

# AMPLIFY

Engineer Excellence. Train with Purpose.

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Kristin Haterius, MSN, RN, Clinical Educator



# Texas Health Breeze Urgent Care

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Director of Clinical Education

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Clinical Educator

# Financial Disclosures

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- None



**In one word, what did you need most in your first weeks to feel confident and successful in your role?**

# Confidence Clarity Connection



# Urgent Care Education Team



**Jennifer Follis**  
Director of Clinical Education



**Erica Watkins**  
RN Clinical Educator



**Kristin Haterius**  
RN Clinical Educator



**Tiffany Sinclair**  
NP Clinical Educator



**Russ Tefertiller**  
RT Clinical Educator

# Our Why- Team Philosophy



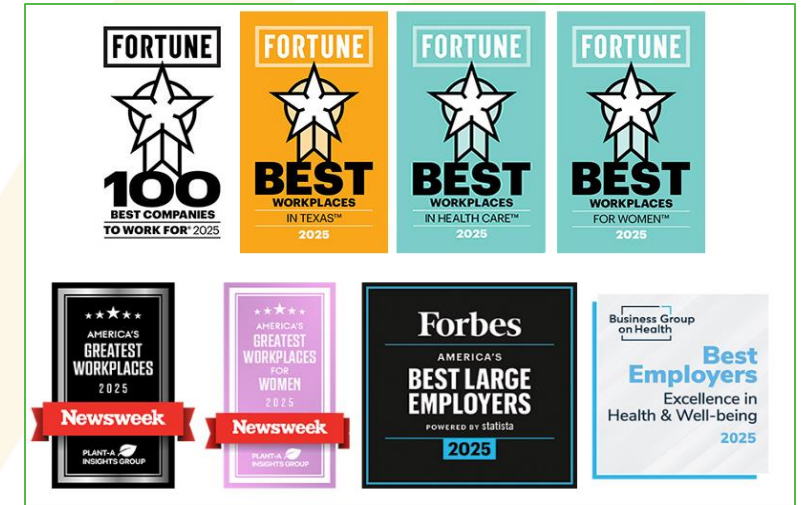
## Our vision:

To create a high-performance learning culture that equips every Breeze team member with the confidence and skills to deliver exceptional, consumer-focused care. Through innovative education, elevated engagement and strong collaboration, we will contribute to improvement of clinical outcomes and the patient experience and inspire our teams to grow with the future of healthcare.

# Texas Health Resources

Large faith based-non-profit health system in US

- Home to 8M North Texans across 16 counties



**Hospitals**

**29**  
Hospitals

**4,407**  
Licensed Hospital Beds




**FACTS & FIGURES** UPDATED JUNE 2025

**OUR MISSION** ▶ To improve the health of the people in the communities we serve

Our faith-based nonprofit health system cares for more patients in North Texas than any other provider

**29,000+** EMPLOYEES | **420+** Points of Access | **Across Sixteen Counties** | **Home to 8M+ North Texans**



**Community Access**

**32**  
Breeze Urgent Care Centers and Growing

**469**  
Primary Care Providers



# Texas Health Breeze Urgent Care

- Over 1,000,000 patients seen
  - 850 visits per day
- Current Staff:
  - 411 Care Team Members
  - 118 Providers
- Total Clinics Open to Date: 32



Data as of Mar 2026

# Texas Health Breeze Urgent Care - *Awards & Certifications*

- **Autism Friendly Designation by Autism Speaks** – Recognizing our dedication to promoting autism acceptance and creating welcoming, autism-friendly care environments.
- **Specialty Training Commendation** – Awarded by the Commission on Ambulatory and Urgent Care Quality (CAUCQ) for our nationally recognized training program
- **Living Magazine Best of Reader's Choice 2025 & 2024 Winners** – Best Urgent Care
  - Coppell, Flower Mound, Mansfield, and Richardson
- **2025 Best of Denton: Best ER/Urgent Care**



