



NATIONAL NURSE PRACTITIONER RESIDENCY & FELLOWSHIP TRAINING CONSORTIUM

Welcome to the 2nd World Café Webinar:

**“Developing Program Directors including
The Role of the Program Director and
Developing Your Successor and Identifying
those Best Practices”**



We will begin shortly



Get the Most Out of Your Zoom Experience

- Use the Q&A Button to submit questions during today's session
- Use the chat feature to submit technical questions.
- Recording and presentations will be made available to everyone after the session at <https://www.nppostgradtraining.com/2021-annual-consortium-virtual-conference/>
- Unanswered questions will be responded following the webinar and posted to the webpage

Community Health Center, Inc. and Waianae Coast Comprehensive Health Center's NP Residency Training Programs



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Development of Program Directors

PRESENTED BY:

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Program Director, NP Residency Training Programs

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Clinical Program Director, NP Residency Training Programs

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NP Residency Program Director; WCCHC

**Keala Patterson, Director of Public Affairs, NP Residency
Evaluation Coordinator; WCCHC**



Session Objectives:



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By the end of this session participants will be able to:

1. Explain the roles of Program Director and Clinical Program Director
2. Discuss the differences and similarities between the roles
3. Explore ways to identify, train, and develop future Program Directors

Continuing Education Credits

In support of improving patient care, this activity has been planned and implemented by National Nurse Practitioner Residency and Fellowship Training Consortium (NNPRFTC) and Community Health Center, Inc./Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This series is intended for physicians, nurse practitioners, nurses and physicians assistants.

Please complete the survey – linked in the chat, and emailed to all attendees – to request your continuing education credit. Surveys are due the Friday after the session.

A comprehensive certificate will be sent out the following week after the survey is due.



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION



Disclosures

- With respect to the following presentation, there has been no relevant (direct or indirect) financial relationship between the faculty listed above or other activity planners (or spouse/partner) and any for-profit company in the past 12 months which would be considered a conflict of interest.
- The views expressed in this presentation are those of the faculty and may not reflect official policy of Community Health Center, Inc. and its Weitzman Institute.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.



NNPRFTC STANDARD 7: Program Staff Roles Defined

Program Staff is responsible for:

- Managing the implementation of all core program components
- Selecting potential applicants and final candidates
- Administering and collecting comprehensive performance evaluations of each postgraduate trainee
- Identifying and resolving unanticipated obstacles or problems that might impede successful achievement of objectives
- Designing, implementing, and evaluating curriculum
- Promoting and understanding of the program internally within the sponsoring organization
- Disseminating outcomes and findings from the program to the larger healthcare community
- Administering and coordinating all clinical practice, didactic, and other organizational activities of the program
- Developing and implementing strategic plan as well as assessment plan



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The Program must have a designated Program Director, Chief Clinical Director, and organizational support staff that are sufficient in time and effort to fulfill all program components. Based on the size and resources of the sponsoring organization to Program Director and Chief Clinical Director positions may be combined, provided the requirements of each position are met.

NNPRFTC STANDARD 7: Program Director Role Defined

The Program Director must:

- i. Be an NP or operate under the direction of a Chief Clinical Director who is an NP
- ii. If the Program Director is an NP they must hold a current state licensure under state or federal law
- iii. Be knowledgeable about and responsible for the Programs:
 - i. Sponsoring organization
 - ii. Day to day program operations
 - iii. Fiscal management
 - iv. Program self-analysis and evaluation
 - v. Program development and improvement
 - vi. Accreditation standards and process



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OVERVIEW OF CHC NP RESIDENCY PROGRAM

- Launched nation's first formal postgraduate NP Residency Training program in 2007, starting with 4 Family NPs.
- Expanded program to include Psychiatric MH NPs in 2015.
- In 2017, CHCI added a 1 year post-residency Center for Key Populations fellowship – have graduated 4 fellows, with 2 currently enrolled.
- 2019 and 2020 Received HRSA's ANE-NPR and ANE-NPRIP grants – expanding training by 6 residents per year and added PNP and AGNP tracks
- Since 2007 have graduated 125 NP Residents - 0% drop out rate.
- CHC supports national work through formal partnerships, consulting, and national TA grants



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CHC's NP RESIDENCY PROGRAM STAFFING STRUCTURE



PROGRAM DIRECTOR ROLES ADMINISTRATIVE VS. CLINICAL



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PROGRAM DIRECTOR

- Background – administration, business, public health
- Responsibilities – all administrative oversight of program activities including recruitment, interviewing, selection, onboarding, orientation, overall curriculum structure, evaluation, accreditation, grant funding
- Serves as a liaison between residents and clinical sites (operations)

CLINICAL PROGRAM DIRECTOR

- Background – clinically trained NP in the specific specialty
- Responsibilities – supports the clinical curriculum and practice of the NP Residents including acting as an immediate resource to NP Residents for clinical care, precepting, supporting/training preceptors, didactic content review, didactic presenting, office hours, managing performance concerns, new training activity review
- Serves as a liaison between residents and clinical sites (providers, support staff, clinical concerns)

ONE PROGRAM DIRECTOR (CLINICAL)



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Things to consider:

- Have strong administrative program staff to support the daily operations of the program
- Ensure that there is a balance of clinical and non-clinical time that you have enough
 - How much is enough? Depends on size of your program, additional support, size of panel
- Involvement in organizational or clinical leadership to be aware of policy updates and changes
- Research, presentations, publications



ONE PROGRAM DIRECTOR (ADMINISTRATIVE)

Things to consider:

- Have strong clinical NP counter part – to support the clinical curriculum of the program
- Figure out how much administrative support is needed for your program – do you need a coordinator?
- Involvement in organizational and operational leadership to understand changing policies and procedures that may impact the program



