



---

# The Clinical Coordination Partnership (TCCP)

Calendar Year 2017

## Prelicensure All Partner Activity Report

---

Elizabeth Biel, Executive Director of the Clinical Coordination Partnership (TCCP)

T: 507.429.6653 E: [eabel@winona.edu](mailto:eabel@winona.edu)

January 26, 2018

Dear TCCP Members:

2017 was very productive for The Clinical Coordination Partnership (TCCP)! Last year we launched a new branch of TCCP services: Student Passport System (SPS). For almost three years TCCP has invested funding and a significant amount of time to bring this software and process to fruition – and we're very proud of our results! Furthermore, we accomplished this feat while successfully maintaining our core member services for pre licensure clinical coordination.

For our core services, we continue to have a strong, robust and collaborative pre licensure clinical coordination process that saves members' time. This is huge. Remember, this processes is successful because of you, the members of TCCP. Without your active commitment and participation, TCCP would not be here. Thank you!

This continued success is also due to our technology backbone: StudentLink: Pre Licensure System. This system is the result of 10 years of development and tweaking to provide a comprehensive and user-friendly tool for the planning and tracking needs of pre licensure nursing placements. I'm happy to report this system was fully operational for 2017 – we didn't go down once. Further, members continue to report that it meets their scheduling needs.

Because of this work we have been approached to set up other areas and states with similar tools and services. In 2017 we concluded the Fargo Area grant to set up their schools for three years. Now their schools are part of the TCCP. We also work with the Montana AHEC to set up their clinical sites and school regions. They have been so impressed with our services they are seeking additional funding to continue this work.

SPS has proven to be a valuable tool that saves schools a schools a significant amount of time in their student compliance management and tracking. So much so that all established SPS uses would recommend the system to their colleagues. Since launching 10/3/17, we have more than doubled the number of schools and students. While we continue to tweak this system, we really couldn't be happier how it's provided TCCP schools a positive experience. Remember, all SPS tools will are free to TCCP member dues – it is an included benefit to membership.

Personally I'm very excited to see how the SPS will grow to serve more needs of the TCCP membership – especially the needs of clinical sites. This area of the software is currently in it's soft-launch phase meaning we are working to get the kinks out it before a large number of users rely on it. Additionally, we've heard of many great suggestions on other areas it could help members save time such as recruitment, evaluations and surveys.

While 2017 has brought many breakthroughs there are other issues we continue to try and figure out. We do maintain a scheduling software for advanced practice professionals that is useful for clinical sites that actively use it. The challenge however is that not all clinical sites have the FTEs to manage it – meaning some don't use it. Moreover, the variability in willing preceptors is a huge, contributing factor that is out of TCCP member's control. While we do not have a clear solution in sight, members report it is valuable to continue to coordinate meetings amongst the stakeholders to share ideas and network.

I welcome you to see further details of TCCP's 2017 activity and work in the following report. Within its pages is a highlighted summary of TCCP's pre-licensure activity, our strategic plan and outcomes plus supporting statistics. I thank you again for your commitment throughout the year. I look forward to serving you in 2018!

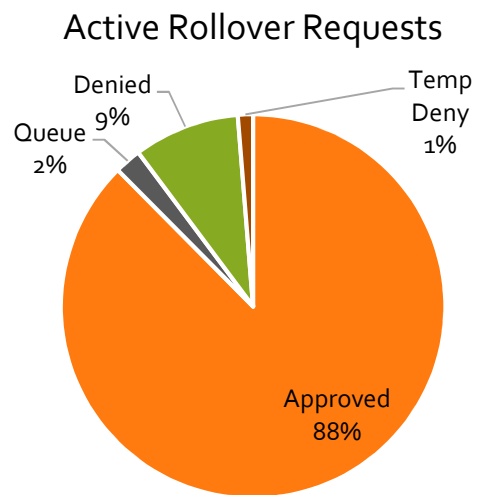
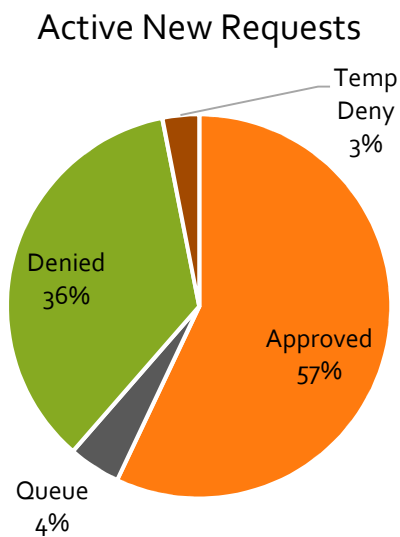
With Gratitude:

