



Ambulatory  
*Voice Of Nursing*  
The Orange County Journey






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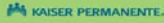
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Orange County Ambulatory Care  
Voice Of Nursing (VON)



**OBJECTIVES**

1. Describe the VON kick off with focus on Orange County Ambulatory Practice - 60 voices growing to 500 voices
2. Discuss how to keep the VON going after the Kick Off - Use what you have for starters
3. Identify why VON is important to SCPMG and the measures of success - the operational impact of this work

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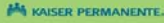
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What is the Voice of Nursing? (VON)



- How many times have you been asked, "What is the VOICE OF NURSING"?
- Why do I need this?
- What will it do for me or my practice?
- Our National Patient Care Services (NPCS) is pursuing in collaboration with Kaiser Permanente National Nursing Leadership Council (NNLC) to align over 54,000 RNs under a single vision and professional practice model.
- When we are able to have the same understanding of our professional practice and responsibilities we can move forward, together, to shape our practice and impact our patients healthcare.

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**What is the Voice of Nursing? (VON)** KAISER PERMANENTE

- Why is VON important to nursing and to individual nurses?
- We grow and develop as professionals and leaders.
- We are able to provide input and design our nursing practice.
- Using an infrastructure support systems of councils/ committees and or groups we can lean in together to make the changes that reflect our practice.
- The nurses engagement brings a greater commitment to the nursing practice and quality and safe patient outcomes.

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**What is the Voice of Nursing? (VON)** KAISER PERMANENTE

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**Orange County VON Kick Off** KAISER PERMANENTE

Orange County Ambulatory Practice

*We are BIG!*

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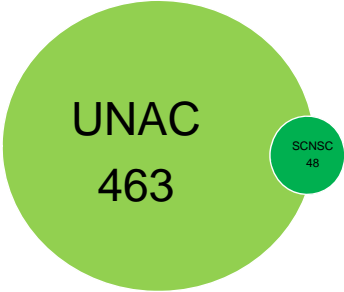
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Over 510\* RNs in Ambulatory OC  
\*excludes ED and Same Day Surgery

KAISER PERMANENTE



UNAC  
463

SCNSC  
48

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Orange County VON Kick Off

KAISER PERMANENTE

- ✓ Describe the VON kick-off journey with focus on Ambulatory Practice
- ✓ 60 voices growing to 500 voices



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Orange County VON Kick Off

KAISER PERMANENTE

- Why did OC Ambulatory have a separate Kick off?
- Our OC hospitals ( Anaheim and Irvine) started their VON journey about 2 years before our Ambulatory group.
- A separate beginning kick off was needed to start the VON OC Ambulatory socialization.\*



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**Orange County VON Kick Off** 

VON Kick off – late summer 2016 

- 60 RNs, RN managers and non-RN managers
- The energy was amazing and everyone wanted to share the experience with others.

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**OC VON Kick Off – Learning together** 



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**OC VON Kick Off – Learning together** 



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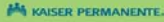
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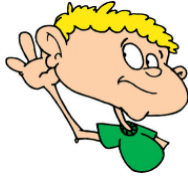
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Assigned Elevator Speeches to VON alumni



Have you heard the buzz? It's "The Voice of Nursing".

- I was lucky and privileged to attend a 3 day workshop with Senior Leaders, clinic managers, (including primary care and sub-specialty), and other RN team leaders.
- This workshop made me aware of where I am in my professional practice and where I should be.
- It also made me aware of where we are as a service area in OC in ambulatory care, where we should be and how we can get there.




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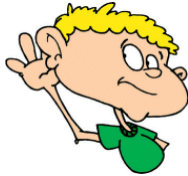
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Assigned Elevator Speeches to VON alumni



Have you heard the buzz? It's "The Voice of Nursing".

- I am so excited to bring this awareness of the rest of the staff and share the vision, values, evidence based practice and professional practice model to standardize nursing in the OC service area in ambulatory care and patient centered care for our members.
- There is much to come and you will here more about this in the very near future.  
-Sushila Desai, RN-BC




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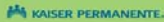
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VON Strategic Direction



- VON Gap Analysis
- VON action plan
- KPNursing.org website toolbox




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KAISER PERMANENTE

✓How to keep VON going?  
*Use what you have for starters*



A logo consisting of a red lip shape with the word "VOICES" written across it in colorful, multi-colored letters.