BEST PRACTICES FOR PROGRAM TEAM COLLABORATION

- Weekly Operations meeting to discuss program operations, schedules, challenges
- Review and discuss reflective journals on a regular basis to respond to feedback in a timely manner
- Find a method for regular one on one communication with each trainee
- Have a centralized location where all team members have access to the same, updated information (OneNote)



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TRAINING AND DEVELOPMENT FOR PROGRAM DIRECTORS



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- Society of Teachers for Family Medicine (STFM) www.stfm.org
 - Faculty Development section with many free trainings
- National Organization of NP Faculties (NONPF) www.nonpf.org
 - Membership organization offering resources for NP faculty/educators
- LinkedIn Learning
 - Resources (paid subscription) on a wide variety of professional topics to enhance skills
- Internal leadership training and mentorship
 - Connecting potential candidates with leadership mentors to develop key skills
- Invest in professional development and leadership training



DEVELOPING YOUR PIPELINE OF FUTURE PROGRAM DIRECTORS



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WHO:

- Identify NPs in your organization that are engaged and excited about the Program
- Alumni of your training program
- Alumni of other training programs

HOW:

- Offer opportunities to do trainings – didactics, office hours, one off trainings, procedure trainings
- Create an internal advisory board to give other NPs the opportunity to engage with the program
- Create an Associate or Deputy Program Director role
- Carve out other roles with potential grant funds to increase opportunities for future program leaders



WAIANAЕ COAST COMPREHENSIVE HEALTH CENTER

Healing • Learning • Innovation

Serving West O'ahu since 1972 through our 12 clinic sites.
WITH OVER 150 PROVIDERS, WE ARE
THE HEALTHCARE HOME TO 38,000 PATIENTS



WAIANAЕ COAST
COMPREHENSIVE
HEALTH CENTER

LOCATIONS



Established in 1972-Nearing our
50th Year Anniversary

Largest & Oldest FQHC in Hawaii

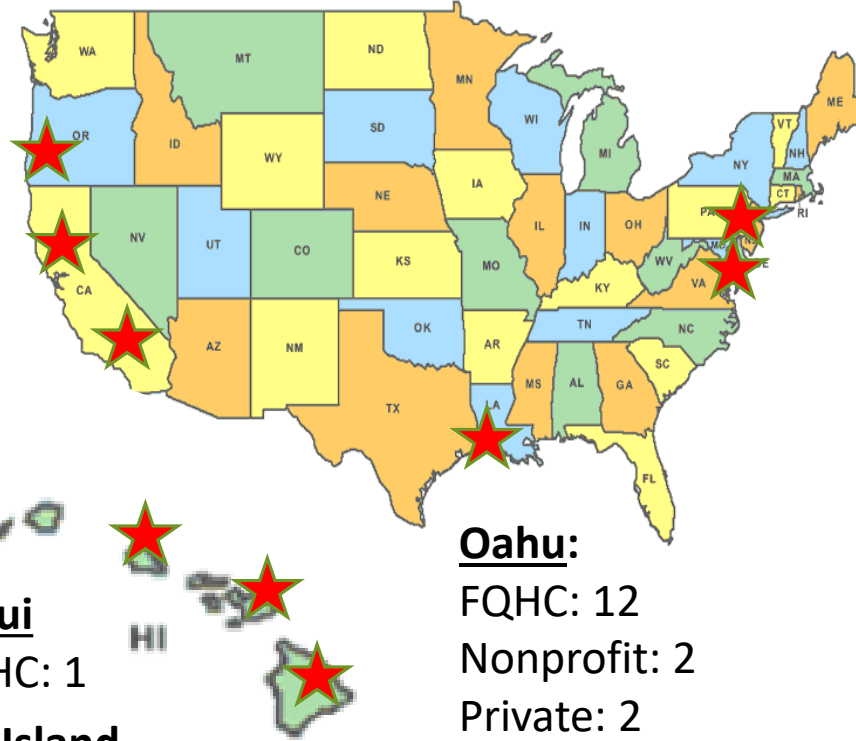
WCCHC's Mission:

WCCHC is a [healing center](#) that provides accessible and affordable medical and traditional healing services with aloha.

WCCHC is a [learning center](#) that offers health career training to ensure a better future for our community.

WCCHC is also a [learning center](#), using leading edge technology to deliver the highest quality of medical services to our community.

Na Lei Kukui “Lei of Enlightenment” NP Residency Program 2015-2021



Maui

FQHC: 1

Big Island

FQHC: 1

Oahu:

FQHC: 12

Nonprofit: 2

Private: 2

VA: 1

Hospital: 4

**31 Graduates; Hawaii State: 23;
FQHCs: 17**



MAKING THE TRANSITION BETWEEN PROGRAM DIRECTORS

WCCHC's Strategy for Role Transition of Program Directors

QUALITIES HELPFUL IN ASSUMING NEW ROLE

- Formerly worked for facility as R.N.
- Former Resident
- Familiar working at all satellite clinics/main campus/ER
- Close relationships with various staff at WCCHC
- Preceptor Experience

PREPARATION

- Clinical Director/Independent Clinic Preceptor for 1 year period prior to assuming role as Program Director
- Attended Administrative Meetings (Residency Advisory Committee)
- Training in Administrative Duties (Yearly schedule of admin duties)
- Former Director Stayed on as Resident Advisor

QUESTIONS?

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Post-Web Cafe Survey:

https://chcl.iad1.qualtrics.com/jfe/form/SV_0UtXHjdjcII3bpQ

SAVE THE DATE:

December 1, 2021 at 3:00pm (EST) World Cafe
“Research, Evaluation and Outcomes: Collaborative
Ideas and Clinical Practice Research”