



Clinical Placement Guidelines
for the
*Bay Area & Los Angeles
Nursing Resource Centers*

Centralized Clinical
Placement System
(CCPS)

January 2018

TABLE OF CONTENTS

I. DESCRIPTION	3
II. PURPOSE AND VALUES	3
III. DEFINITION OF USERS AND GUIDELINES	4
A. USERS	4
B. ELIGIBILITY	4
C. GUIDELINES	4
D. PARTICIPATION & SIGN-UP PROCEDURES	6
IV. COMMUNICATION AND OUTREACH ACTIVITIES	6
A. NEWSLETTERS	6
B. MARKETING and EXPANSION	6
C. NURSING ASSOCIATIONS	7
D. ENSURING COMMITMENT	7
E. MEETINGS	7
V. CUSTOMER SUPPORT	7
VI. RESOLUTION OF SCHEDULING ISSUES	8
VII. TECHNICAL STANDARDS	8
VIII. FEEDBACK AND EVALUATION	8
IX. ROLES	9
A. FCCC PROGRAM DIRECTOR	9
B. HEALTHIMPACT CEO	9
C. HEALTHIMPACT CCPS Team	9
D. EXECUTIVE TEAM	10
X. SUSTAINABILITY	10
ADDENDUM	11

I. Description

The Centralized Clinical Placement System (CCPS) is a non-profit web-based scheduling system developed by the Foundation for California Community Colleges (FCCC) accessible directly at <http://ccps.foundationccc.org> provided to schools and clinical agencies across the country in order to optimize, support and expand nursing student clinical placements. HealthImpact provides coordination and support working with schools and clinical facilities in two regions in California using the CCPS: Bay Area <http://www.BayAreaNRC.org> and Los Angeles Area <http://www.LANRC.org>

- Improved utilization of available clinical placement capacity,
- Improved and streamlined processes for sourcing and matching nursing and allied health students with clinical education placements,
- Increased collaboration and transparency of scheduling between clinical agencies and schools within each region to support regional coordination and access,
- Ensures a flexible system that is able to meet changing workforce needs of the health care system

CCPS is accessed by clinical placement coordinators at schools and clinical agencies. The system allows users to input scheduling information related to placement availability, identify placement requests and then match the requests. It serves 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 available capacity at clinical agencies is identified as available to their affiliated schools. This capacity displayed through the web based CCPS tool can be requested by schools for their nursing and allied health student cohort groups or individual preceptorships providing a process for locating, reviewing and accessing needed clinical placement capacity, ultimately addressing some of the access barriers. The system is transparent, displaying placement locations and availability, where placements are in process (proposed), and where placements and schedules have been confirmed (accepted) across each region served. The CCPS tool serves the Bay Area and Los Angeles Area nursing communities based on the following values:

1. **Trust** - Establish and maintain the highest levels of system integrity.
2. **Mutual Respect** - Treat everyone as a valued colleague.
3. **Community** - Uphold a sense of “oneness” and cooperation with all stakeholders.
4. **Educational Excellence** - Ensure all students are enabled to realize their potential.

5. **Open Communication** – Commitment to listen and share ideas.

III. Definition of Users and Guidelines

A. Users: The primary users of the CCPS are clinical placement coordinators, at nursing and allied health schools and clinical agencies, and system administrators at the Foundation for California Community Colleges (FCCC), and HealthImpact. All designated users can access the system features and functions for their school or clinical agency from any computer with internet service using an approved login and password. The general public can view the system website main page as visitors to learn about system features and view general information, but do not have access to schedules or site-specific information.

A list of participating schools and clinical agencies is available on the home page under “Links.” More detailed information about each location is available within the website under:

- Schools: under “List Schools”
- Clinical Agencies: under “List Clinical Agencies”

B. Eligibility: Eligibility to participate is open to California RN schools approved by the BRN, LVN nursing schools approved by the BVN, and California Allied Health professions schools. New accounts are set up by system administrators and each school or clinical agency identifies the names and contact information for authorized users to be designated in CCPS as placement coordinators. School and clinical agency coordinators, once on the system, then also have the ability to assign other users within their same facilities. Access may be set up by either a CCPS system administrator or the authorized coordinator(s) within each facility.

