

# Teach, Inspire, Hire: A Preceptor Program for Recruitment and Retention

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# VALLEY-WIDE HEALTH SYSTEMS

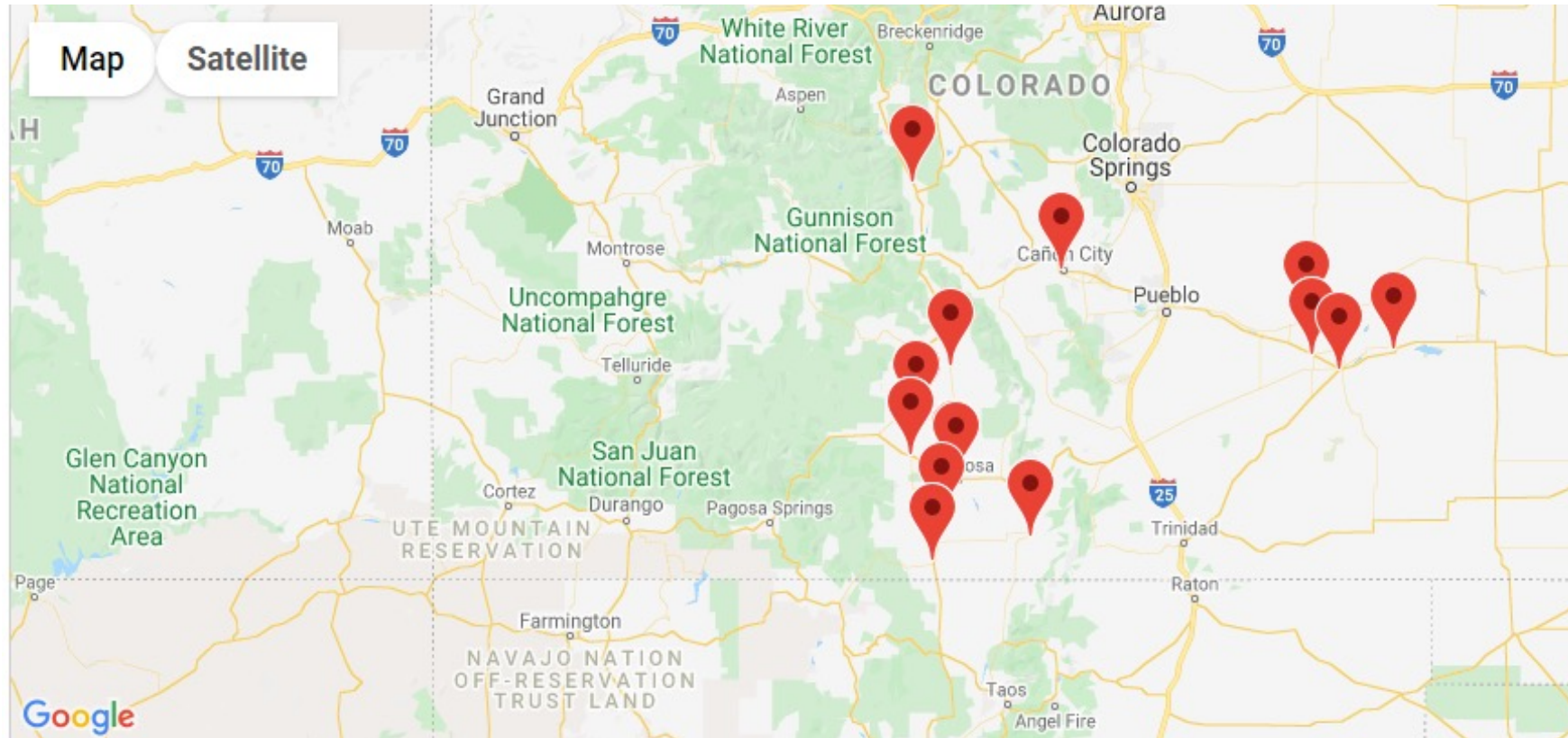
- ❖ Non-profit, Federally Qualified Health Center (FQHC)
  - ❖ Established in 1976
- ❖ 13 rural counties covering over 24,000 square miles
- ❖ Services:
  - ❖ Medical, Dental, Behavioral Health, Physical Therapy, Pharmacy
- ❖ 9 Dental Clinics, 6 co-located