# Texas Health Breeze Urgent Care Statistics

Net Promoter Score  
All Time

**91**  
**Clinic**

**93**  
**Provider**

Door to Door Times  
All Time

**39**  
**Minutes**

**So**  
**What?**

# Where We Started



- Rapidly opening clinics
- Education and leadership also learning
- Different priorities and goals

# Reasons for Evolution

## Ending of a Pandemic

Service line changes

Experienced staff now available

Clinic space no longer available for training

Expansion of Education Team

System priorities (Compliance, Security, PI)

Staff feedback

# General Schedule for 4-Week Onboarding

## Week 1:

New Employee  
Corporate  
Orientation,  
Facility  
Orientation, Urgent  
Care Scope and  
Hands On Skills

## Week 2:

Epic EMR Training,  
Patient Experience  
and Role specific  
Classes

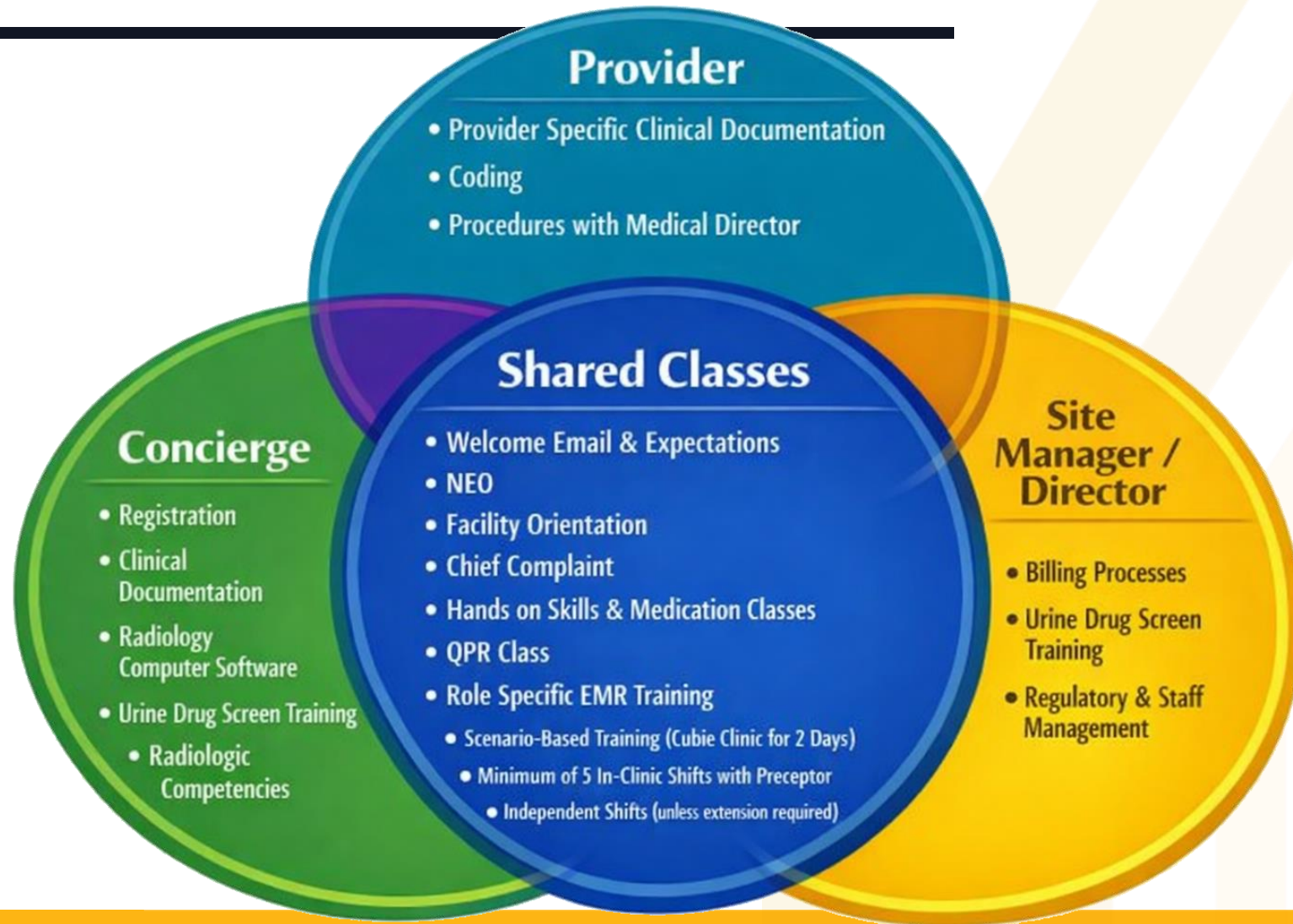
## Week 3:

