

Academic Year 2010-2011 HCE Annual Report

Maricopa Community Colleges
Healthcare Education Office

July, 2011

General Overview

The Healthcare Education (HCE) department has been a member department of the Division of Academic and Student Affairs of the Maricopa Community Colleges since January 1999. HCE was initially structured as an oversight department for the Maricopa Healthcare Integrated Education System which included 2000 students in 25 health care certificate and degree programs at 5 colleges and one skill center. HCE's role has now shifted to primarily providing support services for approximately 6000 students enrolled in over 45 health care programs at 10 colleges and 2 skill centers.

Our mission for AY 2010-2011 has been to provide services to faculty, students and the public that ultimately empower student success. HCE attempts to provide timely, accurate, and complete information to MCCCDC health care programs and the health care community that surrounds our sites. HCE has also created and implemented a range of online databases and activities which serve to streamline student placement and clinical activities to more fully support high quality instruction.

The HCE department organized its objectives for AY 2010-2011 in three primary areas as listed in Academic and Student Affairs Division Vision statement:

- Develop and implement effective strategies to maximize stakeholder access to MCCCDC facilities, programs, services
- Promote and Support opportunities for students by enhancing learning environments and delivery options, student retention, and student success
- Enhance internal collaboration and increase external partnerships

The pages that follow summarize activities for each area.

Develop and Implement Effective Strategies to Maximize Stakeholder access to MCCCDC Facilities, Programs, and Services

Summary:

The HCE office is a first contact point for students, industry healthcare partners and members of the community at large to gain information about MCCCDC health care programs. The HCE department has worked to provide consistent, accurate, and easily obtainable information to faculty, staff, industry partners and community members through the following ongoing modalities

- HCE website-This site includes links to campus web pages which provide information on individual healthcare programs.
- MaricopaNursing website-This website provides program information and program application packets.
- Maricopa Dental Hygiene website-This website provides program information and program application packets.
- Health Care phone Hotline
- MaricopaNursing phone Hotline
- Individual email systems for Healthcare Education, MaricopaNursing, Maricopa Dental Hygiene, and Maricopa Concurrent Enrollment Program
- MCCCDC Legal Clinical Contract website-This website provides listing of all clinical contracts.

Major Accomplishments

- During AY 2010-2011 HCE staff provided the following service parameters:
 - Mailed over 1200 copies of Healthcare Education brochure to individuals requesting information about MCCCDC health care programs.
 - Answered on the average of 15-25 calls per day on Healthcare Education and Maricopa Nursing hotlines to provide information on programs or direction to appropriate campus resources.
 - Responded and provided information and direction to 2000 emails from MaricopaNursing and Maricopa Dental Hygiene email systems.
 - Reorganized the MCCCDC Legal Contract database to allow faculty to more rapidly identify the status of a desire contract among the 700 plus contracts entered in the system.
 - Facilitation of 19 meetings with faculty, staff, and university partners regarding creation/implementation Nursing Concurrent Enrollment program.
 - Creation and maintenance of an information site for students wishing to enroll in the MaricopaNursing Concurrent Enrollment program. The newly created functions facilitated enrollment of approximately 900 students in CEP Information sessions and 202 students in CEP Transcript Evaluation/Application meetings.

Significant Activities

- Initiation of updates of HCE and MaricopaNursing websites as needed.
- Ongoing maintenance of the Allied Health Blackboard site where Allied Health Faculty can locate the most up to date copies of student handbooks, Faculty Program Manager manual, common health and safety forms, and current protocols for placing students at a clinical site.
- The Integrated Competency Assessment Network (ICAN) section of guided 37 students in process of credit by evaluation for Health Care Core (HCC) classes.

Academic Year 2010-2011 HCE Annual Report

Supporting Documentation:

- HCE Programmer Daily Activity Logs
- Weekly HCE Department phone logs
- HCE Nurse Tracking website

Promote Support Opportunities for Students by Enhancing Learning Environments and Delivery Options, Student Retention and Student Success

Summary:

HCE assists with promotion of Student Success initiatives by collaborating with MCCC faculty in two main areas:

- Establishment of a culture of evidence related to best practices in health care education through compilation and analysis of data gathered in HCE databases. The HCE Department developed and maintains three large MaricopaNursing databases: Student Nurse Placement, Student Nurse Program Tracking, and Maricopa Nursing Faculty database. These databases provide a rich source of information that profiles MaricopaNursing student demographics, program attrition and completion data for the last 10 years.
- Planning, implementation and delivery of student and faculty professional development programs

Major Accomplishments:

