Doctor of Physical Therapy Program

Clinical Education Manual
Mission Statement

The A.T. Still University Doctor of Physical Therapy Program is committed to educating highly competent and professional entry level physical therapists who are dedicated to clinical excellence, whole person health care, cultural competence, critical inquiry, and lifelong learning.

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Introduction

The purpose of this manual is to provide the Doctor of Physical Therapy students at A.T. Still University, Arizona School of Health Sciences (ASHS) and the clinical education faculty an orientation to the clinical education program. This includes, but is not limited to, the philosophy and curriculum, the principles under which it has been and continues to be developed, and the policies under which it is administered.

Physical Therapy Program Philosophy

The faculty of the Doctor of Physical Therapy Program affirm the mission and values of A.T. Still University. We believe in whole-person healthcare that enables individuals to achieve optimal health. We believe physical therapists are uniquely qualified practitioners for the diagnosis of, intervention for, and prevention of impairments, activity limitations, and participation restrictions related to movement, function, and health.

We strive to graduate autonomous practitioners who value life-long learning and demonstrate expertise in clinical reasoning and critical appraisal of evolving knowledge to provide high quality services to individuals across the continuum of care and lifespan in a dynamic healthcare system.

We believe in providing a rigorous learner-centered curriculum that emphasizes a hands-on approach to patient/client management and incorporates critical inquiry, cultural competence, service-learning, and interprofessional collaboration.

Clinical Education Philosophy

The clinical education philosophy of the Doctor of Physical Therapy Program is founded on the belief that clinical education is an integral part of the physical therapy curriculum. The clinical environment allows the student the best opportunity to integrate didactic knowledge and develop skills necessary for the safe and effective physical therapist practice. Clinical faculty serves as the primary role models for professional attitudes and behaviors for the student while the student is participating in clinical education. A wide variety of clinical settings allows the student to experience the spectrum of physical therapy practice throughout the curriculum. Clinical education also allows for professional growth and development of clinical faculty, as well as promoting enrichment within the profession.

Clinical Education Mission Statement

The Doctor of Physical Therapy Clinical Education Program provides diversity in quality clinical education experiences. Students are expected to participate in experiences that involve interprofessional collaboration, the underserved, and rural populations. The diverse experiences develop competent physical therapists who will graduate with the knowledge of providing compassionate and quality whole person healthcare to the public.

ATSU Physical Therapy Technical Standards

The Department of Physical Therapy has established technical standards for the admission, retention, and graduation of students in its program. These standards may be found in the ATSU University Catalog and on the PT Student Center.

Clinical Internship Overview

As a requirement for graduation, students are to successfully complete:

- One-4 week clinical experience in outpatient orthopedics, after the completion of their first year of didactic course work.
A weekly integrated clinical experience in orthopedics during the fall of the first year, a community-based falls prevention education program during the spring of the first year, and a weekly clinical experience occurring over 10 weeks in a rehabilitation setting during the spring of the second year.

Three 10 week terminal clinical experiences consisting of inpatient, outpatient orthopedics, and rehabilitation.

**Goals and Objectives of Clinical Education**

Clinical education will provide the student with opportunities within the clinical setting to:

- Practice and develop the competencies necessary for the safe and effective practice of physical therapy.
- Plan and implement comprehensive patient care programs by applying the scientific principles underlying each treatment component.
- Apply and practice critical thinking, communication skills and social skills in various clinical environments.
- Coordinate patient care activities with other health care professionals and supportive personnel.
- Identify and practice the physical therapy principles of ethical conduct and standards of professional practice.
- Practice self-directed learning and experience professional growth.

Clinical Education objectives are specific to each clinical experience and are included in their respective syllabi.

**Student Clinical Experience Selection Process**

Students are expected to carefully consider clinical requests and select from our established clinical sites. The DPT program has many clinical affiliations from which to choose. Students access clinical site information through Acadaware to determine specific interests for their clinical placement requests. One of the terminal clinical experiences must be completed out of the area, at a distance 40 miles or greater, from the ATSU campus. Students should expect to be placed at clinical sites where experiences are available including affiliations located outside of the Phoenix metropolitan area, in rural areas, and underserved communities throughout the state of Arizona. If a student chooses one of out of state partners listed in Acadaware, the out of area requirement is met; however all students are encouraged to consider rural and underserved areas.

Prior to clinical requests, the student must review and sign the Contractual Agreement (see Appendix A). By signing this agreement, the student acknowledges all items have been reviewed including all policies and procedures outlined (Appendices A, B, C, D, E, and F).

Once clinical requests are placed, changes are made only in circumstances of hardship. Any student wishing to request a change to an assigned clinical placement requested must submit the request in writing with details of hardship circumstances. A review panel consisting of the DCEs and one additional faculty member will review the request and inform the student of the final decision. A student who declines an assigned clinical experience following a request denial will receive a course failure. A consequence of declining an assigned clinical experience can result in delayed graduation.

For students where the out of area placement requirement may present a hardship, students are able to complete a hardship request in writing asking to be released from this requirement. The hardship request requires the same review panel process.