Practice Scenarios  
and In-Clinic  
Precepted Training

## Week 4:

In-Clinic Precepted  
Training, Educator  
Rounding

# Onboarding Classes by Role



# Teaching Methods

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## Mixed Learning Modalities

Lecture

Games

Group work

Scenarios

Online Modules

Hands-On Skills

# Priority Classes

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## Chief Complaint

Scope of practice, common chief complaint categories and standard operating procedures.

## Provider Skills

Simulation-based one-day skills workshop and orthopedic injury refresher and competency review with medical director.

## Individualized Epic Training

Role based training including scenario-based learning.

## Patient Experience

Strategy, philosophy, and game plan with acuity, workflow optimization, choreography and scripting.

## Scenarios

Scenario-based learning using the EMR, patient suites, communication system, and scripting.

# Patient Scenarios



Reason for visit: Sore throat	
SS #	Make it up- random
Phone #	310-890-4563
Email	None
Marital Status	Single
Religion	LDS
PCP	Eric Hopkins
Emergency Contact	Sarah Smith (985)633-5243
Employer	Student
Guarantor	Self
Insurance	See Card
Symptoms: Sore throat, swollen lymph nodes on neck, difficulty swallowing X 2 days	
Diagnosis: Strep	
History Allergies: PCN	
LMP	Medical Hx
Not pregnant	Seasonal Allergies
Tobacco/ETOH/Drugs	Family Hx
None	Father - Hypertension
Surgery	Current Meds
None	Flonase Zyrtec

## Vitals

BP: 119/79  
HR: 82  
Temp: 98.8  
RR: 18  
O2: 100%  
Pain 0/10



© CENTERS FOR DISEASE CONTROL

## Scenarios

Scenario-based learning using the EMR, patient suites, communication system, and scripting.

# Preceptor Program

- Preceptor Requirements \*
  - Employed for 6 months
  - No disciplinary action within 6 months
  - Responsive to feedback provided by trainees during week 4 rounding \*
- Training Course: \*
  - Twice quarterly
  - Handbook
  - Attestation with policy
  - Course evaluation
- Education Supporting Preceptors (ESP) Quarterly Meeting
  - Review of Texas Health Promise Principles
  - Preceptor Resources
  - Quarterly MVP (Most Valuable Preceptor) \*

**PRECEPTOR TRAINING HANDBOOK**

Texas Health BREEZE URGENT CARE

Table of Contents:

Congratulations	1
Agenda	2
Mission, Vision & Values	3
Our Texas Health Promise	4
Self Evaluation and Goals'	5
Role of the Preceptor	6
Phases of Learning	7
Learning Styles	8
What makes a great Preceptor?	9

ROUNDING TOOL	
Preceptor	Positive Highlights
	Areas for improvement/safety concerns
	Readiness to practice independently (0-10 preceptor rated)
Employee	Positive highlights
	Resources Needed/Co
	Staff to recognize
	Onboarding/ Orientati
	Opportunities for Imp
Site Manager	Readiness to Practice Independently (0-10)
	Goal for next 2-3 week
Educator	Positive Highlights
	Areas for Improvement Concerns
	Access Working
Educator	Comps Completed/ Tu
	Items for Follow Up

**Welcome**

*Congratulations!*

MARIAH

Q4 Most Valuable Preceptor (MVP)

