



San Joaquin Valley
Nursing Education Consortium

A PARTNER OF THE CALIFORNIA PARTNERSHIP FOR THE SAN JOAQUIN VALLEY

Computerized Clinical Placement System (C.C.P.S.)

Operating Manual

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CCPS Operating Manual
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I. Program Description

The computerized Clinical Placement System (CCPS) is an internet-based service. The system of the San Joaquin Valley Nursing Education Consortium has a clinical placement site: <http://sjv.servedlink.org> and a background check site: www.sjvnec.com; both sites will be available online seven (7) days a week and 24 hours per day at locations that are part of the system and have paid a fee to use the computerized clinical placement system.

The service will be used within the 5 central San Joaquin Valley counties (Merced, Madera, Fresno, Kings and Tulare), but may be expanded or scaled to accommodate a broader geography and/or other allied health professionals.

The Consortium is a collaborative effort of the major healthcare stakeholders in the central San Joaquin Valley in partnership with the Hospital Council of Northern & Central California.

This service is provided to schools and clinical agencies in order to optimize and expand nursing and allied health student clinical placements within the central San Joaquin Valley resulting in:

- Improved utilization of existing clinical placement capacity and increased identification of new clinical sites;
- Improved and streamlined processes for matching students with clinical placements;
- Increased alignment and collaboration between clinical agencies and schools to ensure a flexible system that is able to quickly change to meet the ever-changing workforce needs of the healthcare system, and
- Increased capacity of central San Joaquin Valley available clinical sites.

CCPS is accessed by clinical placement coordinators at schools and clinical agencies to:

- input placement requests
- input placement availability
- match the requests
- serve as a single location for requesting placements, approving placements and printing schedules.

II. Purpose and Values

By centralizing and standardizing the clinical placement process, untapped capacity at clinical agencies will be identified. This additional capacity can be more readily seen through the CCPS, and filled by nursing and allied health students from schools, thereby creating another avenue for increasing capacity in schools, and ultimately providing a sufficient number of healthcare employees for the central San Joaquin Valley.

The CCPS shall serve the five-county (Merced, Madera, Fresno, Tulare and Kings) Central San Joaquin Valley healthcare community based on the following values:

- Trust – Establish and maintain the highest levels of system integrity.
- Mutual Respect – Treat everyone as a valued colleague.
- Community – Uphold a sense of “oneness” and cooperation with all stakeholders.

- Educational Access – Ensure all students are enabled to realize their potential.
- Open Communication – Commitment to listen and share ideas.

III. Definition of Users and Guidelines

Who:

A list of participating schools and clinical agencies is available on the home page. More detailed information about each location is available on the CertifiedBackground webpage.

The primary users of the CCPS are clinical placement coordinators, at nursing and allied health schools and clinical agencies and system administrators. System administrators include:

- Project Coordinator
- Project Director
- Secondary users are visitors, who will have read-only access to schedule information.
- The visitor group consists mostly of clinical agency shift leads/nurse managers, school faculty members, students and interested members of the nursing and allied health community.
- All users can access the system from any computer with internet service. Without a login and password, visitors will only be able to browse the system and access general information.

Eligibility:

Eligibility to participate as a user is at the discretion of the Project Director and Project Coordinator. Access will be granted as part of a facility's agreement with the Hospital Council of Northern and Central California to utilize the CCPS after signing a Memorandum of Understanding (MOU). At that time, authorized user name (s) are provided by the participating school or clinical agency. If there is a request from a non-authorized person to access the CCPS, the Project Director will work with the affiliated facility to determine if access should be granted. School and clinical agency coordinators, once on the system, have the ability to determine who within their facility will have access to the system and will notify the Project Coordinator.

Memorandum of Understanding (MOU)

- The MOU for CCPS will be reviewed at the fall meeting and emailed to all participants in November every other year.
- All academic and service agencies utilizing CCPS for student placements must have a signed MOU on file.
- MOUs are to be signed on the combined signature page electronically and returned to the Hospital Council's Fresno office.