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# My Experience

- As a student in 2015
  - Advanced Clinical Training and Service (ACTS) 2015
  - University of Colorado School of Dental Medicine
    - Recruitment from a hygienist
      - Started a Valley tour

Joined Valley-Wide in 2016

- Opportunity to grow this program more in 2018 when I became a preceptor

# Poll Question:

What are you most interested in learning today:

1. How to assess the Health Center resource capacity to start a preceptor program
2. Reviewing parts of an agreement between an academic facility and a Health Center
3. Developing a preceptor and student schedule
4. Creating an on-boarding calendar for a new provider



# Why talk about a Preceptor Program?

- Difficult to recruit health care professionals yet students are eager to learn about opportunities
- Best Interview – On the job
- Build a mentorship program – already know people in organization
- Test run for the student – its not a surprise, learn the community

Teach them the skills, Inspire to join Community Health and hire them at your Health Center

# Goals for Presentation

- Assess the Health Center resource capacity to build a relationship with a health professional school and to start a preceptor program
- Develop a draft patient schedule for the health professional students and a draft patient schedule for the preceptor of the students
- Create an on-boarding calendar for the new provider to improve retention



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# Example of partnerships

## Current partnerships with Valley-Wide:

- University Of Colorado School Of Dental Medicine (DDS)
  - Advanced Clinical Training and Service (ACTS) program
  - Recruitment of 4 dentists since 2018, in-process of 5<sup>th</sup>
    - 3 week rotation with 2 students each rotation cycle, all year except holidays
- Pueblo Community College Dental Hygiene Program (RDH)
  - Dental Hygiene Extramural Rotations
  - Recruitment of 1 hygienist (started 2019)
    - M-W rotations, 1 student each week for 4 weeks



As professional schools grow in class number, the schools look for ways or students to gain more experience.

‘The American Student Dental Association encourages all U.S. CODA-accredited dental schools to adopt extramural clinical rotations in underserved areas as part of their curriculum.’



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# Breakout Group – 5 minutes

What factors influence the health center capacity to have a preceptor program?



# You want to consider adding a preceptor program, what does day one look like?

- Evaluate Health Center Capacity
  - Heartburn area: do you have the employees?
    - Support staff (dental assistants, medical assistants)
    - Providers (dentists, hygienists, MD/DO, NP, PA)
      - Experience of providers
        - Some programs have a required out of school time – 2 years
- Financial position of the organization
  - It takes time but it has opportunity for reward
  - Evaluate based on provider patient daily goals and with student
    - Might drop patient revenue depending on the schedule



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# You said no capacity right now! That is ok!

- Continue to evaluate the capacity and how you can build capacity.  
Share goals with the leadership team



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# You said yes! You have the capacity!

- List two health professional schools in the State or neighboring States that you would be interested in reaching out to
- Do these health professional schools have providers you need?
  - If you are always staffed with dentists, should you look for a position you have hard time recruiting for?
    - Nurse Practitioners, Dental Hygienists



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Reach out to the school:

The school is interested!

What does an agreement look like with a school?

- Identify important factors in an agreement



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# Clinical Training Agreement

School will assure the student is trained and ready to be in an extramural

## A. Responsibilities of the SCHOOL

1. The SCHOOL will use its best efforts to see that students selected for participation in the clinical training program are prepared for effective participation in the clinical training phase of their overall education.
2. The SCHOOL will retain ultimate responsibility for the education of its students.
3. The SCHOOL will provide qualified and competent faculty members at the school in adequate number for the instruction and supervision of students using the AGENCY facilities.