**Class expectations**

- Participation
- Length of class

**Introductions:**

- Your role at THUC
- One thing that makes you nervous about being a preceptor
- One thing that makes you excited about being a preceptor.
- One thing you want to accomplish as a preceptor
- Your current confidence level as a preceptor

**Competency Scale:**

- No experience in precepting
- Advanced beginner**
  - Knowledge is developing
- Competent**
  - Establishes a plan and demonstrates efficiency
- Proficient**
  - Understands the big picture in terms of long-term goals
- Expert**
  - Initiative, highly skilled, able to identify the problem

# Onboarding Resource Materials

- Onboarding notebooks offered by role
- Online learning platform with retrievable history



# Radiology Education

- Assists with interviewing radiology candidates
- Radiology specific competencies (initial and ongoing)
- Professional development
  - NCT Program (limited license tech)
- Image Analysis
- Radiology Lunch and Learn
- Breezeway Radical Radiology Section
- Resources
  - Breeze Radiology SharePoint

## IMAGE ANALYSIS EXAMPLE



**RADIOLOGY  
REMINDER**



NAME: \_\_\_ Staff Member \_\_\_\_\_ EXAM(S) ORDERED: \_\_\_\_\_

DATE: \_\_\_ XX/XX/XXXX \_\_\_\_\_ MRN: \_\_\_\_\_

### OPPORTUNITIES TO WORK ON

Descriptive feedback that is generalized to the image overall as well as positioning of the image.

### IMAGES

Notated screenshots of the audited image are provided.

# Education after Onboarding

**APP MONTHLY MEETING AGENDA**

- INTRODUCTION
- EMPLOYEE HEALTH
- MEDICAL DIRECTOR UPDATES
- APP MANAGER UPDATES
- OPERATIONS UPDATES
- EDUCATION UPDATES

**MEDTalks**  
MANAGER-EDUCATION TALKS

**THUC Training Request Form**

\* Required

1. Full Name of the requester: \*

Enter your answer

**Wound Care Expert Insights with Dr. Baloch**  
Texas Health Presby Allen

**Breezeway Volume 4 | Issue 1**  
VOLUME 4 | ISSUE 1  
**BREEZEWAY**

Shocking Knowledge

**GOAL HANDI**  
Growth and Optimization for Advancing Leaders



Risk Tracker Goal: to increase awareness of the frequency and causes of medication and lab errors

**Days Since Last Medication Error**

**Days Since Last Lab Error**

Details:

Texas Health Breeze Urgent Care Staff Resource Site



- Resources \*
  - Breeze SharePoint
  - Dynamedex
  - Relias
- Professional development
  - MA Continuing Education Credits
  - GOAL \*
- Annual competencies
- What's Up Wednesday \*
- Breezeway Quarterly Clinical Newsletter \*
- APP Monthly Meetings (Medical Director, Managers, Operations, Education) \*
- Physician Specialists Lunch and Learns \*
- MED Talks \*
- Podcasts \*
- Intranet resource Seek and Finds
- Emergency procedure rounding
- Training Request Form \*
- Yearly Strategic Planning



