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# APP Orientation and Onboarding

Center for Advanced Practice



# Center for Advanced Practice (CAP)

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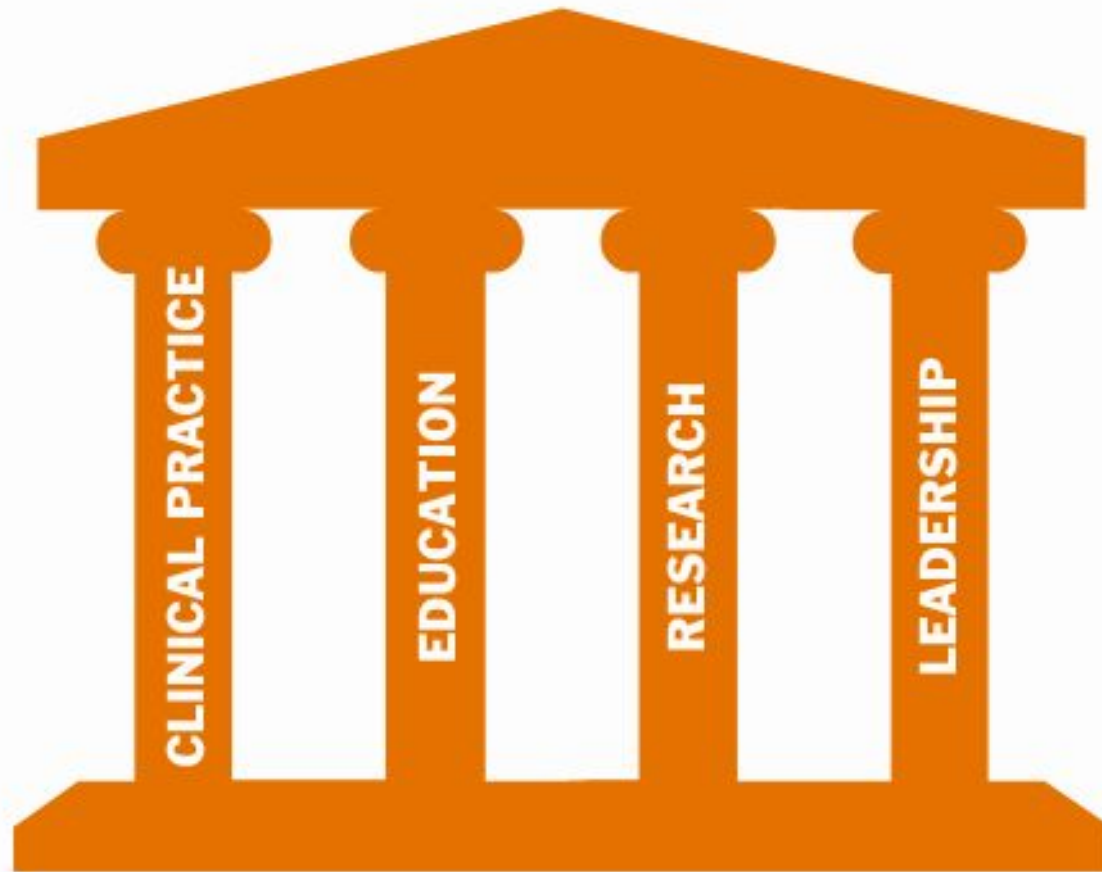
*Transforming health through  
meaningful connections.*

CAP Mission



*To be the most innovative advanced practice center, driving connections that elevate clinical practice, research, education, and leadership.*

CAP Vision



# Role of the Center for Advanced Practice

## Program Management

- Business case development
- staffing/practice models and guidelines
- measurement of APP activity
- APP fellowship program management
- APP Digital platforms and marketing
- Education on serving our diverse patient population

## Professional Development

- APP onboarding and transition to practice
- Performance evaluation
- Support APP leaders
- Specialty-specific training
- Continuing education opportunities
- Research coordination
- Professional development funds and reimbursements

## Recruitment & Retention

- APP compensation studies
- APP job descriptions
- Workforce planning
- Recruitment strategy
- APP compensation model
- Engagement and wellbeing

# Role of the Center for Advanced Practice

## Regulatory and Compliance

- New hire credentialing
- Re-credentialing
- Programmatic certifications
- Billing compliance
- Creation/review of PPPGs related to APP Practice
- Accreditation support and alignment

## Advocacy

- Advocacy for expanded scope of practice
- Government Relations: ongoing monitoring of regulatory changes that impact practice
- Government relations: represent UVA APPs with key regulatory bodies and within national professional organizations



How does the CAP  
support *you*?

	Professional Home	Clinical Home (Department)
<b>Program Management</b>	<ul style="list-style-type: none"> <li>Define practice models and guidelines → define the operating standards and practice models</li> <li>Measure selected metrics to understand APP activity</li> </ul>	<ul style="list-style-type: none"> <li>Guided by the practice models and guidelines, deploy APPs to meet the needs of the patient populations</li> <li><b>Development of specialty specific practice guidelines and protocols</b></li> <li>Measure performance for care teams, inclusive of APPs</li> </ul>
<b>APP Professional Development</b>	<ul style="list-style-type: none"> <li>Provide centralized onboarding and orientation to UVA</li> <li>Provide mentorship for new APPs</li> <li>Conduct annual evaluation, seeking input from colleagues, peers, etc.</li> <li>Make APPs aware of educational opportunities within and outside of UVA</li> </ul>	<ul style="list-style-type: none"> <li>Deploy specialty specific training and orientation</li> <li>Provide clinical mentorship for new APPs</li> <li><b>Provide input into annual performance evaluation of competencies and professionalism</b></li> <li>Promote specialty-specific training opportunities within and outside of UVA</li> </ul>
<b>Recruitment and Retention</b>	<ul style="list-style-type: none"> <li>Support business case development for new APP</li> <li>Ensure compensation is aligned with UVA bands</li> <li>Track performance metrics including retention</li> </ul>	<ul style="list-style-type: none"> <li>Determine need for position</li> <li><b>Participate in interview and recruitment process for new APP</b></li> </ul>
<b>Advocacy</b>	<ul style="list-style-type: none"> <li>Advocate for expanded scope of practice</li> </ul>	<ul style="list-style-type: none"> <li>Promote / support transition to new practice models</li> </ul>
<b>Regulatory and Compliance</b>	<ul style="list-style-type: none"> <li>Oversee and streamline process</li> <li>Maintain central database</li> <li>Educate APPs, Departments on opportunities for billing and revenue generation</li> </ul>	<ul style="list-style-type: none"> <li>Establish specialty/ Department specific privileges (requirements or process)</li> <li>Promote opportunities to capture APP revenue</li> </ul>

# How does the CAP support *you*?

- **Leadership:** structured leadership who understand your role
  - Liaison to clinical leaders in your area
  - Sets realistic expectations for your performance and helps develop you professionally
  - Guides you through regulatory needs, such as credentialing
- **Shared Governance:** supports professional governance through APP Council
  - Facilitates professional development through opportunity and connection
  - Creates communication pipeline between front-line team members and leaders

# How does the CAP support *you*?

- **Visibility and advocacy**

- Highlight accomplishments through APP media outlets
- Interface with leaders at other centers allowing for sharing of best practices
- Interface with professional organizations such as VCNP and VAPA
- A “seat at the table” with other key stakeholders to have a voice in decisions that affect our daily work
- Celebration of accomplishments during APP week and annual recognition awards ceremony

# How does the CAP support *you*?

- **Professional Development Support**

- Standardized orientation and onboarding processes for all APPs  
Connecting you to the mentorship program for further growth
- \$3500\* per year in professional development reimbursement funds
  - \*Increased from \$2500 starting July 1st, 2024
  - 1 work week of Conference Time
- APP Fellowship program for new-to-practice APPs with content that is available to all team members
- Support for scholarly work (research, EBP, QI) to improve and enhance the system of care in which we practice

# Weekly ReCAP

## Weekly email newsletter

- Weekly review
- Upcoming events
- Celebrations and recognition
- Ways to get involved in APP Council
- Information and reminders about headshots



