



Effectiveness and Satisfaction Survey
Florida Nursing Resource Center
Centralized Clinical Placement System (CCPS)

December 2008

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CONTENTS

I.	Background.....	1
II.	Methods.....	2
III.	Survey Results.....	3
IV.	Summary.....	14

Appendices

- A. Survey Notifications
- B. Survey Summary-Clinical Facilities
- C. Survey Summary-Nursing Schools

1. Background

The Florida Nursing Resource Center (FNRC) is the result of collaboration between the Nursing Consortium of South Florida and the Palm Healthcare Foundation. Grant funds, awarded to the Nursing Consortium of South Florida by the Health Foundation of South Florida and matched by the Palm Healthcare Foundation support the Nursing Resource Center services. The system license was purchased from the Foundation of California Community Colleges. The Centralized Clinical Placement System (CCPS) was designed to standardize and streamline the scheduling of clinical placements for nursing students and to identify underutilized clinical space so that greater numbers of nursing students could be accommodated for clinical training.

The Nursing Consortium of South Florida contracted with Cruz Fox, LLC. to survey users of the CCPS to determine the effectiveness of and user's satisfaction with the system for placing student cohorts on clinical facility units for clinical experience. The Nursing Consortium of South Florida was particularly interested in user satisfaction with various aspects of the CCPS and its impact on:

- availability of clinical space
- time and cost associated with placement activity
- information on placement activity and the ability to manage it
- communication among nursing schools, and
- communication between nursing schools and clinical facilities

In addition to measuring changing attitudes and perceptions on the part of CCPS users and comparing those to responses provided in two earlier user surveys conducted by RMC Research Corporation, the Nursing Consortium of South Florida was also interested in knowing the degree to which the user community values the CCPS, which recent system enhancements were most in use, and which additional modifications were desired by the user community.



II. Methods

Cruz Fox, LLC. developed two parallel surveys separately targeting CCPS users from clinical facilities and those from nursing schools. The surveys included multiple-choice questions to quantify the effectiveness of the CCPS, and open-ended questions to allow respondents to elaborate on their responses.

The development of the surveys was patterned after the two earlier surveys conducted in 2007. Changes were made with a goal of maximizing user response and considered user input that the two earlier surveys were too long. New questions were added to gauge preference for various forms of training offered and the use of recent system enhancements. The survey was also used to quantify concerns not related to system functionality, such as:

- the extent to which student cohorts fail to show up as scheduled, with or without cancellation notification,
- factors causing an increase or decrease in the number of placements, and
- perceived community-wide benefits

The surveys were conducted from October 24 through December 12, 2008 using the SurveyMethods online survey tool. The targeted survey participants were all those registered in the FNRC system as users. Schools and clinical facilities may have more than one coordinator assigned to scheduling students. Notification of the surveys was sent to participants in emails that explained the survey and provided a link to the appropriate survey. (Appendix A) Electronic reminders were sent to participants three times during the survey period. The Consortium's President and President-elect also made calls during the survey period to hospital CNOs to encourage them to have their coordinators complete the survey.

To avoid duplication of surveys, Cruz Fox LLC utilized coordinator specific links that could only be used once. All responses to the surveys were reported in a manner that maintains the confidentiality of respondents.



III. Survey Results

Responses to each survey question are summarized in Appendix B (Clinical Facilities) and Appendix C (Nursing Schools.) This section presents user responses to questions about the placement process, the utilization and availability of clinical space, barriers to nursing school enrollment expansion, and perceived community value. Qualitative data are included that expand on user responses, and identify specific aspects of the system about which users had comments.

Sixty-five individuals in forty-seven separate clinical facilities were invited to participate in the survey. Twenty-nine of these individuals responded to the survey. However, two of the respondents reported having no experience using the system and their answers are not included in the survey results. The remaining twenty-seven respondents were representative of twenty-seven separate clinical facilities. Five were from Broward County, and Miami Dade and Palm Beach County each had eleven clinical facility users respond. Ten of the clinical facility respondents reported having less than one year of experience in their current role, nine indicated that they had held their positions between one to four years, and eight stated that they had been in their present role more than four years.

Eighty individuals in forty-six separate nursing school campuses were invited to participate in the survey. Twenty-eight of these individuals responded to the survey. However, four of the respondents reported having no experience using the system and their answers are not included in the survey results. The remaining twenty-four respondents were representative of twenty-one separate nursing school campuses. Nine nursing school respondents were from Broward, while eight were from Miami Dade, and seven from Palm Beach County. Five of the nursing school respondents reported having less than one year of experience in their current role, twelve indicated that they had held their positions between one to four years, and seven stated that they had been in their present role more than four years.



What is the effect of the CCPS on the placement process?

Sixty-five percent of respondents indicated the process of clinical placement was less difficult since using the CCPS as compared with forty-six percent of respondents in October 2007 and forty-one percent in May 2007. Favorable responses from nursing schools jumped twenty-three percent from forty-four percent in October 2007 to sixty-seven percent in the 2008 survey. Clinical facilities also responded more favorably with sixty-three percent finding the placement process was made easier with the CCPS compared to thirty-five percent and forty-seven percent in May and October 2007.

Table 1: Effect of the CCPS on Process Difficulty

	All Respondents			Respondents from Clinical Facilities			Respondents from Nursing Schools		
	May 2007	Oct. 2007	2008	May 2007	Oct. 2007	2008	May 2007	Oct. 2007	2008
Less Difficult	41% (n=16)	46% (n=16)	64.71% (n=33)	35% (n=6)	47% (n=9)	62.96% (n=17)	46% (n=10)	44% (n=7)	66.67% (n=16)
Same Difficult	26% (n=10)	29% (n=10)	19.61% (n=10)	29% (n=5)	26% (n=5)	18.52% (n=5)	23% (n=5)	31% (n=5)	20.83% (n=5)
More Difficult	33% (n=13)	26% (n=9)	15.69% (n=8)	35% (n=6)	26% (n=5)	18.52% (n=5)	32% (n=7)	25% (n=4)	12.5% (n=3)

Overall, the percentage of respondents indicating the process takes less time grew by fourteen percent. Fifty-one percent of respondents indicated the process of clinical placement takes less time using the CCPS, as compared to thirty-seven percent in October 2007 and forty-one percent in May 2007. This is primarily accounted for by the 29 percent increase in respondents from nursing schools indicating that the process takes less time. In contrast, there was only a 1 percent increase in respondents from clinical facilities indicating that the process takes less time. Less than one-third of total respondents felt that use of the CCPS requires them to spend more time processing placements.