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## Responsibilities of the School

School completes HIPAA Training  
Proof of student health insurance  
Student must pass criminal background check

training modules necessary to comply with its HIPAA requirements as a covered entity. The SCHOOL will also instruct all students that the confidentiality requirements survive the termination or expiration of this AGREEMENT.

5. The SCHOOL will require all participating students to provide proof of health insurance. In the event of an emergency, the AGENCY will provide such emergency care as is provided its employees. The student will be responsible for any charges thus generated if the charges are not covered under the Colorado Workers' Compensation Act.

6. The SCHOOL will require all participating students to have passed a criminal background check and to have documented appropriate immunizations. If applicable, the AGENCY shall notify the SCHOOL of any requests for evidence of immunization. The SCHOOL will then provide evidence to the AGENCY of any required immunizations for its students.



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## Responsibilities of the Agency

Agency must maintain proper learning environment  
Agency will retain responsibility for care of patient  
Agency will supervise student  
Agency will evaluate the students performance

### B. Responsibilities of the AGENCY

1. The AGENCY has a responsibility to maintain a learning environment in which sound educational experiences can occur, therefore, the AGENCY will provide physical facilities and learning opportunities for the clinical study of dentistry.
2. The AGENCY will provide the opportunity for students and faculty to observe and participate in agreed upon services provided by the AGENCY.
3. The AGENCY will retain full responsibility for care of the patients and will maintain administrative and professional supervision of students insofar as their presence and program assignments affect the operation of the AGENCY and its care, direct and indirect, of patients.
4. The AGENCY will provide adequate clinical facilities for participating students in accordance with the clinical objectives developed through cooperative planning by the SCHOOL's departmental faculty and the AGENCY's staff.
5. The AGENCY staff will, upon request, assist the SCHOOL in the evaluation of the learning and performance of participating students.



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## Responsibilities of the Agency

Agency will follow protocol for infectious or environmental hazard or other occupational injury

7. In the event a student is exposed to an infectious or environmental hazard or other occupational injury (i.e. needle stick) while at the AGENCY, the AGENCY will provide such emergency care as is provided its employees, including, where applicable: examination and evaluation by the AGENCY's emergency department or other appropriate facility as soon as possible after the injury; emergency medical care immediately following the injury as necessary; initiation of the HBV, Hepatitis C (HCV), and HIV protocol as necessary; and HIV counseling and appropriate testing as necessary. In the event that the AGENCY does not have the resources to provide such emergency care, the AGENCY will refer such student to the nearest emergency facility. The SCHOOL will be responsible for any charges thus generated pursuant to the requirements of the Colorado Workers' Compensation Act, C.R.S. § 8-40-101 et seq. The student shall be responsible for any charges that are not covered under the Colorado Workers' Compensation Act.



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## Responsibilities of the Agency

Agency provides proof liability insurance  
Agency notifies if claim or incident arises with student  
Agency allows inspection of clinical facilities  
Agency will resolve any situation in favor of patients' welfare

8. Upon request, the AGENCY will provide proof of liability insurance in an amount that is customary in the community.

9. The AGENCY will provide written notification to the SCHOOL promptly if a claim or incident arises involving a student. Additionally, the AGENCY will notify the SCHOOL immediately in the event of any report or incident of discrimination on the basis of sex, including sexual harassment and sexual assault, involving a student.

10. The AGENCY will permit, on reasonable request, the inspection of clinical and related facilities by agencies charged with the responsibility for accreditation of the SCHOOL.

11. The AGENCY will resolve any situation in favor of its patients' welfare and restrict a student to the role of observer when a problem may exist until the incident can be resolved by the staff in charge of the student or the student is removed. The AGENCY will notify the SCHOOL if such action is required.