**Center for Advanced Practice**

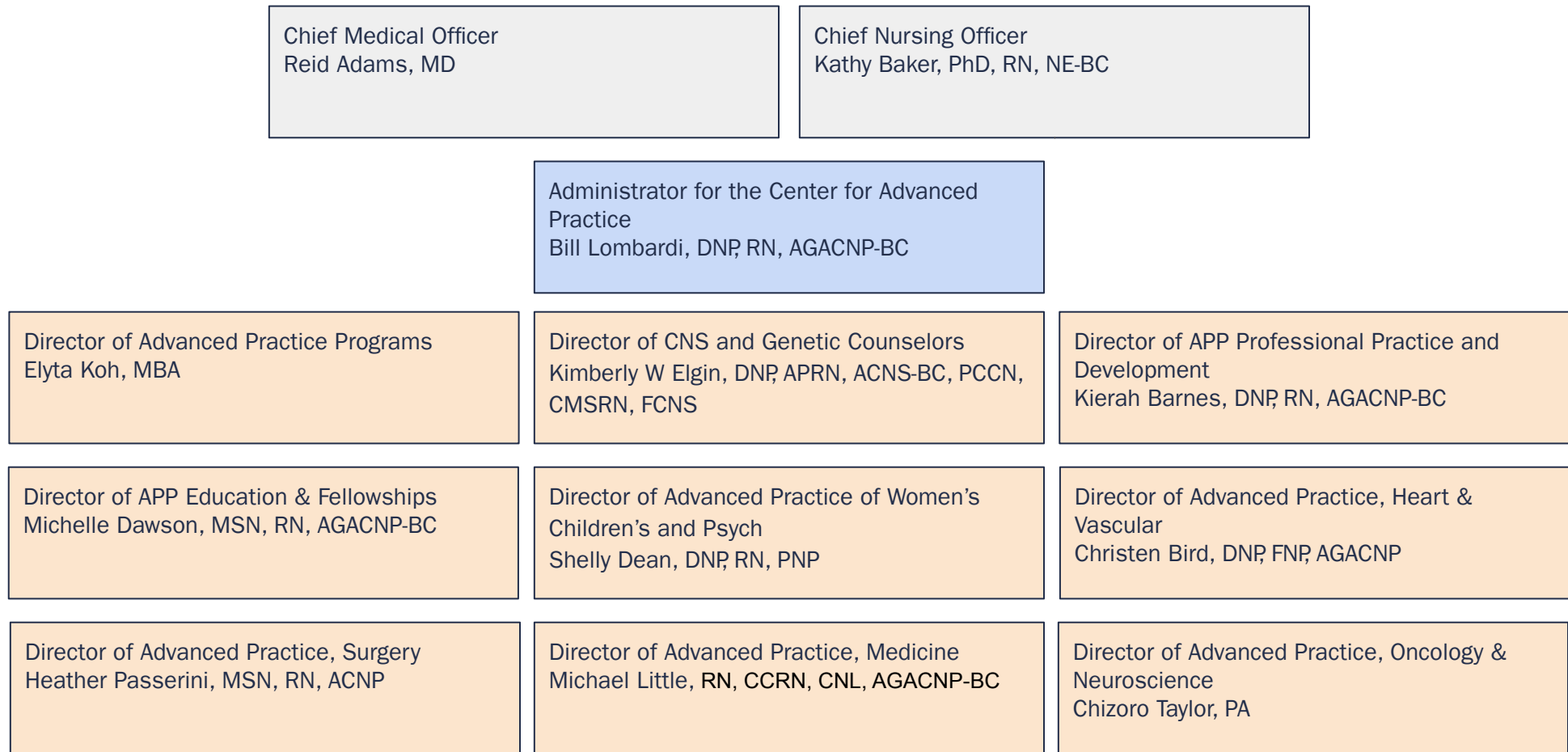
## **The Weekly ReCAP**

*CAP Mission: Transforming health through meaningful connections.*

*CAP Vision: To be the most innovative advanced practice center driving connections that elevate clinical practice, research, education, and leadership.*



## Center for Advanced Practice Organizational Chart



# Leadership Structure

**Director of Advanced Practice Programs**  
**Elyta Koh**



**Director of CNS and Genetic Counselors**  
**Kim Elgin**



**Director of APP Professional Practice and Development**  
**Kierah Barnes**



# Leadership Structure

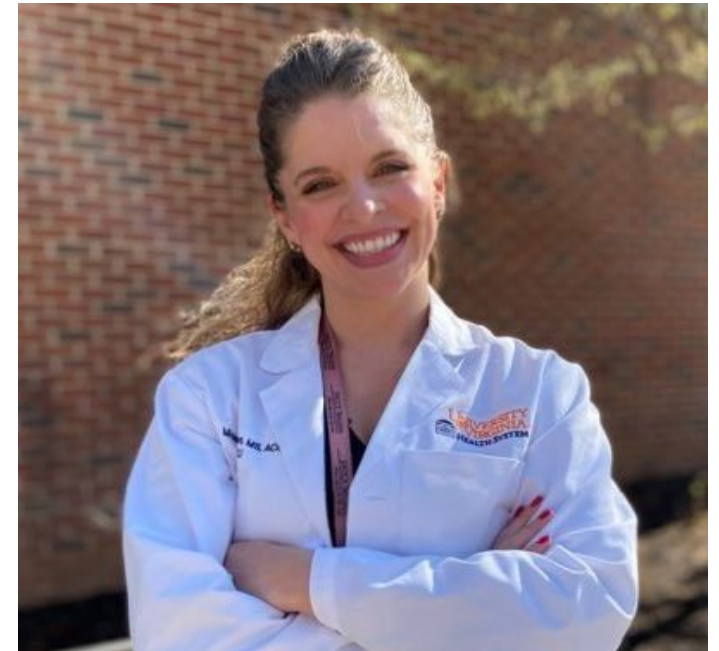
**Director of Advanced Practice,  
Women's, Children's and Psych  
Shelly Dean**



**Director of Heart and Vascular  
Christen Bird**



**Director of APP Education &  
Fellowships  
Michelle Dawson**



# Leadership Structure

**Director of Advanced Practice,  
Medical Specialties**



**Director of Advanced Practice,  
Surgical Specialties  
Heather Passerini**



**Director of Advanced Practice,  
Oncology & Neuroscience  
Chizoro Taylor**



# Director of APP Professional Practice and Development



# Administrative Support Team

**APP Program Manager  
Lauren Maino**



**CAP Administrative Specialist  
Heidi Werner**



**Administrative Assistant  
Joycelyn George**



# Director of APP Education and Fellowships

Mission: *Elevating future clinician leaders through exceptional curriculum, counsel, and connection.*





# The Basics

# The Basics

## Our Administrative Support team will order:


- Work cell phones
- Lab coats
- Business cards

Someone from our team will be sending you an email to assist in ordering your lab coats.

Business card are ordered as needed, please ensure that you will use them before submitting a request.

If your manager/supervisor did not request a phone for you and you realize you need one, please reach out to Joycelyn George.





**NAME**  
Title  
Title

**Department | Division**  
Street Address | PO Box 555555 | Charlottesville, VA 55555-5555  
P 555.555.5555 | M 555.555.5555 | F 555.555.5555  
eml@virginia.edu | [uvahealth.com](http://uvahealth.com) | [uvanewsroom.com](http://uvanewsroom.com)

# The Basics: Phones

## Use of personal devices for work communications:

- If you decide to use your personal device for work communications **you must ensure that your device is optimized and properly encrypted**
- Vocera **only** for PHI messaging
- Health IT Apps
  - Epic Haiku
  - Vocera
  - PACS VM
  - MDCalc



# Bio and Headshot



Expertise

About

- Please take a moment to get your headshot completed. With this, please complete a short biography for your department's website to increase your visibility across the care teams
- Submit your bio to \*\*\*

## Evan R Turnbull, PA-C

Division: Neurosurgery

 434.443.3531

Primary Location:

[General Neurosurgery and Spine Care Fontaine](#)

3rd Floor

415 Ray C. Hunt Drive

Charlottesville, VA 22903  [Directions](#)

Fax: 434.244.4419

## Expertise

**Certification:** Natl Comm. on Cert of Physician Assist. (Physician's Assista, APP-Physician Assistant)

**Clinical Practice:** Spine

## About

### Biography

Evan Turnbull, PA, is a certified physician assistant who works collaboratively with neurosurgeons to diagnose and treat patients with spinal disorders.

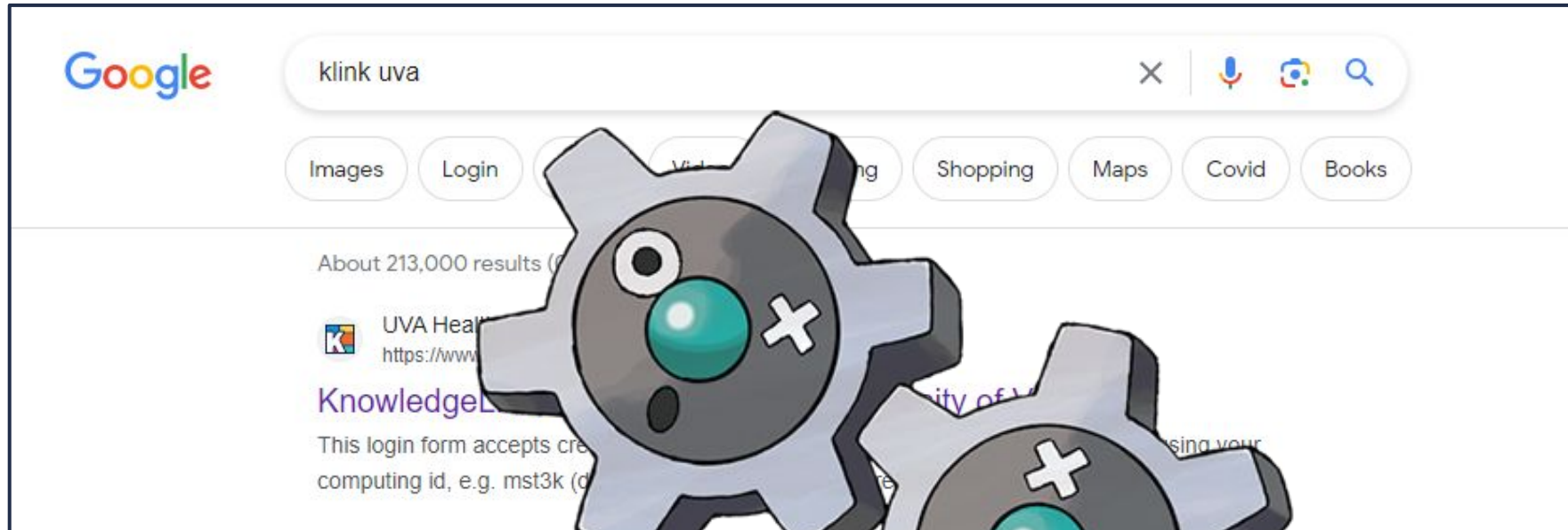
Born in Newport Beach, California, Turnbull grew up in Culpeper and attended UVA, where he majored in biology. He then completed his master's in physician assistant studies at James Madison University.

In his free time, Turnbull enjoys camping, hiking, mountaineering and spending time with his family.