Fees:

- Annual billing for this system will occur by November 15 of each year.
- Payments will be considered late if not received by January 15th and a late charge of 10% will be assessed.
- Fees will cover all costs associated with CCPS.

- The Hospital Council will not provide any funds to this program. If payments are not made in a timely manner or insufficient fees are collected, the CCPS will be discontinued.
- Fees for the following year will be reviewed and set annually during the fall meeting of the Steering Committee.

Terms of MOU agreement:

- The CCPS MOU covers a two-year period from January 1 – December 31.
- If a hospital and/or academic provider choose to discontinue utilization of the CCPS system, notification must be sent to the Program Director in writing and received by September 1 for the following calendar year. Failure to notify by that date may result in a charge of 50% of the annual fee amount due.
- The Hospital Council of Northern and Central California reserves the right to terminate the CCPS program should the revenues from service providers and academic institutions fall below the amount required to maintain the program, its support, and /or its updates. A 60-day notice is to be given by the Hospital Council before any such action can be taken.
- If an agency wishes to opt out of the Consortium and no longer use CCPS to place their students, they must provide a 45-day notice in writing to the Hospital Council before September 1.
- Failure to provide written notification may lead to the agency being invoiced for 50% of the amount that would have been due.
- If a service entity decides that it will no longer be allowing a school to bring students to their facility, they must provide the school with a 60-day notice so that other arrangements can be made by academia for placement of those students.

Guidelines:

- At the time that a facility is given access to the site, training will be scheduled for the new user.
- This training may be conducted at the facility’s site, online or as part of a large group training session.
- Users are required to complete training prior to utilizing the system for clinical placements.
- The training is coordinated by the Project Coordinator.

General:

1. All users shall agree that students receiving placements shall be selected without discrimination on account of race, sex, color, religion, national origin, age, physical or mental handicap or veteran’s status.
2. Clinical placements among users shall not take place outside of the CCPS system, (no “backdoor placements”).
3. Both the Agency and the School shall appoint at least one coordinator, with responsibility for entering information in the system and coordinating placements.
4. Schools and Agencies shall agree to adhere to a CCPS Master Calendar and provide all relevant data for the purposes of submitting a clinical placement request. The Master Calendar will include timing for entering data, such as when all data needs to be in the system, when schools make their proposals, when agencies accept or decline requests and

when any and all conflicts must be resolved. The calendar will be created by the Project Coordinator and will be posted on the CCPS board.

5. The Mandatory Conflict Resolution Session requires that each participating school be represented so that potential conflicts can be resolved prior to the requests being released to the clinical agencies. Every effort needs to be made by the schools to resolve all conflicts prior to requests being approved by the service agencies.
6. Requests for student placements should be based on actual need and not projected need.

Background Checks

1. Background checks for faculty and students are required in order to be in compliance with regulatory requirements and accreditation standards.
2. Faculty and students should have their background checks completed a minimum of two (2) weeks prior to the start of their initial clinical rotation.
3. Hospitals must receive background checks within a minimum of two (2) weeks of the start of their initial clinical rotation.
4. Background checks are valid for two (2) years unless there is a break in service longer than one semester.
5. Since the background checks for faculty are very extensive, the Consortium will accept background checks provided by the college for faculty. However, as agreed, if a faculty member is out of teaching for more than one semester, a repeat background check will be required.

Background check requirements are as follows:

Policy: Students must have clear criminal background checks and drug screens to participate in placement in clinical facilities. Students under 18 years of age are exempt from this requirement.