Elizabeth Biel  
Executive Director

---

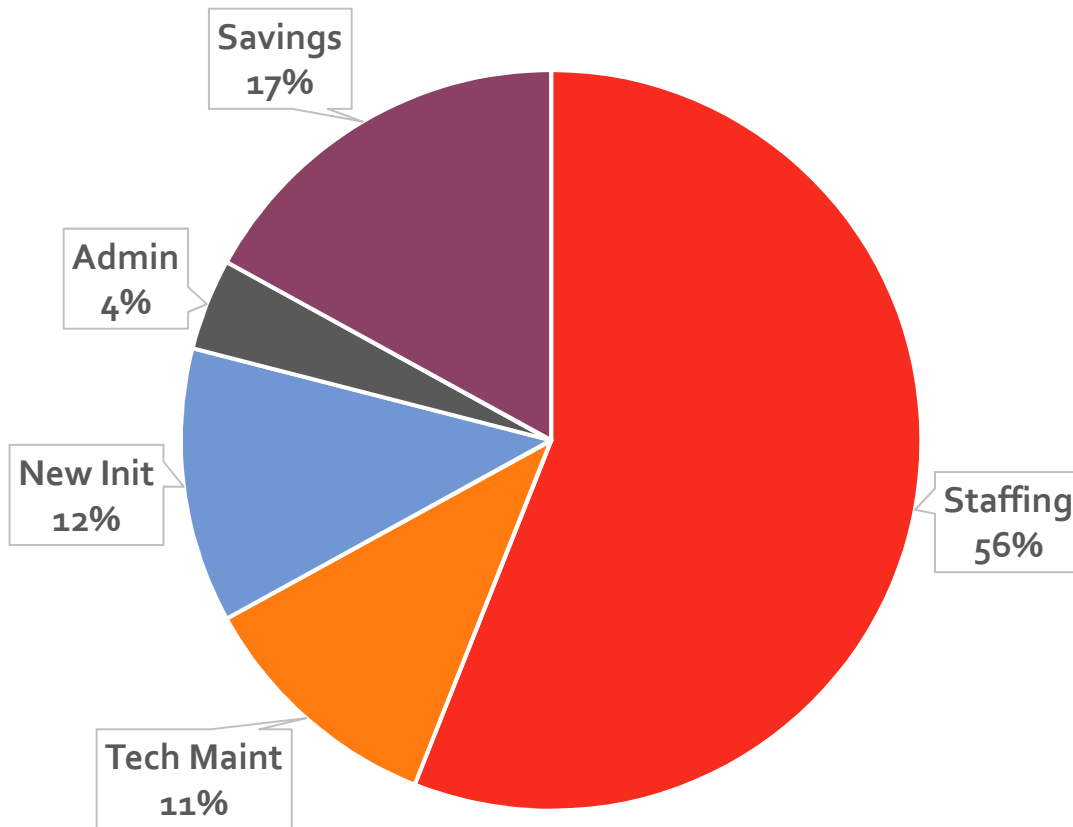
## CONTENTS

<b>Total Placement Activity</b>	<b>5</b>
Fargo Region	5
La Crosse Region	5
Minnesota Region	5
<b>Minnesota Approved Activity</b>	<b>6</b>
Rotation Types	6
Group Day of the Week	7
Group Types	7
Preceptor Types	8
Group Levels of Students	8
Preceptor Levels of Students	9
<b>Activity by System and School</b>	<b>10</b>
Student Experiences by System and School	10
<b>Strategic Plan &amp; Outcome Highlights</b>	<b>12</b>



# Budget & Allocations

TCCP's 2017 Budget was for \$350,000, the following outlines how it was allocated:



## What These Allocations Represent:

**Staffing** TCCP 2.75 FTE staff salary + benefits (Winona State University determines)

**Tech Maint** Technology maintenance: hosting, encryption and hacking subscriptions + 100 hrs developer time for 3 software packages (SL: Pre, SL: APP and SPS)

**New Init** New initiatives: coding for new software features/tools (approved by Advisory Committee prior to build)

- 2017 these funds helped to build Student Passport System
- 2018 plans are to further finalize SPS plus possible other initiatives that are in research (examples: Student Recruiter, Evaluations/Surveys, Expanding StudentLink: Pre Licensure features so that it works for other programs besides pre licensure nursing) – all projects are researched and approved by the TCCP Advisory Committee before funds are allocated

**Admin** Administrative costs: computer, phones, travel, supplies and printing

**Savings** Savings goal of \$102,000 in case of web developer emergency (around ½ accomplished)

# Total Placement Activity

The below information outlines the total activity data conducted in the StudentLink clinical activity scheduling software.

## Fargo Region

### TCCP StudentLink Activity:

- 155 Approved Records (515 Student Experiences)
- 22 Denied Records

### TCCP Partners:

- 13 Schools
- 13 Clinical Sites

## La Crosse Region

### TCCP StudentLink Activity:

- 888 Approved Records (1618 Student Experiences)
- 165 Denied Records

### TCCP Partners:

- 6 Schools
- 33 Clinical Sites

## Minnesota Region

### TCCP StudentLink Activity:

- 3926 Approved Records (15,227 Student Experiences)
- 1100 Denied Records
  - 788 Preceptors
  - 62 Observations
  - 204 Groups
  - 10 Leadership
  - 36 Capstone
- 124 Pending Placements
- 80 Temporary Denials

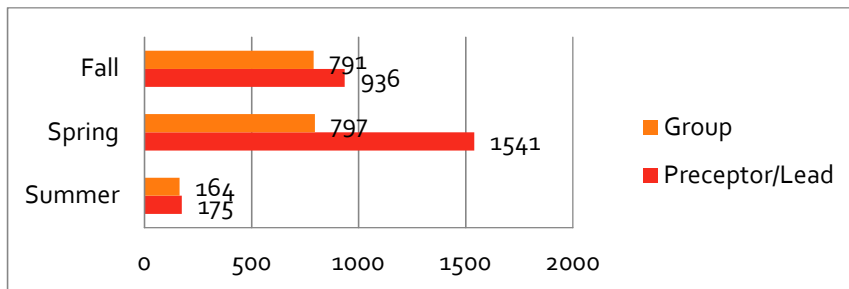
### TCCP Partners:

- 66 Schools
- 64 Clinical Sites

Comments: those who indicated why a placement was denied, the top 5 reasons include:

- Low staffing levels
- Unit at capacity
- New staff
- Staff training
- Construction/Move

Active records by term:



Currently TCCP works to schedule placements in Minnesota, Fargo, ND, western Wisconsin.

