Ambulatory Gastroenterology Nursing: How To Transform The Practice?

**Background**

- “Practice optimization” is imperative to create a quality visit and increase patient satisfaction and enhance patient care.
- A multi-disciplinary team at Mayo Clinic was created in September 2012 to initiate and implement a care team engagement model that is more satisfying for the patient, provides more efficiency for providers/practice, and integrates nursing into the practice. By utilizing the teamwork model approach, maximizing use of current technology, and innovations, along with lean six sigma practices, patient satisfaction has been on the rise in the ambulatory setting.
- Flash forward 5 years to 2017 and this current state practice with: continued time savings, transcription savings, increased meaningful use compliance, decreased stigma (in clinic) center calls, increased provider portal usage, increased patient satisfaction scores, decreased clerical tasks for providers, increased through put, decreased no-show rates, and collaboration with all staff within the care team model/GI division.

**Principles**

1. Take care of the patient from the moment they call Mayo Clinic.
2. Set appropriate and productive patient expectations.
3. Use best practices to improve efficiency and create access of new patient visits.
4. Decrease provider clerical tasks and save time for staff.
5. Break down silos and enhance teamwork within the division.

**Vision**

To integrate nursing support staff and a multi-disciplinary team model approach into the ambulatory GI practice which will enhance the patient experience, and elevate the patient care to the highest level possible while giving benefits of time savings and decreased clerical work for the team.

**Workflow**

The nursing staff helped me to understand my health condition.

**Results**

**Conclusion**

The future of the ambulatory team model is bright with patient satisfaction increased, enhanced patient care and flow of patient records, before, during and after the visit along with a more efficient and streamlined patient experience. This model will save time for staff, providers and will allow the division to grow as a team and keep the needs of the patient first.

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