1. All participating schools and agencies agree to adhere to a standardized process for clinical instructor/student screening.
2. The background check is not a requirement for admission to a nursing program; however, the process will be completed after an invitation for admission is received.
3. Clinical instructors/students must have clear criminal background checks to participate in placement (s) in clinical facilities.
4. Prior to clinical experience, the school will verify that the following information is on file for the assigned clinical instructor/students (see #5).
5. Background checks will minimally include the following:
 - a) Seven years residence/background history
 - b) Sex offender database search
 - c) Three counties
 - d) Social Security number trace
 - e) Address verification
 - f) Two names (current legal and one other name)
 - g) OIG / GSA search
 - h) Drug screen with urine sample

Search through applicable professional certification or licensing agency for infractions if student currently holds a professional license or certification (e.g. respiratory therapist, C.N.A.)

6. Clinical instructor/students will be unable to attend clinical facilities for appropriate reasons, including but not limited to the following convictions:
 - a) Murder
 - b) Sexual offenses/sexual assault
 - c) Felony possession and furnishing (without certificate of rehabilitation)
 - d) Class B and Class A misdemeanor theft
 - e) Fraud
 - f) Felony assault
 - g) Abuse
 - h) Other felonies involving weapons and/or violent crimes
 - i) Felony theft
7. The initial background check satisfies this requirement during continuous matriculation through the program; should the education process be interrupted, a new background check will be required.
 - a) For clinical instructors, an absence of more than one semester teaching will require a new background check.
 - b) The clinical instructor/student will contact CertifiedBackground at www.sjvnec.com to arrange for the required check.
 - c) Clinical instructor/students must provide information allowing CertifiedBackground to conduct a background check and with authorization to share any positive or flag results on the background check with healthcare facilities to which students may apply or to which students may be assigned for clinical nursing courses or clinical rotation (the school's clinical affiliates). CertifiedBackground will conduct an internal review, verify clinical instructor/student information, and send any flagged or positive results to the clinical sites for review.
 - d) The schools may designate one person to receive the information if they choose. It is recommended this not be a person with any responsibility to award grades.
 - e) Upon completion, the results will be delivered to the applicant by CertifiedBackground.
 - f) The school will advise the clinical site of the name of the clinical instructor and a list of students assigned to their facility a minimum of 15 days in advance of their arrival.
 - g) Upon receipt of a "positive" background check, the clinical site will make a final determination whether the clinical instructor/student will be accepted into the facility. The site will use the same guidelines used for the acceptance/rejection of an employment application in approving clinical instructor and student placement at their site.
 - h) If the clinical instructor/student's record is not clear, the individual will be unable to attend the clinical rotation. The clinical site will notify the campus of their denial of any clinical instructor/students. (Applicable BRN and/or BVN/PT guidelines will be incorporated into these guidelines as they become available).
 - i) If the clinical instructor/students record is not clear, they will be responsible for obtaining documents and having the record corrected to clear it.
 - j) If this is not possible, the clinical instructor/student will be unable to attend clinical rotations.

- k) Clinical instructor/students may be denied access to clinical facilities based on offenses appearing on the criminal record which may have occurred more than seven years ago.
- l) Final placement status based on background check information is the clinical site's determination.
- m) CertifiedBackground shall include any document used to obtain information from clinical instructor/students for the purpose of conducting a background check, a waiver and release of liability wherein the student specifically agrees to allow school/CertifiedBackground to share the results of the background check with the clinical sites to which the student may apply or be assigned. The student shall further agree that such information may be used to deny the student from participating in clinical rotation.
- n) Schools shall indemnify and hold healthcare facilities harmless from any and all actions or claims that may be asserted by clinical instructor/students arising out of healthcare facilities' rejection of any clinical instructor/student from clinical rotation based on the results of a criminal background check or any claim that such a background check was conducted improperly. CertifiedBackground shall be solely responsible for conducting background checks in accordance with applicable laws and regulations, including but not limited to California Civil Code Section 1786, et seq.

Schools:

1. The School shall have the right to request the appropriate clinical placements, based on ability to meet course objectives.
2. If a School does not plan to use a clinical placement for a specified period of time, they shall cancel their request through the Project Coordinator.
3. Schools shall confirm that all faculty and students being presented to Clinical Agencies have met the requirements as listed on the SJVNEC website and have not been subject to, or are currently not subject to, exclusion from participation in any federal or state health care programs.
4. Schools shall assure that all students and faculty presented for clinical placements have satisfied all necessary requirements / experiences / orientation established by the Clinical Agency and legal authorities.

