

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.

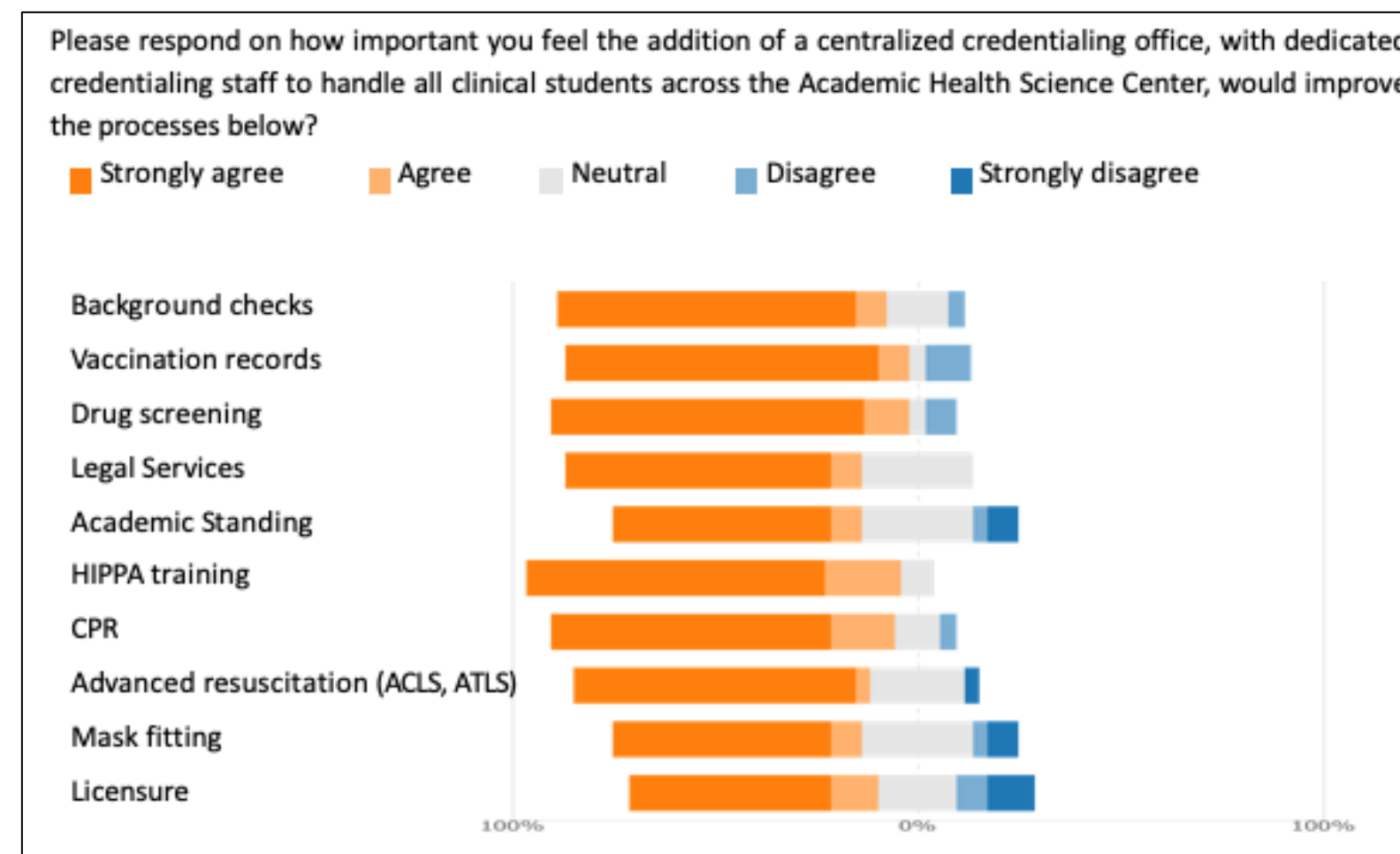
OUTCOMES

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

DISCUSSION

- A thematic analysis performed on the feedback from the survey and the taskforce meeting revealed :
 - A desire for increased guidance from legal services in background checks and affiliation agreements.
 - Opportunities for shared training of students (e.g. background checks).
 - UCF Student Health Care Center capacity to perform previously outsourced tasks for all AHSC students (e.g. drug testing).
 - Vendor costs for databases, background checks, etc. can exceed \$26 K/year/unit.
- Based on these findings a plan for centralized credentialing processes has been submitted for consideration in the AHSC strategic plan.

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



SUMMARY

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

ACKNOWLEDGMENTS

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