TCCP Partners shows the number of TCCP schools and clinical sites that work together to coordinate student clinicals in that state/region.

StudentLink is TCCP's online scheduling software application all Clinical and Education Partners use to schedule clinical experiences.

Each request that is submitted to the scheduling application becomes a StudentLink record.

Approved Student Experiences indicates the total number of students within the StudentLink records. Number of students is calculated by totaling the student number column of those records.

Pending Placements represent requests that did not receive a decision.

Temporary Denials represent placements that usually occur but due to temporary factors (i.e., construction) must be denied this year but will likely be approved next year.

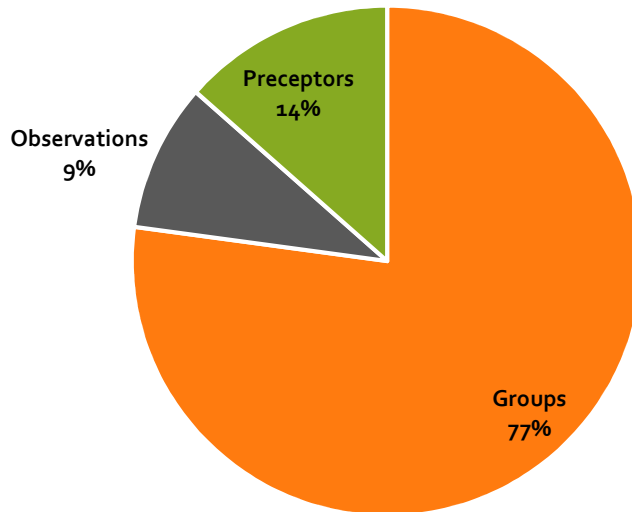
# Minnesota Approved Activity

The remainder of this report highlights Minnesota activity only.

---

## Rotation Types

---



This information is reported using total student numbers NOT StudentLink number of records.

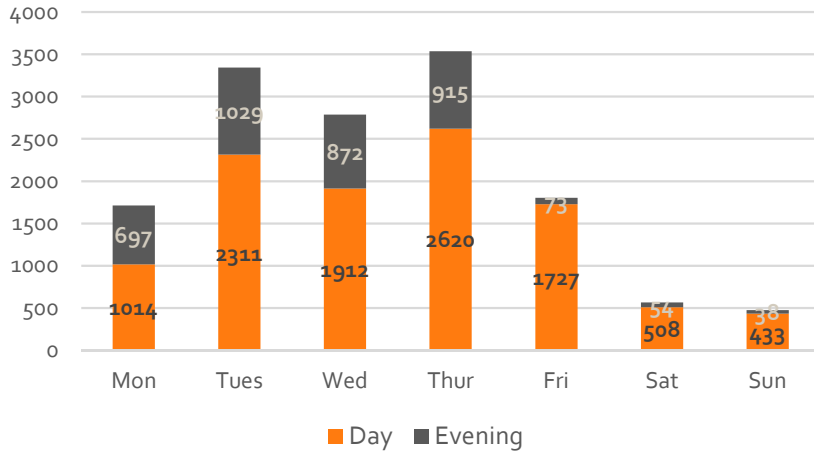
Group Experiences are generally a group of students (i.e., 6-8) that are accompanied by a faculty member at the clinical site.

Preceptor Experiences are usually one student paired with an employee of the clinic or healthcare facility.

Observation Experiences are generally 1-2 students observing the activities on a clinical site's unit and not engaging in activity. These experiences are not utilized by all education programs.

---

## Group Day of the Week

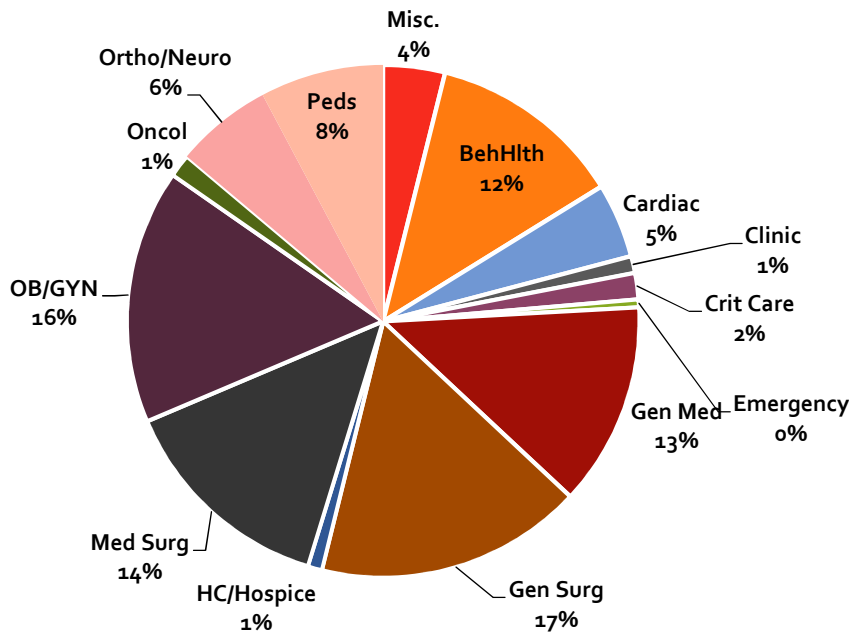


This graph is reported using total student numbers NOT StudentLink number of records.