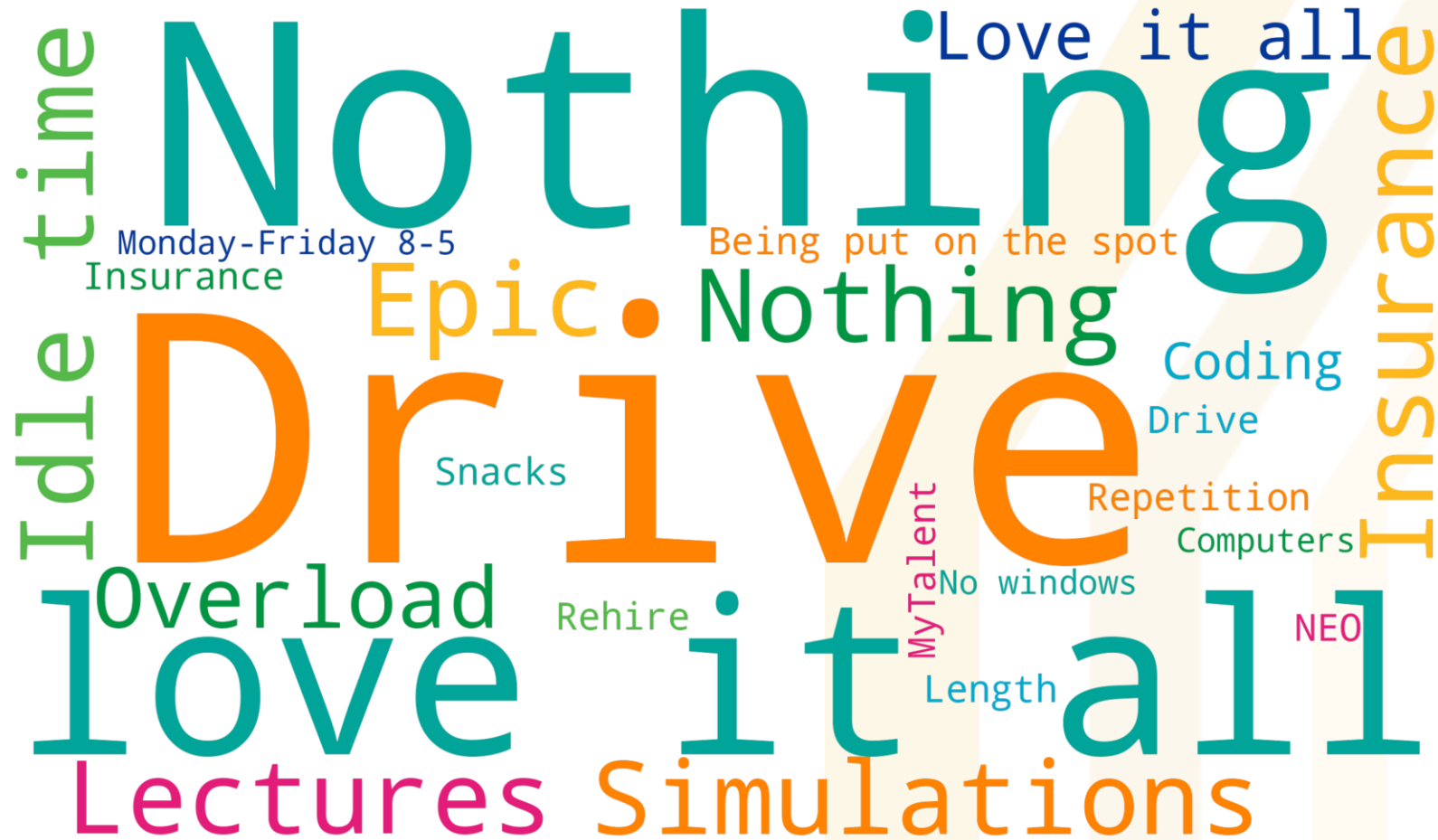
# Orientation Evaluation and Care Team Insight Survey



