

# HEALTH PROFESSIONS STUDENT TRAINING

## 2024 NTTAP Learning Collaborative



### HEALTH CENTER DESCRIPTION

Five Rivers Health Centers is a group of centers with multiple locations in Montgomery County and Greene County Ohio. We have achieved Patient Centered Medical Home status and offer a wide variety of services. These services include Family Health, Women's Health, Internal Medicine, Pediatrics, Dental, Behavioral Health, dietician, medical/legal partnership, Adult Psychiatry, and Clinical Pharmacy. We also have specialty clinics including HIV, sports medicine, podiatry, optometry, and an in-house pharmacy at two of our locations with the option for patients to also have their medications delivered to their home for free. We also have a robust Healthy Start program.



### AIM STATEMENT

Five Rivers Health Centers is committed to providing an exceptional educational experience for the health profession student. These students may include clinical and non-clinical students. It is the goal of Five Rivers Health Centers to provide a concise and comprehensive on-boarding experience for these students. By June 20th, 2024 Five Rivers will create a streamlined, comprehensive and standardized process for onboarding these students.



### PROGRAM DRIVERS

To help train and recruit future healthcare professionals from all levels of education, including career technical schools and high schools to post-graduate students by providing a wide range of experiences to help serve our underserved population. In all levels of learning the students are experiencing integration of care and comprehensive care.



### VOICE OF THE TEAM

Having a Playbook that I can now refer to has made a real impact on how I manage the onboarding and offboarding process. It is much easier now that I have a plan that I have shared with all departments involved and everyone that plays a role in the process.

— Rebecca Dupras RNC-LRN, Clinical Nurse Educator



### INNOVATIONS

- ⇒ Standardized the onboarding and off-boarding process for students for all Five Rivers Centers so that the process is the same at all sites.
- ⇒ Standardized the onboarding letter template that is sent to the students and their respective schools.
- ⇒ Standardized the orientation process for all students that will be completing an intern/externship for Five Rivers Health Centers



### 'AHA' MOMENT

How much easier the process becomes when there is a standardized process with reusable letter templates and file templates for each student and school.



### KEY PARTNERS

#### Internal

- \* Executive team members
- \* People Department Employees
- \* Clinical Nurse Educator
- \* Clinical Managers Staff preceptors.

#### External

- \* Academic partners from multiple schools, students
- \* Members of the OACHC that partnered with me.



### RECOMMENDATIONS

- \* Identify the team and set meeting dates and times from the start.
- \* Come up with a list of topics to be discussed at each meeting and who is responsible for the information that is due at that meeting.
- \* Establish clear responsibilities for each person and what part of the process that person is responsible for.

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JESSIE TRICE  
COMMUNITY  
HEALTH SYSTEM

Since 1967



### HEALTH CENTER DESCRIPTION

Jessie Trice is a Federally Qualified Health Center serving the community of Miami, FL for over 50 years. Through multiple primary care and school-based locations, Jessie Trice provides comprehensive care, including OB/GYN, behavioral health, pharmacy, and dental services. With a focus on education and research, Jessie Trice trains learners in multiple disciplines and is developing a Family Medicine Teaching Health Center residency.



### KEY PARTNERS

**Internal:** Executive Team Members, Clinical Staff and Providers, Human Resources Staff, Future THC Residency Personnel

**External:** Academic Partners - NSU, Larkin



### AIM STATEMENT

**Mission:** To train generations of physicians committed to improving quality of life through achieving health equity for all, quality comprehensive health care delivery, education, research, and innovation.

The **Vision** is to be recognized as a Teaching Health Center with proven outcomes in reducing health disparities, improving health outcomes, and decreasing disease burden.



### PROGRAM DRIVERS

1. The need for a standardized HPS training process that is accessible and known throughout the organization
2. The increasing demand for further HPS placement at our organization from existing partners
3. The development of a Family Medicine THC residency



### MEASURES

The RTAT survey identified a notable gap between readiness for medical students and medical residents. This finding is not unexpected considering the recent implementation of resident learners into our organization. It underscores the necessity of completing this groundwork before launching our residency.



### VOICE OF THE TEAM

Due to today's wealth of maintaining connections and reaching out to other professionals and organizations, working alongside others with the same goal makes it easy to implement collaborations from the start. We are yet to have residents on board, however, by working on NTTAP Playbook, we have increased our awareness into the preparation of receiving the health professional students when the time comes. Therefore, our organization continues to learn how to communicate, disseminate and standardize processes for success.