Of the eight nursing school respondents indicating that use of the CCPS increased the time it takes to find and schedule clinical space, only thirty-eight percent reported that the process via the CCPS was more difficult, and half reported making equal use of the CCPS and other systems with the remaining half reporting making minimal use of the CCPS. These same respondents made favorable remarks regarding the amount of information available through the CCPS; more (50%) or the same (37.5%), but half felt that their ability to manage the information was decreased while none of those reporting that the CCPS took less time found this to be the case. It thus appears that the increased time requirement reported by this group is attributable to the use of multiple systems rather than a CCPS shortcoming.

Of the eight clinical facility respondents indicating that use of the CCPS increased the time it takes to schedule clinical space, three-fourths made equal use of the CCPS and other systems and the remaining twenty-five percent reported making minimal use of the CCPS. Of those reporting that use of the CCPS did not increase the time required to schedule cohorts forty-two percent used the CCPS exclusively and fifty-eight percent reported making equal use of the CCPS and other methods. Thirty-seven percent of clinical facility respondents who indicated that use of the CCPS required more of their time stated that their ability to manage placement information was decreased, but they found that the amount of information available through the CCPS was more (12.5%) or the same (62.5%). None of the clinical facility respondents reporting that the CCPS took less time found that the system reduced their ability to manage placement information.

These responses suggest that increased reliance on the system by existing users and greater market penetration would yield greater timesavings for all. The principal impediment to increased system use by nursing schools is clinical partners not using the system. Only four of the twenty-four nursing school respondents were able to schedule all placements via the CCPS. The others reported that one or more clinical facility partners were not CCPS users, requiring that other means be used to schedule some cohorts. Use of other systems by



clinical facilities appears to be the result of hesitancy in giving up legacy processes and the need for greater familiarity with CCPS functionality.

	All Respondents			Respondents from Clinical Facilities			Respondents from Nursing Schools		
	May 2007	Oct. 2007	2008	May 2007	Oct. 2007	2008	May 2007	Oct. 2007	2008
Less Time	41% (n=16)	37% (n=13)	50.98% (n=26)	41% (n=7)	47% (n=9)	48.15% (n=13)	41% (n=9)	25% (n=4)	54.17% (n=13)
Same Time	26% (n=10)	29% (n=10)	17.65% (n=9)	18% (n=3)	16% (n=3)	22.22% (n=6)	32% (n=7)	44% (n=7)	12.5% (n=3)
More Time	33% (n=13)	34% (n=12)	31.37% (n=16)	41% (n=7)	37% (n=7)	29.63% (n=8)	2% (n=6)	31% (n=5)	33.33% (n=8)

Overall, there was a twelve percent increase in respondents indicating that CCPS produced the same amount of information and an eight percent decrease of those that reported having less information available as a result of their use of the CCPS. The drop in those indicating that more information was available can be mostly attributed to nursing school respondents, while the decrease in those reporting less information available since using the CCPS were the result of more favorable responses from clinical facilities.

	All Respondents			Respondents from Clinical Facilities			Respondents from Nursing Schools		
	May 2007	Oct. 2007	2008	May 2007	Oct. 2007	2008	May 2007	Oct. 2007	2008
More Information	49% (n=19)	51% (n=18)	47.06% (n=24)	24% (n=4)	37% (n=7)	37.04% (n=10)	68% (n=15)	69% (n=11)	58.33% (n=14)
Same Information	36% (n=14)	29% (n=10)	41.18% (n=21)	65% (n=11)	37% (n=7)	55.56% (n=15)	14% (n=3)	19% (n=3)	25% (n=6)
Less Information	15% (n=6)	20% (n=7)	11.76% (n=6)	12% (n=2)	26% (n=5)	7.41% (n=2)	18% (n=4)	13% (n=2)	16.67% (n=4)



One new question asked users to indicate CCPS impact on their ability to manage data. Nearly twice the number of users (29) responded that the CCPS had made it easier to manage placement related information than those that indicated their ability to do so was unchanged (15.) Less than half of those indicating their ability to manage information was unchanged (7), responded that the CCPS had made it more difficult to do so. Of the four nursing school coordinators that indicated the CCPS made it more difficult to manage data, two reported making equal use of the CCPS and other systems and two indicated making minimal use of the CCPS. Only two of the four indicated having participated in system training during the past twelve months. Of the three clinical facility coordinators that indicated the CCPS made it more difficult to manage data, two reported making equal use of the CCPS and other systems and one indicated making minimal use of the CCPS, only one indicated having participated in any system training during the past twelve months.

Table 4: Effect of the CCPS on ability to manage placement information			
	All Respondents	Respondents from Clinical Facilities	Respondents from Nursing Schools
Increase (easier to manage information)	56.86% (n=29)	55.56% (n=15)	58.33% (n=14)
Same Amount	29.41% (n=15)	33.33% (n=9)	25% (n=6)
Decrease (more difficult to manage data)	13.73% (n=7)	11.11% (n=3)	16.67% (n=4)

User impressions regarding the cost of using the CCPS

Both clinical facility and nursing school users were asked how use of the CCPS had impacted the cost of scheduling and tracking student cohorts. Fifty-five percent indicated that implementation of the CCPS had not increased costs associated with the scheduling and tracking of nursing students. Ten percent felt that the cost of the scheduling process had decreased with the use of CCPS, and forty-five percent felt their costs had increased. There was no data from previous surveys to compare the results.



	All Respondents	Respondents from Clinical Facilities	Respondents from Nursing Schools
Increase	45.10% (n=23)	37.04% (n=10)	54.17% (n=13)
Same Amount	45.10% (n=23)	59.26% (n=16)	29.17% (n=7)
Decrease	9.80% (n=5)	3.7% (n=1)	16.67% (n=4)

Responses by clinical facility users reporting that the use of CCPS had increased costs were compared to those from clinical facility users reporting no increase in costs. There were no statistically significant variances between the responses provided by these two subgroups. The usage and demographic response patterns recorded for each group on the remaining survey questions were very similar. However, as Table 6 illustrates, nursing school respondents that indicated costs had not increased through use of the CCPS also responded much more favorably to questions about the impact CCPS has had on the difficulty of the placement process, the time associated with placement activity, the amount of information available, and their ability to manage that information.

	Difficulty		Time		Information available		Management of information	
	Costs not higher	Costs higher	Costs not higher	Costs higher	Costs not higher	Costs higher	Costs not higher	Costs higher
More	0	3	1	7	9	5	10	4
Equal	1	4	0	3	1	5	1	5
Less	10	6	10	3	1	3	0	4



Factors impacting the number of placements.

In addition to gauging user satisfaction with the CCPS, the Nursing Consortium of South Florida was also interested in quantifying concerns not related to system functionality. Most importantly, user perceptions of remaining inefficiencies and impediments to additional placements were solicited.