Highlighted is the amount of group activity per day of the week.

Most activity transpires during day shifts. Tuesdays, Wednesdays, and Thursdays are traditionally much busier than other days of the week.

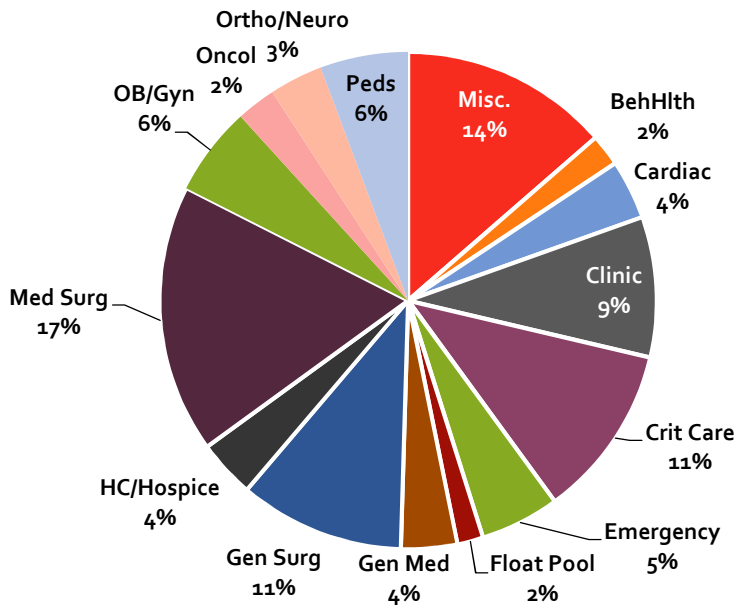
## Group Types



This graph is reported via total student numbers NOT StudentLink number of records.

This graph illustrates the general group types utilized in clinical sites.

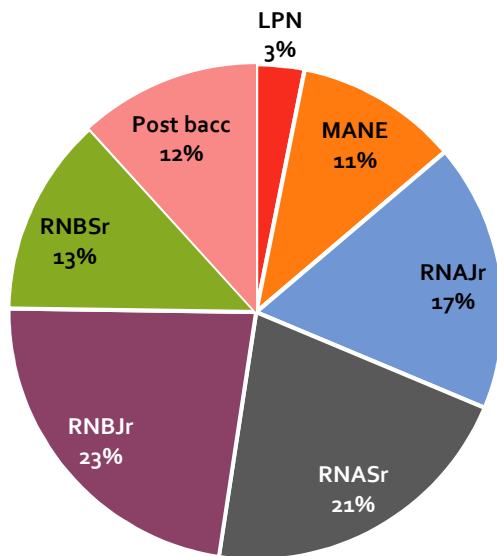
## Preceptor Types



This graph is reported via total student numbers NOT StudentLink number of records.

This graph illustrates the general preceptor types utilized in clinical sites.

## Group Levels of Students



This graph is reported using total student numbers NOT StudentLink number of records.

The levels of the students scheduled through TCCP by groups are illustrated by the graph.

Associate degree programs represent a total of 44% of the activity and baccalaureate/post-degree programs represent a total of 56% of the activity.

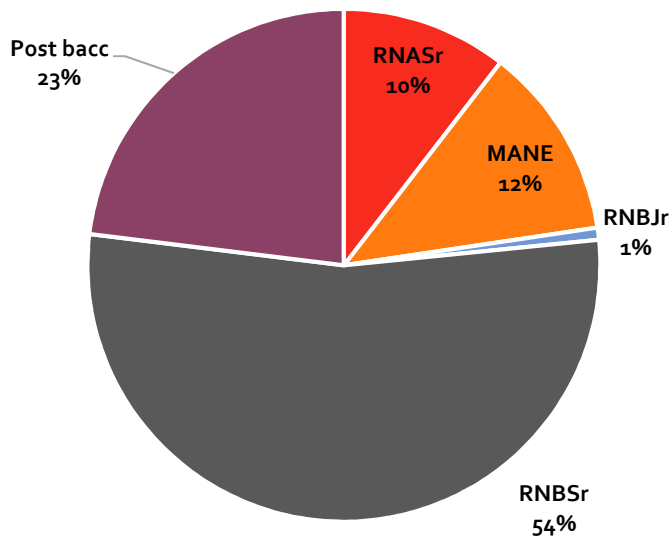
% of activity	2014	2015	2016	2017
Associate	52%	52%	44%	42%
Baccalaur/ Post-Bacc	48%	48%	56%	58%

Level Key:

- LPN = Licensed Practical Nursing
- MANE = MN Alliance for Nursing Education Program
- Post-Bacc = Post-Baccalaureate Nursing Degree
- RNAJr = Registered Nursing Associates Degree Junior
- RNASr = Registered Nursing Associates Degree Senior
- RNBJr = Registered Nursing Baccalaureate Degree Junior
- RNBSr = Registered Nursing Baccalaureate Degree Senior



## Preceptor Levels of Students



### Level Key:

- LPN = Licensed Practical Nursing
- MANE = MN Alliance for Nursing Education Program
- Postbacc = Post Baccalaureate Nursing Degree
- RNAJr = Registered Nursing Associates Degree Junior
- RNASr = Registered Nursing Associates Degree Senior
- RNBJr = Registered Nursing Baccalaureate Degree Junior
- RNBSr = Registered Nursing Baccalaureate Degree Senior

This graph is reported using total student numbers NOT number of records.