A request for a clinical placement with a site not in Acadaware is considered only upon exceptional circumstances. The DCEs will review the request and make the final decision regarding the development of a new clinical site.
Criteria for Physical Therapy Clinical Education Sites

The DCEs, via telecommunication or site visit, will discuss clinical education with the site to identify if the site meets the following criteria. The DCEs acknowledge that prospective sites may not meet all criteria listed; however, they will identify if the site has a plan for development of specific criteria or assist in the development process. The clinical site should:

- Project a clinical education program that encompasses a philosophy and objectives that are compatible, although not necessarily identical, with those of the ASHS Doctor of Physical Therapy Program.
- Employ physical therapy staff who practices ethically and legally.
- Commit to the principle of equal opportunity and affirmative action as required by federal legislation.
- Provide a variety of learning experiences appropriate to the setting available to the students.
- Foster an active, stimulating environment appropriate for the learning needs of the students.
- Provide opportunities to work with selective support services.
- Identify roles of physical therapy personnel clearly.
- Employ adequate number of physical therapy staff for the student education program.
- Identify clinical instructors based on guidelines put forth by the American Physical Therapy Association (APTA) and by the Doctor of Physical Therapy Program. These criteria are outlined in the next section.
- Encourage clinical educator training and development.
- Provide active staff development program opportunities.
- Promote involvement in professional activities by physical therapy staff.
- Complete routine evaluation of own internal processes and is receptive to procedures of review and audit approved by appropriate external agencies and consumers.

Responsibilities and Characteristics of the Clinical Instructor (CI)

The clinical instructor must be a licensed Physical Therapist in good standing and must:

- Demonstrate clinical competence, professional skills and ethical behavior in clinical practice.
- Have a minimum of one year of experience (two years preferred) and demonstrate an active interest in working with students and assisting in their learning.
- Be employed by an ASHS Physical Therapy Program affiliated clinical site.
- Demonstrate a commitment to the clinical education of an ASHS Physical Therapist student.
- Demonstrate effective evaluation skills including use of the Clinical Performance Instrument (CPI) and other clinical performance assessment tools.
- Demonstrate effective communication and interpersonal skills with all individuals including but not limited to: patients, colleagues, students and the program’s DCEs.
- Demonstrate effective and appropriate student supervisory and teaching skills.
- Abide by all program policies of student evaluation, assessment and confidentiality as an appointed member of the faculty.
- Complete all documentation for students’ clinical experiences, including written and/or online evaluations.

The clinical instructor should also:

- Participate in in-services or training to become familiar with program objectives, the facility’s clinical education objectives and policies and procedures regarding student clinical experiences.
- Participate in continuing education and in-services for continued professional growth.
- Assist Site Coordinator of Clinical Education (SCCE) with assessment of student concerns, planning and implementing learning experiences and continued development of clinical education program.
Clinical instructors are encouraged to complete the American Physical Therapy Association (APTA) Credentialed Clinical Instructor Program (CCIP), Level 1 and Level II, and/or other formal training related to clinical education.

Student Responsibilities

For the duration of each clinical experience, the student becomes a member of the clinical site in which they are assigned. As such, the student is expected to:

- Be responsible for abiding by all policies, procedures and regulations of the clinical site.
- Participate in all activities that would be required of a staff physical therapist in the clinical site under the supervision of a licensed physical therapist.
- Conform to the work schedules of the clinical site.
- Devote full-time effort to the clinical experience.
- Arrange for one’s own transportation, room and board.
- Complete any additional course requirements required by the clinical site.
- Complete additional reading or research outside the clinic hours as assigned by the SCCE or CI.
- Accept the responsibility for their learning experience, which includes taking the initiative to discuss mutual objectives or concerns with the SCCE or CI.
- Accept the role as a professional representative from the university and of the profession.
- Demonstrate appropriate steps towards conflict resolution as outlined in the conflict resolution procedure.
- Complete all assignments as outlined in the course syllabus.
- Have appropriate transportation that allows the student to travel to clinical experiences, potentially up to one hour away, and based on the schedule of his/her CI.

Clinical Site and Clinical Instructor Responsibilities

The Clinical Site and Clinical Instructor shall:

- Comply with State and Federal labor laws and provide working conditions that will not affect the health, safety or morals of the student.
- Provide adequate supervision by a physical therapist so as not to affect the health and safety of patients.
- Furnish the student with opportunities for the minimum number of hours agreed upon for the clinical learning experience.
- Orient the student to the facility, staff, and the site policies, at the beginning of the clinical experience. Provide the student with any needed documents outlining the site policies, procedures and practices.
- Notify the DCEs of injury occurring at the clinical practice setting, and provide first aid treatment as required of the situation.
- Maintain confidentiality among student matters involving only the appropriate parties as necessary.
- Advise DCEs, at least by midterm, of any serious deficiencies noted of an assigned student to progress toward achievement of the stated objectives of the clinical internship.
- Have the right to terminate any student for just cause after conferring with the DCEs.
- Advise the DCEs of any change in personnel, operation or policies that may affect a clinical experience.
- Demonstrate effective supervisory skills and provide the overall supervision of the student in clinical education. Supervision of the student is completed by the assigned CI(s).
- Complete all required paperwork for assessment of student clinical performance.
- Complete a survey, provided by the DCEs, assessing the Physical Therapy program’s clinical education program and DCEs.
The Site Coordinator of Clinical Education (SCCE) shall:

- Communicate appropriately with the program’s DCEs with regards to an individual student’s performance, the academic program or the clinical education program.
- Demonstrate effective instructional skills.
- Develop and coordinate activities for the student program, including writing objectives and planning learning experiences.
- Demonstrate effective oversight of clinical education faculty.
- Abide by all physical therapy program policies of grading and confidentiality.
- Develop and implement a system of periodic review of the clinical site’s clinical education program and staff involved.
- Demonstrate effective administrative and managerial skills.
- Complete all written materials requested by ASHS, including clinical site and instructor information and, if responsible for, the Clinical Affiliation Agreement.
- Review the clinical education objectives, included in the syllabi provided by the program.
- Assist and support other staff members in performing their clinical education responsibilities.
- As necessary, assist the clinical instructor in the evaluation of student performance and the development of appropriate learning environment.
- Provide orientation for new clinical instructors.
- Act as a liaison with the DCEs.
- Support continuing education and professional growth and development of those staff who are responsible for student supervision.
- Convey any documentation provided by the school to the supervising CI(s).

Director of Clinical Education (DCE) Responsibilities

The DCE shall:

- Coordinate the efforts between the physical therapy program and clinical site for providing clinical experiences to students, acting as a liaison between the physical therapy program and the clinical site.
- Assist the clinical education faculty regarding student evaluations.
- Provide final determination of successful completion of student clinical experiences.
- Be responsible for the implementation of clinical site selection.
- Foster the development of the clinical education programs and faculty.
- Maintain educational records.
- Provide student with information regarding pertinent policies and procedures of the clinical site to which they are assigned.
- Assume responsibility for assuring compliance with educational standards established by the APTA and the Commission on Accreditation of Physical Therapy Education (CAPTE).
- Notify the clinical site of planned student assignments, as they are made, and provide necessary information regarding each student to the assigned site.

Dress Code

Student Responsibilities

- Students will adhere to the dress code of the clinical site to which they are assigned.

Clinical Site Responsibilities
The clinical site will designate the appropriate dress code and provide that information to students prior to the start of the clinical experience.

**Attendance**

A student is required to attend all scheduled clinical days. Absences of clinical days will be remediared in the clinic as outlined below in *Student Responsibilities*.

**Student Responsibilities**

- The student must notify the assigned DCE whenever absences from the facility are necessary. Anticipated absences must be reported as soon as the student becomes aware. The student must request approval of anticipated absences from the assigned DCE by email **before** discussion with the clinical site. If the request is approved, the student will receive written confirmation and the student may then request approval of the absence from the clinical site. The student will then email the assigned DCE and the clinical instructor to provide the DCE with the final decision. Unexpected absences must be reported by phone call **only**. The student may be required to remediare **any** missed days by working Saturdays, Sundays, extended hours, or by extending the length of the clinical experience. The program and/or the clinical site reserves the right to require the student to complete all missed hours. The program may require remediared missed days even if the clinical site does not.

**Program Responsibilities**

- The DCE will monitor the attendance of students during each clinical experience and will be available to assist the CI in determining the necessity of remediating any missed clinical hours. The program will also assist the student and the clinical site in coordinating the hours to be completed.

**Student Liability Insurance**

**Student Responsibilities**

- The university provides students with liability and malpractice insurance coverage during clinical experiences. This insurance does not apply to any activity other than formal clinical experiences scheduled by the DCEs. In the event of any incident, the student must notify the CI and the DCEs, prior to any legal counsel, to complete appropriate and required documentation and determine the appropriate course of action.
- We strongly recommend the student carry their own personal liability insurance. Students may reference recommendations for insurance companies on the APTA website.

**Clinical Site Responsibilities**

- In the event of any student-involved incident, the clinical site will generate an incident report and contact the DCEs the day of the incident. A copy of this report will be sent to DCEs.

**Program Responsibilities**

- The University provides liability and malpractice insurance for students during clinical education. Coverage is in the amount of $1,000,000 per occurrence and $3,000,000 aggregate. Certificates of Insurance are available through the Clinical Affairs Office upon request. For states requiring Worker’s Compensation, documentation is also available upon request.
• In the event of a student-involved incident, the DCEs will request a copy of the report generated to document the incident and maintain that report in the student’s file. The DCEs will continue as directed by the insurance company, if warranted.

**Student Health Insurance**

**Student Responsibilities**

• The University requires all students to have health insurance. Students should refer to the ATSU University Student Handbook for additional information regarding specific requirements: [http://www.atsu.edu/student_services/handbook/index.htm](http://www.atsu.edu/student_services/handbook/index.htm). Students will maintain current health insurance throughout the program and during all clinical placements and attest to this continued compliance.