Overall, twenty-nine percent of respondents reported an increase in the number of students scheduled and only twelve percent reported scheduling fewer students. Those indicating a change were asked to indicate the reason for the change.

Table 7: Change in the number of students scheduled for the next placement cycle (Spring/Summer 2009) as compared to current one.

	All Respondents	Respondents from Clinical Facilities	Respondents from Nursing Schools
Increase	29.41% (n=15)	40.74% (n=11)	16.67% (n=4)
Same Amount	58.82% (n=30)	51.85% (n=14)	66.67% (n=16)
Decrease	11.76% (n=6)	7.41% (n=2)	16.67% (n=4)

Clinical facility coordinators indicated that increased placement availability had been facilitated by their use of the CCPS through which they are able to schedule more units to meet increased demand for training opportunities including evening, night, and weekend shifts, that through the CCPS information about placement opportunities is now available to more schools, and that schools are now being more flexible and scheduling clinicals at night; a time slot not being utilized earlier. Reasons given by clinical sites for decreased placements included fewer units being made available due to hospital construction activity, specialty units (L&D, M/B, Peds, and PICU) requesting fewer students, too many newly graduated nurses being trained in the units, schools all wanting certain days (existing capacity on Mondays and Fridays is underutilized due to



established school patterns for clinical and lecture days), and schools taking up space inappropriately (scheduling and then not using time slots.)

School coordinators indicated that placements had increased by their ability to see, via CCPS, what is available and request those spaces. Reasons given by nursing schools as impediments to increased placements included preferential treatment given to other schools, reduced placement opportunities for LPN students, too few units available (especially specialty units Peds & OB), lack of timely responses from hospitals on placement requests, hospitals reducing the number of students permitted per cohort from 10 to 6 or 8, lack of faculty, and schools taking up space inappropriately (scheduling and then not using time slots.)

Nursing school coordinators were asked if they would be able to admit additional students if they could have access to more clinical space and sixty-two percent responded no. The variance between the clinical facility and nursing school responses appears to indicate that placement volume is increasing more from additional school-hospital relationships or other factors than from the growth of individual nursing school programs.

Knowing that unutilized placements have been a concern, clinical facility coordinators were asked to identify the degree to which students scheduled for the current semester were showing up for rotations.

- 44.44% (n=12) indicated that all students were showing up as scheduled,
- 3.7% (n=1) indicated having some no shows and that they had been notified in all cases,
- 44.44% (n=12) indicated having some no shows and that they had been notified in some cases, and
- 7.41% (n=2) indicated having some no shows and that they had not been notified of any cancellations.



How has the use of the CCPS benefited the South Florida community?

Community benefits were the topic of another question incorporated in the user survey for the first time. Respondents were asked to select from a list of possible benefits those that they felt had resulted from adoption of the CCPS. In order to not bias responses, the survey system presented the list of benefits in a different random order for each respondent and respondents were permitted to make no selections, or select as many benefits as they thought applied without needing to rank their selections. Increased communication, greater transparency, and standardization of the placement process were the community benefits most selected by respondents. Specific responses are summarized in Table 8.

Table 8: Principal community benefits derived from use of CCPS

	All Respondents	Respondents from Clinical Facilities	Respondents from Nursing Schools
Increase in communication between schools and hospitals.	72.55% (n=37)	74.07% (n=20)	70.83% (n=17)
Greater transparency in the student scheduling process	52.94% (n=27)	51.85% (n=14)	54.17% (n=13)
Standardization of scheduling process across facilities	49.02% (n=25)	48.15% (n=13)	50% (n=12)
Availability of information on pattern of student placement in the region	41.18% (n=21)	33.33% (n=9)	50% (n=12)
Increase in communication between nursing programs	37.25% (n=19)	37.04% (n=10)	37.5% (n=9)
Increase in numbers of students placed for their clinical experiences	29.41% (n=15)	37.04% (n=10)	20.83% (n=5)
Availability of information on regional student capacity	25.49% (n=13)	18.52% (n=5)	33.33% (n=8)
Standardization of other student related processes	19.61% (n=10)	18.52% (n=5)	20.83% (n=5)



Desired CCPS system and placement process improvements

Survey participants were provided the opportunity to make suggestions for system improvements. Fourteen of the twenty-four qualified nursing school respondents and twelve of the twenty-seven qualified clinical facility respondents did so.

The ability to remove proposed and accepted student cohorts without hospital intervention was the system enhancement most requested by nursing school users (n=7), followed by make the system “less cumbersome” and “easier to use” (n=2), add “ability to save student cohort profiles so that the information doesn’t need to be re-typed as we move from screen to screen” (n=1), and change the preceptor system (n=1.) The remaining suggestions for improvement from nursing school users were: more timely replies from hospitals to initial submissions and resubmissions (n=3), intervention on behalf of LPN programs (n=1), and more clinical access to larger hospitals (n=1.)

Clinical facility users expressed interest in the system requiring schools to provide the exact number of students per cohort (n=2), that the level of student(s) be indicated per cohort (n=3), automatically approving priority school requests (n=1), adding hospital orientation functionality (n=1), adding “calendar view” for unit availability (n=2), adding the ability to make unit changes without affecting history (n=1), enhanced reporting capability (n=1), making it easier to read floor schedules (n=1), and making the system more user friendly (n=2.) The remaining recommendation from clinical facility users was to continue CCPS Team (schools/facility) meetings (n=1.)

One nursing school coordinator and one hospital coordinator also indicated that the cost of the system was a concern.



Use of recent CCPS system enhancements

Users were provided an opportunity to indicate which system enhancements they had utilized. Twenty-five of twenty-seven clinical facility users responded to this question and twenty-one of twenty-four nursing school users did so. Their responses are summarized in the Table 9 below.