This graph illustrates the levels of the students scheduled through the TCCP for preceptors.

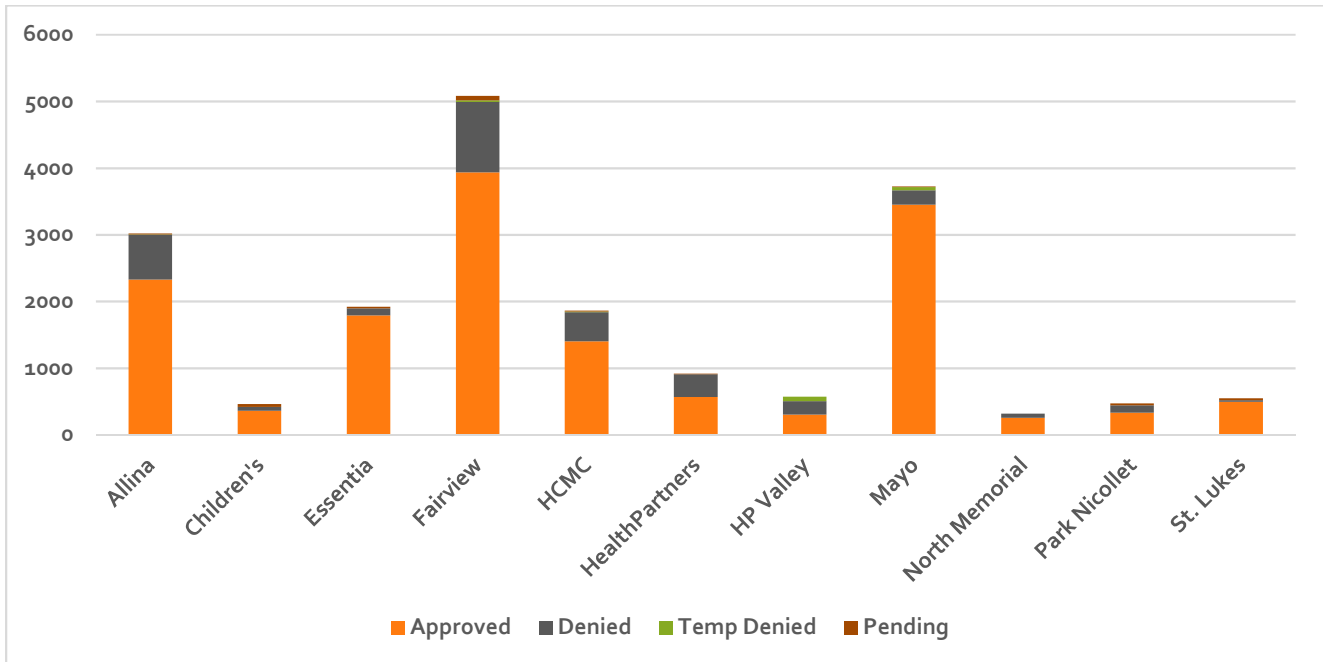
Associate degree programs represent a total of 12% of the activity and baccalaureate/post- degree programs represent a total of 88% of the activity.

It should be noted that not all associate degree programs use preceptors for their student clinical experiences.

# Activity by System and School

The below information outlines various activity by system and school.