**Clinical Site Responsibilities**

• The clinical site is not responsible for the medical care of students unless otherwise noted in the clinical affiliation agreement. Although not financially responsible, the clinical site is expected to arrange for emergency care in the event the student is unable to do so.

**Program Responsibilities**

• The University requires all students to have health insurance. The clinical education team will obtain proof of insurance on an annual basis and confirm this information when clinical sites request this information. The DCEs will ensure the student meets all clinical site requirements regarding health insurance coverage. ASHS Physical Therapy Program department is not responsible for the medical care of ASHS physical therapy students.

**Immunizations**

**Student Responsibilities**

• Required immunizations and preventative health requirements are outlined in the ASHS Catalog ([https://www.atsu.edu/academic-catalog/ashs/](https://www.atsu.edu/academic-catalog/ashs/)). Additional immunizations may be required by individual facilities. Students are required to provide any information required by the DCEs or the clinical site to the Clinical Affairs Officer by email at ASHSClinicalAffairs@atsu.edu. Failure to meet all immunization requirements by the set deadline for the clinical experience will result in a delayed start or clinical cancellation. Students are also required to provide the clinical site with additional information directly upon request. Students are expected to keep original copies of all proof of health requirements in a clinical file, which they should take with them to each clinical experience. Students should refer to **Appendix D**: Policy #2013-07 – Preventive Health Requirements – Continued Compliance for policy regarding continued compliance of health requirements.

**Clinical Site Responsibilities**

• The clinical site may request proof of immunizations from ASHS. The clinical site will review the information provided by the DCEs prior to the start of the clinical experience to determine if the student meets their requirements. If requirements are not met the site may request additional immunizations or information.

**Program Responsibilities**
• ASHS requires all incoming first year students to provide proof of their immunizations in order to matriculate. The DCEs and Clinical Education Administrative Assistant will input clinical site requirements into the Acadaware program for students to view. The DCEs will notify the students of any additional requests or requirements of the site, if not already included in Acadaware. The program maintains proof of immunizations in each physical therapy student’s clinical education file in a secured file. This information is tracked in Campus Nexus. The DCEs release student information to clinical sites, as outlined in the Release of Student Information to Clinical Education Facilities policy and procedure (Appendix B).

Drug Testing and Background Checks

Student Responsibilities

• Some clinical sites require the student to complete a drug screen and/or an updated background check. The student is responsible for completion of these requirements prior to the start of the clinical placement and by the set deadline for each specific clinical site. The student is responsible for the cost and providing proof of completion to the DCEs. The student is expected to keep all original documents and upload to the appropriate management system (Acadaware, mCE, Etc) to meet clinical site requirements. Full background checks and/or results of drug testing will not be given to the DCE at any time.

Clinical Site Responsibilities

• The clinical site will inform the DCEs when a drug screen or background check is required. Any changes to the site’s drug screen or background check policy will also be conveyed to the program to ensure full compliance. Confidentiality of the results will be maintained.

Program Responsibilities

• The DCEs will provide the student with all information regarding the drug screening process and testing locations. The DCEs will provide the student with all information necessary to obtain an updated background check as needed. The ASHS Physical Therapy Program Clinical Education team will not hold background or drug screen results in the student’s clinical education file.

Confidentiality

Student Responsibilities

• Students may be required to sign a statement of confidentiality for the clinical site prior to the start of the clinical experience. The student is expected to abide by the APTA Code of Ethics, the Guide to Professional Conduct regarding confidential patient information and by HIPAA. The student is educated within the curriculum that the patient has a risk-free right to refuse to participate in treatment performed by a student physical therapist.

Clinical Site Responsibilities

• The clinical site is expected to abide by the APTA Code of Ethics, the Guide to Professional Conduct regarding confidential patient information and by HIPAA. The facility will require the student to abide by these guidelines and any additional requirements specific to the clinical setting.

• All information regarding student performance is confidential and the clinical site is expected to maintain this confidentiality.
Program Responsibilities

- All physical therapy faculty members and staff are expected to abide by the APTA Code of Ethics, the Guide to Professional Conduct regarding confidential patient information, FERPA and HIPAA. Students are instructed in the issue of confidentiality in several core courses in the didactic curriculum.
- All information regarding student performance is confidential and will not be released without consent from the student.

Bloodborne Pathogen Training

Student Responsibilities

- Students participate in annual bloodborne pathogen training. This training is provided through the University’s learning management system in the course Pre-clinical Certifications. Students will be expected to follow appropriate techniques to minimize the risk of infection with bloodborne pathogens.

Clinical Site Responsibilities

- Clinical sites will require students to adhere to accepted techniques to decrease the likelihood of infection by bloodborne pathogens. They will provide personal protection devices as appropriate and will provide the necessary site-specific training.

Program Responsibilities

- Physical therapy faculty will provide bloodborne pathogen training through the Pre-clinical Certifications course in the learning management system. The DCEs will monitor the successful completion of this training before assigning a clinical placement. This will be tracked in the learning management system.