Table 9: CCPS system enhancements used			
	All Respondents	Respondents from Clinical Facilities	Respondents from Nursing Schools
Reproposal Option	63.04% (n=29)	64.00% (n=16)	61.93% (n=13)
Easy to view comments	48.00%* (*n=12 of 25)	48.00% (n=12)	(NOT APPLICABLE)
Auto email on/off feature	36.96% (n=17)	48.00% (n=12)	23.81% (n=5)
Historic Placement indicator	34.78% (n=16)	24.00% (n=6)	47.62% (n=10)
Easy to view cohort information (merged screens)	24.00%* (*n=6 of 25)	24.00% (n=6)	(NOT APPLICABLE)
Preceptor Placement Module	17.39% (n=8)	4.00% (n=1)	33.33% (n=7)
Unit placement flexibility	16.00%* (*n=4 of 25)	16.00% (n=4)	(NOT APPLICABLE)
Manage Instructor information	14.29%* (*n=3 of 21)	(NOT APPLICABLE)	14.29% (n=3)
More exact student counts	10.87%* (n=5)	20.00% (n=5)	0% (n=0)
Access to instructor information	8.00%* (*n=2 of 25)	8.00% (n=2)	(NOT APPLICABLE)



IV. Summary

Two parallel surveys were conducted to determine user perceptions regarding the effectiveness of the Florida Nursing Resource Center's Centralized Clinical Placement System for nursing students. Survey respondents represented a geographically diverse sampling of nursing school and clinical facility users, more than eighty percent of which reported having a year or more experience in their roles. Data were analyzed to answer questions related to the effect of the CCPS on the placement process, the impact that the CCPS has had on user costs, factors impacting the availability of clinical space for nursing student cohorts, community benefits derived from CCPS implementation, and ways to further improve the process for placing nursing students. In those instances where survey questions were repeated, comparisons were made between the responses to the current surveys and those made by users in response to earlier surveys conducted in May and October 2007.

The major findings from the survey are:

- Twenty-nine percent of respondents reported an increase in the number of students scheduled and only twelve percent reported scheduling fewer students.
- Clinical facility users reported that
 - the CCPS enabled them to schedule more units to meet increased demand for training opportunities including evening, night, and weekend shifts,
 - that through the CCPS information about placement opportunities is now available to more schools, and
 - that schools are now being more flexible and scheduling clinicals at times that were not being utilized earlier.
- School coordinators indicated that placements had increased by their ability to see, via CCPS, what is available and request those spaces.
- Fifty-six percent of clinical facility users reported that not all student cohorts are utilizing the time slots scheduled.



- With the possible exception of specialty units (i.e. Pediatrics, Obstetrics, PICU), the growth of RN education in the region does not appear to be impeded by a lack of clinical space.
- Sixty-five percent of respondents indicated the process of clinical placement was less difficult since using the CCPS as compared with forty-six percent of respondents in October 2007 and forty-one percent in May 2007.
- Fifty-one percent of respondents indicated the process of clinical placement takes less time using the CCPS, as compared to thirty-seven percent in October 2007 and forty-one percent in May 2007.
- More than eighty-eight percent of respondents reported that the CCPS provided them with the same or greater information about their own placement activity and “availability of information on the pattern of student placement in the region” was the fourth highest rated community benefit.
- Fifty-seven percent of respondents indicated that the CCPS has made it easier to manage placement related information and twenty-nine percent indicated their ability to do so was unchanged.
- Increased communication, greater transparency, and standardization of the placement process were the community benefits most selected by respondents.
- Both clinical facility and nursing school users expressed interest in having the CCPS modified so that schools may remove proposed and accepted student cohorts without hospital intervention
- Nursing school users report that hospitals are increasingly restricting LPN student access to clinical space; especially in specialty units (i.e. Pediatrics, Obstetrics, PICU).

Survey responses suggest that increased reliance on the system by existing users and greater market penetration will yield greater time and related cost savings for all while producing useful region-wide data.



Appendix A

Copies of Survey Notifications

Initial invitation to clinical facility CCPS users

-----Original Message-----

From: egues@nursingconsortium.us

Sent: 10/31/2008 9:34 AM

To: To: Distribution

(Note: Individual messages were sent by the system which also included user specific URLs.)

Subject: South Florida CCPS Clinical Facility Coordinator Survey

Dear CCPS Clinical Facility Coordinator,

Please take a moment to provide us your impressions of the South Florida Centralized Clinical Placement System. It should take you only 15 minutes or less to complete the 21 survey questions. Your opinion matters to us and your responses will help us make additional system improvements. Thank you for helping us in this way.

To begin, please click on the link at the bottom of this email

Ralph Egües, Jr.
Executive Director
Nursing Consortium of South Florida
5751 SW 58th Court
South Miami, FL 33143-2349
Telephone & Fax: (305) 669-9644
Cell Phone: (305) 216-6425
egues@nursingconsortium.us

Leveraging the power of US to address the nursing shortage. More information available at www.nursingconsortium.us.

Click on the following link to take the survey: [Click Here](#)

Or copy and paste the following link in your browser to take the survey:

<http://www.surveymethods.com/EndUser.aspx?9CAAD4CC99DEC1C69EDD>

Click on the following link to not take this and other surveys from us: [Click Here](#)

If clicking on the link does not work, copy and paste the following URL into your browser.

<http://www.surveymethods.com/EndUser.aspx?9CA0D4CC99DEC1C69EDD>

Initial invitation to nursing school CCPS users

-----Original Message-----

From: egues@nursingconsortium.us

Sent: 10/31/2008 9:34 AM

To: To: Distribution

(Note: Individual messages were sent by the system which also included user specific URLs.)

Subject: South Florida CCPS Nursing School Coordinator Survey

Dear CCPS School Coordinator,

Please take a moment to provide us your impressions of the South Florida Centralized Clinical Placement System. It should take you only 15 minutes or less to complete the 21 survey questions. Your opinion matters to us and your responses will help us make additional system improvements. Thank you for helping us in this way.

To begin, please click on the link at the bottom of this email

Ralph Egües, Jr.
Executive Director
Nursing Consortium of South Florida
5751 SW 58th Court
South Miami, FL 33143-2349
Telephone & Fax: (305) 669-9644
Cell Phone: (305) 216-6425
egues@nursingconsortium.us

Leveraging the power of US to address the nursing shortage. More information available at www.nursingconsortium.us.

Click on the following link to take the survey: [Click Here](#)

Or copy and paste the following link in your browser to take the survey:

<http://www.surveymethods.com/EndUser.aspx?7D4B352D783F212E793E>

Click on the following link to not take this and other surveys from us: [Click Here](#)

If clicking on the link does not work, copy and paste the following URL into your browser.

<http://www.surveymethods.com/EndUser.aspx?7D41352D783F212E793E>

System generated follow up to non-responding CCPS users

-----Original Message-----

From: egues@nursingconsortium.us

Sent: 12/11/2008 11:44 AM

To: Distribution

(Note: Individual messages were sent by the system to invited users that had not responded or opted out of the survey. There e-mail messages also included user specific URLs.)

Subject: CCPS Survey (please read & reply)

If you have yet to complete our survey please take a moment now to share your impressions of the South Florida Centralized Clinical Placement System. It should take you only 10 minutes or less to complete the 21 survey questions. Your opinion matters to us and your responses will help us make additional system improvements. Thank you for helping us in this way.

To begin, please click on the link at the bottom of this email

Ralph Egües, Jr.
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Click on the following link to take the survey: [Click Here](#)

Or copy and paste the following link in your browser to take the survey:

<http://www.surveymethods.com/EndUser.aspx?7D4B352D783F212E793E>

Click on the following link to not take this and other surveys from us: [Click Here](#)

If clicking on the link does not work, copy and paste the following URL into your browser.