C. Guidelines: At the time, a new facility is given access to the site, training will be scheduled for the new user(s). This training may be conducted at the facility’s site, online or as part of a group training session. Users are required to complete training prior to utilizing the system for clinical placements, which may be in the form of self-teaching using online help resources such as the User Manual, FAQs and training videos.

a. **General:**

- i. Existing clinical placements shall be adopted for the current period scheduled at the initiation of the CCPS unless previously communicated by the clinical agencies to their affiliated schools.
- ii. Clinical placements among CCPS users shall be processed and confirmed

only through the CCPS process and tool. This strengthens the ability of the system to provide accurate and complete scheduling information to all users, maximizing value to the region overall.

- iii. Both the Clinical Agency and the School shall appoint at least one coordinator, with responsibility for entering information in the system and coordinating placements. Identifying more than one authorized user at each site is recommended to facilitate coordination and ready access to information and reports within each site, among key personnel involved in the clinical placement process.
- iv. Schools and Clinical Agencies agree to adhere to a regional CCPS Placement Cycle Calendar and provide all relevant data for the purposes of submitting and making decisions on clinical placement requests. This approach supports clinical placement processing and access within each region by identifying available clinical agency capacity and school needs at defined times during the year. The ability for clinical agencies to review all clinical placement requests for a given period of time maximizes efficiency and supports coordination of placement decisions across schools and clinical facilities. The CCPS Placement Cycle Calendar includes timing for entering clinical agency availability, school scheduling data, and when schools submit proposals and when clinical agencies accept, repropose, or decline requests. The annual calendar will be developed with input from each region and posted by a system administrator on the CCPS home page.

b. Schools:

- i. The School is responsible to select the appropriate clinical placements based on the ability of the clinical site to meet designated course objectives, meet learning needs of their students, and submit requests for clinical placements in a timely manner.
- ii. Schools that have confirmed and utilized clinical placements for specific semester(s) will be archived and retained in CCPS. Such placements considered to be “historical” placements are identified in CCPS as priorities for review by each clinical agency in subsequent placement cycles.
- iii. Schools shall assure they have a current Clinical Affiliation Agreement in place with each Clinical Agency prior to submission of placement requests, and that all faculty and students presented for clinical placements have satisfied all necessary requirements established by the school and Clinical Agency party to each agreement.

- iv. If an accepted clinical placement is later cancelled by a Clinical Agency, both parties should work together in locating an alternate placement for the student or cohort group as a first step to assure education continuity and completion of required education.

c. **Clinical Agencies:**

- i. Clinical Agencies are responsible to identify the clinical education capacity for their facility available for placement of student cohort groups or individual students, including the locations, days, times, and number of students that can be scheduled at one time.
- ii. The Clinical Agency is responsible to review and consider all clinical placement requests in a timely manner, and make placement decisions. Clinical placement schedules conducted historically should be given priority for placement. When more than one proposal for the same location, and time is received, the Clinical Agency should consider comparable options available and re-propose alternative schedules back to schools to best accommodate all placement requests.
- iii. Clinical Agencies shall assure they have a current Clinical Affiliation Agreement in place with each Nursing or Allied Health School prior to acceptance of placement requests, and that schools have satisfied all necessary requirements established by the agreement.
- iv. If an accepted clinical placement is later cancelled by the Clinical Agency, both parties should work together in locating alternate placement opportunities for the student or cohort group as a first step to assure education continuity and completion of required education.

- D. **Participation and Sign-up procedures:** Schools and Clinical Agencies new to the CCPS, must make arrangements directly through a CCPS Customer Support or a CCPS Administrator within the region, who will authorize the new account, Logins and passwords for new users (coordinators) at existing CCPS locations can also be set up by each facility's authorized lead coordinator. Contact information is available on the CCPS home page of the. Once a user has been granted access, training, and guidelines for using the system and will be provided along with continued support available to answer questions.

IV. Communication and Outreach Activities: Provided through HealthImpact including:

- A. **Newsletters:** A newsletter titled *ReSource* is distributed to all users. The newsletter provides updates on the CCPS and other projects, contact information and announcements. The newsletter is an effective tool to communicate with the

larger healthcare community and to increase awareness and interest in related issues and Nursing Resource Center projects.

