



COMMUNITY HEALTH CENTER, INC.

EDUCATION AND TRAINING FOR THE NEXT GENERATION

Healthcare Students Playbook



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Introduction and Background

Community Health Center, Inc. (CHCI), is a major center of education and training for the next generation of the health care workforce, both clinical and non-clinical. CHCI has devoted considerable resources to the organization, management, and follow up of the postgraduate residencies for NPs and post doc psychologists, we have also developed this comprehensive program manual to encapsulate all tracking, monitoring, training and educating our students and trainees who are granted the opportunity to learn at CHC, Inc.

Students and Trainees Committee can access documents, process and policy documents at the SharePoint Intranet page: <https://chcsppr.chcntct.local/HR/studentsandtrainees/>

The screenshot displays the SharePoint 'Students & Trainees' site. The top navigation bar includes links to Home, 99.9 User's Dr, CHCI Peds Project, CHCI Data, CHCI BOC Safety & Risk Management, CHCI Intelligence, CHCI Training Group, CHCI Wiki, Communications, Contracts, Control Systems, Dental, Facilities, Finance, Human Resources, ICD10, Information Technologies, and a search bar. The left sidebar contains links to Libraries, Site Pages, Shared Documents, Lists, Calendar, and Tasks. The main content area is titled 'Student & Trainee Information' and is divided into three sections:

- On-Boarding & Training**: A document library with 5 items. The first four are training calendars for 2013-2016, and the fifth is a document titled 'Student Immunization requirements and conditions of enrollment 2015'. All items are modified by CHCNTCT\leaney.
- Policies, Surveys**: A document library with 2 items. The first is a 'Student Trainee Policy 041515 Final' and the second is an 'Add document' link. Both are modified by CHCNTCT\leaney.
- Process Flow & Playbook**: A document library with 3 items. The first is 'Healthcare Students PLAYBOOK MAY 11 2015', the second is 'Healthcare Students Process Flow Vers 5 062915 PDF', and the third is 'Student post experience survey_FINAL 041415'. All items are modified by CHCNTCT\leaney.

Play #1 – Partnership Approval and Communications with Schools

Necessary Parties: Sr. VP/Clinical Director, School, CHCI Interprofessional Student Coordinator

Overview:

The student coordinator will escalate all requests for new contracts to the Clinical Director / Senior VP of CHCI for approval. Once approved, the designated school contact person will communicate with the Interprofessional Student Specialist at CHCI regarding all applications, questions and requests. The designated school contact should assist in filling in all necessary information within the contract, agreement or addendum. The document for signature will then be sent to CHCI's legal team for review and approval. Once a final copy is agreed upon, the student coordinator is responsible for obtaining all signatures on the document, and activating within Meditract.

Key Steps for determining School Relationship

- All school requests will be evaluated by the SVP/CD and appropriate CC
- Determine if CHC is interested and/or can accommodate
- CHC will review for appropriateness and provide feedback
- School acceptance can be based on some of the following:
 - Geography
 - Reputation
 - Strategic partnership
 - Present partnerships/relationships
 - Multi-discipline
 - Model of training/education
 - CHC Staff alumni
 - Willing to meet all requirements
 - Funding
 - Criteria (many different types of schools)
 - Capacity
 - Contributions to pipeline
- The Interprofessional Student Coordinator facilitates to assure all information is complete

Key steps for initial communications with approved but not contracted school:

- School identifies the health professions track or program which they are seeking clinical rotations
- The school acknowledges that the request for placement at CHCI as an educational site will be made by the academic program, not the individual student
- The student coordinator escalates the request for review and approval from SVP / CD.
- The Legal department within CHCI requests a copy of the standard contract for clinical rotations for review; student coordinator is responsible for submitting the contract for review in appropriate system.
- Upon receipt, the Legal team will review the contract to assure the following criteria are met:
 - Start/end date in place, maximum 3 years
 - School assumes responsibility to assure Infection control/immunization/health statement requirements are met
 - Student
 - Faculty (if coming on-site at CHC)
 - Termination procedure
 - Contact information
 - Liability insurance
 - Emergency process
 - Student's learning objectives
 - Confidentiality/Privacy
 - Stipends/Compensation (if applicable)
- CHCI Legal team will provide feedback with revisions and/or confirmation of acceptable terms
- Once we have an acceptable contract that has been approved by both parties, the student coordinator is responsible for obtaining signatures from both parties
- Once signed, student coordinator is responsible for properly activating within appropriate system.