## Student Experiences by System and School

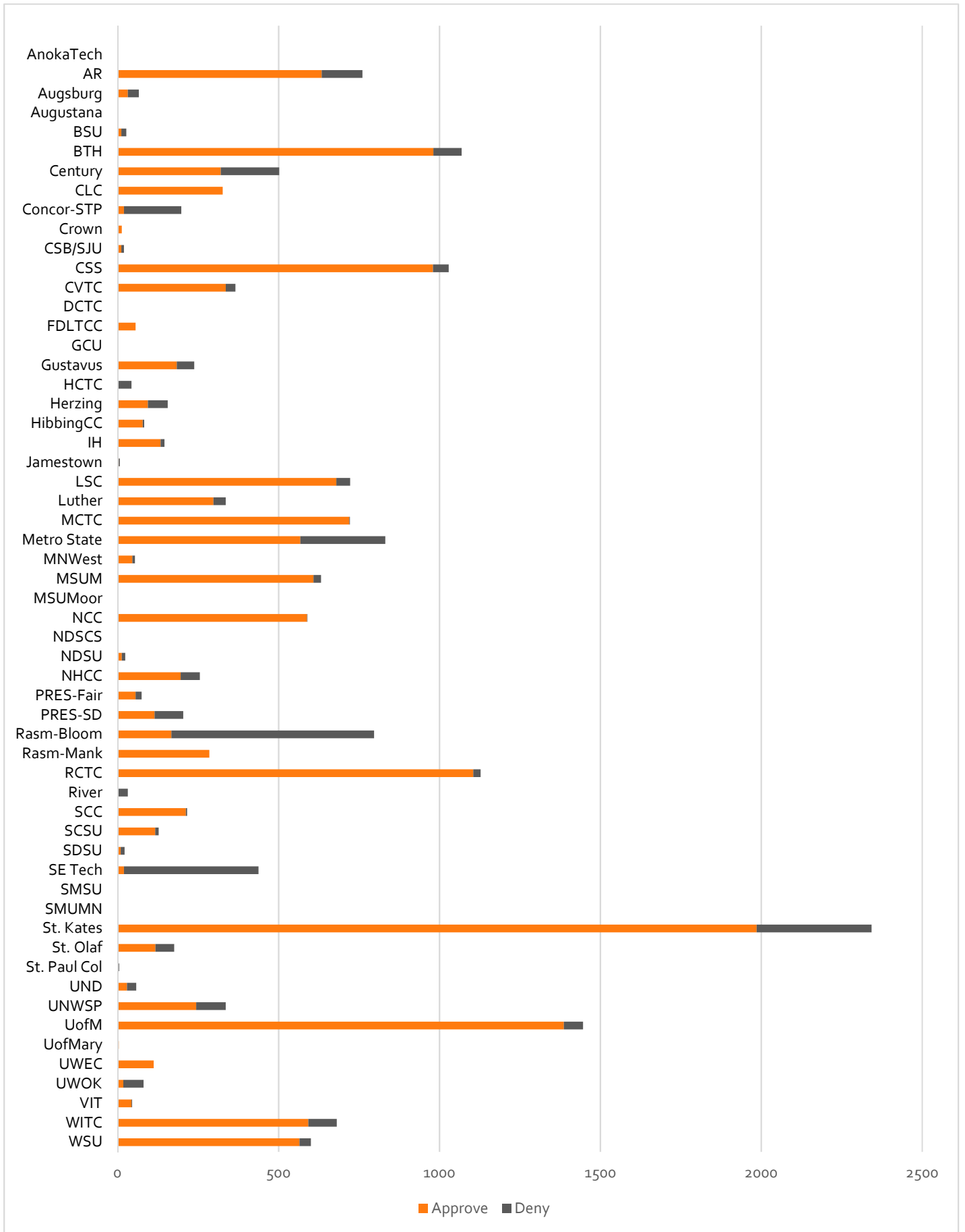


The two graphs (this page and the next page) in this section are reported using total student numbers NOT StudentLink number of records.

These graphs illustrate the number of approved student experiences scheduled through TCCP.

The first graph outlines these experience numbers by each clinical site system – included are those hospitals that are not part of a system.

The second graph (on the next page) outlines the experience numbers by school.



# Strategic Plan & Outcome Highlights

TCCP's Strategic Plan is our guideline for efforts and activities. At the beginning and end of each TCCP Advisory Committee Meeting, this plan is reviewed by committee members to ensure all activities are in-sync with accomplishing our plan's goals.

For 2017, TCCP's Strategic Goals were to:

1. Maintain & Grow TCCP Pre Licensure Clinical Coordination Activity
2. Finalize & Launch the Student Passport System
3. Maintain & Grow TCCP Advanced Practice Professionals Clinical Coordination Activity
4. Maintain TCCP's Advisory Committee & Organization
5. Successfully Implement TCCP Software & Processes Into Grant-Awarded Areas

The following pages outline the major highlights accomplished in accordance with these goals in 2017. Additionally included are plan highlights for the coming year (2018).

---

## Strategic Goal #1: Maintain & Grow TCCP Pre-Licensure Clinical Coordination Activity

---

### Plan A

Ensure StudentLink: Pre Licensure software and online presence is maintained and operational (data + onboarding)

### 2017 Outcome Highlights

- The TCCP StudentLink: Pre Licensure Software system was FULLY OPERATIONAL for the entire year. This means the system did not experience any unplanned downtimes and was always available for users' software needs.
  - ✓ Achieved by frequent check-ins to systems and pre-maintenance to software tools and functions, especially before a deadline in which users will utilize the system. Additionally with constant use by TCCP staff.
  - ✓ For TCCP Pre Licensure activity details – see the activity data within this report.
- The TCCCP Pre Licensure onboarding area has been maintained and updated to provide up-to-date, site-specific information on TCCP Clinical Sites for Education Partners to utilize for onboarding.
  - ✓ Our work plan includes set times to remind/inquire clinical sites to provide updates to their student and faculty onboarding information – 3 times per year: (1) before Fall semester, (2) before Spring semester, and (3) before Summer semester.
  - ✓ This has been useful to catch updates that may have been forgotten. Additionally, if a Clinical Partner has updates in-between these times we work to update the information as soon as possible.
- The TCCP Informational Website area in which this information is housed has also been fully operational for the entire year.

### Plan B

Support TCCP members to successfully meet clinical planning deadlines

### 2017 Outcome Highlights

- Collaborative timeline set in January 2017
    - ✓ Followed by 95% of partners
  - All Education Partners were provided the tools and customer support they needed to prepare and submit their clinical requests to TCCP/their Clinical Partners by agreed upon deadlines.
    - ✓ Delivered worksheets for the coming semesters (Fall, Spring & Summer) 5-6 weeks before the corresponding deadline plus reminders and support to complete.
      - Annual training held in January for turned over members and as a refresher for established users – complete
-

- Available customer support for questions and/or assistance with completing request submissions.
  - ✓ TCCP staff quality control of each and every request submission. If discrepancy found we contact school to resolve then upload to the system.
    - Over 70% rate to identifying/resolving discrepancies of education partier submissions prior to upload (main reasons: user turnover, clarity of submission, TCCP questions to ensure accuracy)
    - 100% rate of discrepancy resolution prior to upload to system; resulting in 98% accuracy rate of submission information.
- All Clinical Partners were provided the tools and customer support they needed to work with the submitted requests to identify if they requests may be accommodated and enter decisions.
  - ✓ Delivered master request schedule worksheets for semesters at least 5 weeks before the corresponding deadline for decisions.
    - Leaned that Spring deadlines should be 2 weeks earlier than what was followed for 2017 – implemented enhancement.
    - Available customer support for questions and/or assistance with use of schedule and entering decisions.