- HCE staff worked with MaricopaNursing faculty on the following projects to quantify parameters of student success:
 - MaricopaNursing Directors were reviewing compliance with the Program's readmission program. HCE staff analyzed data to formulate a report and analysis of MaricopaNursing readmission students in relation to student outcomes and readmission policy. Results indicated that the readmission policy was consistently being followed, with minor inconsistencies noted in the first years of the program. Results also indicated that readmitted students had lower program success rates than their non-readmit counterparts. Student who had been readmitted more than one time had even lower success rates. Ongoing discussions continue regarding the data.
 - A pilot study examined the potential predictors of student success in MaricopaNursing including student scores on admissions tests (NET/HESI-A2). Analyses of large nursing student populations over time indicated that admission tests were related to student success outcomes including graduation rates and RN-NCLEX (Board exam for nurses) pass rates. Preliminary analysis also indicated that admission exams were related to scores seen on a HESI exit exams given to nursing students at the end of their first semester.
 - HESI exam score data was analyzed in relation to eventual RN-NCLEX performance for both Block 1 nursing admits and advanced placement admits. Results indicated that HESI exit scores obtained at the end of the fourth semester were related to eventual

Academic Year 2010-2011 HCE Annual Report

RN-NCLEX success. Discussions regarding use of HESI scores from Block I, II, III, and IV as an early alert system for intervention with students were initiated.

- A standardized timetable for dissemination of MaricopaNursing Alumni Survey was undertaken to try and facilitate an increased response rate. Although the Alumni Survey response rate has stabilized near 7-10% of graduates, further exploration of methodologies to increase response rates to this and other surveys is recommended.
 - Preliminary meetings were held between HCE staff and local hospital representatives to discuss ways to obtain hospital feedback on the performance of MaricopaNursing students at two critical junctures: while students are in their 1:1 senior capstone preceptor experience, and once students are actually employed by a hospital. Comparisons of feedback from such a project would be used to design improvements to MaricopaNursing curriculum to better meet employer expectations of graduates. Follow up discussions will be ongoing.
- HCE staff facilitated the following activities to foster student and faculty professional development

September 24, 2010--"Learning Activities, Tools and Tips: How to Integrate the Newest Concepts in Nursing Education" Donna Ignatavicius

- HCE staff collaborated with the community based newly developed Nursing Faculty Professional Growth Collaborative to deliver an 8 hour program with national Nursing leader Dr. Donna Ignatavicius at GCC. It was attended by 125 local clinical agency and nursing program educators

March 22, 2011-"Allied Health Future Day-What is Next?"

- HCE staff collaborated with the MCCCDC Allied Health Instructional Council and University of Phoenix to deliver the first "Allied Health Future Day-What is Next?" The session allowed students to meet with ten University Transfer partners to obtain information on opportunities to further their education. Presentations from local Clinical Agency and higher education partners were also attended by 70 Allied Health students. Topics covered included scholarship opportunities, resume building and job interviewing tips, and how to ride the wave of change destined to occur in health care due to changes in the economy and Health Care Reform

November 8 and 9, 2011. "Allied Health Professions Week-Embracing the Future of HealthCare."

- HCE staff are collaborating with Allied Health Faculty, MCLI and CCTA for student and faculty focused events during Allied Health Professions Week November 6-12, 2011.

Academic Year 2010-2011 HCE Annual Report

- November 8th-"Embracing the Future-What is Next?"-Students will be able to meet with University Transfer Partners, faculty and clinical agency representatives regarding strategies to further their education and obtain employment in health care.
- November 9th-"Embracing the Future of Health Care"-MCCCD Allied Health Faculty and Allied Health Clinical Agency staff will be honored at a day with presentations highlighting ways to "Embrace the Future." Presenters included Dr. Keith Stewart, Dean of Research, Mayo Clinic and Kim Van Pelt, Assistant Director St. Luke's Health Initiatives. There will also be a brief overview of MCCCD Allied Health program and networking session for MCCCD faculty and clinical agency representatives in attendance.

Significant Activities

- HCE staff created the following items to streamline meeting planning processes:
 - Development of meeting/function planning template that lists all necessary components to be addressed in meeting planning
 - Collaboration with MCLI on use of the online meeting publication and registration systems
 - Doodle meeting scheduling for smaller meetings
- HCE staff assisted MaricopaNursing faculty in collection, compilation and verification of data for NLN, NLNAC and Arizona State Board of Nursing reports.

Supporting Documentation:

- NLN, NLNAC, Arizona State Board of Nursing Annual Reports
- MaricopaNursing Program Outcomes-HCE website
- Program-"Learning Activities, Tools and Tips: How to Integrate the Newest Concepts in Nursing Education.
- Program-"Allied Health Future Day-What's Next?"

