



San Diego Nursing Service-Education Consortium (sdnsec.org)

All you needed to know and were afraid to ask about ServEdLink scheduling through the San Diego Nursing Service-Education Consortium

This flyer is intended for distribution by each academic partner (school/allied health or nursing program) to all faculty and by each service partner (clinical agency) to appropriate staff.

Background: The San Diego Nursing Service-Education Consortium was formed in July of 1996 with the express goal of coordinating the clinical placement process in order to mutually benefit both nursing service providers (agencies) and nursing programs. Clinical planning is done on an annual basis using our state-of-the-art web-based scheduling program, ServEdlink. The program enhances education-service communication and placement opportunities. Currently, all the major nursing education programs, all the major health care facilities, as well as many other health care agencies are involved (22 schools and approximately 140 facilities).

Please see current scheduling calendar on website: <http://sdnsec.org>

For questions regarding ServEdLink, contact the Project Administrator:

Ann Burgess: Phone: 619-884-6804, Fax: 619-466-3334; E-mail: billannjen@cox.net

Overview of Process

1. A centralized contact person is identified at each school and at each agency.
2. School and agency users are assigned a password for access to ServEdLink. Control of password access is at the discretion of the school/agency. The program also allows for View/Read-Only users.
3. Schools only submit requests for placement in agencies where they have a confirmed contract.
4. From any Internet-connected computer during January and February, the school representative or designee inputs placement requests with **start** dates between August 1 of the current year and July 31 of the upcoming academic year.
5. At a mutually agreed upon date, all requests are viewable by the schools and conflicting times/dates are automatically identified.
6. Subsequently (see calendar) a meeting of all academic stakeholders is held to negotiate schedule changes that will eliminate scheduling conflicts, maximize use of sites and decrease the need for service providers to negotiate with schools.
7. Following the negotiation meeting and having scheduling conflicts resolved as much as possible, service providers view all their clinical requests for the upcoming year.
8. The agency's affiliation coordinator follows the agency's internal process to determine what requests will be confirmed, modified or denied.
9. The agency responds to the schools electronically by a mutually agreed upon deadline (see calendar).
10. Data on the website is exportable to Excel and specific reports are available. A calendar tool allows schools/agencies to generate, view and print custom calendars.
11. Agency profiles, school and agency contact lists, background check procedure, schedule of events, etc., are available on the public Consortium website: <http://sdnsec.org>.
12. Support is ongoing by contacting the Project Administrator.

General Guidelines for Schools	General Guidelines for Agencies
Schools designate a person(s) who will be the clinical affiliation representative and coordinate the scheduling process for that school. The contact person is responsible for distributing all information to his/her constituents. The Consortium maintains a directory of contact persons. This may be downloaded from the website: http://sdnsec.org .	Clinical agencies identify a contact person(s) to handle the clinical scheduling process for that agency. The contact person is responsible for distributing information to his/her constituents. The Consortium maintains a directory of these contact persons. This may be downloaded from the website: http://sdnsec.org .
Individual instructors/course coordinators make their needs/desires known to the Consortium representative on their own campus prior to the annual deadline for submitting requests.	Clinical agencies are encouraged to give priority to clinical requests made through the Consortium in order to expedite and facilitate clinical planning. Staff nurses or managers who are approached by faculty regarding clinical placement requests should refer the clinical instructor back to the Consortium representative at the particular school so the appropriate process is followed.
Schools make clinical requests on an annual basis through the web-based scheduling process. To request clinical space, there must be an existing contract in place.	Schools must have a valid contract with the agency to request clinical placement(s).
Schools have the opportunity and responsibility to negotiate adjustments with other schools prior to requests being submitted to the agencies so that overlapping requests are minimized and/or eliminated. See calendar for negotiation meeting date.	Agencies have full power to accept/modify/reject any placement request. The web-based scheduling process is designed to minimize the number of phone calls an agency receives from individual schools during the Consortium planning period.
Schools have the responsibility to notify agencies via the website of changes in schedules, instructors, etc., as soon as possible.	Agencies have the responsibility to notify schools of changes in schedules, site availability, etc., as soon as possible.
Faculty has the responsibility to make contact with the agency's affiliation coordinator or designee at least 2 weeks prior to taking students to the agency. An orientation is generally required.	If placement is denied or tentative, agencies have the responsibility to respond to the best of their ability within the timelines to allow alternate planning. Comments may be entered in the <i>Agency Comments</i> field of the specific request on the website.
All students and faculty must have a background and urine drug evaluation done through American Databank. See http://sdnsec.org for details. This process is initiated by logging in to www.american-databank.com . The cost is the applicant's responsibility unless otherwise arranged by the specific school/agency.	Agencies should expect a list of students and faculty at least 2 weeks prior to the rotation so they can confirm background check results with American Databank (www.american-databank.com). Agencies deal with flagged records of students/faculty in the same manner as with their employees.
Specific Guidelines for Schools	Specific Guidelines for Agencies
Process when schools have not received response by the agency response deadline: <ul style="list-style-type: none"> If school has not heard by the agency response deadline, contact the agency directly. 	Notify the ServEdLink administrator of any specific breakdown of requests (e.g., options listed on the dropdown menus for your site) that will better facilitate your decision process.
Process for adding a section after initial requests are submitted to agencies: <ul style="list-style-type: none"> Consult the public calendars on the website to identify possible openings. The fact that a day/shift appears to be available does not guarantee placement and the school, if rejected, should respect the agency decision. Input clinical request checking the option, "Outside the Consortium process" and post it to the Administrator. The Administrator will then release it to the site. 	If it is anticipated that there will be a delay beyond the deadline for decision-making re clinical request(s), please notify the school. This could be done utilizing the Message Board.
Process for canceling a section: <ul style="list-style-type: none"> Use web option to cancel the request as soon as possible. This automatically generates a message to the agency users. Agencies appreciate rationale for cancellations. 	Issues involving specific schools/faculty are to be communicated directly to that school's Director and/or clinical affiliation contact person.
Alert the ServEdLink Administrator to any changes in the contact person for the school.	Alert the ServEdLink Administrator to any changes in the contact person for the clinical agency. Also monitor for accuracy the information about your specific site on the website: http://sdnsec.org .
Messages may be posted on the Message Board at any time. Designate the appropriate distribution. File attachments can be uploaded. <ul style="list-style-type: none"> Faculty openings Accreditation visits Requests for responses to a poll Program or miscellaneous announcements that are pertinent to Consortium constituents 	Messages may be posted on the bulletin board at any time. Designate the appropriate distribution. File attachments can be uploaded. <ul style="list-style-type: none"> Job openings/externships Accreditation visits Requests for responses to a poll Program or miscellaneous announcements that are pertinent to Consortium constituents