## Looking Ahead

Areas TCCP is looking to achieve in the coming year.

All areas will be directed by the TCCP Advisory Committee through review, discussion and providing recommendations to move forward.

## 2018 Plans & Goals

- Continual maintenance of all TCCP Pre Licensure clinical coordination software, tools and processes – including the current onboarding web page.
- Follow the steps of the AY 18/19 TCCP Pre-Licensure Timeline – inclusive of the enhancements
- Continue to provide timely customer support.
- Student Passport System (SPS) and Onboarding
  - ✓ Pilots to streamline clinical site onboarding are currently in-process – Duluth area, Metro area and Rochester area. The goal of these pilots is to utilize SPS tools and features to deliver and track student’s onboarding information and completion status in a make-sense delivery and process. We will present the findings of these pilots as it becomes available.
    - Timeline: (A) Now – May: prepare onboarding modules and have pilot group go through motions to find errors. (B) June – August: 1<sup>st</sup> system use with real-life students/continued use of real-life students, (C) August – December: Analyze findings; identify and maintain what works; identify improvements and implement solutions for next period (Spring 2019).
  - ✓ Continue to seek useful enhancements to the StudentLink software

## Strategic Goal #2: Finalize & Launch Student Passport System (SPS)

### Plan A

Complete the monitoring process for soft launch and pilot users. Fix glitches for operations as they occur.

### 2017 Outcome Highlights

- First pilot user group (Duluth Area: 3 Schools & 2 Clinical Partners) assisted, feedback gathered, suggestions reviewed, strategized and implemented.
  - ✓ Prepared draft new user SPS training
- January 2017 began soft launch user group (9 additional schools) implementing, monitoring and tweaking. Goal was to prepare software with a larger test group to prepare for the formal TCCP launch.
  - ✓ A lot of monitoring and tweaking

## Plan B

Formally launch the SPS system to the TCCP membership. Include a panel of SPS users for reports on experience and member questions.

## 2017 Outcomes & Learnings

- October 3, 2017 TCCP Conference: Main conference goal to launch the TCCP SPS
  - ✓ Included panel of 11 SPS users; 100% of users would recommend to their colleagues to use TCCP SPS
  - ✓ Currently 2,500+ students utilize SPS from 12 TCCP Schools
    - Continual enhancing of the new School and Student user process – as each new school is implemented we get better and better and further refine SPS best practices
    - Of these, TCCP receives less than 5 Help requests per week (our indicator if the system is user friendly); of these requests 95% of them are to receive a new password and/or security question
    - TCCP staff review approximately half of the student activity for schools.
      - Of those that review themselves, TCCP provides minimal activity
      - Of those that TCCP reviews, overall satisfaction is 95%
        - Established process and collaborative understanding for review/verification of submissions
  - ✓ Since this launch TCCP has been contacted by 12 Schools which will result in doubling TCCP SPS activity in 2018 from 2017
  - ✓ For further details see the TCCP October 3, 2017 Conference Report

## Looking Ahead

Areas TCCP is looking to achieve in the coming year.

All areas will be directed by the TCCP Advisory Committee through review, discussion and providing recommendations to move forward.

## 2018 Plans & Goals

- Continual maintenance of all established TCCP SPS, tools and processes for established users
- Double in size of school and student users
- Continue to provide timely customer support to all schools and students
- Student Passport System (SPS), Clinical Sites and Onboarding
  - ✓ Pilots to streamline clinical site onboarding are currently in-process – Duluth area, Metro area and Rochester area. The goal of these pilots is to utilize SPS tools and features to deliver and track student's onboarding information and completion status in a make-sense delivery and process. We will present the findings of these pilots as it becomes available.
    - Timeline: (A) Now – May: prepare onboarding modules and have pilot group go through motions to find errors. (B) June – August: 1<sup>st</sup> system use with real-life students/continued use of real-life students, (C) August – December: Analyze findings; identify and maintain what works; identify improvements and implement solutions for next period (Spring 2019).
- Continue to seek useful enhancements to the StudentLink software from established users
- Pilot school users of different programs, currently a Nurse Practitioner and a Respiratory Therapy programs are interested in piloting SPS in 2018
- Research and prepare proposals for major enhancements for the TCCP Advisory Committee such as recruitment features, survey/evaluation tools and features for specific programs.

---

## Strategic Goal #3: Maintain & Grow TCCP Advance Practice Clinical Coordination Activity

---

### Plan A

Ensure StudentLink: APP is maintained and operational.