— Gladys Opong-Tetteh, PhD, Future THC Residency Program Coordinator



### 'AHA' MOMENT

The collaborative enabled us to focus on our existing procedures for student learners, highlighting the importance and practicality of standardizing the learner experience.



### VOICE OF LEADERSHIP

Through this collaborative effort, incorporating strategies and coaching support into our health centers' operations for the planned health profession student training program has enhanced our ability to evaluate and hopefully sustain the program effectively. This approach will undoubtedly lead to improved training quality and long-term viability, ultimately resulting in a better-prepared healthcare workforce and improved patient care outcomes.

— Joycelyn Lawrence MD, CMO & Future THC Residency DIO



### RECOMMENDATIONS

- ⇒ Establish a team with clearly defined roles and expectations
- ⇒ Conduct a comprehensive baseline assessment of existing processes and documentation for learners
- ⇒ Practice patience – the work completed for the collaborative is an ongoing process



### INNOVATIONS

- \* Revisiting affiliation agreements with current partners
- \* Collaborating with HR to include learners in new employee orientation
- \* Met with stakeholders to re-establish opportunities and goals for placement of learners

# HEALTH PROFESSIONS STUDENT TRAINING

## 2024 NTTAP Learning Collaborative



### HEALTH CENTER DESCRIPTION

SWLA is a Federally Qualified Health Center. SWLA currently has ten sites and one mobile unit in four parishes (Calcasieu, Allen, Acadia, & Lafayette) in Southwest Louisiana. SWLA proudly serves more than 20,000 residents annually. SWLA was accredited by the Joint Commission in 2006 and is designated as a Primary Care Medical Home.



### 'AHA' MOMENT

This exercise allowed SWLA to compile its' current processes, from various departments, used to administer the health professions student training program in one succinct document. Various departments play a critical role in assisting potential health profession students with program acceptance, onboarding, school and SWLA compliance, and training regarding the program. One succinct document promotes more efficiency and effectiveness regarding SWLAs health profession student training program.



### AIM STATEMENT

#### Mission:

SWLA Center for Health Services provides quality, cost-effective and comprehensive primary healthcare and support services in an environment that embraces Respect and Dignity.

#### Vision:

SWLA Center for Health Services aspires to eliminate all disparities in access to healthcare.



### INNOVATIONS

- 1) Foster the resources and tools required to execute an evidence-based training program for various members of the healthcare community.
- 2) Execute a student-trained collaborative that is invaluable and a sustainable link between students, health care professionals, community health centers, academic institutions, community organizations, and the community.
- 3) Cultivate a student-trained program that provides service learning for students to gain practical experience in an interdisciplinary setting and cultural competence to increase access to culturally appropriate health services.
- 4) Create a comprehensive health training program to serve as a pipeline for health professionals.



### RECOMMENDATIONS

- \* Meet as a committee to discuss and clarify the information needed for each play.
- \* Identify the specific departments for information gathering.
- \* Encourage departmental leaders to meet individually with the project lead to discuss additional details of requested information.

# HEALTH PROFESSIONS STUDENT TRAINING

## 2024 NTTAP Learning Collaborative



### HEALTH CENTER DESCRIPTION

Tepeyac is a non-profit Federally Qualified Health Center located in Denver, Colorado. We offer a wide variety of services from preventive care to mental health counseling to routine dental exams. In 2023, we moved into a 24,000 square ft building and added a pharmacy open to the community.



### PROGRAM DRIVERS

- \* Bilingual healthcare workers in the community from frontline all the way to providers
- \* Identifying and developing preceptors
- \* Developing our own for future recruitment
- \* Offering career advancement opportunities to BIPOC in healthcare professions within the community



### KEY PARTNERS

#### Internal

- \* Human Resources
- \* Chief Health Officer
- \* Practice Manager
- \* Pharmacy Manager
- \* Dental Director

#### External

- \* Trade & Vocational Schools
- \* Local High Schools
- \* Universities & Colleges
- \* Workforce Centers



### AIM STATEMENT

#### Mission

At Tepeyac we believe in inspiring health, wellbeing, and humanity in our community, through all life's stages.