[View Physician Assistant Evan Turnbull Profile Transcript](#)

# The Basics: KnowledgeLink



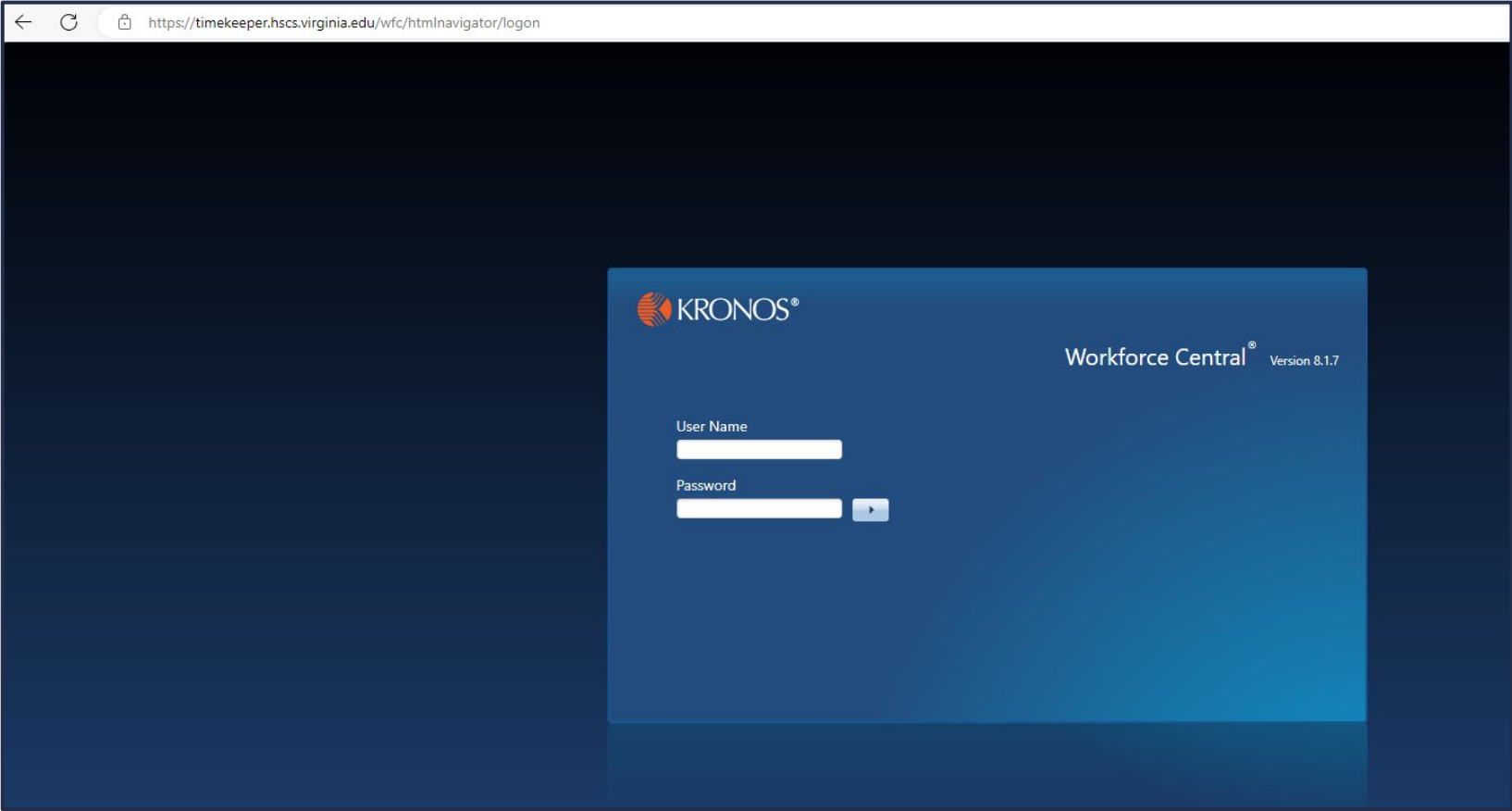
# The Basics: KnowledgeLink

The screenshot shows the KnowledgeLink dashboard with the following sections:

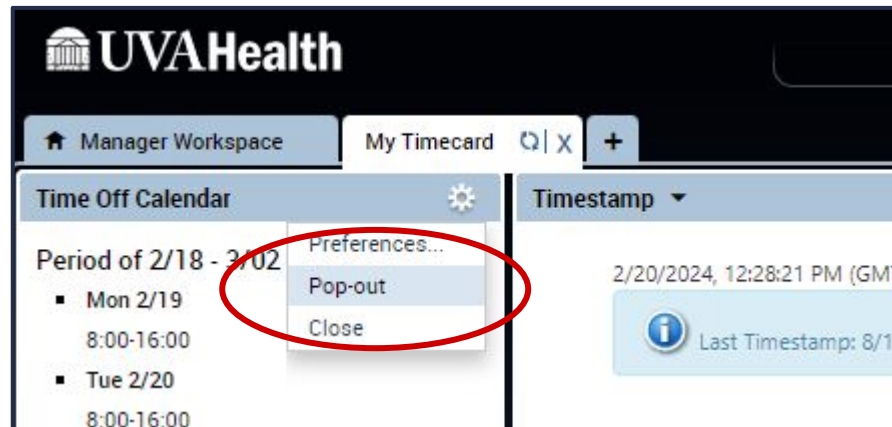
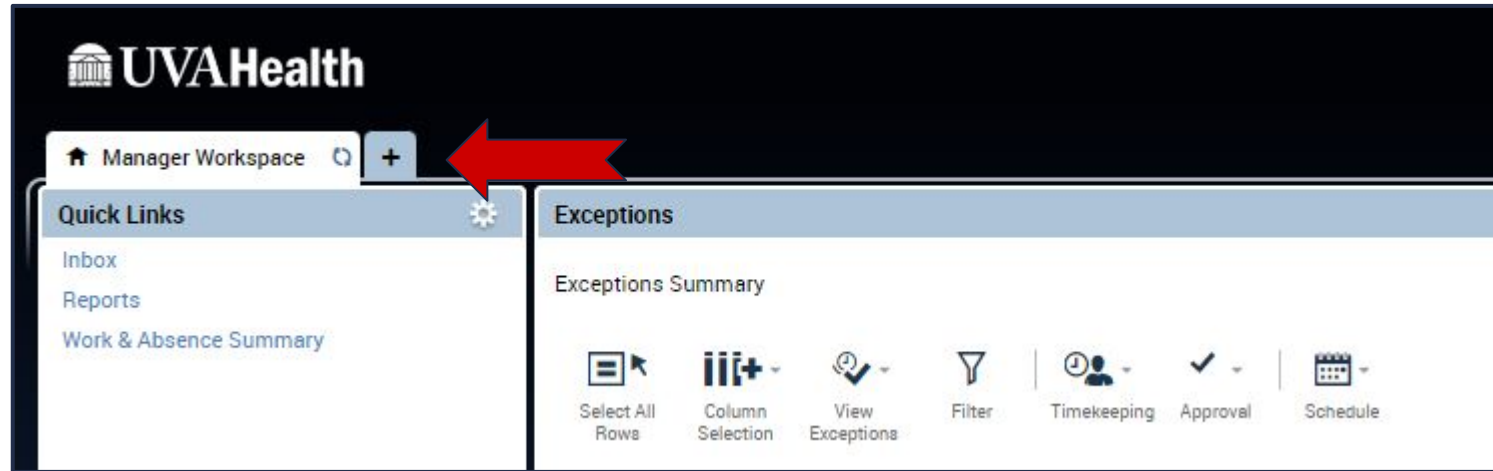
- KNOWLEDGELINK** header with the UVAHealth logo.
- Internal Search...** search bar.
- CONNECT - RECENT NEWS** section with three news items:
  - UVA Pain Research Suggests New Ways to Manage Migraine, Chronic Pain in Women** (Feb 20, 2024)
  - UVA Health Update | Feb. 19, 2024** (Feb 19, 2024)
  - Healthcare Help in the 'Last Mile'** (Feb 19, 2024)
  - Past Due** (Feb 19, 2024)
- OUR UVA HEALTH** section with links: Finance (ePro), Human Resources, Be Safe Events & Learning Library, Uteam, In Hospital Maps, Support Services, UVA Corporate Compliance, Emergency Operations Plan, Marketing & Communications.
- UVA HEALTH EVENTS** section with upcoming events:
  - February 20: Neurology Translational Research Meeting
  - February 21: The Care of Foreigners
  - February 21: Genome Sciences Seminar
  - February 21: Birthing Center Tour Prince William Medical Center
  - More UVA Health Events...
  - Other Calendars
- CLINICAL LINKS** section with links: Lexicomp Reference, Up-To-Date, PubMed, Lippincott Procedures, Epic Learning Library, Hill-Rom Smart Client, NPGO Practice News, Patient Education.
- UVA HEALTH'S 2022-2032 STRATEGIC PLAN** banner with links: Finance (ePro), People Search, In Hospital Maps, Lexicomp.
- TOP VISITED** section with links: Care Management, Surgical Services, Hand Hygiene, Pharmacy Services, Infection Prevention and Control, View Full A-Z Resource List.
- FIND SOMEONE** section with links: People Search, Login: Edit Your Profile, Text Paging (SmartWeb), View On-Call (QGenda), Clinical Operations Directory, Department Phone, Find a Doctor | Request edits, Organizational Charts, Find a Location | Request edits, PIC List, Mail Address.
- MY HEALTH** section with links: MyChart, Ho's Well, Employee Health, FEAP, Wisdom & Well Being Program, Request Appointment.
- Service Tiles:** WORKDAY, KRONOS, IT HELP, EMAIL, DATA, MC POLICYTECH.

- One stop shop for WorkDay, Kronos, HIT, Email, Data (dashboard), Policies
- Peoplesoft (ePro)
- Be Safe Events
- Epic Learning Library
- ...and more!

# The Basics: Kronos & PTO



# The Basics: Kronos & PTO



# The Basics: Kronos & PTO

The screenshot displays the UVAHealth Kronos interface. The main window is titled 'Time Off Calendar' and shows a calendar for February 18-24, 2024. A modal window titled 'Request Time Off' is open, showing a table with the following data:

Type	Start date	End date	Pay code	Time Unit	Start time	Daily Amount
Requests	2/20/2024	2/20/2024	PTO	Hours	8:00	8.0

Below the table, the 'Accruals on: 2/20/2024' section shows the following data:

Accrual	Balance
Family Sick Cat Leave	0.0 Hour
LV-FMLA	480.0 Hour
LV-FMLAMIL	560.0 Hour

The 'Request Time Off' modal also includes a 'Note (optional)' field and 'Cancel' and 'Submit' buttons. The background calendar shows a blue block for '8:00-16:00 [8.00 h] Regular' on Tuesday, 2/20/2024. The 'My Timecard' panel on the right shows a table with the following data:

Date	In	Out
Sun 2/18		
Mon 2/19	8:00	16:00
Tue 2/20	8:00	16:00

Kronos >> my timecard

- Punch if only part time employee
- Salaried employees = no need to punch
- Time off requests go to your manager for approval
- Each manager has a different workflow in terms of schedules/PTO approval

# The Basics: Parking and Transportation

UNIVERSITY OF VIRGINIA

SEARCH THIS SITE

## PARKING AND TRANSPORTATION

PARKING | JPJ EVENT PARKING | TRANSPORTATION | SERVICE SCHEDULE | FORMS & MAPS | TEXT ALERT | ABOUT | JOBS

### IMPORTANT P&T INFORMATION AND UPDATES

UTS is currently operating full [Academic and UVA Health Commuter Service](#)  
[More Updates >>](#)

HOME / HEALTH SYSTEM TEAM MEMBERS

## Health System Team Members

**TEAM MEMBERS MAY NOT PARK IN PATIENT PARKING AREAS WHILE AT WORK UNLESS OPERATIONS HAVE BEEN MODIFIED FOR AN INCIDENT AND NORMAL PARKING RESTRICTIONS HAVE BEEN MODIFIED.**

Team members may request placement on waiting lists for permits in closer lots by clicking here: <https://parking.virginia.edu/health-system-lot-waiting-list-request>

Questions? Contact Health System Parking Office at 434.924.5147 or email [healthsystemparking@virginia.edu](mailto:healthsystemparking@virginia.edu)

### DAILY PARKING

Team members who work at UVA hospital on Central Grounds may purchase a **Commuter** permit or permits for the Emmet/Ivy Parking Garage. Team members who work at Fontaine Research Park or Northridge may purchase permits for those specific locations. Start the process by applying [Daily Parking Application](#).

