Evaluation of the Credentialing Processes for the Clinical Students of the UCF Academic Health Science Center

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BACKGROUND

- The Education Council of the AHSC was formed in 2018 to identify common challenges and opportunities in education for the 2200 clinical students across the Colleges of Medicine, Nursing and Health Professions.
- All students have required clinical rotations occurring at over 300+ affiliates, all with separate approval forms and processes for each affiliate and unit.
- Credentialing is performed by individual units by faculty and staff with various degrees of training.

PURPOSE

- To determine the current efforts dedicated to credentialing clinical students across the AHSC units. The aim is to identify opportunities to streamline processes.

METHODS

- Each unit identified the faculty and staff involved in the credentialing process. A survey was developed and deployed to these individuals to assess current credentialing efforts and challenges.
- Based on the survey results, a representative task force developed strategies to meet credentialing needs across the units.
- Objective data of work assignment and operations costs (database storage, training) as well as narrative feedback was collected.

OUTCOMES

<table>
<thead>
<tr>
<th>Unit</th>
<th>Students /yr</th>
<th>Unique student rotation sites /yr</th>
<th># staff involved</th>
<th>Individuals and % of work (staff unless otherwise specified)</th>
<th>Activity and percent of time dedicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>COM</td>
<td>480</td>
<td>~1600</td>
<td>13</td>
<td>7 ≤ 10% 5 11-20% 1 100%</td>
<td>Review of credentialing databases 15%</td>
</tr>
<tr>
<td>CON (undergrad and graduate)</td>
<td>1200</td>
<td>2400+</td>
<td>8</td>
<td>2 &lt;10% 1 11-20% 5 50-80%</td>
<td>Communication with students throughout process 35%</td>
</tr>
<tr>
<td>Physical therapy</td>
<td>112</td>
<td>~448</td>
<td>2</td>
<td>Faculty 51% Staff 25%</td>
<td>Onboarding training 25%</td>
</tr>
<tr>
<td>Social work (BSW and MSW)</td>
<td>~100</td>
<td>~630</td>
<td>9</td>
<td>3 ≤10% 6 10-20%</td>
<td>Direct work with clinical sites 25%</td>
</tr>
<tr>
<td>Comm Science (undergrad and graduate)</td>
<td>397</td>
<td>502</td>
<td>3</td>
<td>Faculty (2) 90% Staff 25%</td>
<td>Direct work with clinical sites 25%</td>
</tr>
</tbody>
</table>

Feedback from initial survey of credentialing faculty and staff (n=27)

Please respond on how important you feel the addition of a centralized credentialing office, with dedicated credentialing staff to handle all clinical students across the Academic Health Science Center, would improve the processes below:

Strongly agree  Agree  Neutral  Disagree  Strongly disagree

- Background checks
- Vaccination records
- Drug screening
- Legal Services
- Academic Standing
- HIPAA training
- CPR
- Advanced resuscitation (ACLS, ATLS)
- Mask fitting
- Licensure

SUMMARY

- There are opportunities to improve efficiency and efficacy in the credentialing process across the AHSC.

ACKNOWLEDGMENTS

- I would like to acknowledge the support of Dr German and the Education Council of the UCF AHSC and the Credentialing Task Force.
- This poster was presented at the 2020 ELAM® Leaders Forum.