#### Vision

We envision a healthy community with access to regular and ongoing health care. As we expand our reach and bring cultural responsiveness into the community, we strive for exceptional, trustworthy care that empowers our patients, decreases routine visits to emergency rooms, and creates healthier families overall.



### MEASURES

#### Quarter 1 & 2:

- ⇒ Launch pharmacy technician training program. Two internal employees are participating in this opportunity.
- ⇒ Launch Dental Assisting internship. One local high school student completed this internship at the end of May.
- ⇒ Two local high school students will begin Medical Assisting internship by June 2024.



### INNOVATIONS

- \* Collaboration from CHO and MD.
- \* Hiring an HR Manager and Coordinator to dedicate 100% of their time to student training programs
- \* Create policies and procedures regarding stipends, career paths, career ladders w/in the CHC
- \* Strengthening current partnerships and creating new ones



### 'AHA' MOMENT

As we started rolling out more career pathways (Pharmacy Technician, Dental Assistant, Medical Assistant, Imaging Tech.), we discovered student training programs work best when all departments work together to help participants elevate their careers. We realize it was important to track student success and it was best to do this during on/offboarding. We created two surveys to determine student needs and understand their background.



### RECOMMENDATIONS

- 1) Reach out to other CHCs who already have student training programs in place. Ask to use their resources. Don't reinvent the wheel.
- 2) Ensure there is a designated person to track students in training programs, scheduling needs, document process & outcomes, and another person to create policies and procedures and network with community partners
- 3) Ensure providers and other clinic staff understand the importance of student training programs. Be flexible to meet the needs of clinic staff and students.

# HEALTH PROFESSIONS STUDENT TRAINING

## 2024 NTTAP Learning Collaborative



### HEALTH CENTER DESCRIPTION

Thundermist Health Center is a full-service primary care provider with dental and behavioral health services. The nonprofit community health center aims to improve the health of patients and communities by delivering exceptional healthcare, removing barriers to that care, and advancing healthy lifestyles. Thundermist has locations in West Warwick, Woonsocket, and South County. The organization cares for patients regardless of insurance and ability to pay. In 2023, Thundermist cared for over 62,000 patients. Learn more at [www.thundermisthealth.org](http://www.thundermisthealth.org).



### AIM STATEMENT

Thundermist strives to provide a comprehensive, hands-on, clinical learning experience for student trainees in partnership with our affiliated academic institutions and training programs. Student trainees will share a passion for serving our communities while adhering to our organizations' [Be Thundermist mission and values](#) focusing on providing high-quality patient-centered primary health care.



### PROGRAM DRIVERS

- ⇒ Awarded a HRSA Teaching Health Center grant to develop a family medicine residency program. Medical student rotations started in 2024. Residents will start in 2026.
- ⇒ Increased organization size including the purchase of a new mobile van and two additional buildings.
- ⇒ Organizational commitment to creating and sustaining workforce development initiatives.



### KEY PARTNERS

#### Internal:

Senior Leadership team, Director of Compliance, Human Resources Policy committee members, Director of Recruiting, AVP of DEI, Senior Director of Clinical initiatives, Director of Behavioral Health Workforce Development

#### External:

Contacts at local and regional universities and other education training programs.



### VOICE OF THE TEAM

"Thundermist partners with local academic healthcare programs to introduce and train students for careers in community health. Through reflection and insights gained through this process, we've developed new tools and practices to enhance the stakeholder and student experience. This supports our goal of bringing new talent to our workforce, which currently serves 1 in 20 Rhode Islanders."

— Claire Haynes, Senior Director of Clinical Initiatives



### MEASURES

The most significant data points were risk and capacity which drove the need for developing standard operating procedures and for growing student training programs.



### INNOVATIONS

- \* Wrote and implemented a Standard Operating Procedure.
- \* Improved the onboarding process including developing correspondence templates.
- \* Developed strong relationships with local academic institutions and prioritized capacity based on those partnerships.



### 'AHA' MOMENT

A major lightbulb moment is that communication with all constituencies is key!

1. Developed email communication templates for the onboarding process.
2. Created solicitation emails to preceptors.
3. Sent a survey to employees requiring precepting.



### RECOMMENDATIONS

- \* Communicate new process changes to multiple stakeholders across the organization.
- \* Ensure that senior leadership priorities align with the goals of the program.
- \* Include administrative support to manage onboarding, scheduling, and communication.