



Identifying Onboarding Gaps of Advanced Practice Providers in Surgical Oncology

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Objectives

- Identify perceived strengths and weaknesses of the onboarding process for Advanced Practice Providers (APP) within the department of Surgical Oncology.
- Identify perceived education gaps in the onboarding process.

Background

There has been an increase in the number of APPs within surgical subspecialties, including in the complex care of oncology patients. Effective training is vital to employee success especially in Surgical Oncology due to the subspecialized field of practice. There is currently no standardized training for this specialty. The scarcity of Surgical Oncology exposure in Nurse Practitioner and Physician Assistant education also contributes to the gap that the new APPs must traverse during onboarding. The goal of this study is to investigate and identify perceived educational and training needs of APPs in Surgical Oncology.

Methods

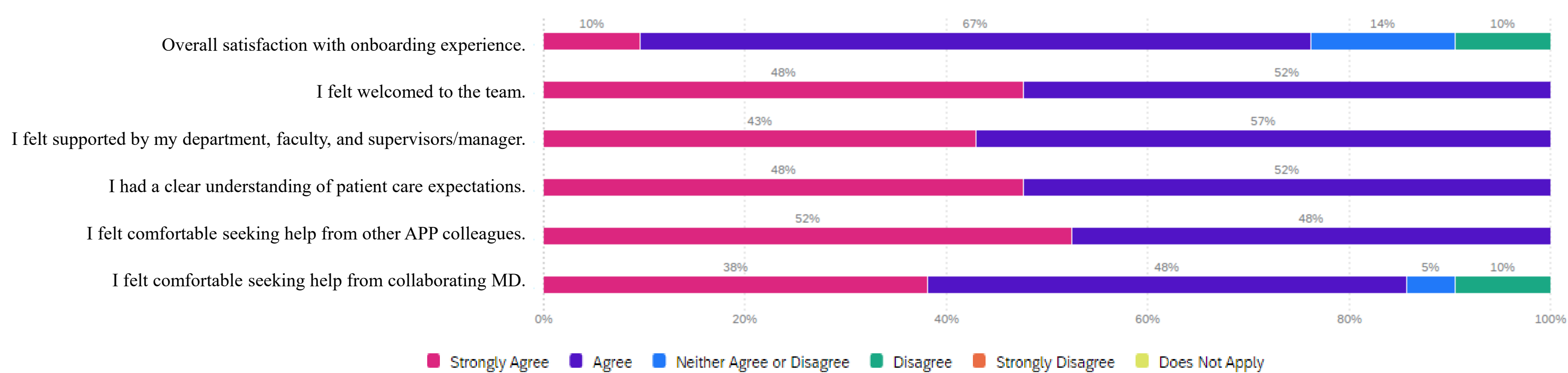
A group of 51 Surgical Oncology APPs with varying levels of experience at a single institution were invited to participate in an anonymous encrypted online survey. The survey was distributed via email over a three-week period with questions on perceived gaps in training and the APP's overall perception of the training experience. Of the 51 APPs, 24 responded (47%).

Sample Population

	(n=24)	
	n	%
Title/Credential		
Physician assistant	15	62.5
Advanced practice nurse	9	37.5
Post graduate training prior to onboarding		
Yes	3	12.5
No	21	87.5
APP experience prior to onboarding		
Yes	0	0
No	24	100
Prior oncology experience at MD Anderson		
Yes	11	45.8
No	13	54.2
Years of APP experience prior to onboarding		
None	21	87.5
0-2 years	2	8.3
5+ years	1	4.2
Years of experience within Surgical Oncology		
0-2 years	8	33.3
2-5 years	4	16.7
6-10 years	5	20.8
10+ years	7	29.2

