

# Assembling an Allergy Clinic: An Educational Blueprint for Success in Ambulatory and Primary Care

Aidan Willers BSN, RN, CPN  
Nursing Practice, Professional Development & Innovation



## Introduction

Structured educational materials and standardized orientation for nurses can mitigate primary care nurse burnout and facilitate a healthy work environment, increasing nurse retention and staff confidence (Bass et al.). Utilizing a patient centered care approach in the context of developing a comprehensive allergy clinic in a primary care setting, significant gaps in nursing management and education related to allergic disease were identified. Utilizing staff rounding and interviews, barriers to competency and confidence in skills included: lack of educational resources accessible to nurses, identification of skill practices gaps with standard allergy treatment, and insufficient primary care providers skilled in immunologic and allergy management to act as content experts. These barriers align with those found in similar allergy clinic structures seen worldwide (Bustos et al., Cabrera et al.). In collaboration with immunology specialists, primary care nurses, and nursing leadership from neighboring organizations, a blueprint for educational support was created. Primary care staff were provided didactic and haptic education opportunities, such as in-person skills demonstration and lecture, to align with current best practice and prepare for commencement of this new allergy service.

## Aim

This project seeks to provide an education template for clinical services new to an organization where resources may not be readily available on the subject matter of said clinical service.

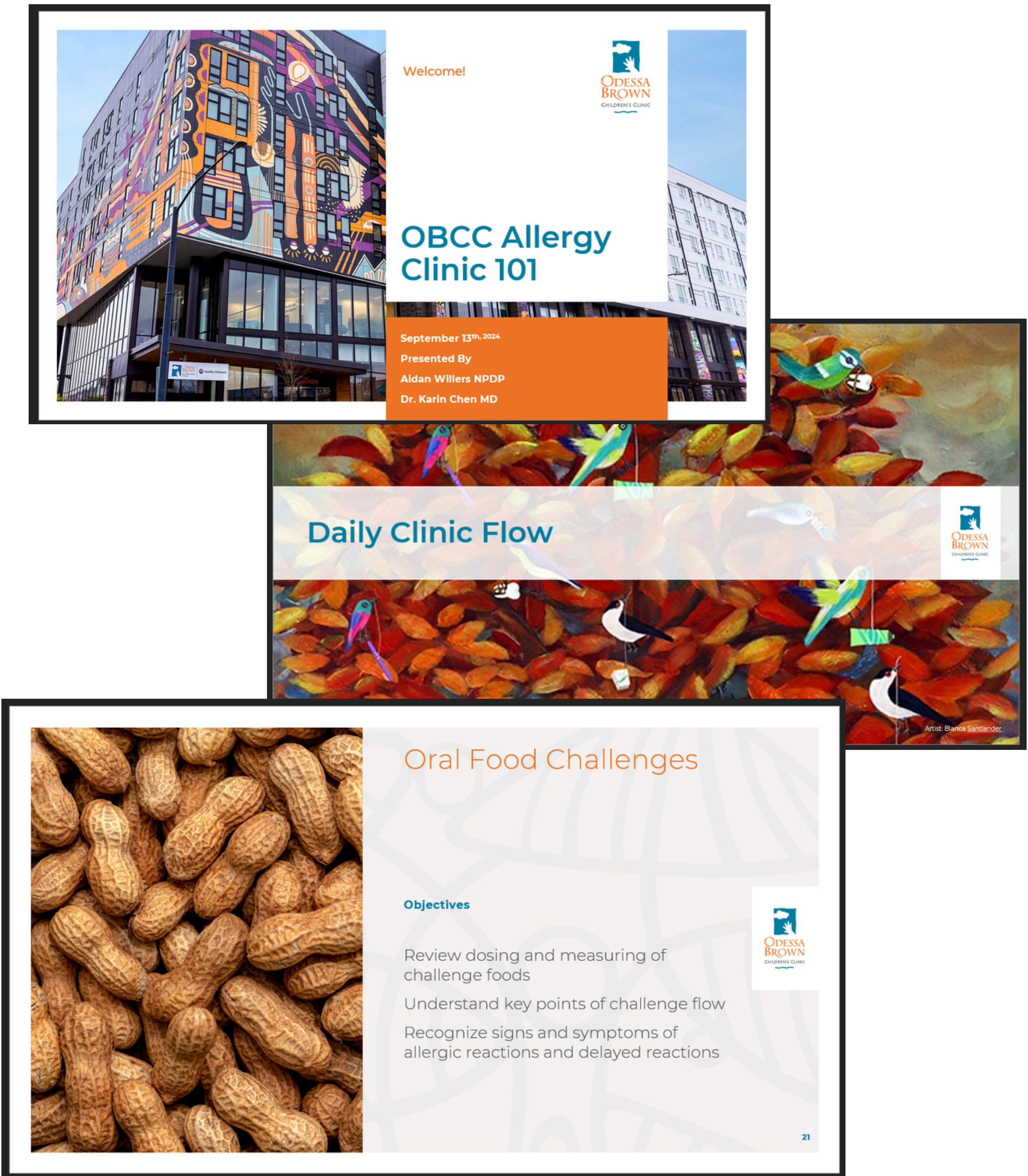
## Objectives

- 1 Improve understanding of the roles and responsibilities of the clinical staff (RNs and Medical Assistants) supporting an allergy clinic.
- 2 Create a template for educational content encompassing best practices for an allergy clinic in the primary care setting.
- 3 Provide a space for staff, leadership, and content experts to knowledge share and create new standard work together.