<http://www.surveymethods.com/EndUser.aspx?7D41352D783F212E793E>

Appendix B

Summary of Survey Responses from Clinical Facility CCPS Users

1. To facilitate our providing reports by county, please indicate which county your facility is based in.			
		Response Percent	Response Count
Broward		18.52%	5
Miami Dade		40.74%	11
Palm Beach		40.74%	11
answered questions			27
skipped questions			0
<i>Note: None of the other county options provided were selected by respondents.</i>			

2. Please select your facility from the following list.		
<i>Note All clinical facilities were listed in alphabetical order. The survey accepted only one selection per respondent. The responses are not shown here in order to maintain confidentiality.</i>		
answered questions		27
skipped questions		0

3. For how long (length of time in months) have you held your current position at your healthcare facility? (Please only enter numbers i.e. 10, not "ten" or "ten months.")			
		Response Percent	Response Count
Respondents having more than five years experience in the position.	Actual responses were: 137, 120, 114, 102, 96, 85, 72, 65	29.63%	8
Respondents having two to four years experience in the position.	Actual responses were: 48, 48, 43, 33, 24, 18, 16, 16, 16	33.33%	9
Respondents having one year experience in the position or less.	Actual responses were: 10, 9, 8, 8, 6, 4, 2, 2, 1, 0	37.03%	10
answered questions			27
skipped questions			0
<i>Note Entries ranged from "137" to "0". Responses to other question by the respondent providing "0" as a reply to this question suggests an error, so this respondent's answers were not excluded as were those by survey respondents having no CCPS experience.</i>			

4. Are you the primary person responsible for student scheduling at your facility?			
		Response Percent	Response Count
Yes		96.3%	26
No		3.7%	1
answered questions			27
skipped questions			0

5. Which of the following CCPS placement cycles did you use the Centralized Clinical Placement System for placement of nursing students at your facility? (Please check all that apply.)			
		Response Percent	Response Count
a) Spring/Summer 2009		81.48%	22
b) Fall 2008:		88.89%	24
c) Spring/Summer 2008:		88.89%	24
d) Fall 2007:		62.96%	17
e) I have not used the CCPS for scheduling nursing students for any of these cycles:		3.7%	1
answered questions			27
skipped questions			0

6. For the current placement cycle (Spring, Summer 2009), to what extent did you use the Centralized Clinical Placement System as compared to the system(s) you have used in the past for the placement process?			
		Response Percent	Response Count
a) I used only the CCPS for the current placement cycle.		25.93% 29.63%*	7 8*
b) I made equal use of the CCPS and system(s) that I have used in the past.		62.96	17
c) I made minimal use of the CCPS and primarily used system(s) that I have used in the past.		7.41%	2
If other, please specify		3.7% 0%*	1 0*
		answered questions	27
		skipped questions	0
<i>Note: The user selecting other remarked "Never used anything else." and should have marked a.</i>			

7. How has use of the Centralized Clinical Placement System changed the process of finding clinical space for nursing student cohorts?			
		Response Percent	Response Count
a) Process is less difficult.		62.96	17
b) Process is the same difficulty.		18.52%	5
c) Process is more difficult.		18.52%	5
		answered questions	27
		skipped questions	0

8. How has use of the Centralized Clinical Placement System changed the time it takes to place nursing student cohorts for their clinical experience?			
		Response Percent	Response Count
a) Process takes less time.		48.15%	13
b) Time has not changed.		22.22%	6
c) Process takes more time.		29.63%	8
		answered questions	27
		skipped questions	0

9. How has the use of the Centralized Clinical Placement System affected the amount of information you have on which to base your decisions to accept or decline applications from nursing schools?			
		Response Percent	Response Count
a) Less information available.		7.41%	2
b) The same amount of information available.		55.56%	15
c) More information available.		37.04%	10
answered questions			27
skipped questions			0

10. How has the Centralized Clinical Placement System affected your management of information about student placement in your facility?			
		Response Percent	Response Count
a) Increased ability to manage information.		55.56%	15
b) Not changed the ability to manage the information.		33.33%	9
c) Decreased the ability to manage the information.		11.11%	3
answered questions			27
skipped questions			0

11. How has the Centralized Clinical Placement System affected the costs to your facility to schedule and track nursing students?			
		Response Percent	Response Count
a) Decreased the cost to my facility.		3.7%	1
b) Not changed the cost to my facility.		59.26%	16
c) Increased the cost to my facility.		37.04%	10
answered questions			27
skipped questions			0

12. For the current placement cycle (Spring, Summer 2009), has the number of students who you accepted for clinical spaces changed from the prior placement cycle?			
		Response Percent	Response Count
a) The number of students has increased for Spring, Summer 2009.		40.74%	11
b) The number of students has remained the same for Spring, Summer 2009.		51.85%	14
c) The number of students has decreased for Spring, Summer 2009.		7.41%	2
		answered questions	27
		skipped questions	0

13. If you selected a or c above, please specify what you think are the reasons for this increase or decrease in the number of spaces available.			
<i>Note: Ten of the thirteen respondents selecting a or c on question 12 responded to this question. Some respondents provided more than one reason. A respondent selecting b also made use of this question to entered a comment.</i>		Response Percent	Response Count
Reasons for increase: <ul style="list-style-type: none"> • Opening more units for student clinicals (3) • Opening of evening, night, and weekend shifts to student clinicals (3) • Easier and less time consuming to schedule student clinicals (2) • Greater demand for clinical sites. • Information is available to more schools. 		72.73%	8
Reasons for decrease <ul style="list-style-type: none"> • Schools not willing to schedule clinicals at other times. • Limited specialty unit availability for students, new grads in orientation. • Facility under construction, unit availability reduced. 		18.18%	2
		answered questions	11
		skipped questions	16

14. How many additional nursing students could you have accepted in your facility for Spring, Summer 2009?			
<i>Note: The analysis of responses to a of question 14 is provided below.</i>		Response Percent	Response Count
a) On Monday thru Friday days:		100%	27
Zero		77.78%	21
Five		3.70%	1
Ten		3.70%	1
Twenty		7.41%	2
Twenty-four		3.70%	1
Unknown		3.70%	1
answered questions			27
skipped questions			0

14. How many additional nursing students could you have accepted in your facility for Spring, Summer 2009?			
<i>Note: The analysis of responses to b of question 14 is provided below.</i>		Response Percent	Response Count
b) On Monday thru Friday evenings:		100%	27
Zero		62.96%	17
Ten		3.70%	1
Twelve		3.70%	1
Twenty		11.11%	3
Twenty to sixty		3.70%	1
Thirty		3.70%	1
Thirty to forty		3.70%	1
Forty-eight		3.70%	1
Unknown		3.70%	1
answered questions			27
skipped questions			0