- B. **Marketing and Expansion:** A representative from the FCCC and/or the HealthImpact office is available to meet with individuals interested in CCPS from clinical agencies and Schools, as well as health systems and networks, to familiarize them with the CCPS and its benefits. At these meetings, attendees are presented with an Overview of the CCPS, may be shown a demonstration of the system, and are supported to actively participate and adopt CCPS.
- C. **Nursing Associations:** Representatives from FCCC and HealthImpact attend statewide and regional nursing meetings where nursing education and clinical placement issues are discussed including: the California Association of Colleges of Nursing (CACN), Colleges of Associate Degree Nursing Directors (COADN-N, COADN-S), Health Workforce Initiative (HWI), Association of California Nurse Leaders (ACNL), the California Hospital Association (CHA) and the Board of Registered Nursing (BRN).
- C. **Ensuring Commitment:** To support effective utilization, sustained commitment and growth, presentations and workshops are conducted periodically to address questions, support networking, and share practices. The goal is to ensure that all clinical agencies and schools in the regions served are aware of and utilizing the full benefit from the CCPS as their primary process for clinical placement.
- D. **Meetings:** Leaders from the Foundation for California Community Colleges and HealthImpact meet regularly to share information about the status of CCPS in regions around the country, current regional projects, updates and issues in California. Unique to each region, local meetings with participating CCPS schools and clinical agencies are conducted periodically to discuss the placement process, share ideas for improvement, and foster relationships to strengthen the process and meet mutual workforce goals. In the Los Angeles area, an Advisory Team co-chaired by leaders from a school and clinical agency representing the region meets biannually.

V. Customer Support

Customer support is available as a service to all CCPS users via phone or e-mail Monday through Friday from 8:00am - 5:00pm PST. Contact information is posted on the home page of the CCPS website. A customer support function is housed at the FCCC offices in Sacramento, along with local contact information specific to each region. Support to users includes:

- New user questions or set-up requests
- Access issues
- Requests for User Manuals and/or information

- Training and online assistance
- Requests for other types of on boarding support
- Communication of updates
- Technical problems or program/system errors
- Discussion and submission of enhancement or design recommendations

Customer Support responds to inquiries within 24 hours during the work week and on the first day of the work week for all messages received during the weekend.

VI. Resolution of Clinical Scheduling Issues

On occasion, more than one school may request the same clinical placement agency, location, and time or one that overlaps with another school's request. In these instances, the following procedures should be followed:

- a. When a clinical agency receives conflicting schedule requests, the clinical agency coordinator will investigate within his/her facility to see if there is a similar type of unit that may be able to handle the cohort(s) or if another feasible option for date and time is available.
- b. The clinical agency may accept the placement on the comparable unit for the same day and time, or present the alternative day and time option back to the school for consideration and approval as a clinical placement re-proposal. There is some time sensitivity to this step, and clinical agencies are urged to review and present options back to schools as they are identified to allow time needed in making adjustments.
- c. If the option is unacceptable to the school or if the clinical agency cannot determine reasonable options within its facility the school will need to explore new options and propose the clinical placement request to another affiliated clinical facility.
- d. Utilizing reports of historical clinical placement data in the CCPS along with current CCPS cycle placement schedules, those in process, proposed or accepted is helpful to view options for such "new" alternate placements. Such reports can be printed and discussed within the academic team to guide planning. Utilize Customer Support to assist in locating/reading reports. The Regional CCPS Representative may have information or suggestions about available options based on their knowledge and familiarity with clinical placements and patterns in the areas.

VII. Technical Standards (Refer to CCPS Operating Manual)

VIII. Feedback and Evaluation

Participating schools and agencies are encouraged to provide feedback on matters relating to the CCPS as issues occur and in a timely manner in an effort to address technical

problems and continuously improve the effectiveness of using the CCPS in the clinical placement process. Feedback can be submitted via email or phone to the FCCC Customer Support, or local contact for each region.

Evaluation of the CCPS is conducted periodically and may occur in various ways which may include:

- Periodic surveys of clinical placement coordinators to identify system features of greatest need/value, and opportunities for improvement
- Convening of small group discussions in person or through teleconferencing addressing specific needs, issues, and changes
- Focus group meetings to address regional clinical placement needs and issues related to but not directly involving CCPS
- Formal meetings established unique to each region (ex. LANRC Advisory Team)
- Focus Group sessions to explore ideas for system upgrades, or obtain feedback on proposed changes in system design

IX. Roles

Development, implementation, and updating the CCPS is the responsibility of the FCCC in collaboration with the HEALTHIMPACT. The following section provides a description of the primary roles.