Important Note: if school contacts CHC provider directly, the provider is responsible for forwarding any and all requests to the student coordinator.

Play #2 – Affiliation Agreement Management

Necessary Parties: Interprofessional Student Coordinator, SVP/CD, Clinical Chiefs

One can access the current active contracted schools list with CHC by logging into the **MediTract** System. Meditract is the system CHCI uses to house all contracts with outside partners, including student and trainee relations. The student coordinator is responsible for continual monitoring and tracking of active contracts in Meditract.

Should a contract be set to expire, the student coordinator and any other listed responsible party will be notified via email by the Meditract software. Notification of a contract slated for expiration will prompt the student coordinator to connect to the necessary Clinical Chief and SVP / CD for confirmation of renewal. Upon confirmation, the student coordinator assumes responsibility in updating the contract terms, via the process listed in Play #2.

Once activated, the student coordinator is responsible for ensuring the previous contract (now outdated) is properly terminated within the Meditract system.

Play #3 – Student Capacity

Necessary Parties: SVP/Clinical Director, Clinical Chiefs, School Contact, Interprofessional Student Coordinator

Overview:

The Student Coordinator will assume responsibility for assessing capacity of preceptors in the organization by regularly communicating with appropriate Clinical Chiefs and SVP / CD for provider readiness. The Student Coordinator will outreach providers to determine interest based on the feedback as provided from clinical leadership, in addition to vetting for FTE, and length of time in the organization. If willing preceptor is identified, a secondary review for available space, day(s) of the week and time will be performed. Preceptor is then formally matched to the student.

Key Steps:

- Student Coordinator assumes responsibility to communicate with appropriate school contact and/or student inquiries directly to assess student interest for clinical rotation at CHCI.
- Student acceptance is based on:
 - Duration of rotation
 - Preceptor availability and specific request of criteria (*ie: student in final year of program*)
 - Site/Pod space available
 - Match to organization standards
 - Timing for start date; appropriate notice given
- Other possible criteria to keep in mind for student acceptance:
 - Student's Mission and Goals
 - Potential for employee retention
 - Employee personal request
 - CHCI clinical need
 - Budget allocations
 - Training and Technology allocations
- *Acceptance decision is made by Student Coordinator unless special circumstance exists; otherwise, deferment to senior clinical leadership needed.*

Play #4 – Initiating the on-boarding of a student

Necessary Parties: Interprofessional Student Coordinator, IT, Training, HR

Overview:

This play exhibits when, how and who to communicate with regarding all students and trainees slated to onboard in the organization.

Key Steps:

- **Once student placement is determined, the Student Coordinator is responsible for initiating and facilitating all onboarding steps.**
- Student Coordinator will submit a Workday New Hire ticket that distributes to the CHC Onboarding Group for next steps. Ticket should include student's name, contact information, site, business title, preceptor, start date, and end date *(if pre-determined)*
 - *The proper Business Title indications are located on the CHCI Students and Trainees Sharepoint.*
- Once ticket is submitted, Student Coordinator should identify any additional needs as applicable to student type.
 - *Should student need additional equipment and/or access, the Student Coordinator must communicate to IT and Training to ensure these needs are met in accordance with student start date.*
 - *The proper student needs by discipline are located on the CHCI Students and Trainees Sharepoint.*
- The Student Coordinator assumes all responsibility to ensure that all accounts and access is live by the time the student arrives.

Play #5 – Communication with Student

Necessary Parties: Interprofessional Student Coordinator, Student, School Contact

Overview:

After initiating the proper tickets for student onboarding, the Student Coordinator sends each student a welcome onboarding email with essential information which will assure efficient and effective student onboarding to the organization.