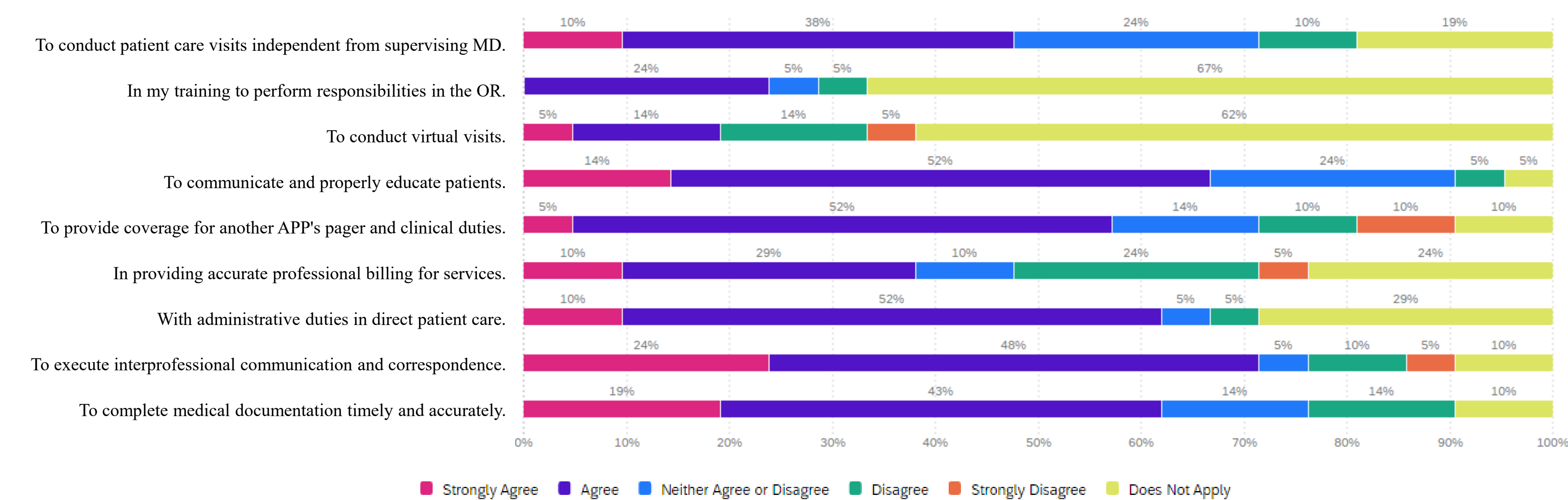
Key Survey Findings

General Outlook of Experience

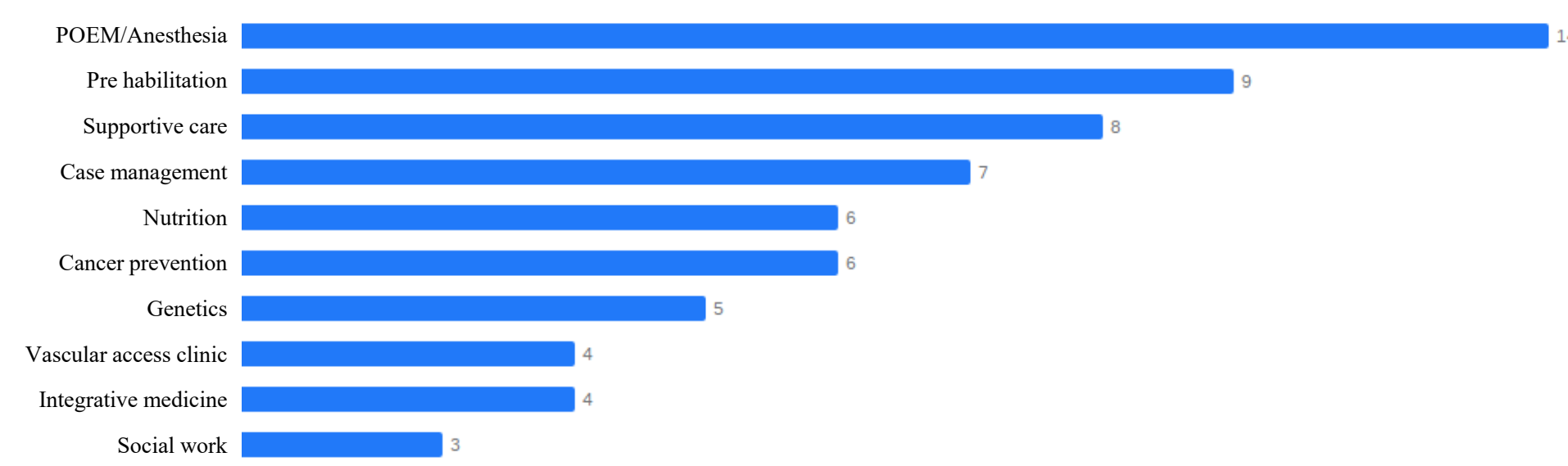


Reflection of your Onboarding Experience

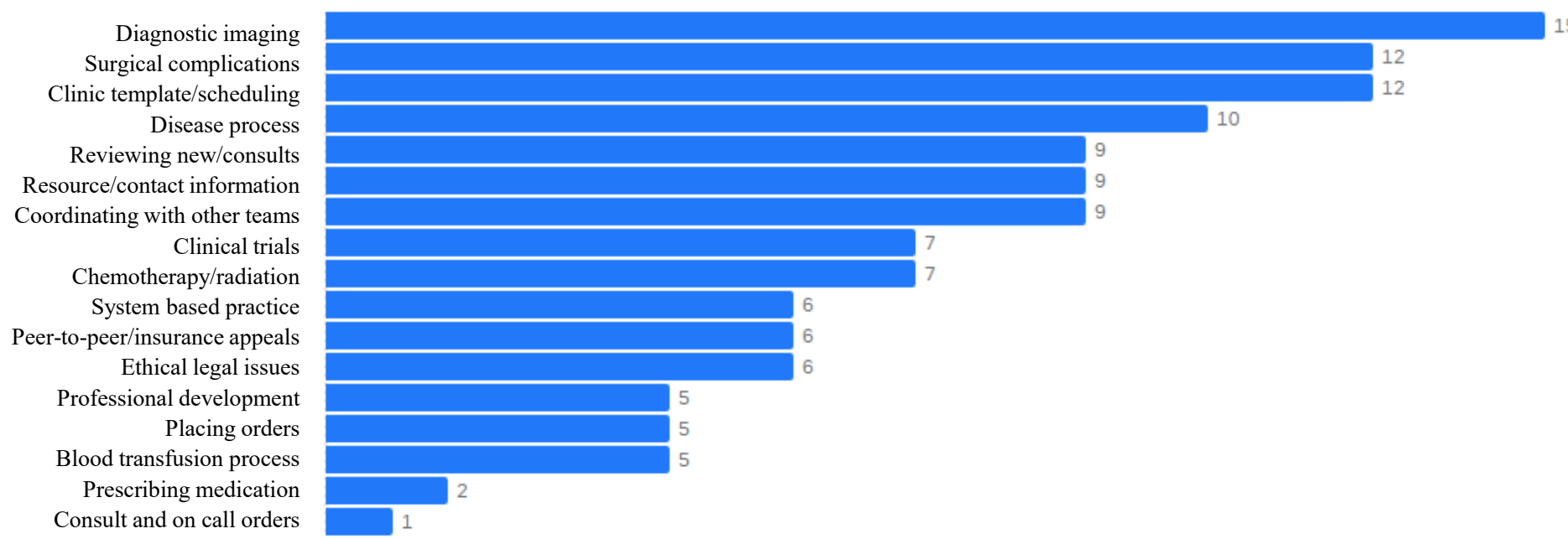
"After completing my onboarding experience (0-3 months), I felt well prepared to...."



In reference to other services offered at MD Anderson, which areas would you like more education on during APP onboarding process?



Which topics would you like more education on during the onboarding process?



Results

- 76% expressed satisfaction with their onboarding experience.
- 100% of new hires felt comfortable reaching out to APP colleagues and collaborating MD (83%) for support.
- 50 % of APPs felt well prepared to properly educate patients on their cancer diagnosis at end of onboarding period.
- APPs expressed need for more training on diagnostic imaging, disease process, clinic & OR scheduling, surgical complications, reviewing new and consult patients, insurance peer to peer process and EPIC personalization.
- 77% considered the credentialing process suboptimal.
- APPs requested for creation of a directory system indicating APP-MD dyads/teams in the institution and a basic training packet.

Conclusions

Perceived strengths and gaps in the onboarding process for Surgical Oncology APPs were identified. A majority of APP's showed overall satisfaction and felt comfortable asking questions but wanted more information/education on disease process, epic training, diagnostic imaging, surgical complications and scheduling process.

Future Directions

- Information from this study can enhance training programs and guide future investigation into interventions to improve the onboarding process.
- Expansion of study to other Surgical Oncology departments in other institution would further bolster and enhance development of training standards.

References

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