Enhance Internal Collaboration and Increase External Partnerships

Summary:

The HCE department works to identify ways that MCCC health care programs can more effectively carry out their own internal functions maximize program success by sharing common processes between programs and link successfully with external clinical partners to maximize our clinical placement abilities.

Activities to meet these goals are focused in two main areas:

- Ongoing maintenance, modification, and monitoring of HCE databases and activities that support MCCC Health care program faculty and students
 - Databases
 - Allied Health Applicant Queue
 - MaricopaNursing Student Placement
 - Allied Health Clinical Assessment
 - Clinical Coordination
 - Clinical Agency Preceptor Scheduling
 - Nursing Student Tacking
 - Dental Hygiene Student Tracking
 - MaricopaNursing Faculty Database
 - Activities
 - Centralized Allied Health and Nursing Faculty Orientation
 - Clinical Contracting.
- Identification of emerging issues and collaborating with MCCC Health care programs to formulate program changes, responses.

Major Accomplishments:

Activity #1-Maintenance of existing databases/activities:

Allied Health Applicant Queue-

- This database provides a listing of students who are on the wait list for GWCC Allied Health programs
 - 3,789 students listed system who have not been placed (some duplicates in system)
 - 723 students added AY 2010-2011.
 - 12,159 page requests in database for AY 2010-2011

MaricopaNursing Student Placement-

- This database maintains the list of students waiting for placement in MaricopaNursing. The database also performs placement activities twice per year.
 - 1231 students placed in AY 2010-2011
 - 148 students in wait list deferred placement one semester
 - 174 Students were withdrawn from the placement list.
 - 354,700 page requests in database for AY 2010-2011

Academic Year 2010-2011 HCE Annual Report

Allied Health Clinical Assessment-

- This Web based system allows students who are at a clinical site to enter attendance. In addition clinical agency staff at the site can document competencies gained by students and evaluate the students online.
 - 553 active student users
 - 3200 Student performance evaluations logged in system by 60 clinical agency representatives
 - 5694 Student competencies documented by clinical agency staff
 - 16,132 attendance logs created by student users
 - 507,777 page requests in database in AY 2010-2011

Clinical Coordination-

- This the database used to place nursing student groups from 25 local nursing programs at approximately 80 local clinical agencies. In addition HCE staff facilitate twice yearly Resolution meetings to solve overloads in placement requests to meet requirements of local clinical agencies.
 - 2813 Groups with 8-10 nursing students were placed though the system (approx 4000 students)
 - 525 occasions where too many nursing student groups were requested at a clinical site were solved by HCE staff
 - HCE staff provided 11 training sessions for new users of the system.
 - 31,660 page requests in database for AY 2010-2011

Clinical Agency Preceptor Scheduling-

- This is the database used to place senior nursing students for their 1:1 placement with an RN working in a local agency. In addition HCE staff train and work with clinical agencies to place students outside the online parameters
 - 1721 students placed in the system
 - 197 faculty users of system, 36 clinical agency users
 - 12,755 orientation documents downloaded from the system
 - HCE staff provided 7 "Hand-on" training sessions on use of system.
 - 138, 718 page requests in database AY 2010-2011.

Nursing Student Tracking-

- This database maintains demographic and student academic progression information relative to MaricopaNursing Program.
 - 1203 new student records created
 - 16,713 health and safety data items entered by MCCCDD programs
 - 5297 Test scores entered for updated
 - 11,716 page requests in database AY 2010-2011

Dental Hygiene Placement

- This database maintains list of students waiting to be placed in the three MCCCDD Dental Hygiene Programs and it performs placement activities 1-2 times per year.
 - 70 Students placed

MaricopaNursing Faculty Database-

- This database maintains MaricopaNursing faculty demographics and provides a site for students to submit evaluations of courses.
 - 7950 surveys submitted

Centralized Allied Health and Nursing Faculty Orientation

- HCE staff facilitate a meeting at the beginning of each semester to bring together MCCCDC Allied Health/Nursing faculty and nursing faculty from all local nursing programs to meet with representatives from local clinical agencies to review what faculty must assure is done before a student can go to a clinical site.
 - Fall 2010-26 clinical agency participants; 131 faculty
 - Spring 2011-21 clinical agency participants: 111 faculty

Clinical Contracting

- The HCE office support both Allied Health and Nursing faculty by processing all new requests for clinical contacts with hospitals, clinics, physician offices. HCE office also initiates the process of renewal of all major hospital contracts and works with MCCCDC legal to finalize each contract in a timely manner.
 - 133 New contracts initiated
 - 90 contracts completed to date
 - 15 Major hospital/clinic contacts successfully renewed

Activity #2- Identification of emerging issues and collaborating with MCCCDC Healthcare programs to formulate program changes and responses.