14. How many additional nursing students could you have accepted in your facility for Spring, Summer 2009?			
<i>Note: The analysis of responses to c of question 14 is provided below.</i>		Response Percent	Response Count
c) On Saturday and Sunday:		100%	27
Zero		59.26%	16
Ten		7.41%	2
Twenty		7.41%	2
Forty to eighty		3.70%	1
Forty-eight		3.70%	1
Fifty		7.41%	2
Unknown		11.11%	3
		answered questions	27
		skipped questions	0

15. List the one factor that is the greatest barrier to placing additional nursing students in your facility.			
<i>Note: Survey respondents were provided text boxes in which to type their thoughts regarding this question. Responses were edited in order to maintain respondent confidentiality and grouped with similar comments to produce the following summary. Some respondents made references to more than one barrier in their answers.</i>		Response Percent	Response Count
Space; suitable units being used (7), unused units impacted by census fluctuations (4), hospital construction (1), limited size of some inpatient areas (1)		46.43%	13
Too many students per unit (students overwhelming staff)		17.86%	5
Lack of preceptors/staffing (in three cases due to their orienting new employees)		14.29%	4
Lack of scheduling flexibility by schools.		7.14%	2
Schools scheduling more slots than they need.		7.14%	2
Processing clinical instructors and students		3.57%	1
Schools not using the system		3.57%	1
		answered questions	27
		skipped questions	0

16. Please indicate the degree to which students who were scheduled in the fall of 2008 are showing up for rotations.			
		Response Percent	Response Count
a) All students are showing up for rotations as scheduled in the spring.		44.44%	12
b) Some students are not showing up for rotations, and we were notified of all cancellations.		3.7%	1
c) Some students are not showing up for rotations, and we were only notified of some cancellations.		44.44%	12
d) Some students are not showing up for rotations, and we were not notified of any cancellations.		7.41%	2
		answered questions	27
		skipped questions	0

17. Did you attend any system update or enhancement training sessions in the last 12 months?			
		Response Percent	Response Count
a) WebEx training through Foundation for California Community College.		19.23%	5
b) Individual training by phone or in person.		19.23%	5
c) Phone conferences with a group of coordinators.		30.77%	8
d) Educational meetings or user groups.		19.23%	5
e) If other, please specify:		11.54%	3
		answered questions	26
		skipped questions	1

Note: the other responses were: "Phone conference and individual phone", "Unable to attend due to conflict in schedule", and "None".

18. Which system enhancements have you utilized when placing students? (Select as many as apply.)		Response Percent	Response Count
a) Auto email on/off feature		48%	12
b) Reproposal Option		64%	16
c) Historic Placement indicator		24%	6
d) More exact student counts		20%	5
e) Access to instructor information		8%	2
f) Preceptor Placement Module		4%	1
g) Easy to view comments		48%	12
h) Easy to view cohort information (merged screens)		24%	6
i) Unit placement flexibility		16%	4
j) If other, please specify		12%	3
		answered questions	25
		skipped questions	2
<p><i>Note: Of the three respondents selecting other, one commented "none", another "...", and the third made a request for training.</i></p>			

19. Do you feel the South Florida community has benefited from the use of the Centralized Clinical Placement System in any of the following ways: (Select as many as apply.)			Response Percent	Response Count
a) Increase in communication between nursing programs.			37.04%	10
b) Increase in communication between schools and hospitals.			74.07%	20
c) Availability of information on pattern of student placement in the region.			33.33%	9
d) Availability of information on regional student capacity.			18.52%	5
e) Greater transparency in the student scheduling process.			51.85%	14
f) Increase in numbers of students placed for their clinical experiences.			37.04%	10
g) Standardization of scheduling process across facilities.			48.15%	13
h) Standardization of other student related processes.			18.52%	5
If other, please specify:			3%	1
		answered questions		27
		skipped questions		0
<i>Note: The respondent selecting other typed "no comment" in the space provided.</i>				

20. I would like to see the following improvements in the Centralized Clinical Placement System:		
<i>Note: Survey respondents were provided text boxes in which to type their thoughts regarding this question. Responses were edited in order to maintain respondent confidentiality and grouped with similar comments to produce the following summary. Some respondents made more than one recommendation.</i>	Response Percent	Response Count
Add requirement that the level of student(s) be indicated per cohort.	15.79%	3
Ability to note exact number of students that will be in each cohort.	10.53%	2
More user-friendly way to navigating the system.	10.53%	2
Create calendar view for unit availability to facilitate which days/shifts do not have students scheduled.	10.53%	2
The system should not allow users to accept proposals when the time slot is already booked.	10.53%	2
Include facility-based orientation for students	5.26%	1
Notify schools when another cancels.	5.26%	1
Allow for unit changes without impacting placement history.	5.26%	1
The schools should be able to cancel an approved request when it is not needed.	5.26%	1
Automatic approval based on priority school requests.	5.26%	1
Ability for users to produce and print customize reports easily.	5.26%	1
Fix the colored grid at the bottom of the placement screen that does not always work correctly. (We print the schedule calendar to look for overlaps but this is a time consuming work around.)	5.26%	1
Rotation re-proposals (requests for a different unit) should be automatically processed if the unit is available.	5.26%	1
	answered questions	12
	skipped questions	15

21. Additional Comments/Feedback on the Centralized Clinical Placement System:		
<i>Note: Survey respondents were provided text boxes in which to type their thoughts regarding this question. Responses were edited in order to maintain respondent confidentiality and grouped with similar comments to produce the following summary.</i>	Response Percent	Response Count
Clinician assignments are typically handled at the unit level. School coordinators typically call the units for the names of preceptors.		
Your staff has been very pleasant, patient, and helpful in dealing with all the issues that I have encountered with the system. Having an on-call person is wonderful. I think this system is great, and I think there is more that we can do to help both schools and hospitals to make it easier and user-friendly. Maybe, we can also use this to check-off students when they have completed their requirements to avoid phone tags between schools, students and hospitals. Thank you		
Would like to see CCPS Team (Schools / Facilities) meetings continue, with all participants attending, to enhance improvements & improve communications.		
It has advantages and disadvantages.		
1.Your staff has been extremely helpful and wonderful to work with. 2.The cost factor is a concern for our institution, as a county facility.		
	answered questions	5
	skipped questions	22