CPR Training

Student Responsibilities

- Students must have current BLS Provider Level Course through AHA or ARC. The certification must be obtained by completing a classroom based course following the guidelines set forth by the American Heart Association or American Red Cross. Blended courses offered by AHA or ARC are accepted. The student is responsible for maintaining current certification and providing a copy of the CPR card to the Clinical Affairs Officer. The student is also responsible for maintaining his/her original CPR card. Students should refer to Appendix D: Policy #2013-07 – Preventive Health Requirements – Continued Compliance for policy regarding continued compliance of health requirements.

Clinical Site Responsibilities

- The clinical site may request proof of CPR certification from DCE or the student.

Program Responsibilities

- The physical therapy program will maintain proof of current CPR certification for each student. This information is tracked in Campus Nexus. Student information is released to the clinical site as outlined
in the *Release of Student Information to Clinical Education Facilities* (Appendix B) policy and procedure.

**Evaluation of Clinical Performance**

**Introduction and Definition**

Formative and summative assessment is completed throughout the length of the student’s clinical education experiences. The student is provided with feedback regarding their performance on a regular basis, as determined by the needs of the student, and at the discretion of the DCEs and the assigned clinical instructor. Feedback should be immediate, direct and behavior-specific.

Student self-evaluation of clinical education performance is completed using the APTA Clinical Performance Instrument and a modified version for integrated experiences. Grading policies for each clinical experience can be found in the corresponding course syllabi. Assessment guidelines are based off the APTA Physical Therapist Clinical Performance Instrument (CPI). Other considerations for assessment include summative feedback from the SCCE/CI(s) and anticipated progress in the specific clinical setting.

**Student Responsibilities**

- The student is expected to utilize the CPI for self-assessment of clinical performance in all full-time clinical experiences. The student is required to complete the APTA’s CPI Web training modules prior to participating in any full-time clinical experience. It is the student’s responsibility to ensure the CI completes an evaluation at the end of the clinical experience for the first year 4-week clinical experience and at midterm and the end of the clinical experience for all 10-week terminal clinical experience. If a paper copy is used, the student may access the copy through the PT Clinical Experience course and is required to submit a copy to the DCEs at midterm and final. It is expected that the student meet with the CI to discuss clinical progress, as scored and commented on in the CPI, at final for first year experience, and midterm and final for the third year, terminal clinical experiences. Students are required to complete self-assessment for all integrated clinical experiences as outlined in each specific course syllabus.

**Clinical Site Responsibilities**

- The CI will formally assess the student’s clinical performance at midterm and final for all third-year clinical experiences. The first-year clinical experience only requires a final assessment. The clinical site may choose to complete the CPI on paper or digitally through the CPI Web. The CI is expected to be familiar with the appropriate use of the CPI and its performance criteria. The clinical site may request verbal or written assistance with the CPI or assist to complete the APTA’s CPI Web training modules. If a hard copy of the CPI is used then one copy is given to the student. It is expected that the CI have a meeting with the student to discuss clinical progress, as scored and commented on in the CPI, at final for first-year clinical experience and midterm and final for the third-year, terminal clinical experiences. The CI will also provide feedback on the student’s performance in all integrated clinical experiences.

**Program Responsibilities**

- The DCEs will provide the clinical site with training information on the APTA’s CPI Web training modules, as well as a link to the evaluation system. The department will also assist the students in completion of CPI Web training modules. A blank copy of the CPI is made available in the PT Clinical Experience course. The DCEs will be available to answer questions or assist the SCCE, CI or student in completing the CPI or any other student clinical performance assessment tools required by
the program. A copy of the completed CPI will be kept within the CPI Web system or digitally in a password-protected folder accessible only by the clinical education team.

Requirements for Successful Completion of Clinical Education Curriculum

The academic policy requires a student to successfully pass each clinical experience. Grades are assigned by the DCEs and are based on criteria listed in each course syllabus. Considerations for determining successful completion include summative feedback from the SCCE/CI(s), successful completion on all assignments for the course and student progression based on anticipated progress in the specific clinical setting. Students should refer to the syllabi for details.

Clinical performance failure: A student unable to meet performance levels as outlined in the course syllabus within 10 weeks or following an extended time (if granted), will receive a failing grade in the course. A student may receive a failing grade if major safety concerns are evident or if performance fails to progress. A failed clinical course must be retaken and successfully passed to meet graduation requirements. Performance requirements for a repeated course due to failure are outlined in the course syllabus.

If the student receives a failing grade on any clinical experience, alteration of the clinical schedule will occur. Additionally, as a result of poor clinical performance, a reorganization of clinical experiences including requiring the student to return to the Phoenix metropolitan area to allow greater involvement of the DCE. Alterations to the schedule due to failures may result in a delay in graduation as a student will not graduate until all requirements for completion of the degree are met.

Any clinical experience may be terminated, at any point, at the discretion of the DCE if the student is not making adequate progression. In addition, any safety violation could result in immediate removal from the site and failure of the clinical experience.

If a student receives two failing grades, the student will be dismissed from the Doctor of Physical Therapy program. Students who retake a clinical course due to an original clinical course failure, and fail the retake, will be considered to have two failing grades.