Hourly and Daily parking may also be purchased via [ParkMobile](#) in many locations.

COMMITTEE PERMITS

**PARKING**

ONLINE PARKING PORTAL

RATES

PERMITS

**HEALTH SYSTEM TEAM MEMBERS**

HEALTH SYSTEM LOT WAITING LIST REQUEST

STUDENTS

GOLD PERMITS

- Parking permits, shuttle/bus
- [healthsystemparking@virginia.edu](mailto:healthsystemparking@virginia.edu)
- Waitlist for close-in parking is long
- Close-in parking: \$125/month
- Other garages close by where you can get monthly parking permits (some hotels, garage on 14th street behind Roots, etc)

# The Basics: Email Distribution Lists

- We will ensure you are placed on the CAP listserv
- What are the lists for your team? Ask your direct manager and peer APPs
- In outlook, right click on a colleague's name. You can see what list people belong to, then ask to be a part of those. You can also see who the distribution list owner is and email that person directly to get you added to a desired list
- Go to the "ServiceNow Health" icon on desktops or use the "IT Service Desk" button on Knowledge Link to request to be added to a list

# 5 minute break



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# General Expectations



# Clinical Expectations

## Ambulatory

- Independent scheduling template of 32 patient-facing hours per week, with 8 hours of indirect patient care time
- Reasonable visit lengths based on upon specialty standards
- Clinical support through exam room availability, clinical staff support, and decision trees to ensure patients are scheduled with the appropriate provider
- Attribution of work through independent billing reflecting the contribution of the APP

## Inpatient

- Coverage models ensuring an average of 40 hours per week of patient coverage.
- Reasonable APP: patient ratios based on national standards to ensure safety
- Models of care individualized to the service that attributes outcomes to the team through metrics such as length of stay, CAUTI, CLABSI, etc.
- Attribution of work through billing for independent APP work that can help identify unique contributions of the APP

# Metrics and Productivity

The screenshot shows the UVA Health Data Portal interface. The browser address bar displays <https://analytics.healthsystem.virginia.edu/portal/#!/home>. The page header includes navigation links for Home, Departments, Topics, Reports, and My Favorites. A search bar contains the text 'app'. A dropdown menu is open, listing various reports and dashboards related to appointments and ambulatory care. The main content area features a 'Welcome!' message and two large orange buttons labeled 'UVA Health Ambulatory' and 'Community Health'. Below these are 'UVA Health Emergency Services' and a 'Scorecards' section with three cards: 'Ambulatory Operations Scorecard', 'Clinical Operations Scorecard', and 'UVA Health Revenue Cycle Scorecard'.

Item Type	Item Name
Dashboard	UVA Health Ambulatory
Dashboard	10373001 APRH DIALYSIS UVA Appomattox Dialysis
Dashboard	APP Scorecard
Dashboard	New Patient Appointments
Dashboard	Canceled Appointments
Dashboard	No Show Appointments
Dashboard	Appointment Slots & Sessions
Document	How to Set Up the Patient Progression App
Document	Workday Training: Applying Productivity Concepts
Report	Charges Healthy Appalachian Mammography
Report	Days from Referral Creation Date to Appointment Scheduled Date
Report	Appointment Cancellation Data Extract
Report	Appointment Cycle Time
Report	Appointment Outreach Communication Tracking
Report	Appointment Recalls
Report	Appointment Reminder Communication Tracking
Report	Appointment Reminder Summary: Text Message Appointment Reminders
Report	Appointment Tech Schedule Detail
Report	DoC WQ 18264 Appointment Detail

# Metrics and Productivity

- Why is this data valuable? What do we use it for?
- How does this data benefit you?
- How do we use this data to help support you, your role, your growth, and your team?

***Data helps the CAP facilitate APP advocacy, support, and growth for individuals and teams.***

# Billing

- Any APP who is leased must complete a Billing & Compliance CBL module
  - High level, very basic
- Begin to understand how your peer providers are billing, what levels, etc.
- Each area has a designated billing resource liaison. You can ask to meet, or ask them to audit a week's worth of work to ensure your billing is right-sized to the level it should be, etc.

UPG billing resource

Email: [ASKUPGACC@uvahealth.org](mailto:ASKUPGACC@uvahealth.org)

# Liability Insurance

Pg. 7 of Orientation and Onboarding Manual

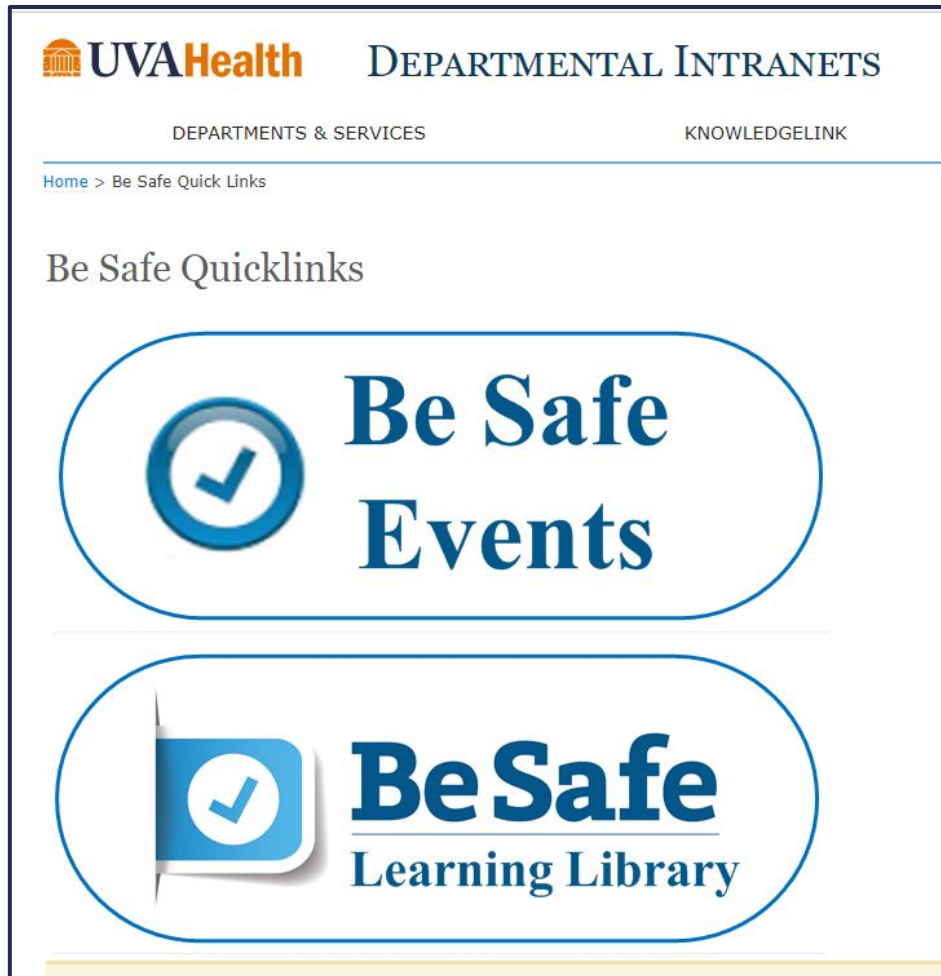
- As Medical Center employees, the state insurance covers all of us for malpractice coverage through Virginia Commonwealth Trust (encompasses ALL state employees)
- All who have some sort of lease to UPG are covered at the lease percentage by Piedmont Liability and Trust
  - i.e. Leased at 10%? Covered at 10%.
- We all require annual Piedmont Liability Trust training once per fiscal year
- 2.65 million dollar cap for a period of time, even after you leave UVA

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# Structure and Processes



# Safety

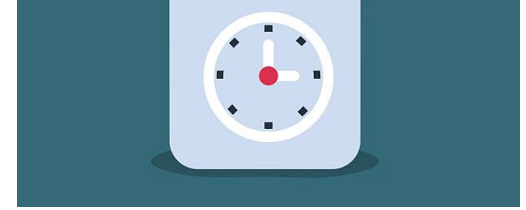


The screenshot shows the UVA Health Departmental Intranets interface. At the top left is the UVA Health logo. To its right is the text "DEPARTMENTAL INTRANETS". Below this are two navigation links: "DEPARTMENTS & SERVICES" and "KNOWLEDGELINK". A breadcrumb trail reads "Home > Be Safe Quick Links". The main heading is "Be Safe Quicklinks". There are two large, rounded rectangular buttons. The top button features a blue circular icon with a white checkmark and the text "Be Safe Events". The bottom button features a blue square icon with a white checkmark and the text "Be Safe Learning Library".