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# Breakout Group – 5 mins

- Share what else you would add to your agreement



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# Sample of what the school might need to provide prior to students starting

Example – list of check off for students

- \_\_\_\_\_ An affiliation agreement with the school
- \_\_\_\_\_ A letter of good standing should be requested for the student from the school
- \_\_\_\_\_ Proof of a background check should be requested from the school
- \_\_\_\_\_ Drug Screening results from the school
- \_\_\_\_\_ Certificates of insurance should be requested from the school, proof of Malpractice, workman's comp and liability insurance is required for all learners. Clinical learners are also required to have professional liability insurance
- \_\_\_\_\_ Clinical learners must provide proof that they have received a HEP B vaccine as well as proof of flu vaccine during flu season
- \_\_\_\_\_ Proof of COVID vaccine
- \_\_\_\_\_ Proof of a negative PPD test



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# Sample of what the school might need to provide prior to students starting

- \_\_\_\_ Proof of current BLS for clinical learners (include copy of the card)
- \_\_\_\_ List of competencies from school
- \_\_\_\_ Learner Amendment to contract
- \_\_\_\_ Verify approved preceptors with the school. If additional preceptors are needed complete process for preceptor approval as required by the school
- \_\_\_\_ Learner COVID Waiver signed by the Learner and a witness at the learning institution
- \_\_\_\_ For Medical Residents and other licensed learners please request a copy of their DORA License and verify in the DORA website



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# Sample of what the school might need to provide prior to students starting

\_\_\_\_ Check learner on OIG exclusion list <https://exclusions.oig.hhs.gov/> and a copy of the results should be kept with other required documents. If the learner is excluded we cannot host them

\_\_\_\_ Notify Human Resources of students planned arrival

\_\_\_\_ Send introduction of learner to clinic manager: name, start and end date, approved preceptors and name of school

\_\_\_\_ Students will be added to the learner calendar for the region and student type by the supervisor coordinating the rotation

\_\_\_\_ Students documents will be scanned in to the appropriate folder for the region and student type by the supervisor coordinating the rotation

\_\_\_\_ All learners must participate in orientation. We have an abbreviated orientation done virtually. Learner must send module completion certificates to coordinator who will scan them into the student documentation folder

\_\_\_\_ Learners must sign a privacy notice



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# What does a schedule look like?

- 8 hour day Example
  - Without student: 14-12 patients with two chairs for a dentist
  - With a student 7-8 patients chair 1 then 4 patients for the students 12 patients (drop chair 2)



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MON/WED/FRI	DENTIST CHAIR 1	DENTIST CHAIR 2	HYGIENIST
8:00	HUDDLE	LIMITED EXAM/WALK IN	HUDDLE
8:30	90 MINUTE PROCEDURE		HYGIENE
9:00		LIMITED EXAM/WALK IN	
9:30			HYGIENE
10:00	60 MINUTE PROCEDURE	GLOBAL OR PEDIATRIC PREVENTATIVE	
10:30		EXAM FOR COMP	COMP EXAM
11:00	GLOBAL	CHARTING	FMX
11:30			HYGIENE
LUNCH			
1:00	60 MINUTE PROCEDURE	LIMITED EXAM/WALK IN	SRP
1:30			
2:00	CHARTING	GLOBAL OR PEDIATRIC PREVENTATIVE	
2:30	60 MINUTE PROCEDURE		HYGIENE
3:00		LIMITED EXAM/WALK IN	
3:30	60 MINUTE PROCEDURE		HYGIENE
4:00		SEALANTS/HAPPY VISIT	
4:30	CHARTING		PERIO EVAL

