

CHCI

Commun'ty Health Center, Inc.'s

CLINICAL WORKFORCE DEVELOPMENT

NATIONAL COOPERATIVE AGREEMENT



A Program of the Weitzman Institute



Mission

Objectives



Commune Health Center, Inc.

CHC Profile:

Founding year: 1972

Staff: 1,000

Patients/year: 100,000





Weitzman

Training

Weitzman Institute

The Weitzman Institute works to improve primary care and its delivery to medically underserved and special populations through research, innovation, and the education and training of health

















CLINICAL WORKFORCE DEVELOPMENT NATIONAL COOPERATIVE AGREEMENT

A Program of the Weitzman Institute



Transforming Teams

- National Webinars on the team based care model
- Invited participation in Learning Collaboratives to launch team based care at your health center

Training the Next Generation

- National Webinar series on developing Nurse Practitioner and Clinical Psychology residency programs and successfully hosting health profession students in health centers
- Invited participation in Learning Collaborative to implement these programs at health center



Creating a Platform for Educating and Training the Next Generation

- Family Nurse Practitioner Residency Training Program (Est. 2007)
- · Postdoctoral Clinical Psychology Residency Training Program (Est. 2011)
- · Psychiatric Mental Health Nurse Practitioner Residency Training Program (Est. 2015)
- · Weitzman Institute Administrative Leadership Fellowship (Est. 2017)
- Dedicated Education Units (Est. 2015)
- Center for Key Populations Fellowship (Est. 2017)
- · National Institute for Medical Assistance Advancement (Est. 2016)

CHCI is a major center of education and training for the next generation of healthcare workforce. In 2017-2018, CHCI welcomed **343** students/trainees.

- Certificate
- Undergraduate
 - Graduate

Our Model of Care

The CHC, Inc. mission is not just to provide healthcare, but to make sure that the care we provide is the best it can be, and is what best meets the needs of our communities and patients.

Research and Development

Clinical Excellence

Training the Next Generation

COMMUNETTY Health Center, Inc.'s

CLINICAL WORKFORCE

DEVELOPMENT

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A Program of the Weitzman Institute







High quality, educational experiences require detailed planning.

A 'playbook' is a strategy to create a smooth process from planning to evaluation.



A Program of the Weitzman Institute

Objectives for Organizations:

- · Professional responsibility
- Creates clinical workforce pipeline
- Provides clinical staff opportunity to teach

Objectives for Student/Trainees:

- Train to a high performing model of care
- Opportunity to increase confidence and competency
- Train to the needs of underprivileged populations



Learning Objectives

- 1. Learn framework for a streamlined health professions student (HPS) training program
- 2. Learn best practices for efficient and effective HPS training programs
- 3. Learn to develop and update a HPS Training Playbook to implement and/or improve training programs

Choosing Partners

Decision to affiliate with an academic institution can be based on some of the following:

- Strategic Partnership
- Capacity for requested discipline
- Historic relationship
- · Available and sufficient preceptors
- Geography & programmatic consideration



Affiliation Agreements

Communication





Suggested elements for an affiliation agreement

- Start/End Date or Evergreen
- Institutional responsibility of infection control
- Contact Information
- Liability Information
- Emergency Process
- Student's Learning Objectives
- Confidentiality/Privacy
- Termination Procedure





Strategy: An addendum is used to outlined the specifics of each placement

- Student information
- Identified preceptor
- Number of hours per week/days per week
- · Duration of the rotation
- Type of rotation
- Responsible faculty at academic institution



Point of Contact

Both parties must agree on a key point of contact.

 The institution acknowledges that the academic program, not the individual student, will make the request for placement

Important: If an institution contacts provider directly, the provider must refers the individual to the key contact individual within the organization



Capacity

Determining organizational capacity to accept students/trainees



Key Steps:

Clinical leadership generally determines eligibility to precept

- This will vary from semester to semester
- · Establish criteria for precepting
- Assess their interest in accommodating a student

Student Acceptance

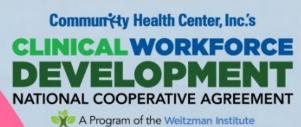
Secondary Review



Precepting a student for rotation is based on:

- Affiliated Institution
- Preceptor Availability
 - Timing
 - Training Capacity
- Primary Care Preparation
 - · Student's Mission





Important to assess secondary review for:

- Infrastructure space
- Placement semester
- Day of the week
- Specific time of placement





Onboarding

Key Components:

- Communication
- Human Resources
- Training
- Facilities & Operations



Communication

Human Resources

Training

Facilities & Operations



Communication

Communicating with key departments is crucial to an efficient, streamlined process

These departments may include:

- Information Technology
- Human Resources
- Facilities
- Operations
- Training



Human Resources

Effective communication from the initial point of contact is key to a quality student experience