Conflict Resolution

Student Responsibilities

- If concerns or problems arise during a clinical experience:
  - The student should first attempt to resolve the conflict with the SCCE or CI. Contact the DCEs if assistance is needed to initiate discussion.
  - Student should contact DCEs if resolution is not met with the SCCE or CI to discuss details of concerns/conflict.

- Student should be able to:
  - Identify specific conflict/concern and any barriers to the resolution
  - Provide detailed explanation, including specific examples, of conflict/concern(s)
  - Assess and explain his/her part in the conflict
  - Identify how he/she might resolve the conflict/concern
  - Participate in developing a plan for resolving the conflict

Site Responsibilities

The DCEs should be contacted by telephone or email as soon as concerns arise regarding the student’s competency. The program will assist the clinical education faculty in developing appropriate strategies to assist the student in achieving competency and/or resolution of concerns. Strategies may include development of behavioral objectives, academic remediation, establishing contracts between the CI and the student, additional assignments, other activities
as appropriate or removal of the student from the clinical site. The CI will, after collaboration with the DCE, meet with the student to:

- Identify the specific behaviors that are preventing them from meeting the minimal competencies. Examples might be: The student fails to use a gait belt when ambulating with patients. The student uses inappropriate language with patients and/or a patient’s families.
- Participate in discussion regarding the problem behavior. This may occur informally if it is the first time the problem has been noted or formally if there is concern for patient safety or the problem has persisted. Documentation of these sessions is requested.
- Identify which competency area(s) need attention: Knowledge, skills, and/or attitudes. Further identify whether the student is lacking knowledge of the specific behavior, if they need further practice in the development of a specific skill, or if they need to change their attitude regarding a particular activity.
- Identify specific learning objectives to improve performance and to establish clear and measurable objectives. Document objective information regarding performance and remediation plan, using both the evaluation tool and other formats as needed.
- Plan specific learning activities to improve performance. Together with the student and the SCCE/CI identify specific activities that will improve knowledge, skills and/or attitudes.

Program Responsibilities

The DCE shall respond within 24 hours to a student or SCCE/CI when contacted by telephone or email regarding the student’s competency or a student or SCCE/CI concern.

- DCE will respond to all inquiries in a timely manner
- DCE will give assistance to student and/or CI for identification of resolution options and strategies regarding communication and creating learning/behavior objectives.
- DCE will support SCCE/CI and student in outlining clear behavioral objectives.
- DCE will support SCCE/CI and student in attaining learning/behavior objectives if created.
- DCE will provide SCCE/CI and student with DCEs’ contact information.
- Appropriate records will be kept for all student or CI concerns and problems.

Clinical Site/Clinical Instructor Evaluation

Student Responsibilities

- Students will complete the Student Final Evaluation of Site and the Student Evaluation of CI at the completion of each clinical experience through Acadaware. Students are expected to review these with the clinical instructor and/or SCCE on or before the final day of the clinical experience.

Site Responsibilities

- The student’s SCCE/CI will discuss the student’s evaluation of the site and clinical instructor by the last day of the clinical experience unless otherwise requested by the CI and/or student ahead of time.

Program Responsibilities

- The site and clinical instructor evaluations in Acadaware will be reviewed by the DCE. The sections identified in the Student Final Evaluation of Site may be released to all students at the discretion of the DCE through Acadaware to assist students in making choices regarding preferences for clinical placements and to assist the DCE in determining the quality of the site and identify needs for site or clinical instructor development.
DCE/Clinical Education Program Evaluation

Student Responsibilities

- Students will be asked to complete and submit the Student Evaluation of the Clinical Education Program, DCE(s), and the Clinical Education Administrative Assistant at the end of the first-year summer clinical experience and at the end of all third-year terminal clinical experiences, which includes an evaluation section on the DCEs and the ASHS Physical Therapy Clinical Education Program. This information will assist the clinical education team to assess student reported strengths and areas of needed improvement. Information collected from this survey is used for CAPTE Accreditation purposes and clinical education program assessment and development.

Site Responsibilities

- SCCEs/CIs will be asked to evaluate the DCEs/Clinical Education Program by completing and submitting the CI Evaluation of the DCEs and Clinical Education Program at the end of each internship and/or SCCE Evaluation of the DCE(s) and Clinical Education Program at the end of each academic year. A CI with multiple students throughout the year, may be asked to complete the evaluation after completion of the final student for the academic year.

Program Responsibilities

- The DCE will collect and compile all data from evaluation forms completed by students and clinical partners at the end of the summer and the end of the terminal clinical experiences for each cohort. The information will be analyzed and discussed with core faculty to determine potential needs for changes in the curriculum and clinical education program. Any changes made to the clinical education program will be made in the Clinical Education Manual and disseminated to the clinical education faculty.