With a student,  
Dentist Chair 2 is  
removed

Student dentist:  
4 patients per  
day  
8am, 10am,  
1pm, 3pm

TUES/THURS	DENTIST CHAIR 1	DENTIST CHAIR 2	HYGIENIST
8:00	HUDDLE	LIMITED EXAM/WALK IN	HUDDLE
8:30	90 MINUTE PROCEDURE		SRP
9:00		LIMITED EXAM/ WALK IN	
9:30			
10:00	60 MINUTE PROCEDURE	SEALANTS/HAPPY VISIT	HYGIENE
10:30		GLOBAL OR PEDIATRIC PREVENTATIVE	
11:00	GLOBAL	CHARTING	HYGIENE
11:30			
LUNCH			
1:00	90 MINUTE PROCEDURE	GLOBAL OR PEDIATRIC PREVENTATIVE	HYGIENE
1:30			
2:00		LIMITED EXAM/WALK IN	HYGIENE
2:30	60 MINUTE PROCEDURE		
3:00		GLOBAL OR PEDIATRIC PREVENTATIVE	COMP EXAM
3:30	60 MINUTE PROCEDURE	EXAM FOR HYGIENE	FMX
4:00			HYGIENE
4:30	CHARTING		PERIO EVAL

Student  
dependent – can  
schedule more  
depending on  
appointment  
type



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# Breakout Group – 5 minutes

What would a sample preceptor and sample student schedule look like?

Also discuss how the schedule will influence finances, patient access, treatment plan completion



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# Student has arrived, teach and inspire!

- Questions to ask the student:
  - What are you interested in learning or getting out of this rotation?
  - How do you learn best?
  - What are your plans after school?
  - Where are you from?
  - When you aren't studying, what do you do in your free time?
  - Want to explore the area?
  - Students are nervous! Talk about the on-boarding program with organization and support
  - Talk about benefits... time off, CME funds, patient compliments



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# Think of the top 5 things to do:

- For example:
  - Eat at the Purple Pig Pizzeria
  - See the Great Sand Dunes National Park
  - Catch a play at the Creede Repertory Theatre
  - Hold an alligator at the alligator farm
  - Sit in the hot springs at the Sand Dunes Pool



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## **Exploring the San Luis Valley and Beyond**

### **Alamosa County Summer Events:**

Summerfest on the Rio – Sunday live music, yoga in the park, stand up paddleboard

Rails & Ales tour

Rollin' Deep Car Show

Alamosa PRCA Round- up Rodeo

Alamosa Artwalk

Colorado Gators Eggfest and Gator fest

Independence Day Celebration

Bike 2 Build Ride – Habitat for Humanity

Beat the Heat BBQ

Early Iron Festival

\*\* Each county has events; visit online to see more events



### **Summer Farmers Market:**

- Alamosa, Monte Vista, South Fork

**The Wet Paint Brush** – paint and sip in Alamosa

**San Dunes Pool** – Hooper, hot springs water (numerous hot springs in the Valley)

### **Outdoor Recreation: to mention just a few**

#### **Ski Areas:**

Monarch (1 hour 32 minutes – 93 miles)

Wolf Creek Ski Area (1 hour 14 minutes – 65 miles)



Create an easy to follow pamphlet to hand out to students for them to explore



# Breakout Group – 5 minutes

- Take turns persuading each other with the top 5 things to do in your community



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# The student is interested

- Have the interview while they are onsite!
  - You can make an offer contingent upon licensing and graduation
    - Consider a stipend during school while they finish



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# The student accepts

- Start planning the on-boarding process
- Important info to consider
  - Human resources orientation
  - Shadow time in the clinic
  - Establish a Mentor
  - Electronic Health System training
  - Percentage of patients for each week
  - How many weeks
  - Follow ups with supervisor
  - Lunch with clinics



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# Example of on-boarding calendar

## 12 Week On-boarding Process

Starting Week 1 at 25% of patients

Week 2-4 at 50% of patients

Week 5-6 at 75% of patients – start second chair for dentist

Week 7-12 at 100% of patients – two chairs (total 12-14 patients)

Be flexible, some new providers will stay at 50% for longer but have a goal of why and what they are working on