Appendix C

Summary of Survey Responses from Nursing School CCPS Users

1. To facilitate our providing reports by county, please indicate which county your program is based in.			
		Response Percent	Response Count
Broward	<input type="text"/>	37.5%	9
Miami Dade	<input type="text"/>	33.33%	8
Palm Beach	<input type="text"/>	29.17%	7
answered questions			24
skipped questions			0
<i>Note: None of the other county options provided were selected by respondents.</i>			

2. Please select your nursing school from the following list.		
<i>Note All nursing school campuses were listed in alphabetical order. The survey accepted only one selection per respondent. The responses are not shown here in order to maintain confidentiality.</i>		
answered questions		24
skipped questions		0

3. For how long (length of time in months) have you held your current position at your healthcare facility? (Please only enter numbers i.e. 10, not "ten" or "ten months.")			
		Response Percent	Response Count
Respondents having more than five years experience in the position.	Actual responses were: 180, 168, 84, 60, 60, 55, 52	29.17%	7
Respondents having two to four years experience in the position.	Actual responses were: 48, 40, 40, 36, 36, 24, 24, 20, 20, 15, 13	45.83%	11
Respondents having one year experience in the position or less.	Actual responses were: 12, 11, 3, 3, 3, 2	25.00%	6
answered questions			24
skipped questions			0
<i>Note Entries ranged from "180" to "2".</i>			

4. Are you the primary person responsible for student scheduling at your facility?			
		Response Percent	Response Count
Yes	<input type="checkbox"/>	91.67%	22
No	<input type="checkbox"/>	8.33%	2
answered questions			24
skipped questions			0

5. Which of the following CCPS placement cycles did you use the Centralized Clinical Placement System for placement of nursing students at your facility? (Please check all that apply.)			
		Response Percent	Response Count
a) Spring/Summer 2009	<input type="checkbox"/>	87.5%	21
b) Fall 2008:	<input type="checkbox"/>	91.67%	22
c) Spring/Summer 2008:	<input type="checkbox"/>	91.67%	22
d) Fall 2007:	<input type="checkbox"/>	66.67%	16
e) I have not used the CCPS for scheduling nursing students for any of these cycles:	<input type="checkbox"/>	0%	0
answered questions			24
skipped questions			0

6. For the current placement cycle (Spring, Summer 2009), to what extent did you use the Centralized Clinical Placement System as compared to the system(s) you have used in the past for the placement process?			
		Response Percent	Response Count
a) I used only the CCPS for the current placement cycle.		16.67%	4
b) I made equal use of the CCPS and system(s) that I have used in the past.		37.5%	9
c) I made minimal use of the CCPS and primarily used system(s) that I have used in the past.		0%	0
If other, please specify		45.83%	11
		answered questions	24
		skipped questions	0
<p><i>Note:</i> The users selecting other remarked:</p> <ul style="list-style-type: none"> • Increased use for 2009. • 90 percent placement through system and 10 percent placement by other means • Used CCPS for about 70% of the schedule and methods from the past for about 30% • I used CCPS for all agencies that are members. Some hospitals are not on the CCPS system so it cannot be used for 100% of the required rotations. (4) • I have tried to get access but I have run into so many road blocks. • Used CCPS placement scheduling for one institution only for all required cycles requested in 2007, 2008 and 2009 • Minimal use of other system. • Did not renew contract 			

7. How has use of the Centralized Clinical Placement System changed the process of finding clinical space for nursing student cohorts?			
		Response Percent	Response Count
a) Process is less difficult.		66.67%	16
b) Process is the same difficulty.		20.83%	5
c) Process is more difficult.		12.5%	3
		answered questions	24
		skipped questions	0

8. How has use of the Centralized Clinical Placement System changed the time it takes to place nursing student cohorts for their clinical experience?			Response Percent	Response Count
a) Process takes less time.			54.17%	13
b) Time has not changed.			12.5%	3
c) Process takes more time.			33.33%	8
			answered questions	24
			skipped questions	0

9. How has the use of the Centralized Clinical Placement System affected the amount of information you have on which to base your decisions to accept or decline applications from nursing schools?			Response Percent	Response Count
a) Less information available.			16.67%	4
b) The same amount of information available.			25%	6
c) More information available.			58.33%	14
			answered questions	24
			skipped questions	0

10. How has the Centralized Clinical Placement System affected your management of information about student placement in your facility?			Response Percent	Response Count
a) Increased ability to manage information.			58.33%	14
b) Not changed the ability to manage the information.			25%	6
c) Decreased the ability to manage the information.			16.67%	4
			answered questions	24
			skipped questions	0

11. How has the Centralized Clinical Placement System affected the costs to your facility to schedule and track nursing students?			
		Response Percent	Response Count
a) Decreased the cost to my facility.		16.67%	4
b) Not changed the cost to my facility.		29.17%	7
c) Increased the cost to my facility.		54.17%	13
answered questions			24
skipped questions			0

12. For the current placement cycle (Spring, Summer 2009), has the number of students who you accepted for clinical spaces changed from the prior placement cycle?			
		Response Percent	Response Count
a) The number of students has increased for Spring, Summer 2009.		16.67%	4
b) The number of students has remained the same for Spring, Summer 2009.		66.67%	16
c) The number of students has decreased for Spring, Summer 2009.		16.67%	4
answered questions			24
skipped questions			0

13. If you selected a or c above, please specify what you think are the reasons for this increase or decrease in the number of spaces available.		
	Response Percent	Response Count
<i>Note: Seven of the eight respondents selecting a or c on question 12 responded to this question. Some respondents provided more than one reason. A respondent selecting b also made use of this question to entered a comment related to another question.</i>		
Reasons for increase: <ul style="list-style-type: none"> • Can see what is available and can request those spaces. • We are able to locate short amounts of time (30 hour observation only) for our LPN students. • Have had to request more clinical spaces because hospital facilities are lowering the limit on the number of students they will accept on a unit (from 10 to 6-8). My actual number of students has remained the same. 	42.86%	3
Reasons for decrease <ul style="list-style-type: none"> • Hospitals having specific agreements with other schools locking us out of space • Hospitals currently give priority to RN Students vs. LPN/LVN students • Hospitals provide clinical space to schools (and others) who are not part of the CCPS system so the CCPS system is not a reliable source of information related to what might appear to be available slots, which in fact, are not available. • Hospitals are limiting the number of students in a cohort • Floors changed designation from Med Surg to Tele • We have not scheduled as of yet. 	57.14%	4
	answered questions	7
	skipped questions	17

14. What percent of your students have clinical experiences at the following times? (Please only enter numbers i.e. 10, not "10%" or "ten percent.)			
	Response Percent	Response Count	
<i>Note: The analysis of responses to a of question 14 is provided below.</i>			
a) On Monday thru Friday days:		100%	24
Ninety-one to one hundred percent		50%	12
Fifty-one to ninety percent		33.33%	8
One to fifty percent		16.67%	4
Zero percent		0%	0
	answered questions	24	
	skipped questions	0	