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Start from where you stand

KAISER PERMANENTE

- Ambulatory Nursing Council
- DAISY Award Council
- Ambulatory Patient Safety Committee
- Ambulatory Clinical Practice Committee (ACPC)
- Ambulatory Nursing Telecom/Webex

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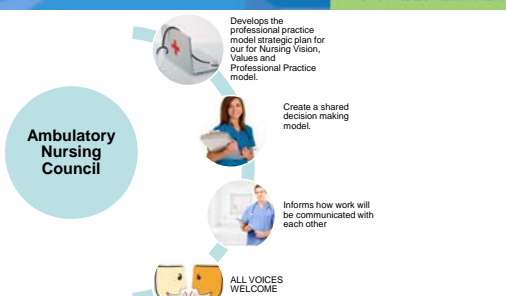
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Infrastructure: NURSING COUNCIL

KAISER PERMANENTE



A flowchart illustrating the infrastructure of the Ambulatory Nursing Council. It starts with a central circle labeled "Ambulatory Nursing Council". Three arrows point from this circle to three separate boxes, each containing a description of a function: "Develops the professional practice model strategic plan for our Nursing Vision, Values and Professional Practice model.", "Create a shared decision making model.", and "Informs how work will be communicated with each other". At the bottom of the flowchart, there is a graphic of two smiling faces with the text "ALL VOICES WELCOME".

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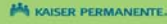
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### INSPIRATION: Leaders Leading



- DAISY Award
  - Works to promote recognition for nursing practice that inspires professional care and compassion
  - VON is discussed




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### Evidence: Leaders Leading



- Ambulatory Safety Committee -Medication Safety
  - Preventing Infection
  - Hand Hygiene
  - Environment of Care
  - Nurse Stat Response
  - Procedures – new in the department
  - Equipment – for example - new IV pumps
  - Speak up for Safety
  - Just Culture
  - Near Miss and UOR Reports
  - VON is discussed




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### Evidence: Leaders Leading



- Ambulatory Clinical Practice Committee
- Policy, procedure and practice development
- Scope of Practice
- Evidenced based – research into practice
- Improve Patient outcomes
- Application to operations
- VON is discussed




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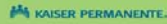
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### Education: Leaders Leading



#### Nursing Telecon/Webex

- Monthly 60 minute teleconference via Webex
- Ask practice questions
- Clarify policies and procedures
- Review scope of practice
- Identify gaps in care delivery
- Receive practice updates
- Receive peer support
- Available to all Nurses
- **VON is a constant agenda item**




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### Future Plans: Nurses Shaping their Practice



Education Council

Research and Evidence Based Council

Quality, Service and Safety Council

Professional Development Council




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### NEXT STEPS: 60 Voices to 500



Ambulatory Nursing Council developed next steps for socialization of the Voice of Nursing

Nursing Excellence: Passion, Pride, Professionalism & Leadership  
• Scheduled for May 2017

All RNs are invited to attend a 3 hour workshop off site. Groups of 30 are targeted

Pre-work to Event:

- KPLearn Module, Vision, Values and Professional Practice Model 00742485
- Complete the Pre Survey of the Vision, Values and Professional Practice Model on Survey Monkey

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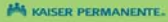
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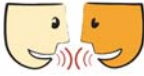
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**60 Voices to 500 Voices** 

*Nursing Excellence: Passion. Pride. Professionalism & Leadership*  
 Welcome by Senior Management either in person or video.

Session focus on: **Why I became a nurse**  
*Passion and Pride*



**Vision, Values and Professional Practice Model**  
*Professionalism and Leadership*

**Professional and Nursing Competency Portfolio Introduction**  
*Professionalism and Pride*

**Nursing Standards and Ethics**  
*Professionalism and Leadership*

**Gratitude: Why I am thankful as a KP Nurse**  
*Passion and Pride*

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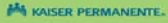
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**Ambulatory Nursing supports the Orange County Strategic Goals** 

- ✓ Why VON is important to our Medical Group business objectives
- ✓ What are the measures of success?

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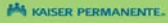
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**VON Supports Business Objectives and Measures** 

Nurse Advice Protocols on the telephone and in person	Certifications in area of specialization
Standardized Procedure Usage (HTN, DM)	DAISY Award and Recognition
People Pulse – Workforce Engagement, Culture of Safety	Professional Portfolio
Nursing ASQ	Peer to peer evaluation – how we hold each other to standards of Nursing Practice
POS/POE survey to support our physicians and members	Retention & Attendance

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**The Voice of Nursing** 



Nursing is a progressive art such that to stand still is to go backwards

Florence Nightingale  
PICTUREQUOTE.COM

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**The Voice of Nursing** 

- Kaiser Permanente nurses advance the art and science of nursing in a patient-centered healing environment through our professional practice and leadership.
  - Extraordinary Nursing Care.
  - Every Patient.
  - Every Time.



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