Key Steps:

- Interprofessional Student Coordinator emails student and cc's the school representative, preceptor, and any additional needed parties the necessary documents and information.
- All students should receive and complete the HR packet and infection control information. The Student Coordinator is responsible for ensuring infection control standards as provided by CHCI are met; a letter of attestation from the school/university confirming infection control needs are met is acceptable in lieu of student submitting CHCI infection control document.
 - *Additional required documents and information to provide to each student discipline is located on the Students and Trainees Sharepoint.*
- Student Coordinator is responsible for tracking and monitoring retrieval of all necessary documentation for student rotation.
 - *Coordinator should track these items via an Excel sheet to ensure all documents are received.*
- Student Coordinator should ensure that the student/trainee has established a schedule and means of communication with their respective preceptor(s).
- **Should any item not be submitted ahead of the start date, the student cannot be permitted to come onsite unless otherwise noted and/or approved by clinical leadership, within reason.**

Play #6 – Student is Trained

Necessary Parties: Interprofessional Student Coordinator, CHCI Training Team, Student

Overview:

Students and Trainees slated to complete rotation(s) at CHCI will be trained in all appropriate systems and functions necessary for their discipline. The Student Coordinator will assume responsibility to ensure the student is enrolled in the required training for their discipline, and communicate these needs with the Training Team as needed.

Key Steps:

- The Student Coordinator will first assess what training is needed for the student based off the Training Team's requirements.
 - *List of proper trainings for each discipline can be found on the Students and Trainees Sharepoint.*
- Student Coordinator will communicate training needs for a given cohort of students to the Training Team to ensure available seats in the trainings.
 - *If there are no seats available, Student Coordinator is responsible for coordination with Training Team to seek alternate dates.*
- Once training is confirmed, Students will attend training classes as scheduled. **Students are required to complete training for their intended program; if they cannot complete training, they simply cannot be at CHCI.**

Play #7 – Student Arrives/Starts

Necessary Parties: Interprofessional Student Coordinator, Student, Preceptor

Overview:

Once student/trainee has completed all onboarding information and all needed training for their role at CHCI, they will arrive onsite to their designated site.

Key Steps:

- Interprofessional Student Coordinator will have provided students with an identification badge and information regarding specific site assignment, including where to park if needed.
- Student reports to assigned site location and meets preceptor on their first day.
- Student then formally reports to assigned preceptor and area of the site they will be working. A schedule is determined, by Student and Preceptor, and followed.

Play #8 – Student Documentation & Reporting

Necessary Parties: Interprofessional Student Coordinator

Overview:

As the student completes their CHCI experience, the Student Coordinator is responsible for ensuring any needed documentation and/or reporting is completed. This information is vital for continual organizational improvement.

Key Steps:

- Interprofessional Student Coordinator monitors submission of supervision reports by students, if applicable
- Regularly scheduled presentations of the ‘Student & Trainee’ committee will occur on a quarterly basis to review students/schools, report on pressing student matters, and update the committee on new and upcoming ventures in student-facing needs.

Play #9 – Off-Boarding

Necessary Parties: Interprofessional Student Coordinator, Student

Overview:

As the student rotation comes to a close, the Student Coordinator will begin steps to offboard the student from CHCI. The Student Coordinator will assume responsibility in ensuring all equipment is properly collected and that the student has no outstanding documentation. The Student Coordinator will submit a termination ticket so that IT may close any and all student accounts, and the Coordinator will submit a Qualtrics end-of-rotation evaluation to the student.

Key Steps:

- Within the final month of the student rotation, the SC will email student a final survey to gain insight on total student experience
- SC assures the following have been collected from student:
 - CHCI ID badge
 - Laptop (*if applicable*)
 - Any equipment borrowed
- SC enters IT termination via Workday ticket to IT for network access to be turned off
- IT deactivates access to network
- Preceptor may be required to submit final evaluation of student to the school, subjective to discipline; Student Coordinator ensures preceptor understands responsibility and submits in a timely fashion.
- Student Coordinator reports findings from student evaluation to Student and Trainee Committee.

Play #10 – Payments to CHCI

Necessary Parties: Interprofessional Student Coordinator, School Contact, Accounts Payable

Overview:

The designated school contact person will communicate with the Student Coordinator at CHCI regarding payment for a student placement. The Student Coordinator will advise that the payment be made to CHCI as predetermined in the agreement. Payments are to be received within 6 months of the student ending their clinical rotation at CHCI.

Key Steps:

- Student Coordinator emails the school representative to confirm students, hours, and dates of rotations completed.
 - Student Coordinator is responsible for ensuring that payments received are consistent with language on respective school contracts.
 - Once confirmation of amount owed is made, Student Coordinator is responsible for tracking receipt of all payment via communications with Accounting Team.
 - Student Coordinator will report to clinical leadership expected and actual amounts received for each Fiscal Year.
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- **Payments should never be made directly to the preceptor**