# Example on-boarding calendar

Provider: Dr. An		Clinic: Alamosa Dental Clinic									
Start Date: August 16th											
WEEK 1	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	LEGEND:					
25%	16-Aug					Human Resources					
8:00 AM	New Provider Orientation - Administrative Services Building (ASB) 128 Market Street Alamosa CO 81101	New Provider Orientation (ASB) Training Room 1 and 2 8:00am-12:00pm	Shadow at Alamosa Dental Clinic 8:00am-10:00am Smiles for Life Online Modules 10:00am-12:00pm Admin	Monte Vista Edward M. Kennedy Dental Clinic 8:00am-5:00pm with patient	Alamosa Dental Clinic with Dr. Mandy	NextGen Trainer Electronic Health Record					
10:00 AM						Site Coordinator					
11:00 AM						Mentorship					
						Patient Care					
						Social					
						Percentage of patients					
12:00 PM	LUNCH	LUNCH	LUNCH with Clinical Supervisor	LUNCH	LUNCH						
1:00 PM	New Provider Orientation (ASB) Training Room 1 and 2 8:00 am-4:00 pm	New Provider Orientation (ASB) Admin Conference 1:30pm-3:00pm	NextGen Electronic Health Record Training ASB 1pm-5pm Admin Conference	In clinic with Dr. Joe	Set up meeting with Dental Case Manager						
2:00 PM											
3:00 PM											
4:00 PM											
5:00 PM											

Week 1  
 HR Orientation  
 Lunch with Supervisor  
 Shadow in clinic

Patients at 25%  
 25% of 14 patients  
 About 4 patients a day



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# Example on-boarding calendar

WEEK 2	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	LEGEND:			
50%	23-Aug					Human Resources			
8:00 AM	Scheduled clinic with Dr. Alyse	Alamosa Dental Clinic NextGen At-Elbow Training with Site Coordinator	Set up team meeting with clinic			NextGen Trainer Electronic Health Record			
9:00 AM						Site Coordinator			
10:00 AM						Mentorship			
11:00 AM						Patient Care			
12:00 PM			Lunch with Clinic Team			Social			
1:00 PM					Site Coordinator checks in at end of day				
2:00 PM									
3:00 PM									
4:00 PM									
5:00 PM									



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# Example on-boarding calendar

WEEK 3	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
50%	30-Aug				
8:00 AM					
9:00 AM					
10:00 AM					
11:00 AM					
12:00 PM					
1:00 PM		Schedule Check in call with mentor		Site Coordinator Check-In last hour of the day 4-5pm	
2:00 PM					
3:00 PM					
4:00 PM					
5:00 PM					

**LEGEND:**

- Human Resources
- NextGen Trainer Electronic Health Record
- Site Coordinator
- Mentorship
- Patient Care
- Social
- Percentage of patients



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# Example on-boarding calendar

WEEK 5	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	LEGEND:
75%	13-Sep					Human Resources
8:00 AM						NextGen Trainer Electronic Health Record
9:00 AM						Site Coordinator
10:00 AM						Mentorship
11:00 AM						Patient Care
12:00 PM						Social
1:00 PM	Site Coordinator - Schedule a meeting this week to go over QI metrics					Percentage of patients
2:00 PM						
3:00 PM						
4:00 PM						
5:00 PM						

Formal introduction to quality improvement programs



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# Example on-boarding calendar

WEEK 11	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	LEGEND:
100%	1-Nov					
8:00 AM						Human Resources
						NextGen Trainer Electronic Health Record
9:00 AM						Site Coordinator
						Mentorship
10:00 AM						Patient Care
						Social
11:00 AM						
12:00 PM						Percentage of patients
1:00 PM	Schedule follow up with Clinical Supervisor					
2:00 PM						
3:00 PM						
4:00 PM						
5:00 PM						



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# Stay open and Available

- Make sure the provider has your phone number and email to reach you
- Make sure the provider has the mentor information
- Continue to check in even after the 12 weeks
- Establishing the relationship with the Site Coordinator and other teams is important



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# Thank you!

## Questions?

Thank you to the University of Colorado School of Dental Medicine and  
Pueblo Community College Dental Hygiene Program



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