- Protected from litigation discovery (i.e. lawyers can't access this information!)
- You receive a notification of file as it is reviewed by different parties
- Intended to identify systems and process issues and gaps



# Safety



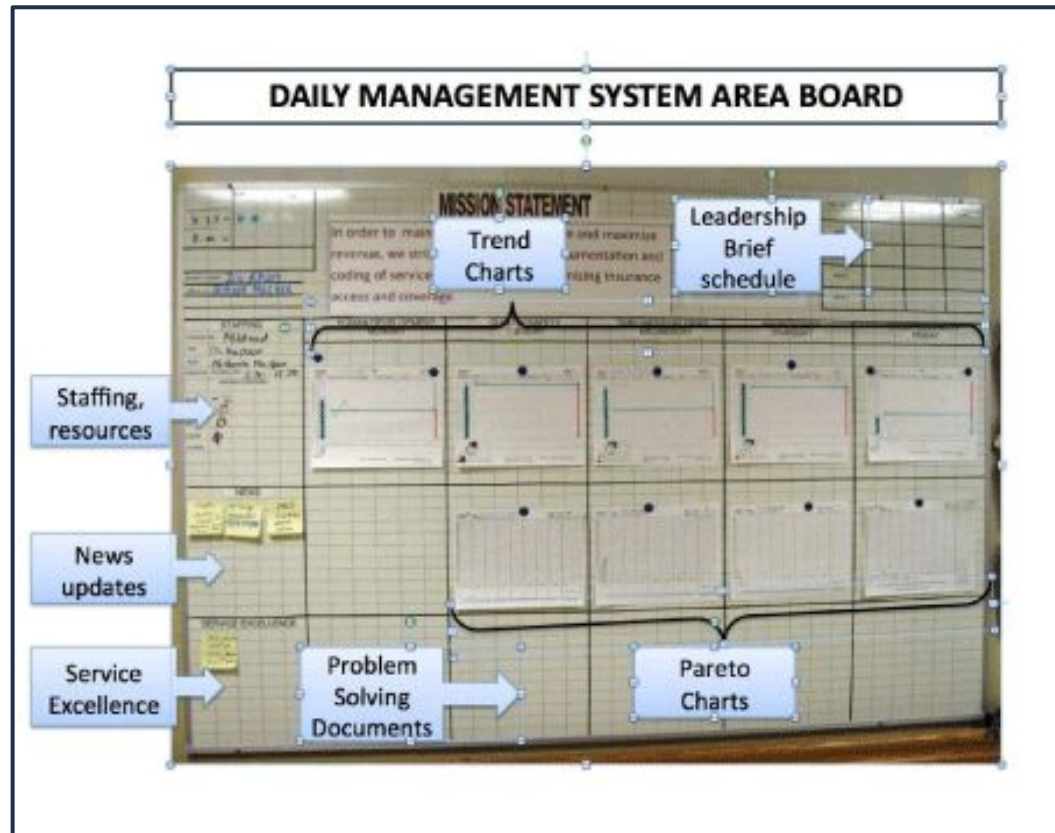
RLDatix

Icon Wall

Find a form

Please use the search above to narrow down your event results by using keywords to describe the event that you're looking for.


# Daily Management Systems

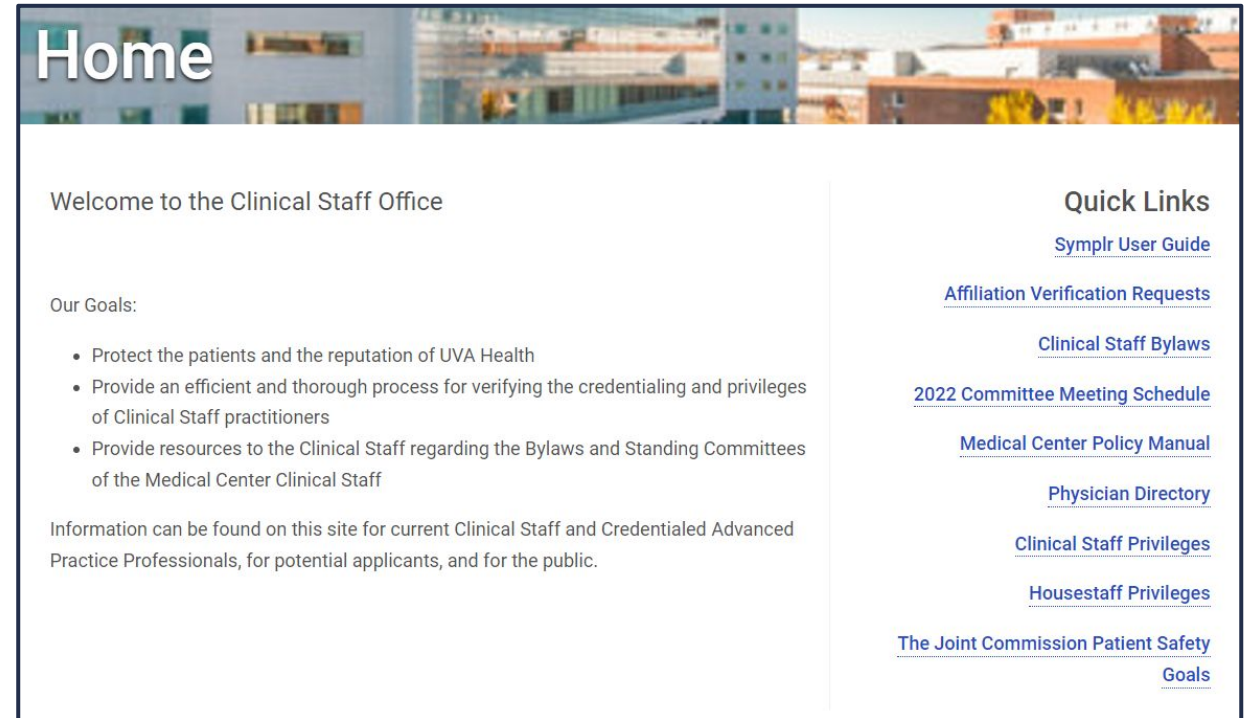


- Focused visual management boards
- Create and sustain a culture of continuous quality improvement
- Data driven, action-oriented
- Short daily huddle conducted by leader at beginning of each workday
- Facilitates engagement of whole team in identifying and solving barriers to patient care
- Supports alignment with institutional goals (e.g. CAUTI, CLABSI, HAPI, etc)

# Credentialing and Privileging

## [Clinical Staff Office](#)

- Credentialing: "Are you who you say you are?"
- Verifies qualifications, background
- Involves assessing licensure, training, competence, and ability to perform specific services or procedures. *Example: Graduation from an accredited program and obtaining required licenses and certifications*
- Initial appointment after hire
  - Then every 3 years.
- Credentialing committee reviews all items



The screenshot shows the home page of the Clinical Staff Office website. At the top, there is a banner image of a modern hospital building with the word "Home" in large white text on the left. Below the banner, the page is divided into two main sections. The left section is titled "Welcome to the Clinical Staff Office" and contains a sub-section "Our Goals:" followed by three bullet points: "Protect the patients and the reputation of UVA Health", "Provide an efficient and thorough process for verifying the credentialing and privileges of Clinical Staff practitioners", and "Provide resources to the Clinical Staff regarding the Bylaws and Standing Committees of the Medical Center Clinical Staff". Below the goals, a paragraph states: "Information can be found on this site for current Clinical Staff and Credentialed Advanced Practice Professionals, for potential applicants, and for the public." The right section is titled "Quick Links" and contains a vertical list of underlined blue links: "Symplr User Guide", "Affiliation Verification Requests", "Clinical Staff Bylaws", "2022 Committee Meeting Schedule", "Medical Center Policy Manual", "Physician Directory", "Clinical Staff Privileges", "Housestaff Privileges", "The Joint Commission Patient Safety Goals", and "Goals".

# Credentialing and Privileging

Privileging: "Here's what you're allowed to do, based on what you've told us."

- The authority granted to a clinician to practice within the scope of privileges or a GME program at a Medical Center/Hospital.
- Privileging defines what a clinician is allowed to do at their current institution and role.  
Clinical Staff Office Administration:

Stephanie Allen: Director: UVA Central Verification Office

Denise Stancil & Katrina Mays: APP Credentialing Management Coordinators

# Core Privileges

Core Privileges: Generally the same for everyone.

	<b>Select all that apply:</b>
<input checked="" type="checkbox"/>	Documents the provision of professional services using standardized language, recognized terminology, and appropriate documentation location, type, and format
<input checked="" type="checkbox"/>	Performs or requests and evaluates diagnostic studies as indicated upon evaluation of the patient
<input checked="" type="checkbox"/>	Orders, collects, and interprets specimens, laboratory tests, screening procedures, and therapeutic procedures
<input checked="" type="checkbox"/>	Orders and evaluates therapies including, but not limited to, physical therapy, occupational therapy, respiratory therapy, radiology examinations and nursing services
<input checked="" type="checkbox"/>	Performs consultations and triage based on the nurse practitioner's knowledge, education, and expertise
<input checked="" type="checkbox"/>	Requests consultation from health professionals and others regarding patient care
<input checked="" type="checkbox"/>	Provides, coordinates, and evaluates patient teaching and counseling
<input checked="" type="checkbox"/>	Prescribes, dispenses, and/or administers MEDICATIONS, TPN, and BLOOD PRODUCTS within the APP's scope of practice, and consistent with the APP's licensure, certification, Clinical Staff Bylaws, entity policies, and APP skill, training, competence, and professional judgment

# Credentialing and Privileging

Specific area privileges: Based on your role and area of practice.