## Methods

- Dedicated Learning Time (7-8 hours)
- Comprehensive Learning Materials, developed in partnership with local, established outside allergy clinics
- Didactics teaching session, including scenario based learning
- Guided Hands-on Learning
- Electronic Healthcare Record Rehearsal
- Content Expert Instruction and Validation
- Collaborative approach utilizing immunologist, directors, managers, and staff nurses

## Teaching Materials

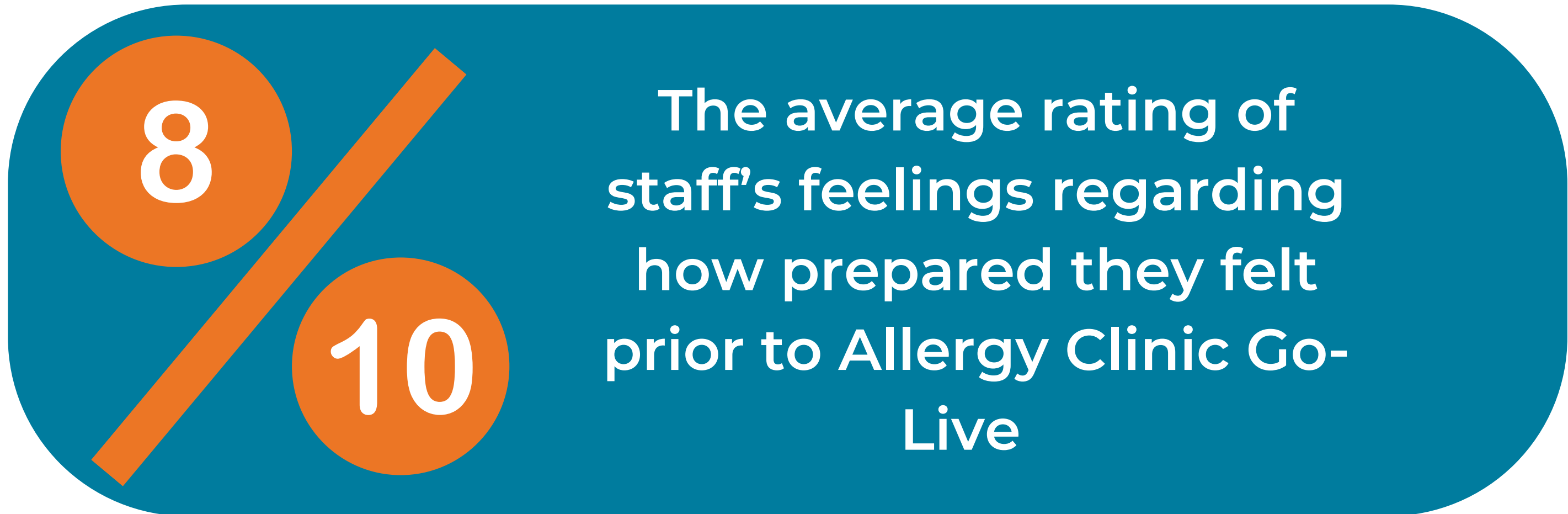


## Findings

- Staff surveyed stated agreement with the following statements:
- I received ample knowledge regarding Allergy Clinic prior to Go-Live
  - I felt prepared prior to Allergy Clinic Go-Live
  - I feel like I have the support I need to successfully care for Allergy Clinic Patients



Staff reported that they appreciated having the whole clinical team together at once. Medical provider, nurse, and medical assistant, all training together and troubleshooting clinical concerns at the same time produced efficient action items and learning opportunities to help the first day of clinic run smoothly.



“What made the training day so impactful was the ability for the team to establish relationships, finalize work flows, and iron out imperfections, in a sort of dress rehearsal fashion, before the go-live date. - RN Manager”

## Conclusion

- Multidisciplinary collaboration among MDs, RNs, and leadership is essential, and ensures consistent standards and best practices in providing care to allergy clinic patients.
- All roles found utilizing shared space and shared learning time helpful in their development of Allergy Clinic skills and knowledge. This also allowed for just-in-time refinement of clinic flow and process.
- While not all clinical sites can offer dedicated learning time where all stakeholders are present to participate, the items included in this template can be individually customized to fit the needs of the clinical environment.

## Next Steps

- 1 Expansion of allergy clinic: In the coming months: The allergy clinic service will be expanding to an additional site of care, with the end goal to provide the service hospital wide.
- 2 Additional Services: Over time, the allergy clinic will be adding services such as allergy shots and vaccine allergy testing.

## Acknowledgements

Special Thanks to University of Washington Family Medicine, Karin Chen MD, and all the staff at Odessa Brown Children's Clinic!

## Contact Info



References

Bass, S., Scholes, K., & Smith, D. (2023). Preventing nurse burnout to improve nurse retention in primary care. *Nursing Management (Springhouse)*, 54(12), 26-33.

Bustos, G., Sanchez-Gonzalez, M. A., Grogan, T., Bonansea-Frances, A., Wright, C., Lichtenberger, F., Rizvi, S. A., & Kaplan, A. (2024). Improving allergy management and treatment: A proposed algorithm and curriculum for prescribing allergen immunotherapy in the primary care setting. *Npj Primary Care Respiratory Medicine*, 34(1).

Cabrera, M., Ryan, D., Erlewyn-Lajeunesse, M., Levin, M. E., Martínez-Cañavate, A., Villalazán Pérez, C., Angler, E., Trujillo, J., Cárdenas-Rebollo, J. M., Losappio, L., & Reali, L. (2023). Preliminary pilot study results of the eaaci allergy educational needs in primary care pediatricians task force in managing allergic disorders. *Pediatric Allergy and Immunology*, 34(1).