

Partnership Agreement Attachment B – 2018

TCPS Use and Financial Policies for the Tennessee Clinical Placement Partnership (TCPP)

Background, Ownership & Licensures

Originally a service provided by the Tennessee Center for Nursing, the Total Clinical Placement SystemSM or Tennessee Clinical Placement SystemSM (TCPS) in Tennessee is a proprietary service provided by Cyber Healthcare Solutions, LLC. Partnering with healthcare professional programs of study and healthcare organizations throughout the country, the services have been designed to increase access to clinical placements and streamline the clinical onboarding process for students, faculty and other clinical educators. Cyber Healthcare Solutions, LLC holds all copyright, licensing, and intellectual rights to the TCPS Tools and aggregate data.

Mission

TCPS is committed to providing partner schools and clinical facilities with the tools needed to create best practices in student onboarding.

TN TCPS Use

1. All services and support materials are available through the Tennessee TCPS website – <https://tcps-tn.org> and related sections:
 - a. Learn More About TCPS provides information about the history, mission, and structure of TCPS.
 - b. Online Orientation provides OrientPro access to Student & Faculty to OrientPro.
 - c. The “Partner’s Only” component of the website provides access to all restricted content and resources.
 - d. Password authentication for the Online Orientation & TN Partners sections are different and are changed annually based upon partnership renewal for the academic year. This information is routinely distributed in late July/early August for the new academic year.
 - e. The password to the TN Partners section may be shared with any organizational employee/faculty that may need access to the various services of TCPS.
 - f. The password for Online Orientation may be shared with students and faculty from partner schools. Facilities may share the password with non-partner schools when appropriate to use their non-partner users for OrientPro.
2. Routine communication with all partners is handled via email and a monthly newsletter (August-May). Phone and webx appointments may be set with individual partners as needed. Additional communication tools may be implemented as needed.

3. New partner orientation is offered online each month, August through May. One-on-one assistance is available as needed upon request.
4. Partners are expected to adhere to TCPP Partner Bylaws, this policy, and any applicable regional guidelines related to TCPS use.

Use of TCPS Tools

PlacementPro Guidelines – PlacementPro is a web-based data management application that provides partners with access to clinical placement tools related to the various learning opportunities at partner facilities that are available and assigned to partner schools. This tool also provides options for including clinical requirement data for students and instructors, contact information for partners, shared documents at the partnership and private levels, and a robust report engine. Managed and Associate Partners do NOT have access to PlacementPro.

1. There are several roles that School and Clinical Facility partners may utilize for accessing PlacementPro. Additional roles can be added based upon the needs of the partnership. The current roles include:
 - a. Generic User – may only search and view data in the placement database. No access is available to clinical requirements of any student/instructor.
 - b. Educational User – has full access to the PlacementPro database for placements and clinical requirements. This user can enter placement requests, update placement information as needed, and assign students to their appropriate clinical placement.
 - c. School Data Manager – has access to add and edit clinical requirements for students and instructors. This role cannot assign individual students or instructors to placements.
 - d. Instructor – has access to placement data that has been assigned to the Instructor and to any student clinical requirement data once a student is assigned to that placement.
 - e. Clinical Facility User – has full access to the PlacementPro database for placements and clinical requirements. This user can add and edit placements and respond to placement requests.
 - f. Facility Human Resources – has access to review clinical requirements of students and instructors and approve/reject students and instructors for clinical placements.
 - g. A minimum of two (2) individuals within an organization must have access via the Educational User or Facility User roles. Should organizational structure or additional use of Clinical Requirements in PlacementPro require the need for additional users, additional users may be added, but should be limited to as few as reasonably necessary for clinical onboarding processes. Users beyond 6 per organization require an additional setup fee to cover training and on-going support.
2. User authentication for these individuals is assigned once training has been completed. These user credentials should NOT be shared with others and do not change unless partnership is not renewed, or an individual must be replaced due to role/responsibility reassignment.
3. Should an individual user's role change or they leave the organization, the remaining Partner Users should notify TCPS as soon as possible to update user access.