Critical Care	
<input checked="" type="checkbox"/>	Arterial catheter: <input checked="" type="checkbox"/> Placement, <input checked="" type="checkbox"/> Management, <input checked="" type="checkbox"/> Removal
<input checked="" type="checkbox"/>	Arterial sheath removal
<input checked="" type="checkbox"/>	Assist with: <input checked="" type="checkbox"/> Bedside procedure <input type="checkbox"/> Invasive cardiology procedure <input type="checkbox"/> Interventional radiology procedure
<input checked="" type="checkbox"/>	Bronchoscopy
<input checked="" type="checkbox"/>	Cardioversion (current age appropriate / applicable emergency response training is required; e.g. ACLS or PALS)
<input checked="" type="checkbox"/>	Central venous catheter (non-tunneled): <input checked="" type="checkbox"/> Placement, <input checked="" type="checkbox"/> Management, <input checked="" type="checkbox"/> Removal
<input checked="" type="checkbox"/>	Chest tube (large bore): <input checked="" type="checkbox"/> Placement, <input checked="" type="checkbox"/> Management, <input checked="" type="checkbox"/> Removal
<input type="checkbox"/>	Chest tube (mediastinal): <input type="checkbox"/> Placement, <input type="checkbox"/> Management, <input type="checkbox"/> Removal
<input checked="" type="checkbox"/>	Chest tube (pig tail): <input checked="" type="checkbox"/> Placement, <input checked="" type="checkbox"/> Management, <input checked="" type="checkbox"/> Removal
<input checked="" type="checkbox"/>	Emergency response*: <input checked="" type="checkbox"/> Advanced Cardiac Life Support (ACLS) <input type="checkbox"/> Neonatal Resuscitation Program (NRP) <input type="checkbox"/> Pediatric Advanced Life Support (PALS) (*Requires current, age-appropriate certification)
<input type="checkbox"/>	Epicardial pacing wire: <input type="checkbox"/> Removal
<input checked="" type="checkbox"/>	Foreign body removal
<input type="checkbox"/>	Gastric lavage
<input checked="" type="checkbox"/>	Incision / drainage: <input checked="" type="checkbox"/> Abscesses, <input checked="" type="checkbox"/> Subcutaneous, <input type="checkbox"/> Pilonidal cyst, <input type="checkbox"/> Thrombosed external hemorrhoid

# Procedure Privileging



## NEW/Additional Procedure Documentation Checklist

Note: Procedures are to be observed by a credentialed AHP or attending physician.

Complete procedure 5 times, enter requested information for each procedure, have your primary supervising physician and department chair/medical director sign the complete form.

Name of Practitioner: \_\_\_\_\_

Privilege Date: \_\_\_\_\_

SMS# \_\_\_\_\_

<b>Procedure 1</b>	
MRN	
Supervising Practitioner Initials:	
Competent (Yes or No)	
Competency Verified By:	
<b>Procedure 2</b>	
MRN	
Supervising Practitioner Initials:	
Competent (Yes or No)	
Competency Verified By:	
<b>Procedure 3</b>	
MRN	
Supervising Practitioner Initials:	
Competent (Yes or No)	
Competency Verified By:	
<b>Procedure 4</b>	
MRN	
Supervising Practitioner Initials:	
Competent (Yes or No)	
Competency Verified By:	
<b>Procedure 5</b>	
MRN	
Supervising Practitioner Initials:	
Competent (Yes or No)	
Competency Verified By:	

Signature of Primary Supervising Physician \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature of Division Chief \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Signature of Dept. Chair/Medical Director/Service Line Admin. \_\_\_\_\_

Date \_\_\_\_\_ Printed Name \_\_\_\_\_

Note:

Please print this page again if there are more than 5 procedures.

- Record MRNs and proctor names in a PHI-appropriate location.
- After completing 5 procedures, submit records to credentialing and you're considered independent.
- Request proctoring as needed after the 5th procedure (5 doesn't make you an expert!).
- Require another 5 procedures each credentialing cycle.

No need to do 5 of the same procedure; just be supervised if you haven't reached that number.

# Credentialing and Privileging...but what about HR?

- HR evaluates whether or not you are legally able to be employed
- Credentialing identifies if you are fit to be employed in this role
- They are two separate and parallel processes, with an intentional wall between the two
- This is why they don't "talk" to one another, but require some duplication of documents from you!



# FPPE and OPPE

pg. 16 of Orientation and Onboarding Manual

The FPPE/OPPE process evaluates a provider's privilege-specific competence.

- **FPPE (Focused Professional Practice Evaluation):**
  - Takes place at 90 days.
  - Your manager will ask for 5 MRNs of patients you cared for and conduct a brief chart review of your basic, safe, competent care.
  - Includes MRNs for procedures and outcomes.
  - FPPE is complete unless FPPE-for-cause is needed (in cases of deficiencies or concerns, which is rare).

# FPPE

## Focused Professional Practice Evaluation (FPPE)

**NOTE: FPPE's MUST INCLUDE MRN NUMBERS FOR ANY CASES REVIEWED AND MUST INCLUDE ALL REQUIRED SIGNATURES OR WILL BE RETURNED.**

<b>Practitioner Name:</b> <b>Department/Division:</b> <b>Specialty:</b> <b>Initial Privilege Date:</b> <b>Date of FPPE Completed:</b>		<b>Reason for FPPE:</b> <input type="checkbox"/> New Applicant <input type="checkbox"/> New Privilege (Specify): <input type="checkbox"/> Reappointment, Low Volume Provider <input type="checkbox"/> Reappointment, Aging Practitioner <input type="checkbox"/> Reappointment, Other Concerns (specify): <input checked="" type="checkbox"/> Other: STANDARD OPPE Review <input type="checkbox"/> Requested by the Professional Practice Evaluation Subcommittee (PPES)		
Practitioner Status	Core Skills Being Evaluated	Specialty Specific Activity Being Evaluated	Method for Evaluating Activity	MRN #'S/Outcomes/Comments
<input type="checkbox"/> New Applicant  <input type="checkbox"/> Reappointment with identified need for review (low volume, aging practitioner, other concerns)  <input type="checkbox"/> FPPE Requested by PPES	Cognitive	Specialty: ***, Note Type *** (procedure, progress, H&P, DC Summary, Consult)	<input type="checkbox"/> Prospective <input type="checkbox"/> Concurrent <input type="checkbox"/> Retrospective <input type="checkbox"/> Proctoring	Date: ***, MRN ***, Details: ***
	Procedural Skills	Specialty: ***, Note Type *** (procedure, progress, H&P, DC Summary, Consult)	<input type="checkbox"/> Prospective <input type="checkbox"/> Concurrent <input type="checkbox"/> Retrospective <input type="checkbox"/> Proctoring	Date: ***, MRN ***, Details: ***
Practitioner already on staff and requesting a <b>New Privilege</b> for a procedure or condition(s)  <div style="border: 1px solid black; padding: 2px; width: fit-content;"> <b>For CSO Use Only</b>            Date to CCM:         </div>	Cognitive		<input type="checkbox"/> Prospective <input type="checkbox"/> Concurrent <input type="checkbox"/> Retrospective <input type="checkbox"/> Proctoring	
	Procedural Skills		<input type="checkbox"/> Prospective <input type="checkbox"/> Concurrent <input type="checkbox"/> Retrospective <input type="checkbox"/> Proctoring	

### Definitions

Prospective Proctoring: Presentation of cases with planned treatment outlined for treatment concurrence or review of case documentation for treatment concurrence.

Concurrent Proctoring: Real time observation of a procedure. May also be used for real time observation of clinical history and physical and review of treatment orders.

Retrospective Evaluation: Review of case record after care has been completed. May also involve interview of personnel directly involved in the care of patient and/or external peer review.

Proctoring: Supervision of Procedure and Clinic.

# OPPE

## **OPPE (Ongoing Professional Practice Evaluation)**

- Identifies practice trends impacting quality and safety at UVA Health.
- Enables early detection of performance issues that could affect patient care and outcomes.
- Done at the team and departmental level using outcomes data.
- Occurs twice per year, often without your direct awareness.
- Focuses on whether expected outcomes are being achieved.
- Collaborating MDs sign off to streamline compliance

# Annual Evaluations

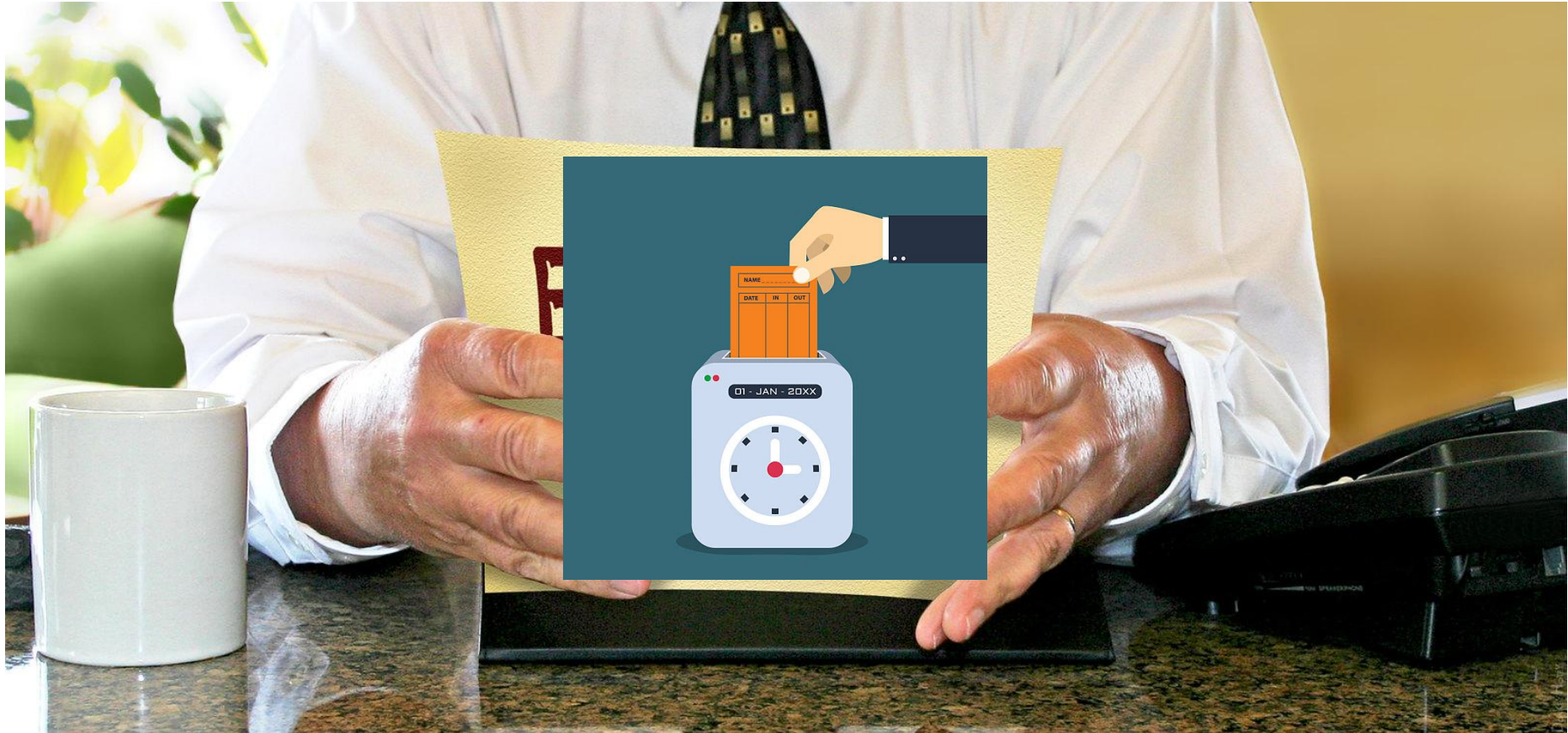
Pg. 20 of Orientation and Onboarding Manual

