Maximizing Efficiency in Managing Nursing and Other Student Rotations: LVHN Case Study

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SITUATION

- Hospital mergers are resulting in need to increase efficiency and standardization in student processes across expanding networks.

BACKGROUND

Lehigh Valley Health Network

- LVHN is a major academic community health network, with 8 hospitals and 160+ practices, ExpressCare, and other locations
- 2,000+ students completing nursing, medical, and other rotations at network sites each year
- 70+ affiliate schools
- In 2016, with the merger of two new hospitals, LVHN's Department of Education was tasked with providing oversight of all students and school affiliates, at all sites.
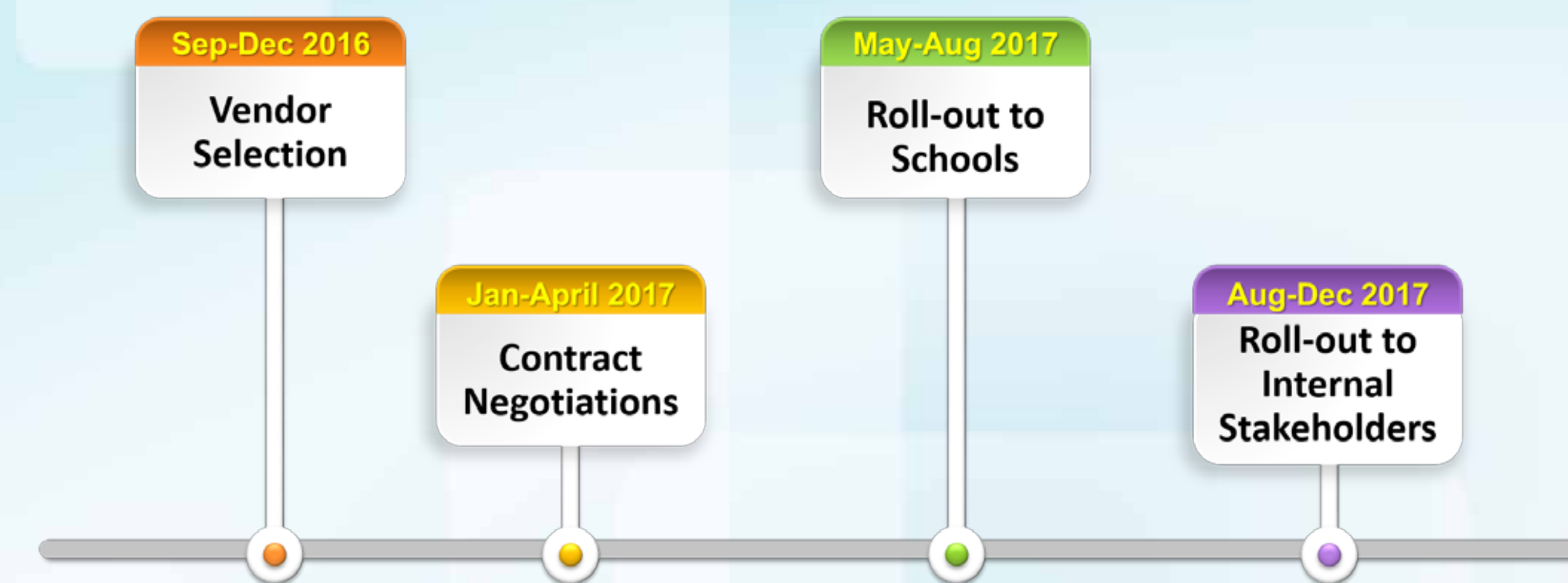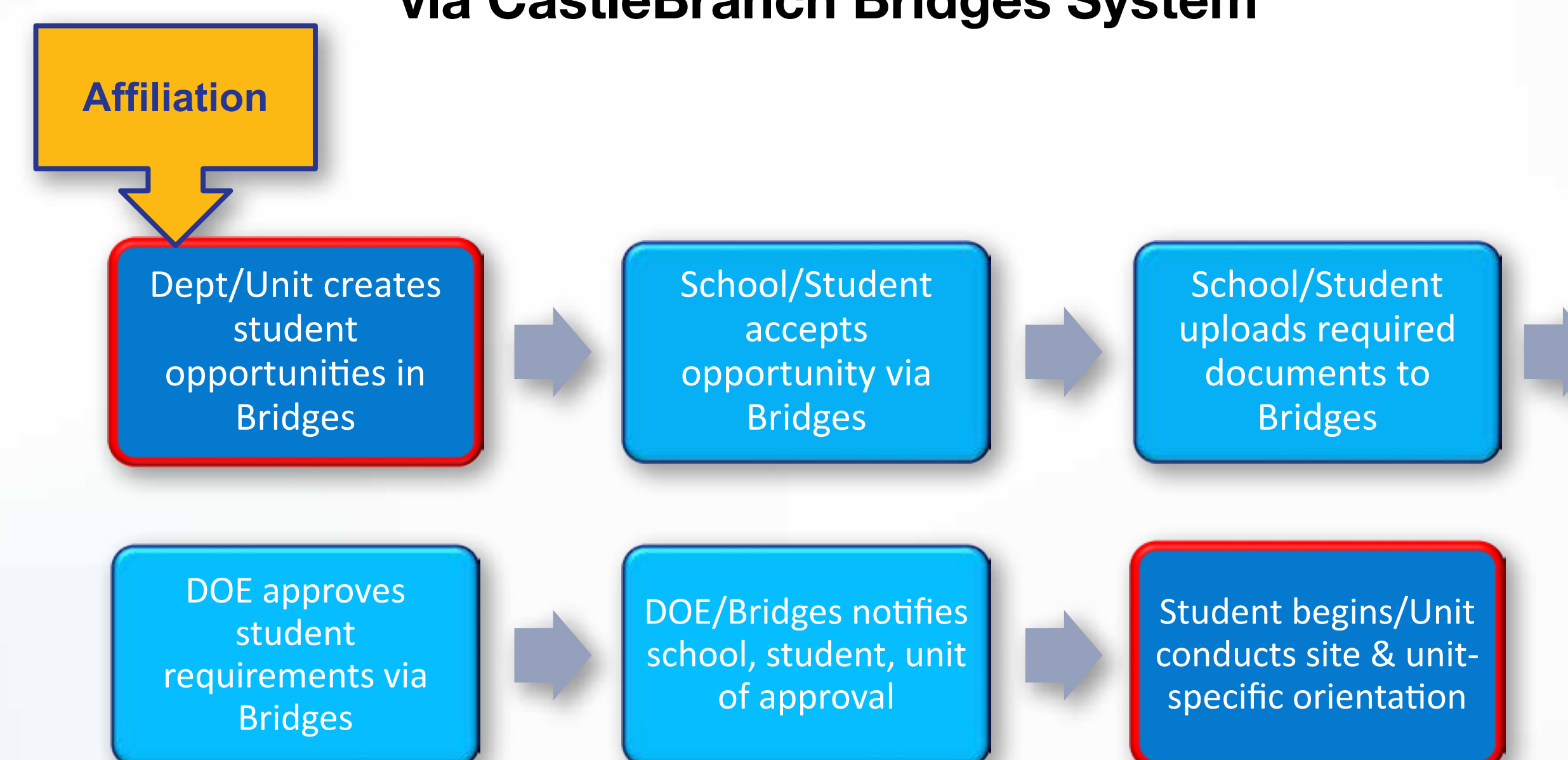

