

Autonomy & Support: How This Nurse Practitioner Found Community at AHN

When her small practice was acquired by Allegheny Health Network, Nurse Practitioner Amanda C. braced herself for the worst. What she found instead was a collaborative community that reignited her passion for patient care.

"I was dreading it," Amanda said. "I was dreading that we had to change to a new electronic health record system, and I thought that AHN was going to be a big brother watching every move we make."

But her feelings changed over time as she realized she didn't feel that way any more.

"This transition really helped with the flow and making sure patients leave knowing what they're doing and what they're supposed to be following up on. It has really helped patients," Amanda said. "As far as being a nurse practitioner with AHN, I feel like I have a lot of autonomy, but I also have a lot of support."

The transition of the office to new systems and processes wasn't seamless, but Amanda praises the way the integration unfolded.

"They didn't expect us to be 100 percent right off the bat," Nicole said. "They knew we would need a slow transition because otherwise people get overwhelmed. They gave the staff time to adjust and that was very supportive."

What truly surprised Amanda was the focus on collaboration and building a strong sense of community.

"I felt like they brought us together as a team," Amanda said. "They didn't separate the providers and the staff expecting two different things."

This inclusive approach fostered a sense of unity and shared purpose, enhancing teamwork and communication.

With the transition, Amanda is now also part of a wider network of nurse practitioners and physician assistants. This has opened invaluable opportunities.

"I feel like having a whole community of APPs available to me has helped me to not feel secluded, and it gives me the opportunity to bounce ideas off somebody," she said.

The integration also gave Amanda the opportunity to connect with resources more easily like home health services and social workers.

"I get that community feeling like you are part of a comprehensive team and not just a nurse practitioner," she said. "That definitely has made the job more rewarding because you're able to take care of the patient and get them what they need quickly."

In the end, Amanda's apprehension transformed into appreciation as she discovered the supportive and collaborative environment at AHN. The transition ultimately led to an enhanced patient experience and a greater sense of community for Amanda.

"I have the ability with AHN to help my patients grow, to help them be healthy, stay healthy, and to receive the treatment they need locally. And I think that's an awesome thing."