4. Placement availability is posted by Clinical Facilities within PlacementPro. If, after a search that yields no results, schools may put in a request for placement not currently listed in PlacementPro.
5. Placements may be assigned for ONE TERM or STANDING based upon the policies of the Clinical Facilities.
6. When requesting an OPEN placement, Schools are responsible for adding school-specific information to the placement data such as start date, end date, instructor, and total number of students.
7. Academic Term Rollover timeline and process will be established by the TCPS team for coordination of placement assignment for the next academic term. During the Rollover process, facilities will have the opportunity to review previous placements, add, edit, and delete placement data for the up-coming term as needed. The timeline for requesting next term placements is communicated by the TCPS team via the monthly newsletter.
8. Placement needs, and availability can change in the dynamic healthcare environment. Failure to keep the online database accurate can result in multiple students assigned to a single placement.
 - a. If a Clinical Facility must deny an assigned placement, the Clinical Facility is responsible whenever possible for finding a suitable replacement placement within the Clinical Facility's system unless the denial is due to termination or dissolution of the CAA.
 - b. OPEN placements may be CLOSED as needed based upon changes within the facility that would limit learning opportunities of students.
 - c. If a School must release a placement, the school should release the placement in PlacementPro as soon as possible to communicate that the placement (One Term and STANDING) will not be needed. It is the decision of the Clinical Facility whether to OPEN or CLOSE the placement for the term or any remaining portion of the term. Unused and un-released STANDING Placements may be revoked by the Clinical Facility for the next academic year.
 - d. All changes to placements must also be edited in the TCPS online database by the INITIATING partner so that the online database can be updated to reflect the change.
9. Precepted placements require the timely exchange of student/preceptor contact information, shift, and work schedules. Preceptor contact information and assigned student(s) should be shared via the PlacementPro system between facilities and schools whenever possible. If the COMMENTS section of the database is used to reflect this content, limited identity information should be posted to protect individual privacy.
10. Partner use of the Student and Instructor Clinical Requirements features is encouraged, but not mandatory. Regional partnerships are encouraged to implement the use of this feature in PlacementPro as a regional decision to minimize duplicative data entry and reporting. Facilities are encouraged to standardize the reporting requirements/process for students and faculty that are participating in clinical learning opportunities. Whenever possible, clinical affiliation agreements should support standardization while meeting regulatory requirements.
11. All Clinical Requirement (CR) data is stored on a HIPPA compliant server and the process design of information sharing between partners is time sensitive and consistent with FERPA/HIPAA guidelines related to "need to know". TCPS does not share ANY CR data with non-partners.
11. See the PlacementPro User's Manual for further information.

OrientPro Guidelines – OrientPro is a web-based application that provides 24/7 access to a general healthcare orientation and specific facility orientation as required by healthcare accreditation and regulatory agencies for all students/faculty coming into facilities for clinical learning opportunities. All Partners have access to OrientPro.

1. The general online orientation content is designed to meet the regulatory mandated orientation content for most clinical facilities. The content is reviewed annually by facility partners serving on the TCPS Review Board and updated as needed during the two scheduled system downtimes each academic year. Major updates are made during the July downtime; minor updates are made during the December downtime.
2. Completion of the general online clinical orientation program is required for all students/faculty prior to the start of their clinical rotation each academic year. Students must complete the online orientation quiz with a minimum score of 88%. The Clinical Passport and/or Certificate of Completion document the successful completion of the generic orientation program. One of these documents must be presented to the instructor prior to the start of their clinical rotation.
3. Facilities may submit facility-specific content that augments the general orientation content for publication on the TCPS. Duplication of the general content is strongly discouraged. The TCPS Program Director will work with individual facility representatives to assist in the development of suitable online presentation of content. Facilities are encouraged to include student and instructor information to maximize the impact of the online TCPS.
4. A facility specific quiz or online attestation statement is required for all facility-related orientation content.
5. It is the responsibility of the Clinical Facility to let the Schools know if there are additional facility specific orientation requirements that are beyond the scope and presentation on the TCPS orientation website.
6. It is the responsibility of the school to assure that students are up-to-date and have successfully completed their orientation program prior to beginning their clinical rotation.
7. To monitor student/faculty completion of orientation TCPS has 3 tools that may use used: (1) **Clinical Passport Document** – this document can be used to document clinical requirements and orientation completions. It is most frequently used with Non-Partner students by facilities to vet individual students/faculty and is completed by the student or instructor and validated by the school and shared with the facility. 2) **Orientation Completion Report** – this report is available on the website under the TN Partners section and includes a listing of all individuals that have completed various orientation for the current academic year. 3) The **Clinical Requirements** feature of PlacementPro will list individual student/faculty completions of orientation when this feature is used. It is the responsibility of the Facility to alert Schools which tool should be used for reporting compliance with onboarding requirements.

EvalPro Guidelines – EvalPro is an online survey service for partners that provides schools and facilities with an opportunity to create a 360° evaluation process that collects information related to students', faculty, and facility staffs' perspectives. This data collection and reporting process can be useful for periodic accreditation or quality monitoring processes by the partners. It is **NOT** included in the annual partnership fee but is an add-on service using a scalable sliding fee structure based upon the scope of the evaluation project.

