



Nurse Practitioner World News

ENDORSED
BY
NPWH

Vol. 12, No. 8

THE OFFICIAL NEWS PUBLICATION OF NURSE PRACTITIONERS

August 2007

ICN Advanced Practice Nursing Network Meets in Japan



Symposium panelists (left to right) Alice Yuen Loke of Hong Kong, Shiori Usami of Japan, Petri Roodbol of The Netherlands, Barbara Sheer of the United States, and Jenifer Tang of Taiwan

By Barbara Sheer, DNSc, FNP-C, FAANP

As Yokohama Harbor in Yokohama, Japan, celebrated its centennial on June 1, 2007, with festivals and fireworks in picture-perfect weather, more than 160 advanced practice nurses from around the world met in the state-of-the-art convention center of the Pacifico Yokohama. The meeting was part of the International Council of Nurses (ICN)

conference, held from May 29 to June 1, and the 8th International Nursing Regulation Conference held immediately afterward, on June 2 and 3. The theme of the ICN conference was "Nurses at the Forefront: Dealing with the Unexpected."

Network Update

The ICN nurse practitioner/advanced practice nursing network (NP/APNN) was founded in 2000 and is the fastest growing ICN network. That was evident at the

Japan meeting, as many delegates were turned away at the door for the standing-room-only affair. Several reports updated work of the network's subgroups.

Dr. Joyce Pulcini of Boston College and Dr. Alice Yuen Loke of the Hong Kong Polytechnic University presented the results of the network practice group's pilot study on APN education, practice, and regulatory issues. Attendees discussed how to modify the study questions to gather information about the advanced practice movement throughout the world. It was a valuable opportunity to hear from residents of nations with limited access to technology. The suggestions will be incorporated into the revised survey, which will be distributed during the next year. In the future, the survey will be translated into a variety of languages. The results of the initial survey will be presented at the next meeting in Toronto in 2008. Additional information about the survey can be obtained from Joyce Pulcini on the network website, <http://www.icn-apnetwork.org>, under Practice Issues.

The communications subgroup distributed the latest edition of the network bulletin, which is published twice a year. Initially published in English, the bulletin is then translated into French and Spanish and made available to all member organizations of ICN and posted on the website. To keep up with the growing need for informa-

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By Carolyn Buppert, JD, NP

Determining Productivity When Working for a Surgeon

When a nurse practitioner conducts an office visit for evaluation and management, it is pretty clear what the NP is bringing to the practice. The NP's monetary value to the practice is the total of procedures billed multiplied by the payer's fee schedule (or, in the case of self-paying patients, multiplied by the practice's fee schedule), minus any amounts not collected. Many payers pay the same rate whether an NP or a physician performs the service, although some payers adjust the fee schedule rates if an NP does the work.

When an NP works for a surgeon, the process is less straightforward. However, it is still possible to quantify the NP's monetary contribution. Surgery is reimbursed



Carolyn Buppert

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Harmony at the Airport



Maureen Zampella, a nurse practitioner and director of nursing at Harmony Pharmacy & Health Center

By Maureen Zampella, RN, ANP-C,
in an interview with Laurie Lewis

The next time you find yourself at Newark Liberty International Airport in New Jersey, go to Terminal C and check out Harmony Pharmacy & Health Center. This upscale store, which looks like a European apothecary with its terrazzo floors and onyx counters, includes the first retail clinic in a U.S. airport.

Unlike most retail clinics, which have popped up as add-ons in major chain stores around the country, Harmony Pharmacy & Health Center was created as an organic whole. The health center came into exist-

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Harmony at the Airport

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tence at the same time as the pharmacy and retail store. Together, the pharmacy and health center provide travelers and airport employees the opportunity to address their medical needs like never before.

The director of nursing for Harmony is Maureen A. Zampella, RN, APN-C. A certified family nurse practitioner, Maureen also has a master's degree in business administration. She was working on a doctorate of nursing practice when offered a chance to join Harmony, and she felt this was an opportunity she could not pass up.