- Platform: WorkDay
- Self eval
- Peer eval - who do you think should evaluate you?
- 1:1 meeting with direct leader
- Opens up April/May each year to elicit peer feedback and self-evaluation, followed by 1:1 manager evaluation June/July each year
- If “meets” or “exceeds” expectations, a small raise is earned, usually goes into effect in the fall (prorated based on when you started in your new role in your first year at UVA)

# Where do *you* fit within these entities?

		Organizational			
Local					
	Department or Unit	APP Council	CAP	<u>CSEC</u>	UVA Health UPG/SOM UVA Community Health
What is your role?	Day-to-day work; population-specific; engagement with local teams and systems	Attend meetings, share your voice, participate in committees as desired	<ul style="list-style-type: none"> <li>• Membership through APP leadership infrastructure</li> <li>• Shared governance: your opportunity to help direct how you want your profession to grow</li> </ul>	<ul style="list-style-type: none"> <li>• Engagement with CSEC representative at APP Council CSEC updates; voice and vote for elections</li> <li>• We are voting members (consists of chairs of all departments, CNO, CMO, elected members of surgical and medical specialties and APP representative (Katy Morgan))</li> </ul>	<ul style="list-style-type: none"> <li>• UPG is a mirror organization of SOM, i.e. the “business side” of clinical care for MD’s</li> <li>• Same structure, 21 mirrored clinical depts</li> <li>• All MD’s are dual-employed by UPG/SOM</li> <li>• APP’s are “leased” to UPG similar to a contract employee; they pay a portion of your salary, and clinical work from billing goes into UPG (1 paycheck, 1 W2)</li> </ul>
What do they do for you?	Local governance, standards; support, structure, accountability	Organizational professional governance	Structure and advocacy for APPs across UVA Health	APP representative for clinical staff needs across UVA Health	<ul style="list-style-type: none"> <li>• UVA Community Health: Culpeper, Haymarket, Riverside, Prince William</li> </ul>

# 10-15 minute break





# Advanced Practice Provider Council

# APP Council Structure

Pg. 12 of Orientation and Onboarding Manual

- Executive shared governance body for the Center for Excellence for Advanced Practice Providers
- Includes \* >645+ APP positions at UVA Health comprised of
  - Nurse Practitioners
  - Physician Assistants
  - Certified Registered Nurse Anesthetists
  - Clinical Nurse Specialists
  - Certified Nurse Midwives
  - Genetic Counsellors
  - Audiologists
  - Licensed Clinical Social Worker

\*Encompasses MC/UPG, not counting community health APPs

# APP Council Purpose

***Shared Governance forum: How do you get involved and grow your role here?***



- Advocates for professional growth
- Create a safe space for APPs to voice their thoughts and concerns
- Provides education on topics that will be beneficial for the clinical practice and professional growth
- Identify ways to cultivate belonging, contribute to positive patient health outcomes, representation, and overall well being



- Celebrate and highlight achievements increasing APP visibility
- Introduces creative ways to promote satisfaction and retention
- Encourages scholarly work through scientific research, EBP and innovation

# Principles of the APP Council

- **Accountability:** *Advanced practice providers will uphold the highest regard for their profession and their practice*
  - **Professionalism:** Advanced practice providers will practice with respect for the interdisciplinary team to provide patient centered, collaborative care.
  - **Leadership:** Advanced practice providers will be dedicated to quality improvement and professional development to help facilitate change in the healthcare environment
  - **Inclusion:** Advanced practice providers will promote the values of equity, diversity, and inclusion within the workforce to enrich and strengthen the APP council and APP presence at large. The APP Council will promote that every individual is valued and respected.
  - **Research:** Advanced practice providers will promote collaborative research and education that is ethical, influential, confidential, and medically sound.

# APP Council

- Meets the 2nd Wednesday of every month
  - In person or virtual (recorded)
  - Includes updates, announcements, education, etc.
- Leadership: President, Vice President, Secretary
  - 3 year commitment based on calendar year
- Activities
  - Summer and winter get-together for APPs
  - Celebrates APP week (last week of September)
  - Annual APP conference
  - [appcouncil@uvahealth.org](mailto:appcouncil@uvahealth.org)



# APP Council Leadership Structure

<b>Administrator for the Center for Advanced Practice</b>					
<b>APP Council President, Vice President, &amp; Secretary</b>					
<b>Recognition Committee</b>	<b>CARES Committee</b>	<b>Social Media Committee</b>	<b>Onboarding, Orientation &amp; Education Committee</b>	<b>Advocacy Committee</b>	<b>Research Committee</b>
<b>Chair / Co-Chair</b>	<b>Chair / Co-Chair</b>	<b>Chair / Co-Chair</b>	<b>Chair / Co-Chair</b>	<b>Chair / Co-Chair</b>	<b>Chair / Co-Chair</b>
<b>Members</b>	<b>Members</b>	<b>Members</b>	<b>Members</b>	<b>Members</b>	<b>Members</b>

# Current APP Council leadership members

**Zuseen Rannigan, MSN, RN, FNP-BC,  
President**



**Scott Darrah, ACCNS- AG  
Vice President**



**Brenda Deller, CNS  
Secretary**



**Brenda Deller, CNS  
(Chair, Recognition committee)**



**Susan Ketcham, CNS  
(co-chair, Recognition committee)**



**Emily Schneiderman, ACNP  
(Chair, C.A.R.E.S committee)**



**Malinda Whitlow, NP  
(Co-chair, C.A.R.E.S. committee)**



**Rhoda Shulaw, NP  
(Chair, Social Media committee)**



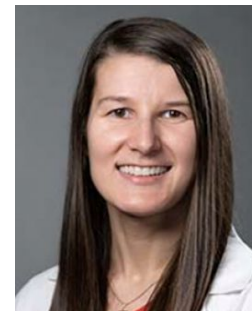
**Kristi Lilly, PA  
(Co-Chair, Social Media committee)**



**Nichole Brooks  
(Chair, Onboarding/Education)**



**Christa Sharpe, DNP, FNP-BC, CCK  
(Co-chair, Onboarding/education)**



# Current APP Council leadership members

## Research Committee

Chair  
Lisa Letzkus, NP



Co-chair  
Michael Miller, CRNA



## Advocacy Committee

Chair  
Tanya Thomas, CNS



Co-chair  
Martha Thomas MS,  
CGC



# Current APP Council leadership members

## Mentorship Committee

Chair:  
Evan R Turnbull, PA-C,  
MPAS



Co-chair:  
Kathryn E Morgan



## Wellness Committee

Chair:  
Kathleen R Haden, RN,  
SN, ANP-C



# APP Council Committees

- Advocacy Committee
  - State and national legislative advocacy
  - UVA has a paid lobbyist who supports this work and monitors healthcare legislation
- Research Committee:
  - Facilitates and supports QI/EBP/Research pool of resources, provides mentorship
- Recognition Committee:
  - Dedicated to recognize the APP workforce for contributions, value, and growth
  - APP week: last week of September
    - Gala, cocktail/reception, awards ceremony

# APP Council Committees

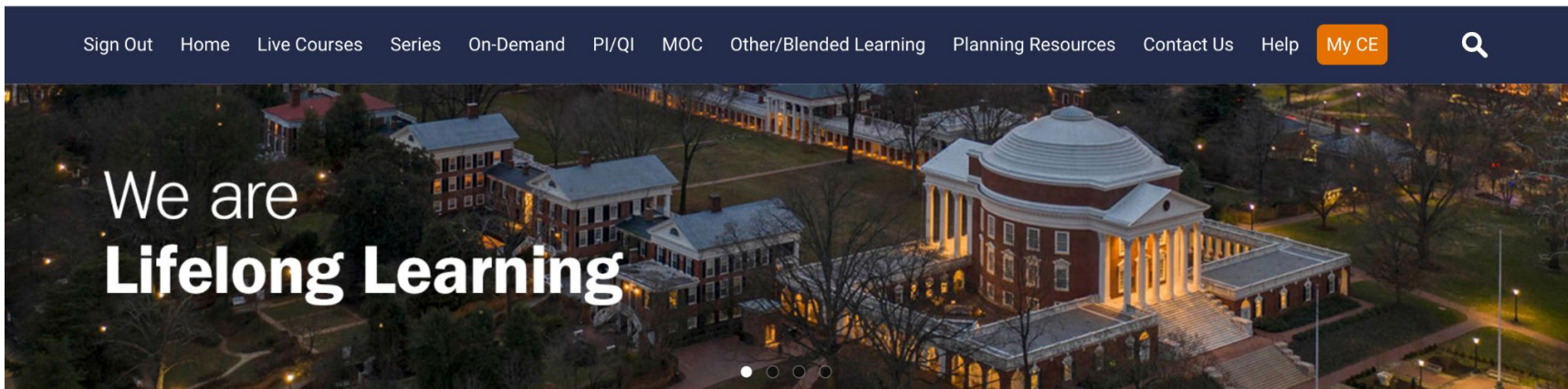
- C.A.R.E.S. Committee:
  - Supports recruitment efforts and education with cultural competency
  - Community engagement and repair/build enduring relationships in the community
- Social Media:
  - Outreach, partnership, recruitment, engagement with other organizations
  - LinkedIn
  - Instagram
  - APP Website
- Onboarding and Orientation
  - Development of manual of onboarding resources
  - Establishing local competencies in each clinical space (Novice >> Expert)

# A word on CME: UVA Cloud CME

pg. 21 of Orientation and Onboarding Manual



[UVA main site](#) ▶  
Welcome Kierah Barnes, ACNP



## WELCOME TO UVA HEALTH CONTINUING EDUCATION

UVA Health Continuing Education, provided by the University of Virginia School of Medicine and School of Nursing, is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

UVA Health CE offers accredited continuing education opportunities across the entire healthcare team including athletic trainers, dentists, dietitians, nurses, optometrists, pharmacists, physicians, physician associates, psychologists, and social workers. As an ABMS Portfolio Provider, they also offer ABMS Maintenance of Certification (MOC) Part II and IV points. If your department or organization would like to work with UVACE on your next continuing education activity, please complete the

### Upcoming Courses

[2024 Annual Edward W. Hook, Jr. MD Recent Advances in Clinical Medicine](#)

Courses

Begin Date: **October 30, 2024**

Omni Hotel VA

[2024 12th Dyan A. Aretakis Teen](#)

# A word on CME

- For all UVA-sponsored CME, this is where you “claim” your credit or request a CE transcript for your records
- Be sure to archive all external CME certificates in a central location for your state and certification renewals
- Do you know how many CE credits are required of you for state licensure and board certifications?
- Do you know how many of those credits must be Pharmacy credits?
  - If not, look this up!