Clinical Agencies:

1. Clinical agencies shall have the right (after consultation with the school) to refuse to accept for further clinical experience any of the school's students or faculty, who in the agency's judgment are not satisfactorily fulfilling the conditions established for the clinical placement.
2. The clinical agency has the final word on accepting the school for a particular clinical placement.
3. The clinical agency shall have the right to revise the master schedule when the clinical agency reasonably believes that such experience / placement will interfere with the effective operations of the facility and/patient care.
If the clinical agency is planning a major change event (i.e. implementation of the Electronic Medical Record (EMR, unit remodel, etc) where students will not be allowed clinical placement, the agency must provide the school with sufficient notice as to allow the school to find alternate placements for the students. The agency should assist the school to find an alternate location for student placement whenever possible.

4. Significant changes to the master schedule shall be communicated to the CCPS Project Coordinator as early as possible.

Regular Meetings:

The Steering Committee of the CCPS will meet at least two times per year to:

1. discuss the process or any new or ongoing issues that need to be resolved
2. address changes needed to the system/website
3. implement the planning cycle coordination
4. make recommendations for future upgrades / program additions
5. review policies and guidelines
6. approve expansion of the system to other disciplines
7. review the results of annual user satisfaction survey
8. approve background check vendors

Minutes:

1. Minutes of all Steering Committee meetings will be kept by the Hospital Council and will be posted on the SJVNEC communication board.
2. The Project Coordinator and Program Director are available via email/phone during normal business hours for any questions or concerns.
3. Users can also use the message board on the SJVNEC website to post any questions to the members.

Program Evaluation:

1. An online survey tool will be utilized on a yearly basis (Fall) to assess the satisfaction by the users of the CCPS.
2. Survey results will be shared with the members, hospital CNOs and Nursing School Directors at the next Steering Committee meeting.
3. Recommendations from this tool will be shared with the members as well as with nurse leaders and any suggestions for improvements to the system will be considered.
4. The program evaluation is conducted by the Program Director.

ADDENDUM

History of CCPS in the Central San Joaquin Valley:

Work for the Computerized Clinical Placement System (CCPS) implementation began in early 2008 via a grant from the Governor's Initiative for the San Joaquin Valley. The San Joaquin Valley Nursing Education Consortium was established in 2008 with 4 objectives in place. One of the objectives was the implementation of a computerized clinical placement program for the valley. A Steering Committee, comprised of nurse leaders from both academia and service along with clinical student placement coordinators from the hospitals, the Project Coordinator, Program Director, Regional Vice-President of the Hospital Council and others, was established.

Since the Bakersfield area was already aligned with the Bay Area Service Center's program and the North Valley was not interested, the Central Valley began to work together to initiate this project. An RFP was sent out and a selection committee made up of members of the steering committee evaluated the RFPs and made their recommendation. The San Diego Nursing Education Consortium was selected by the steering committee to help us develop the central San Joaquin Valley CCPS program.

Several meetings with the San Diego consultants were held with both service and academia to introduce their product as well as provide training for schools and hospitals. A Project Coordinator who had experience in placing student requests was selected. Nursing schools began inputting their requests and service was able to accept or reject requests. Full implementation of the program began January, 2009.

Grant funds were used to pay for implementation and operation in 2009. A strategy was developed and implemented for an equitable fee structure to allow the program to be self-sustaining. Meetings are held three times a year. The Project Director is responsible for scheduling the meetings, sending out the minutes of the meeting, overseeing the work of the Project Coordinator, working with the different sub-committees established by the steering committee and has overall responsibility for the functioning of the process. The Project Coordinator is responsible for user training, the website system, process, posting activity deadlines and technical assistance to users through the system.