- Formally welcome and communicate onboarding details
- Ensure all onboarding paperwork is completed prior to beginning placement
- Orientate students to company rules and regulations including HIPAA regulations



Training

Training on the electronic health record, policies, standards, and functions of your organization and appropriate clinical discipline is important to a quality program

Key Steps:

- Identify the appropriate training needs for each student
- Collaborate with the appropriate department to identify the next available technical training
- Coordinate with the student(s) regarding their availability



Facilities & Operations

Assure that key personnel have been notified in advance, and all equipment is prepared for student arrival

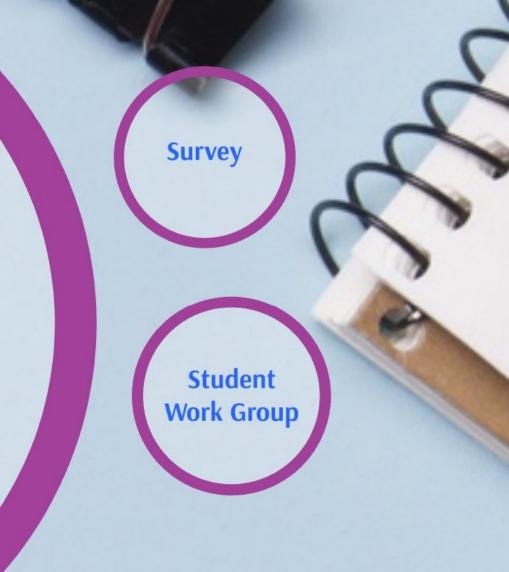
- Coordinate appropriate facilities access and space for student
- Communicate with site operations and clinical leadership
- Ensure that the site has appropriate equipment for the student

Offboarding

Collect the data, use it, and report on it

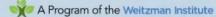
- Start/End Date
- Placement Location
- Preceptor
- Academic Institution
- Academic Program



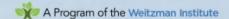


Commun'ty Health Center, Inc.'s







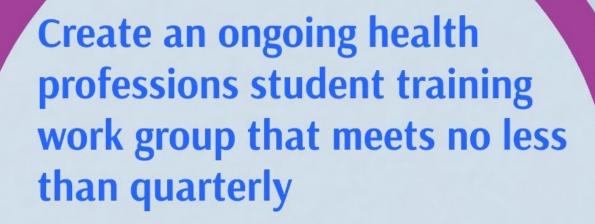


Collecting feedback is vital to evaluating your process and identifying process improvement measures

o we	nave your permission to anonymously share feedback with your preceptor/supervisor: YES or NO
Are the	re any comments regarding your preceptor/supervisor that you would like to share?
	tion with communication and planning with CHC prior to starting your clinical experience:
	Very dissatisfied
	Somewhat satisfied
-	Satisfied
	Somewhat satisfied
5.	Extremely satisfied

Satisfac	tion with training to CHC, technology, site, and systems:
1.	Very dissatisfied
	Somewhat satisfied
77.7	Satisfied
	Somewhat satisfied
5.	Extremely satisfied
Comme	





- Assess clinical staff as potential preceptors
- · Discuss new affiliations
- Present data
- Conduct process improvement projects





Next Steps:

 Establish work groups to outline the student experience from start to finish using the playbook guide

 Develop a comprehensive "playbook" to solidify the program and process to use as a base for continual improvement.

improvement



We hope that everyone is working towards creating a strong quality improvement infrastructure including coaches

 If you don't, identify someone that can coach or reach out to the NCA for additional resources on process mapping

ACU

NCA

Resources





Association of Clinicians for the Underserved

Solutions, Training, and Assistance for Recruitment and Retention

(STAR² Center)

Resources

- Self-Assessment Tools
- · R&R Plan Template
- Resource Library

Training

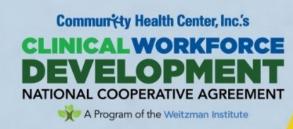
- Webinars
- Self-Paced Courses
- Learning Collaboratives

Assistance

- Individualized TA
- Data Profiles
- Connections to other NCAs







Upcoming Opportunities

Health Professions Student Training Webinar Series

November 29th, 2018 December 13th, 2018

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Looking for a Resource? We Have You Covered!





www.healthcenterinfo.org

- · A new, HRSA-funded online resource repository of training and technical assistance materials for health centers.
- Contains resources produced by the 20 HRSA-funded National Cooperative Agreement organizations serving health centers.
- · Resource topics include finance, operations, workforce, quality improvement, capital development, HIT/data, governance, and emerging issues.



ATTENTION!! Health Center CEO's & CMO's

National Health Center Needs Assessment

NACHC, in partnership with the 20 National Cooperative Agreement (NCA) holders, will implement a single national health center training and technical assistance (T/TA) needs assessment to all health centers.

Purpose: To inform improvement of health center training and technical assistance and minimize health center burden of completing multiple assessments from multiple NCAs.

We need your participation!