14. What percent of your students have clinical experiences at the following times? (Please only enter numbers i.e. 10, not "10%" or "ten percent.)			
<i>Note: The analysis of responses to b of question 14 is provided below.</i>		Response Percent	Response Count
b) On Monday thru Friday evenings:		100%	24
Ninety-one to one hundred percent		4.17%	1
Fifty-one to ninety percent		0%	0
One to fifty percent		41.67%	10
Zero percent		54.17%	13
		answered questions	24
		skipped questions	0

14. What percent of your students have clinical experiences at the following times? (Please only enter numbers i.e. 10, not "10%" or "ten percent.)			
<i>Note: The analysis of responses to c of question 14 is provided below.</i>		Response Percent	Response Count
c) On Saturday and Sunday:		0%	0
Ninety-one to one hundred percent		0%	0
Fifty-one to ninety percent		0%	0
One to fifty percent		37.50%	9
Zero percent		62.50%	15
		answered questions	24
		skipped questions	0

15. List the one factor that is the greatest barrier to scheduling nursing students.			
<i>Note: Survey respondents were provided text boxes in which to type their thoughts regarding this question. Responses were edited in order to maintain respondent confidentiality and grouped with similar comments to produce the following summary. Some respondents made references to more than one barrier in their answers.</i>		Response Percent	Response Count
Lack of available clinical sites especially for OB and Peds.		25.00%	6
Hospitals or units on hospitals not wanting Practical Nursing students		20.83%	5
The withdrawal and re-proposal procedure is very clunky. Once a request has been denied, it should automatically be placed "back in the pot". We shouldn't have to go through the hospital denying, then releasing, then re-proposing.		12.50%	3
Other schools getting priority consideration.		12.50%	3
The number of schools competing		8.33%	2
Lack of timely responses from hospital facilities.		8.33%	2
There are no barriers to scheduling		8.33%	2
Schools scheduling more slots than they need.		4.17%	1
Faculty Availability		4.17%	1
		answered questions	24
		skipped questions	0

16. Would your nursing program be able to admit additional students if you could have access to more clinical spaces?			
		Response Percent	Response Count
Yes		37.50%	9
No		62.50%	15
		answered questions	24
		skipped questions	0

17. Did you attend any system update or enhancement training sessions in the last 12 months?			
		Response Percent	Response Count
a) WebEx training through Foundation for California Community College.		30.43% 34.62%*	7 9*
b) Individual training by phone or in person.		21.74% 23.08%*	5 6*
c) Phone conferences with a group of coordinators.		4.35% 7.69%*	1 2*
d) Educational meetings or user groups.		26.09% 34.62%*	6 9*
e) If other, please specify:		17.39% 0%*	4 0*
		answered questions	23
		skipped questions	1
<i>*Note: The other responses consisted of combinations of the above and one request for training. The graphs reflect the corrected percentages.</i>			

18. Which system enhancements have you utilized when placing students? (Select as many as apply.)			
		Response Percent	Response Count
a) Auto email on/off feature		23.81%	5
b) Reproposal Option		61.93%	13
c) Historic Placement		47.62%	10
d) More exact student counts		0%	0
e) Manage instructor information		14.29%	3
f) Preceptor Placement Module		33.33%	7
If other, please specify		4.76%	1
		answered questions	21
		skipped questions	3
<i>Note: The respondents selecting other, commented "none."</i>			

19. Do you feel the South Florida community has benefited from the use of the Centralized Clinical Placement System in any of the following ways: (Select as many as apply.)			
		Response Percent	Response Count
a) Increase in communication between nursing programs.		37.50%	9
b) Increase in communication between schools and hospitals.		70.83%	17
c) Availability of information on pattern of student placement in the region.		50.00%	12
d) Availability of information on regional student capacity.		33.33%	8
e) Greater transparency in the student scheduling process.		54.17%	13
f) Increase in numbers of students placed for their clinical experiences.		20.83%	5
g) Standardization of scheduling process across facilities.		50.00%	12
h) Standardization of other student related processes.		20.83%	5
If other, please specify:		12.50%	3
		answered questions	24
		skipped questions	0
<p><i>Note: The respondents selecting other commented "None of the above," "I really am not sure," and "None - The benefit of the system comes about when everyone (all hospitals and all schools) use the system. If only some hospitals and only some schools use the system, then the system doesn't work and broad conclusions about use, availability of space, % of space used cannot be valid because the system does not capture any information about clinical space being used by schools not using the CCPS system. So when someone says only 60% of the available OB space was used, that means 60% of the available space was used by CCPS users, not by all users."</i></p>			

20. I would like to see the following improvements in the Centralized Clinical Placement System:		
<i>Note: Survey respondents were provided text boxes in which to type their thoughts regarding this question. Responses were edited in order to maintain respondent confidentiality and grouped with similar comments to produce the following summary. Some respondents made more than one recommendation. One respondent wrote "none", another request a service call, and a third wrote "Thank you for this system!!" The remaining responses are listed below.</i>	Response Percent	Response Count
Ability to withdraw a proposal or placement without the hospital having to do it first	41.18%	7
Would like the system to capture cohort information so as you move from screen to screen the information stays and does not need to be re-typed every time.	5.88%	1
Easier to move through website	5.88%	1
Ability to view actual availability.	5.88%	1
I think the system is cumbersome to use. But, from a systems perspective I don't know what one could do to make it simpler and more user friendly. I think you have done a great job with the enhancements with the goal of making it more user friendly, but when you think about defining cohorts, making schedules for cohorts, then trying to match those parameters with the parameters established by the hospital, re-define, get rejected.....	5.88%	1
Timely replies from hospital facilities.	17.65%	3
More clinical access to the larger hospitals.	5.88%	1
Intervention for LPN programs.	5.88%	1
Either everyone uses it or no one uses it.	5.88%	1
	answered questions	14
	skipped questions	10

21. Additional Comments/Feedback on the Centralized Clinical Placement System:		
<i>Note: Survey respondents were provided text boxes in which to type their thoughts regarding this question. Responses were edited in order to maintain respondent confidentiality and grouped with similar comments to produce the following summary.</i>	Response Percent	Response Count
It takes some time to get use to however it is now great to use. The system is a great investment; we can always improve some aspects of the system but we cannot go back. Thank you. (3)		
I still have to utilize 3 different methods to schedule students because not all facilities utilize it.		
Great technical/help support		
Any way to get the cost down?		
1. Schools scheduling more than they need. 2. Hospitals not responding in a timely fashion		
	answered questions	8
	skipped questions	16