- FCCC Program Director:** This individual develops, coordinates, and manages the shared services components (e.g., CCPS, CFRC, NRC) for FCCC; creates and manages the FCCC portion of the fee schedule for all users; coordinate CCPS communications for participants; and participates in marketing and outreach activities.
- HEALTHIMPACT CEO:** This individual provides overall leadership for directing and administering all shared CCPS activities and services that HEALTHIMPACT is accountable for, including resource allocation, establishing HealthImpact portion of fee structure, community engagement, and regional school and clinical agency support.
- HEALTHIMPACT CCPS Team:**
Bay Area: Program Director, Los Angeles Area: Southern California Regional Coordinator and CCPS Project Coordinator. These individuals assure designated regions are effectively served and supported in utilizing CCPS, by carrying out the aspects of the shared services that HEALTHIMPACT is accountable for, including collaborating with the FCCC Program Director to

ensure seamless implementation of the projects, with schools of nursing and clinical agencies.

Key regional functions include:

1. Work with the FCCC/HealthImpact Advisory Team to assure effective coordination and utilization of CCPS.
2. Lead, coordinate, guide and support meetings applicable to each region including, Advisory Team, networking sessions, focused groups, system development sessions, and clinical placement issues forums.
3. Work with the FCCC Program Director to develop and maintain a CCPS User Manual.
4. Coordinate, and/or conduct CCPS orientation for new users and provide information and demonstrations to interested organizations.
5. Coordinate or support/attend CCPS meetings, milestones and activities with clinical agencies, hospitals, and school coordinators.
6. Facilitate effective utilization of the CCPS to maximize clinical placement capacity in each region
7. Provide customer support to CCPS users regarding access issues, new user setup requests, and troubleshooting.
8. Provide overall supervision and coordination of CCPS development, activities and achievement of CCPS goals and timelines, including usability and acceptance of the system.
9. Discuss program changes requested by the users with the Executive Team.

D. FCCC/HEALTHIMPACT Executive Team:

Is responsible for the overall strategic direction, resource allocation, development, and implementation of CCPS in the Bay Area and Los Angeles Area of California.

X. Sustainability

The CCPS is sustained through collection of user fees from participating schools and hospitals. User fees provide for technical services provided by FCCC and regional level support provided through HealthImpact. Annual fees and resources needed/provided are specific to each region of the country where CCPS is used based on regional needs and resources provided. User fees are collected by HealthImpact, and HealthImpact pays FCCC for their services.

ADDENDUM

CCPS Program Purpose and History:

The idea for the CCPS tool is an outgrowth of HealthImpact' formerly the California Institute for Nursing and Health Care' Education Service Partnership Initiative (E/SPI) that was funded by the California Health Care Foundation in partnership with the Hospital Council of Northern & Central California. E/SPI was modeled after an initiative sponsored by the Hospital Association of Southern California, whose goal was to increase local nursing school enrollments. In October 2003, E/SPI surveyed Bay Area Chief Nursing Officers and Nursing School Deans. The survey found that 62% of Chief Nursing Officer respondents felt that they could absorb more students for clinical rotations in their hospitals. A sample survey conducted by the Hospital Council of schools and hospitals in San Francisco County yielded similar results, indicating that hospitals could absorb more students and that students of nursing needed more clinical placement sites to meet the increased enrollment demands. In April 2004, a concept paper for the CCPS was submitted to the Gordon and Betty Moore Foundation. The concept paper was approved and a proposal was developed. The proposal was submitted in August 2004 and the grant was awarded to the Foundation for California Community Colleges (FCCC). After the grant approval, an operating committee was formed to oversee the development and implementation of the CCPS in the Bay Area.

Planning for a regional clinical placement system in Los Angeles Area began in 2007 as a shared nursing shortage initiative. SB 1309 directed the Chancellor's Office to fund the development of online nursing resource systems targeted at improving the nursing shortage in California. Implementation of the LANRC was funded in part by a \$95,000 grant from the Chancellor's Office, California Community Colleges (#06-0117-04) with matching resources from HEALTHIMPACT for \$70,000 and College of the Canyons for \$25,000. College of the Canyons also serves as grant holder. FCCC served as the developer for the web-based system (CCPS) selected to support the shared services and has the overall responsibility for providing system support. HEALTHIMPACT has the responsibility of ensuring that the stakeholder group is contacted, informed, trained and serves as the content and stakeholder partner. The stakeholder group is represented by an Advisory Team, including representatives from schools and clinical agencies, and provides guidance on system requirements, usability and expansion within the region