Online Clinical Orientation system ("OCO")

- For the past four years HCE staff have facilitated the work of the *Online Clinical Orientation Task Force*. The Task Force is comprised of representatives from MCCCDC Allied Health and Nursing Programs, all non-MCCCDC nursing programs in Phoenix Metropolitan area, and all major local hospitals. In the past for students and faculty to attend clinical experiences at local hospitals they have had to complete redundant orientation documents sometimes up to 5-6 times per year. Faculty estimated they spend as much as 300 hours per year supervising this process. To solve the problem the Task Force developed a plan for a new system where orientation content would be standardized for all local hospitals and placed online. Students and faculty would only have to complete materials once per year. Proof of successful completion of the orientation materials and fulfillment of requisite health and safety requirements could be stored in the online system and verified by both faculty and clinical agencies. The Task Force went forward with an RFP for the system and in a competitive bid administered by MCCCDC a local vendor TraCorp was identified. MCCCDC funded development of the system in Fall 2010 and HCE staff have supervised the building process of the system as follows:
 - Facilitation of work between clinical agency representatives to create content for five "regulatory modules" on Professional Conduct, Patient Safety, Corporate Compliance, Infection Control, HIPAA

Academic Year 2010-2011 HCE Annual Report

- Facilitation of 8 meetings between TraCorp, Clinical Agency Representatives, Allied Health, EMS, Nursing Faculty to discuss system structure and design.
- Facilitation of an "OCO Preview" May 26, 2011 to show stakeholders the basic system structure.
- Facilitation of training for the OCO Pilot to be held September-October 2011 with five health care programs and 9 clinical agencies.
- Full scale implementation of the system is anticipated in Spring 2012

Background Check Requirements-

- In Spring 2011, 6 of the 11 major hospital groups which partner with MCCCCD for clinical experiences developed more stringent background check standards. HCE office facilitated MCCCCD Health Care program response to these events as follows:
 - Created a *Background Check Task Force* made up of representatives from Allied Health, EMS, and Nursing programs to discuss what changes had to be made.
 - Convened representatives of MCCCCD's largest clinical agency partners to delineate agency specific background check standards.
 - Coordinated dialog/feedback with MCCCCD legal, MCCCCD Offices of Public Stewardship, Communication and Dr. Maria Harper about anticipated change.
 - Facilitated development of materials for a competitive bid through MCCCCD Purchasing to identify a background check vendor
 - On July 18 HCE department disseminated new background check requirement information packets for campus faculty, staff and advisers. The materials included Student and Staff information materials.
 - HCE staff will continue work with the Background Check Task Force, and other key MCCCCD stakeholders regarding necessary faculty background check procedures.

Significant Activities:

- In order to assure that MCCCCD would be notified if a health care student's Arizona Department of Public Safety Fingerprint card has been suspended HCE had to create two new processes
 - Creation of process to disseminate fingerprint clearance card applications with MCCCCD consistently listed on application as the employer. IN AY 2010-2011 HCE office created and provided to MCCCCD campuses 5250 application. Due to new fingerprint requirements implemented July 2011 HCE staff are in the process of creating an additional 6000 applications for dissemination to the campuses.
 - HCE maintains a central registry of students whose card has been suspended. This is visible to health care faculty on a secure Blackboard site.
- HCE staff collaborated with each individual MaricopaNursing campus Director and staff to maintain an up to date accurate listing for accrediting body NLN regarding a listing of all full and part time faculty staff members employed in the MaricopaNursing program.
- In October 2010 HCE staff convened a community meeting of all local nursing programs and local hospital clinical agency representatives to discuss problems finding adequate placement resources for all senior nursing preceptor students. This meeting lead to procedural changes by some MCCCCD nursing programs.
- Integrated Competency Assessment Network component of HCE was able to assist 37 students to obtain credit by evaluation for Health Care Core (HCC) Curriculum courses.

Supporting Documentation:

Academic Year 2010-2011 HCE Annual Report

- HCE Database Activity Logs
- Online Clinical Orientation system RFP and Bid response
- MCCC Student Background Check Requirement documents
 - Announcement of Background Check Requirements
 - Student "Frequently Asked Questions"
 - Summary of Background Check Requirements for MCCC Staff
 - Summary of Background Check Requirements by Program and Enrollment Date
 - Acknowledgement and Disclosure Statements by Programs
- Minutes October 15, 2010 Preceptor Placement Dialog.
- HCE Contract Team monthly meeting minutes