Maureen joined the company just one week before the opening of the Newark airport facility this March. It was an initiation by fire: she logged more than 80 hours a week during 6 of her first 8 weeks on the job. Even though traffic in the medical center was slow, averaging just 4 or 5 patients a day, much needed to be done—purchasing equipment and supplies, training the staff, developing promotional materials, and all the other tasks facing a start-up business.

When contacted by telephone at the end of May, Maureen reported, “The store is functioning now. The medical area is slowly getting going.” She had just placed pamphlets about Harmony Pharmacy & Health Center along the 3 long corridors projecting from the central ticketing area of Terminal C, which is mainly occupied by Continental Airlines. She has had repeated requests from Continental employees to stock information in its Presidents Club. “Airline employees—the counter people and flight attendants—so far have been our best means of advertising,” Maureen said.

Filling a Need

Changes in air travel in recent years have helped create a captive audience for Harmony Pharmacy & Health Center. “These days, people have to get to the airport so early. While they're waiting to board a flight, we can assist them in addressing many health concerns so they are better prepared to travel,” Maureen said.

A traveler with a minor ailment may come into the pharmacy looking for an over-the-counter product to relieve the condition. Upon discovering that a medical provider is available to assess health complaints, the traveler may choose to go to the health center for a professional opinion, appropriate medical recommendations, and, if warranted, prescriptions that can be filled right there in the pharmacy.

This actually happened in the early weeks of Newark airport's facility, according to Maureen. A 3-generation family was about to leave on a trip. They were concerned that one of the children might have an ear infection and were relieved to find a pharmacy at the airport where they might be able get medication to ease the young-



Harmony Pharmacy & Health Center at Newark Liberty International Airport

ster's discomfort while flying. When they realized there was a clinic in the pharmacy, they decided to see the provider. She examined the child's ears and advised the parents that the tympanic pressure was so severe she was concerned about the possibility of tympanic rupture. As a result, one parent decided to stay home with the child, and the rest of the family went on the trip without them.

The airport health center takes many forms of insurance—whatever insurance the medical partner's office accepts. Patients without insurance, which includes the many foreigners who travel through the airport, willingly pay the low fees typical of retail clinics. It's a small price to assure a safe and healthy trip.

In a busy international airport like Newark, foreign travelers pour through the corridors. Their needs were considered when staffing Harmony Pharmacy & Health Center. Although none of the medical staff is bilingual, many of the store's

sales staff are, and they speak a variety of languages in addition to English. They can assist the medical provider with communications when necessary.

It's not just travelers who are benefiting by the presence of Harmony Pharmacy & Health Center. About 25,000 people work at the airport, many of them on shifts that make it difficult to access care during normal business hours. Because Harmony is open from 6 AM to 9 PM every day of the year, airport employees now have easier access to quality, affordable care.

Of course, some care is beyond the scope of practice of the health center. But that doesn't mean Harmony visitors won't receive service. Maureen told of a woman who visited the pharmacy for pain medication. When she described her pain, the pharmacist suggested she see the clinic's provider, a physician assistant. Upon examining the patient, the PA suspected pancreatitis. She explained that this condition required evaluation in the emergency room

and possibly admission to the hospital. She called paramedics to transport the woman to the hospital. Needless to say, the patient was upset, not just because of the pain, but because she was missing her flight. The reassuring PA accompanied the distraught woman to the gate, where they met the rescue team that would take her to the hospital. “That's an example of the customer service that is so important to Harmony,” Maureen said.

The Future

Currently, the health center's 3 providers are all PAs, because that is whom the medical partner hired. As Harmony Pharmacy & Health Center expands to airports across the country, the company looks to medical partners who utilize NPs in this role.

Harmony's founder and CEO, Ken Corroon, is busily checking out other airports as possible venues for expansion. Some day health clinics may be as common at airports as areas to claim lost luggage.



Maureen Zampella with a patient



Inside Harmony Pharmacy & Health Center