<https://uva.cloud-cme.com/cme/?P=1001>

The screenshot shows the UVA Health Continuing Education website. At the top left is the logo for UVA Health Continuing Education, with the text "Provided by the School of Medicine and School of Nursing". At the top right, it says "UVA main site" and "Welcome Kierah Barnes, ACNP". Below the header is a dark navigation bar with links for "Sign Out", "Home", "Live Courses", "Series", "On-Demand", "PI/QI", "MOC", "Other/Blended Learning", "Planning Resources", "Contact Us", "Help", and a highlighted "My CE" button. Below the navigation bar, the "MY CE" section is displayed with the instruction "Instructions: Click a button to proceed." There are seven buttons arranged in two rows: "Profile", "Transcript", "Evaluations & Certificates", "Registrations & Receipts", "Claim Credit", "Tests", and "Syllabus". Each button features a white icon on a dark blue background.

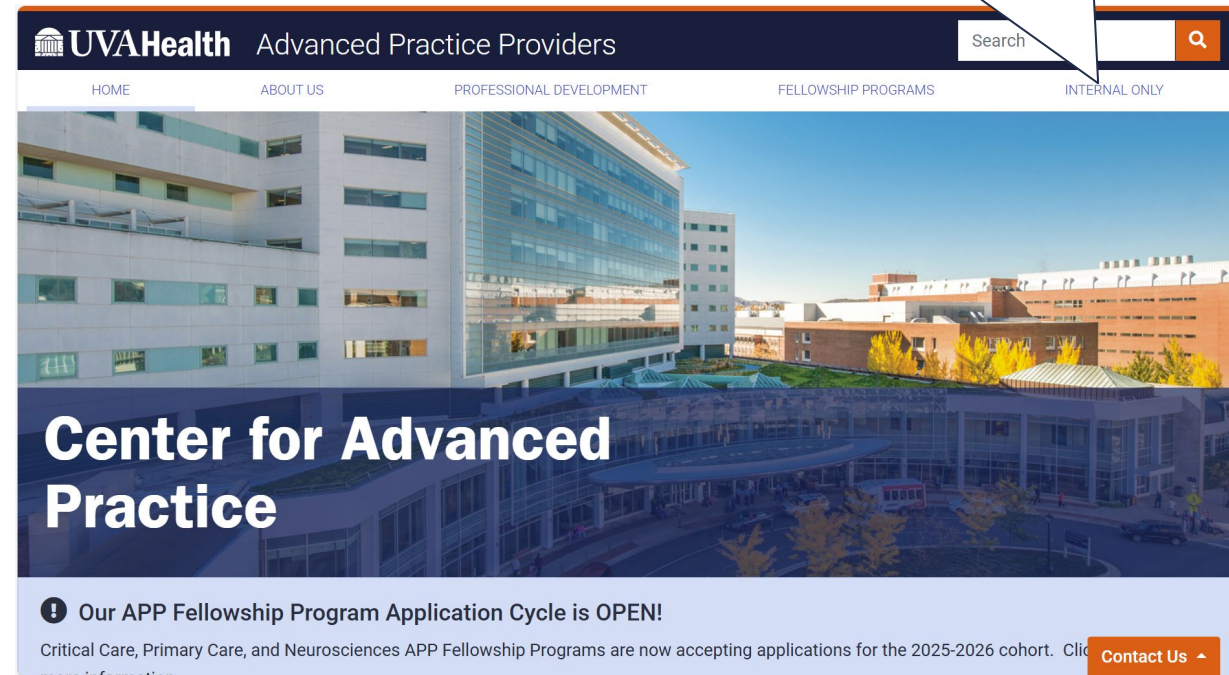
# Website

Visit our website for:

- Overview of what we do for you
- Professional development resources
- Intranet: (requires UVA Health login)
  - Home > Internal Only
  - Internal resources

We are currently updating our website to include more resources to support your growth and work as an APP with UVA Health

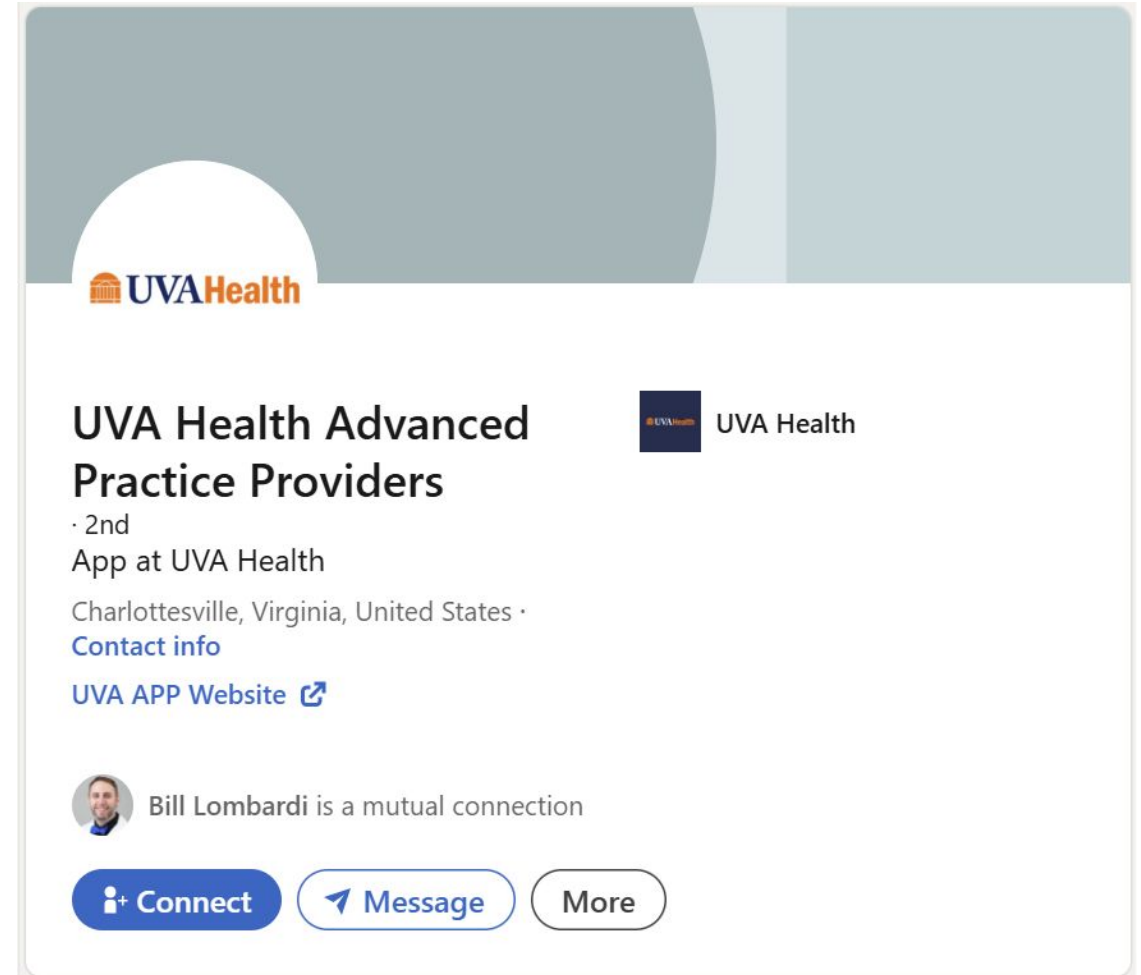
<https://app.uvahs.org/>



# Social Media: LinkedIn

Follow us:

UVA Health Advanced  
Practice Providers



# Social Media: Instagram

Follow us:

@uvaapps



The screenshot shows the Instagram profile for @uvaapps. At the top left is a back arrow, followed by the username 'uvaapps' in bold. To the right are a notification bell icon and a three-dot menu icon. Below the username is a circular profile picture with a multi-colored border (pink, orange, yellow) containing the UVA Health logo. To the right of the profile picture, the name 'UVA Health Advanced Practice Providers' is displayed. Below the name are three statistics: '37 posts', '141 followers', and '50 following'. Underneath these statistics is the category 'Hospital'. The bio text reads: 'We are the Advanced Practice Provider team at UVA (APP). Our goal is to post content that highlights our wonderful APP group & useful content for APPS'. Below the bio is a blue link: '1215 Lee St, Charlottesville, Virginia'. At the bottom, there is a link icon followed by the text 'app.uvahs.org and 2 more'.

< **uvaapps**  

 **UVA Health Advanced Practice Providers**

**37** posts      **141** followers      **50** following

Hospital

We are the Advanced Practice Provider team at UVA (APP). Our goal is to post content that highlights our wonderful APP group & useful content for APPS

[1215 Lee St, Charlottesville, Virginia](#)

 [app.uvahs.org](#) and 2 more



# Questions?

Evaluation: Please take a moment to provide us some feedback so we can improve the experience for future APP's!



**ADVANCED  
PRACTICE  
PROVIDERS**

 **UVA Health**