Information Regarding Clinical Sites

Student Responsibilities

- Students are required to review the Acadaware website in preparation for requesting clinical education preferences. Further information regarding the sites can also be obtained in discussion with the DCEs.
- Students are required to contact their assigned clinical site prior to the clinical experience to obtain pertinent information. Students shall contact a clinical site as outlined in the respective course syllabus.
- Students are required to complete the Clinical Information Form by the end of the first week of each clinical experience. It is accessible in the PT Clinical Experience course providing the program needed information regarding the clinical instructor(s).

Clinical Site Responsibilities

- Clinical sites are encouraged to provide clinical site information to the DCEs via phone or email. In addition, clinical sites are asked to provide students the required information on the Clinical Information Form. The clinical site shall notify the DCEs of any changes pertaining to staffing, clinic hours, affiliation agreement-requirements, location, contact information and change in SCCE.

Program Responsibilities

- The DCE and/or Clinical Education Staff will update the database on a regular basis and make information regarding clinical sites available to students upon request.
The DCEs will routinely assess quality of clinical sites based on student completion of the *Student Final Evaluation of Site* in Acadaware.

### Placement of Students

#### Student Responsibilities

Students are allowed to make requests for full-time clinical experiences, and the process will follow these guidelines:

- Students will read and sign the *Student Contractual Agreement* ([Appendix A: Student Contractual Agreement](#)).
- Students will meet with a member of the clinical education team to receive guidance for clinical site selection.
- Students will review established affiliations in Acadaware to prepare for clinical site selection.
- Students will choose sites of interest from this database and the clinical placement offers presented.
- Students are placed at sites where clinical experience offers have been made.
- Students are not allowed to contact clinical entities (clinical sites, clinical instructors, other DPT programs) to secure clinical placements or observational experiences without written permission from the DCE. Students should refer to [Appendix F: Policy # 2017-01 – Clinical Site Contact](#) for further information regarding the policy and procedures related to contacting clinical entities.
- Students wishing to affiliate with clinical sites other than those the university have already established affiliation agreements with, may discuss the request with the DCE. Approval of the alternate affiliation is at the sole discretion of the DCE. The DCEs will have final determination on all placements.
  - Following approval of alternate affiliation, students are provided access to the Clinical Site Request Form (CSRF) and are responsible for providing the contact information for the pre-approved non-established site. This information will only be accepted through the CSRF.
- Student requests for a clinical experience time off are considered; however, the student is not guaranteed to receive approval for his/her request.

#### Clinical Site Responsibilities

- Prior to the assignment of clinical experiences, the dates of upcoming clinical experiences will be emailed to all clinical sites with which the program affiliates. The clinical sites will indicate which time slots they can accept students, how many students per each time slot they can accept, and the type of clinical experience they will provide.

#### Program Responsibilities

- The DCE will meet with the students in a group and individually to discuss placements process, clinical interests, and specific requests.
- The DCE completes clinical placements based on site availability and offers from clinical sites affiliated with the physical therapy program.
- The DCE ensures clinical placements meet the program’s graduation requirements.
- The DCE will notify the clinical sites of clinical experiences used for student placements prior to the commencement of any clinical experience.
- The DCE will consider alternative affiliation requests and make final decision for approval.
- The DCE will have final determination on all clinical placements.
Communication During Clinical Experiences

At least one time during each full time clinical experience a core faculty member, most frequently the DCE, will communicate with the student and the CI, either with an on-site visit, a telephone conference or through email communication. The communication is an opportunity for the student and the CI to discuss the student’s performance with a member of the faculty. Communication between the clinical site and the program is important for the success of clinical education. To ensure this success the DCE will be available to the clinical faculty on an ongoing basis.

Student Responsibilities

- A student, having received prior notification of the faculty’s visit, will attempt to schedule patients to allow time for private communication. It is the student’s responsibility to notify his/her SCCE/CI of the date and time of visit and confirm with faculty member.
- The student should be prepared to discuss his/her performance as well as to discuss any questions or concerns.
- The students are expected to check their university email account 3 times a week at minimum to be aware of any pertinent information.

Clinical Site Responsibilities

- The CI may be asked by the program to schedule to meet with the program’s faculty member, most often the DCE(s), for a scheduled on-site or telecommunication visit.
- The CI should be prepared to discuss the student’s performance, as well as any questions or concerns regarding the student.
- The SCCE/CI has the right to request an on-site visit outside of the routine communication, which will be completed by the DCE.

Program Responsibilities

- A faculty member will schedule an on-site visit or telecommunication conference with the clinical site at least one time during the student’s clinical affiliation. During this conference or visit, the faculty member will compile information regarding the student’s clinical performance and overall experience at the site. If any questions or concerns are identified during this communication, the DCE will assist the CI and/or SCCE in developing appropriate strategies to assist the student in achieving competency or resolution of conflicts.
- The DCEs will regularly communicate with the students via email and phone regarding the clinical experience.