- ### 2017 Outcome Highlights
- The TCCP StudentLink: Advanced Practice Professionals system was FULLY OPERATIONAL for the entire year. This means the system did not experience any unplanned downtimes and was always available for users' software needs.
    - ✓ This system is more self-service than StudentLink Pre Licensure, meaning that once a school or clinical site user is trained TCCP staff have minimal interaction.
    - ✓ Additionally this software has fewer clinical site users due to some clinical sites not having an established process for reviewing and deciding on clinicals – this results in the software not as user friendly for schools in that not all of their placement requests are submitted in the same way and place.
      - This issue has been present throughout this project and is largely outside of TCCP control.
  - Created an area on the TCCP informational website to house clinical site onboarding information and links. Currently a work in process; TCCP updates this information as clinical sites send it. Additionally, TCCP asks for updates 3 times per year.

### Plan B

Identify further strategies to help members.

- ### 2017 Outcome Highlights
- Coordinated 3 meetings to discuss ways to help APP schools and clinical sites to streamline and improve clinical scheduling.
    - ✓ Group participants do find value in the coordination of meetings amongst stakeholders to discuss issues and network
  - Identified possible areas to research to benefit members – this includes areas to research to implement into Student Passport that would benefit APP schools and clinical sites.
    - ✓ Currently Winona State University's NP program and Mayo Clinic is piloting usage of SPS to track compliance plus deliver and track onboarding.
    - ✓ Additionally this group is researching possibilities to track NP/PA projects and how to schedule and track in one place. This project is in process.

### Looking Ahead

Areas TCCP is looking to achieve in the coming year.

All areas will be directed by the TCCP Advisory Committee through review, discussion and providing recommendations to move forward.

### 2018 Plans & Goals

- Continual maintenance of all TCCP Pre Licensure clinical coordination software, tools and processes – including the current onboarding web page.
  - Continue coordinate meetings (3-4 times per year) for group discussion and networking.
    - ✓ Implement and evaluate the NP program usage with Student Passport
    - ✓ Review NP/PA project tracking needs, reconvene group to develop a pilot tracking system plus determine usage and building costs
  - Research possible theory/idea to include APP schedule data and process into the StudentLink Pre Licensure software tools, features and customer support.
-

## Strategic Goal #4: Maintain TCCP's Advisory Committee & Organization

### Plan A

Coordinate the TCCP leadership committees: (A) TCCP Advisory Committee (AC) and (B) TCCP AC Chairs to review organization details, make policy and organization decisions plus determine future strategies. Additionally recommend research on initiatives for possible long-term future endeavors.

- TCCP AC met quarterly; TCCP AC Chairs committee met bi-quarterly. Through these meetings they provided leadership and direction on all TCCP functions and responsibilities:
  - ✓ Strategic Plan
  - ✓ Budget
    - Revenue/membership fees
    - Expenditure areas
  - ✓ Membership
  - ✓ Bylaws and Policies
  - ✓ Major Efforts (for 2017):
    - Pre Licensure Clinical Coordination Timeline & Software
    - Advanced Practice Professionals Software & Research Discussion
    - Student Passport System
  - ✓ Discuss, research and recommend new projects and/or enhancements
  - ✓ Evaluate efforts for effectiveness; help develop solutions to improve effectiveness from a clinical site and school perspective.

### 2017 Outcome Highlights

### Plan B

Maintain the administrative operations of the organization.

- Staffing provided at the right time
- Available ongoing customer support for training, assistance and questions
- Ensured all members had the information and support needed for them to accomplish their tasks on time.
  - ✓ 95% accomplished, about 5 discrepancies in 2017
    - All due to sometimes hectic TCCP/all hands on board times per year. Remember we are 2.75 staff for all functions.
- Listen to member issues and work on suggestions for improvements
- Work with the Winona State University legal, business and technology offices.
  - ✓ Contracts and invoices
  - ✓ Compliance with MN State Standards

### 2017 Outcome Highlights

### Looking Ahead

Areas TCCP is looking to achieve in the coming year.

All areas will be directed by the TCCP Advisory Committee through review, discussion and providing recommendations to move forward.

### 2018 Plans & Goals

- Continual maintenance of all TCCP leadership committees.
- Continue organization operations and customer service maintenance
- Research ways/strategies to utilize TCCP value resources for alternate revenue streams



## Strategic Goal #5: Successfully Implement TCCP Software & Processes Into Grant-Awarded Areas

### Plan A

### 2017 Outcome Highlights

Fargo, ND

- Completed 3 year grant in 2017 for Fargo, ND schools to become trained to participate in TCCP's StudentLink Pre Licensure software, process and receive the same level of customer support as TCCP Minnesota members.
  - ✓ Developed a collaborative working group for scheduling
  - ✓ In 2018 these schools will become TCCP members and follow the same membership scale as TCCP members.

### Plan B

### 2017 Outcome Highlights

Montana

- Will complete 3 year grant in March 2018
  - ✓ Successfully set up Kalispell, MT Region with TCCP software and services
    - Developed scheduling collaborative
    - Scheduling process and technology
    - Positive outcomes
      - Want to continue to other regions, in process of determining how
      - Clinical site 100% satisfaction; helped develop best practice for their grant
      - School satisfied with level of support; interested in Student Passport
  - ✓ Currently working with the Montana clinical coordination project leaders on additional grant projects

### Looking Ahead

Areas TCCP is looking to achieve in the coming year.

### 2018 Plans & Goals

- ✓ If Montana grant is awarded, continue to provide services and support
- ✓ As additional grant opportunities arise, determine if a good fit to apply.

All areas will be directed by the TCCP Advisory Committee through review, discussion and providing recommendations to move forward.