1. Data collection is done in the Fall or Spring based upon the needs of the facility and/or school. Using a standardized set of questions and additional questions supplied by the partner to support any specific initiatives that the school or facility want to measure, surveys are sent to students, faculty, and facility staff as appropriate.
2. Data from respondents is collated and aggregated by the TCPS Team with a final written report provided to the initiating partner. Access to individual data is also available as requested.
3. Fees are based upon a sliding scale that evaluates the number of participants, school, and clinical facilities.
4. EvalPro may be used once or on an on-going basis as desired by the partner(s).

TCPS Financial Policies - Remaining true to the original mission of the Tennessee Center for Nursing with the establishment of the Total/Tennessee Clinical Placement SystemSM, TCPS Financial Policies and fee structures are based upon operational costs of the services provided. As a growing service with diverse healthcare and educational partners that have varying levels of users, partnership fees and additional fees must be driven by resource consumption for TCPS remain fiscally stable.

1. Partner fees are paid annually based upon a sliding scale fee structure that is calculated using a clinical facility's average daily census, bed capacity and number of non-partner users; a school's user headcount; access for up to 4 PlacementPro users per organization/program of study. Initial and annual census and headcount data will be self-reported via the Partner Profile report annually by the organization.
 - a. Failure to submit a Partner Profile report will result in a service charge of \$25 added to the next academic year Partnership Fee.
 - b. If no annual Partner Profile was submitted, any OrientPro user overage will result in a Partnership Fee adjustment to the next highest sliding scale level.
 - c. Actual user overages above the sliding scale range of reported users for use of OrientPro will be billed with the next academic year billing cycle.
 - d. Additional PlacementPro Users can be added at \$50/user/year.
2. Fee structures are set annually for the subsequent academic year based upon resource utilization, licensure fees, and operational expenses and are structured on a sliding scale to provide flexibility in user numbers related to duplicate user accounts being set up for OrientPro.
 - a. Full and Associate Fee sliding scales begin at <15 and continue upward: 16-25, 26-50, 51-99, 100-149, 150-199, etc.
 - b. Managed Partner Fees are based upon a yearly partnership fee and then a per student charge.
3. Facility Non-Partner Users of OrientPro is related to the sliding scale assigned to the facility. ADC/Staffed Beds <50 = 10; <100-199 = 25; 200 - 300 = 50; >301 = 100. Additional Non-Partner Users may be added as needed. Call for a quote.
4. Partnership fee changes are communicated to the partners in February for the next academic year.
5. Partnership Fee Invoices are sent to partners in early May via email for the subsequent academic year with payment due around July 15, payable to the Tennessee Clinical Placement System. (Actual Due Dates are on the invoice and will vary based upon business days of the calendar.)

6. Fees are expected to be paid on time. Late Invoices will be sent at 45 and 60-day intervals and include a \$100 late fee that must be paid in addition to the annual partnership fees. At 90 days, delinquent invoices will be turned over to a collection agency and all partner data will be archived from the TCPS databases. To regain access, a reinstatement fee of \$500 will be charged in addition to the partnership & late fees. All fees must be paid in full to regain access.
7. If special paperwork is needed to create vendor status for TCPS, this should be done immediately upon receipt of the invoice. Failure to request completion vendor status paperwork or other financial information that results in a late payment will not prevent the accrual of late fees. Vendor status/financial paperwork is returned from TCPS within two (2) business days.
8. TCPS does not accept credit/debit cards for Partnership Fees due to the related bank fees associated with credit/debit card use. Managed Partner Students may use a credit card online to pay the per student fee.
9. Bank ACH Transfers are accepted **only if there is notification** that the payment is coming via ACH Transfer from the Partner. Failure to notify TCPS of this transfer may delay credit and could impact access to the system tools.
10. All partners are also charged a one-time startup fee to cover the cost of placement data development, orientation development, clinical requirements setup, and initial partner orientation to the TCPS Tools.
11. New partners joining mid-academic year will be initially invoiced on a pro-rated basis to allow for inclusion in the next established invoice cycle.

Important Dates in the Academic Year to Remember (approximate based upon business days)

- ✓ August 1 – New academic year, new access credentials for TN Portal and Online Orientation.
- ✓ October - PlacementPro Opens for Spring Placement Requests
- ✓ November 15 – Deadline for Facility Specific Orientation updates for winter update.
- ✓ First week of December – TCPS Winter Downtime for minor mid-year updates.
- ✓ February – TCPS Fee Structure for next academic year distributed.
- ✓ March Partner Profiles are updated.
- ✓ March – PlacementPro Opens for Summer placement requests
- ✓ April - PlacementPro Opens for Fall placement requests.
- ✓ February through April – OrientPro (General & Facility) content & presentation review for next academic year
- ✓ May 1 – Invoices distributed for next academic year.
- ✓ July 15 – Fee Payment due for next academic year.
- ✓ Last 2 weeks of July – TCPS OrientPro Downtime for major updates.

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