Drivable Super Regional Health Network

ASSESSMENT

- Goal is maximizing efficiency in scheduling, placing, orienting, and approving the 1200+ nursing and 800+ other students rotating at LVHN each year.
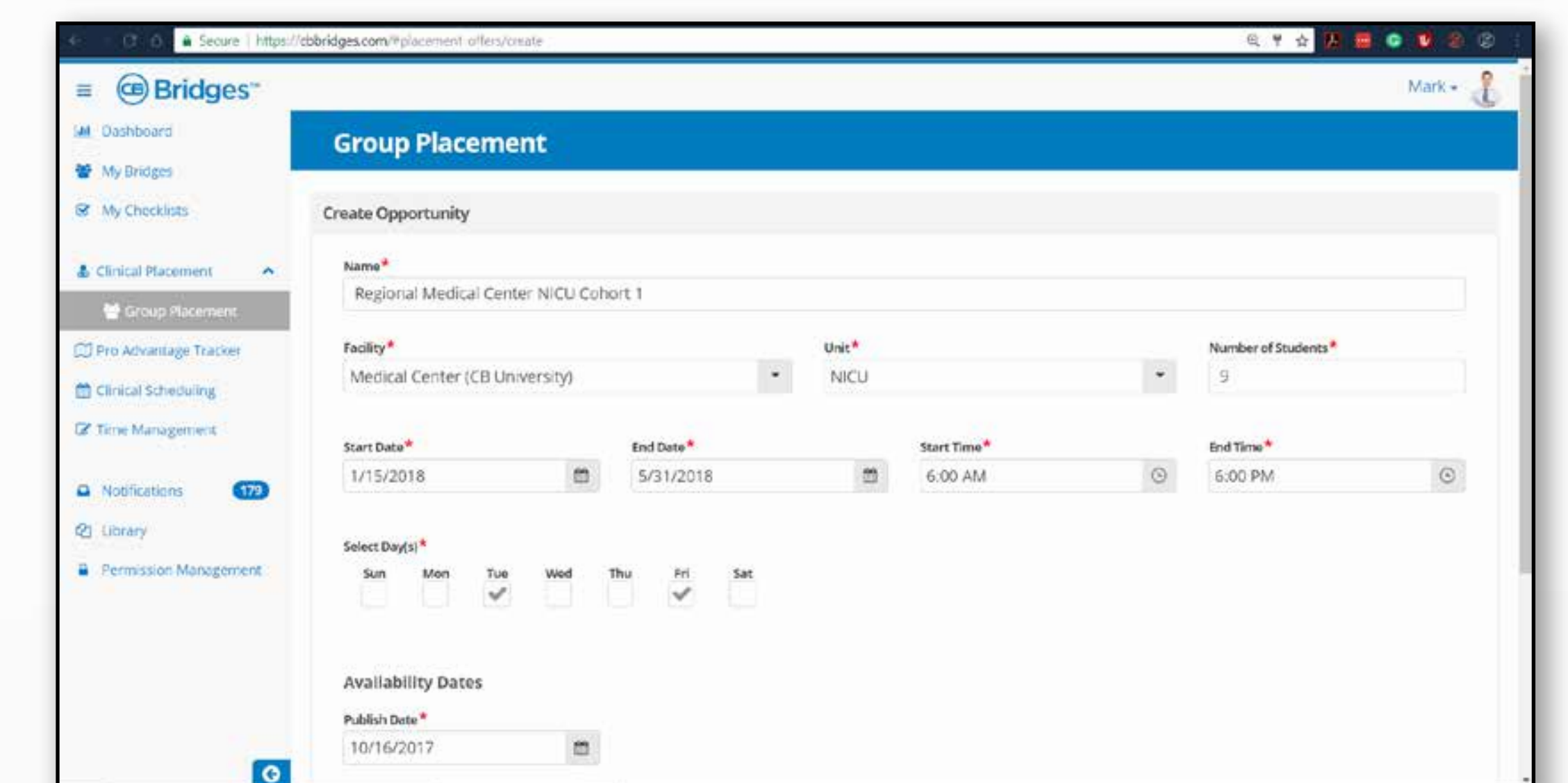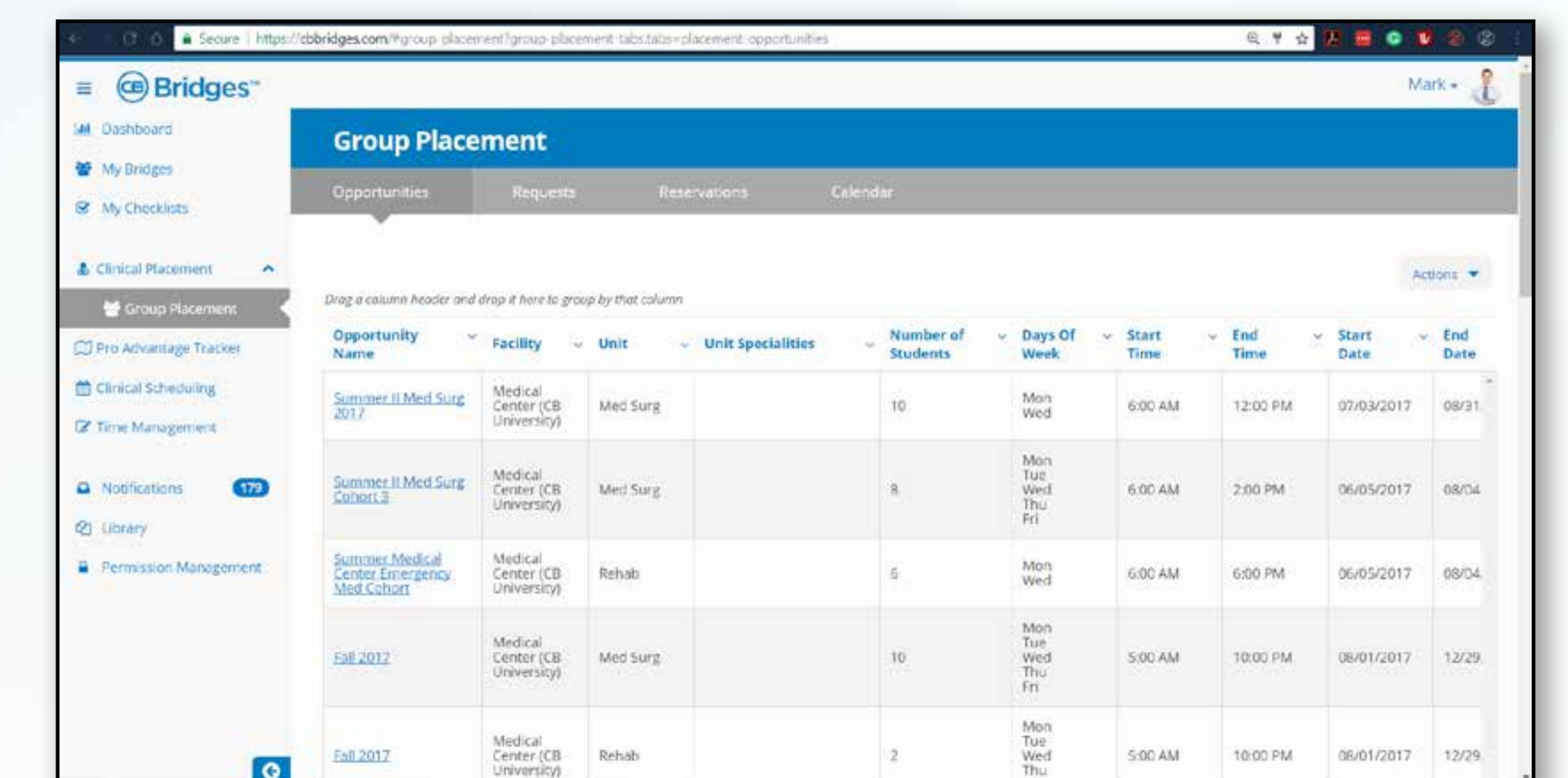- A comprehensive online student management system identified as critical.

TIMELINE

Sep-Dec 2016 — Vendor Selection
Jan-April 2017 — Contract Negotiations
May-Aug 2017 — Roll-out to Schools
Aug-Dec 2017 — Roll-out to Internal Stakeholders

Student Placement/Approval Process via CastleBranch Bridges System

Affiliation →

Dept/Unit creates student opportunities in Bridges → School/Student accepts opportunity via Bridges → School/Student uploads required documents to Bridges →

DOE approves student requirements via Bridges → DOE/Bridges notifies school, student, unit of approval → Student begins/Unit conducts site & unit-specific orientation

RECOMMENDATIONS/ LESSONS LEARNED

- A central system is critical.
- The more schools + health systems using the same system, the better.
- Pick a vendor that wants to be a true partner.
- Communicate, communicate, communicate.
- Identify process issues as early as possible.
- Identify key stakeholders and champions.
- Plan for 3-6 months prep prior to roll-out + 12-18 months for full implementation; build in time for unexpected issues.

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