# What did you enjoy most in orientation and why?



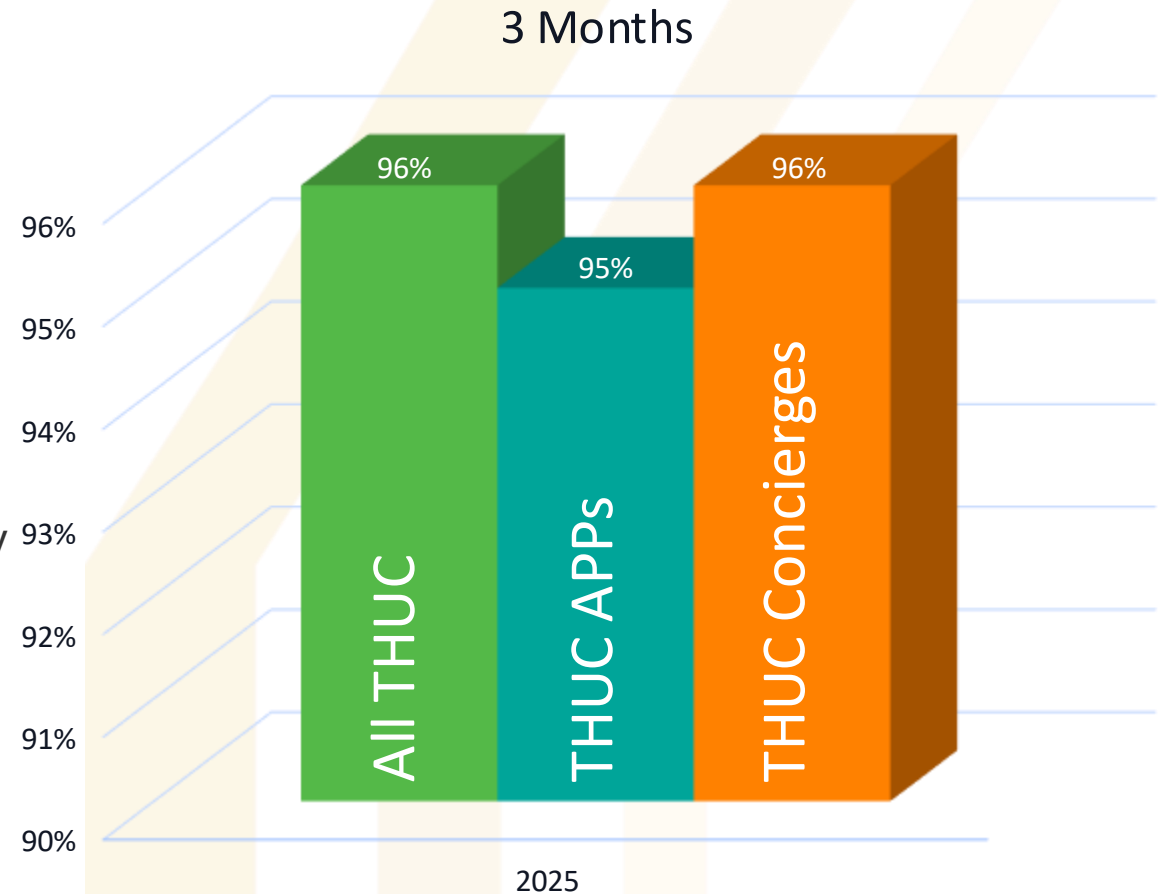
# What did you enjoy the least in orientation and why?



