




Community Health Center, Inc.'s
CLINICAL WORKFORCE DEVELOPMENT
NATIONAL COOPERATIVE AGREEMENT
A Program of the Weitzman Institute

Effectively Train Health Professions Students

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CHCI

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Mission

Objectives





Community Health Center, Inc.

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CHC Profile:
 Founding year: 1972
 Staff: 1,000
 Patients/year: 100,000



Weitzman

NCA

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 professionals.



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★ - Nurse Practitioner Residency Training Program

Weitzman
- ECHO

▲ - CECN
Community eConsult Network, Inc.

○ - nimaa
the national institute for
medical student advancement

● - CLINICAL WORKFORCE DEVELOPMENT
NATIONAL COOPERATIVE AGREEMENT
LEARNING COLLABORATIVE




Transforming Teams, Training the Next Generation

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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



High quality, educational experiences require detailed planning.

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

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

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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

Addendum

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 refer 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




Survey

Student
Work Group

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

Do we have your permission to anonymously share feedback with your preceptor/supervisor: YES or NO

Are there any comments regarding your preceptor/supervisor that you would like to share?

Satisfaction with communication and planning with CHC prior to starting your clinical experience:


1. Very dissatisfied
2. Somewhat satisfied
3. Satisfied
4. Somewhat satisfied
5. Extremely satisfied

Comments:

Satisfaction with training to CHC, technology, site, and systems:

1. Very dissatisfied
2. Somewhat satisfied
3. Satisfied
4. Somewhat satisfied
5. Extremely satisfied

Comments:



Create an ongoing health professions student training work group that meets no less than quarterly

- 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



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!

Launched in
June 2018!



HEALTH CENTER
RESOURCE
CLEARINGHOUSE

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!

COMING
September,
2018

2018
September