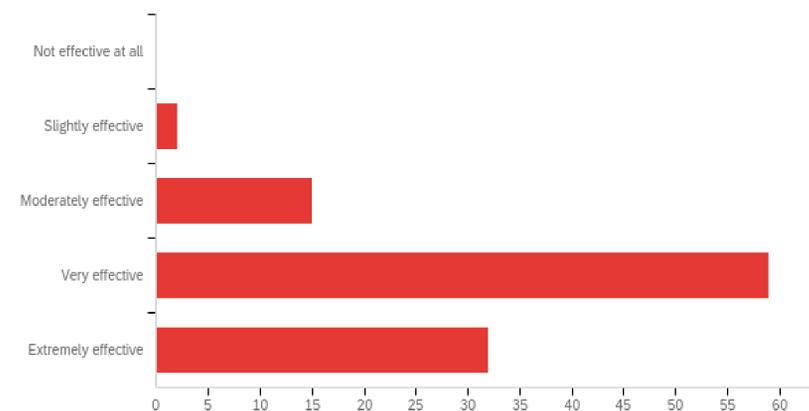


Figure 3 Question: How effective was today's session?