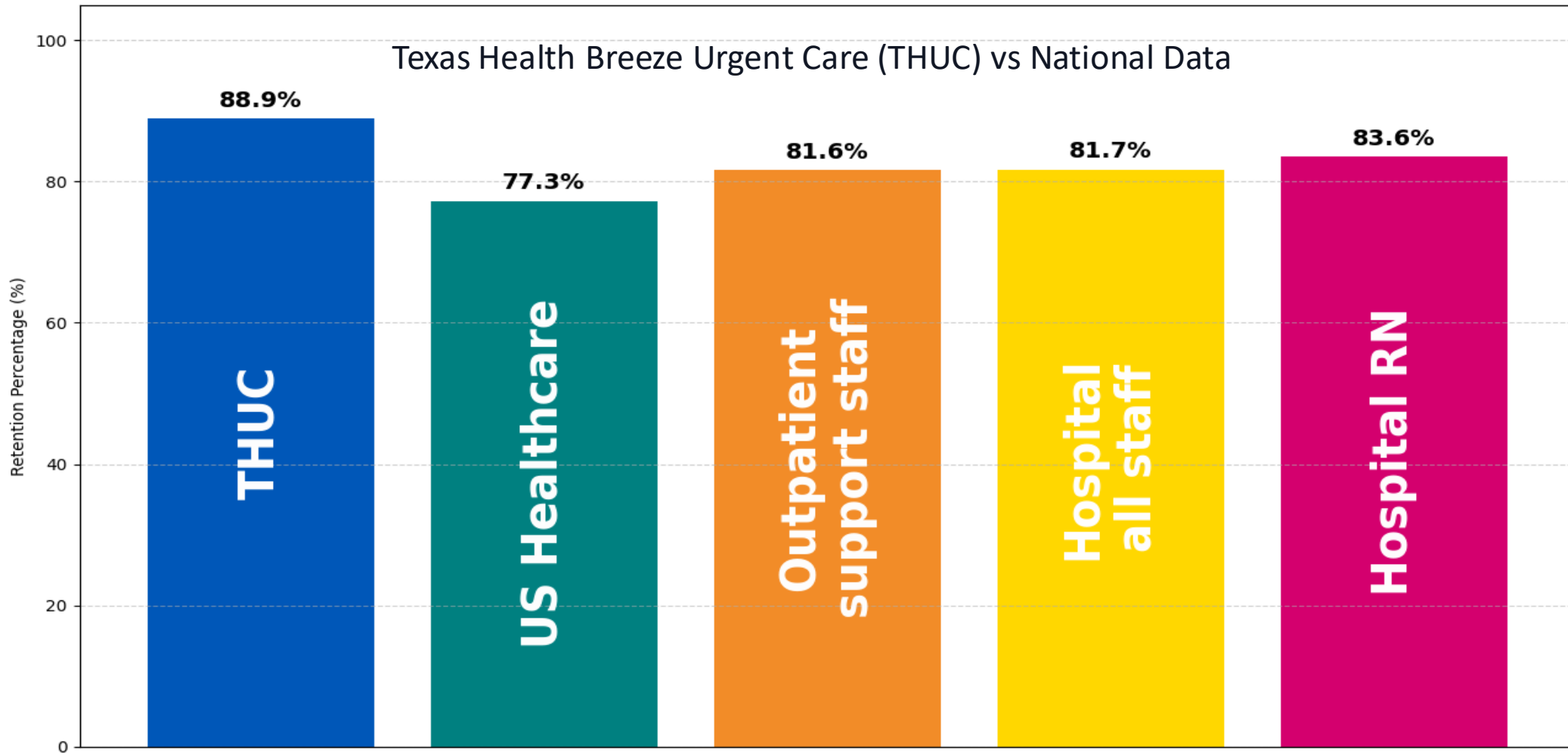
# Care Team Insight Survey

“I have received the job specific training I need to do my job effectively”

- 5-point Likert scale from Strongly Disagree to Strongly Agree



# 2025 Retention Benchmark Comparison



**Data Source:**

Health Resources & Services Administration, Bureau of Health Workforce. (2025). State of the U.S. healthcare workforce

Hallmark Health Care Solutions. (2025). The new era of healthcare staffing: Key insights from the 2025 report.

# Easy Wins in Clinical Education

# Now What?



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# Thank you!



Texas Health  
**BREEZE** URGENT  
CARE

# I Need Your Feedback – Scan the QR Code

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Prefer paper?

On the form in front of you, please score me and the content I shared with you today.

AFTER THE CONVENTION

You may claim CME here [www.urgentcareassociation.org/learning-center/cme/](http://www.urgentcareassociation.org/learning-center/cme/)

# Resources

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- BambooHR. (2023). *2023 Onboarding Statistics: First impressions are everything—44 days to make or break a new hire*. <https://www.bamboohr.com/resources/data-at-work/data-stories/2023-onboarding-statistics>
- Hallmark Health Care Solutions. (2025). *The new era of healthcare staffing: Key insights from the 2025 report*. Hallmarkhcs.com  
<https://www.hallmarkhcs.com/healthcare-staffing-report-2025/>
- Health Resources & Services Administration, Bureau of Health Workforce. (2025). *State of the U.S. healthcare workforce, 2025 [PDF]*. US Department of Health and Human Services.  
<https://bhw.hrsa.gov/sites/default/files/bureau-health-workforce/data-research/State-of-US-Health-Care-Workforce-2025.pdf>
- Solomon, C. (2025). *Why first impressions matter: The ROI of onboarding*. RW3 CultureWizard. <https://www.rw-3.com/blog/why-first-impressions-matter>