**Nurse Coordinator in PCN**

**30/60/90 Day Check-in Protocol**

The following guide is a suggested check-in protocol to be used to gather information from nurses about their experiences of integrating into a family physician clinic within the PCN. It is augmented by a team member survey, to be completed by the nurse and other care team members (GPs, MOAs, allied health members) between 2-3 months implementation. The results of this survey could be shared at the 90-day check in.

**30-day check-in**

* Did your orientation and onboarding adequately prepare you for your first weeks in practice?
  + If no, what additional training/preparation would have been useful?
  + What information did you find most valuable?

Was the sequence/schedule of orientation and onboarding effective for you?

* How satisfied were you with onboarding process/ your first few weeks in practice?
  + Is there anything you wish had been done differently? What would this look like?
  + Is there anything that worked really well and you would recommend to others?
* How well do you think you understand your role in the clinic?
* What additional skills/ information do you need in order to better integrate?
* What activities are you currently performing?
  + List direct patient care activities (in-person/phone/video/text) and the percentage of your time spent per day
  + List indirect patient care activities (eg. researching COPD protocol, communicating to allied health) and the percentage of your time spent per day
  + List the adminstrative activities and the percentage of your time spent per day
  + Setting Up workflows, build spreadsheets, panel management, classification documents (e.g heart failure), general research, building binder materials

**60-day check-in**

* How well do you feel integrated into a “team” of care providers at this clinic?
  + What is working well with regards to team-based care?
  + What areas could use improvement?
  + How do you see your role evolving.
  + Is the learning plan a useful tool for you? The learning plan is not as relevant in regards to casemanagement.
  + Have you heard positive or negative feedback from patients?
* What activities are you currently performing?
  + List direct patient care activities (in-person/phone/video/text) and the percentage of your time spent per day
  + List indirect patient care activities (eg. researching COPD protocol, communicating to allied health) and the percentage of your time spent per day
  + List the adiminstrative activities and the percentage of your time spent per day
* Invitation to complete survey (link: *to be created*)

**90-day check-in**

* Review team survey results
* Reflection:
  + What would be important for new hires to know/consider?
  + What have you learned as a result of becoming a PCN nurse coordinator that you didn’t know before?
  + Would you recommend working in a PCN role to another nurse? Why/why not?

I would and it depends on the nurse I am talking to. Overall I think the concept is great. Depends on the nurse and clinic. Experience versus clinic desires need to be taking in account. I think PCN has a lot to offer.

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  + List the adiminstrative activities and the percentage of your time spent per day