Clinical Instructor Rights and Privileges

The rights and privileges of clinical instructors include the right to:

- Accept or refuse to take students for a clinical experience.
- Dismiss a student from a clinical experience.
- Receive discounts on programmatic continuing education courses when available and offered.
- Access to the On-line ATSU Library. Accessible through request.
- Receive assistance with utilizing the CPI.
APPENDICES:

Appendix A: Student Contractual Agreement

1. Students are not allowed to contact ANY sites to secure clinical experiences OR arrange outside observational activities without written permission from any person on the Clinical Education Team.
2. Students will email their designated DCE AND cc Beth Jordan for all communications:
   TWilkinson@atsu.edu   TracyArndt@atsu.edu   Bajordan@atsu.edu
3. Students agree to contact the other DCE if unable to reach their designated DCE.
4. Students agree to contact their site six or eight weeks in advance (first year and third year experiences respectively).
5. Students agree to abide by the site dress code. Appropriate and professional dress is required.
6. Students agree to prepare personal goals and expectations for the experience, provide these to the site a minimum 2 weeks prior to each experience, and to cc designated DCE on that email.
7. Students agree to complete any site-based requirements and training a minimum 3 weeks prior to start or as indicated in Acadaware. These may include but are not limited to: TB test, immunizations, drug screening, and/or computer based learning modules. Additional costs incurred are the responsibility of the student.
8. Students agree to complete any appropriate requests made by the Clinical Instructor. These requests may include but are not limited to: review, research, and/or inservice of specific subject matter pertinent to the patient population.
9. Students are required to participate in mid-term call/visit (weeks 4-7) with designated DCE in 3rd year clinical experiences at a time that allows conversation between the DCE, student, and Clinical Instructor.
10. Students agree to immediately contact their designated DCE if any changes, concerns, or problems with the clinical experience should arise.
11. Students agree to check email communication on a bi-weekly basis at minimum. Pertinent information is sent by email and requires immediate attention at times. Students agree to acknowledge receipt of an email with a prompt response.
12. Students agree to update their designated ACCE with appropriate contact information including new phone numbers or addresses.
13. Students acknowledge and agree that failure of a clinical experience can and does occur due to unsuccessful progression of clinical skills or unprofessional behaviors within the clinical setting at any time during the ten-week period.

PLEASE GIVE CAREFUL CONSIDERATION FOR YOUR CLINICAL REQUESTS. ONCE A REQUESTED CLINICAL PLACEMENT IS CONFIRMED, CHANGES WILL BE MADE ONLY IN CIRCUMSTANCES OF HARDSHIP.

Changing Assigned Clinical Placements: Any student requesting to change a confirmed clinical placement which he or she has requested, must submit that request in writing to the DCE. The request will be considered by a review panel consisting of the DCEs and one additional faculty member.
Declination of Assignments: Students who decline a clinical placement for any reason, will be last on the list of students to be placed and may be placed in Arizona. A consequence of declining a clinical experience can result in delayed graduation.

By signing below, I understand the terms of the agreement and will abide by the above terms. I understand that by failing to do so, I place myself at risk for an incomplete or failure of a clinical experience and subsequent course retake.

Signature: _______________________________________________    Date: __________

Print Name: _______________________________________________
Appendix B: Policy #2013-05 – Release of Student Information to Clinical Education Facilities

PURPOSE: The purpose of the policy is to protect the privacy and confidentiality of student information by ensuring appropriate release of student information.

POLICY: Appropriate release of student academic and personal information to clinical education facilities.

DEFINITION: N/A

PROCEDURE: Release of Student Information

- Students read and sign a release of student information located on the Preventative Health Requirements Form during matriculation, granting the physical therapy program the authority to:
  - Release of copies of medical records, i.e. TB test results, Varicella titer results.
  - Student information will be released to the clinical facility via e-mail communication. If the student declines for release of information via e-mail, then the student is responsible for delivering required documents to the site prior to the deadline indicated by the site.
- Students with previous academic and/or clinical performance difficulties will consent for the DCE to release information to the SCCE and/or the CI.
  - Information may include previous academic and/or clinical performance concerns, student learning agreements, student learning plan, and/or other information deemed appropriate by the DCE.

Background Checks and Drug Screens

- Should a site request a background check or drug screen be completed prior to the clinical experience start date, the following will apply:
  - Student will be responsible for obtaining and paying for his/her own background check or drug screen.
  - If the site requires a background check or drug screen with a specific agency, the student will contact that agency to complete the required testing. If the site has no preference, the student can find information regarding these requirements on the PT Clinical Education Course in the university's learning management system. The student will have all background check and drug screen results sent to them. The student will maintain the original testing results, should there be a request to produce the document.
  - If required by the clinical site, the student is required to upload the full background check or drug screen in the appropriate clinical management system (ie. Acadaware, mCE, etc.). This serves as attestation that the test(s) were completed.
  - The student, upon request from the DCEs or site, will be able to present documented proof of testing, within 24 hours to the site or the student will be unable to return to the experience until he/she is in compliance.
  - The DCEs and clinical education department will not hold a student’s full background check or drug screen.
Appendix C: Policy #2013-06 – Student Safety and Confidentiality – Off Campus Clinical Experience

PURPOSE: The purpose of the policy is to ensure students are informed regarding potential health risks they may encounter throughout clinical educational experiences and receive education of; standard precautions, storage and use of hazardous materials, safety regulations, emergency procedures and the Health Insurance Portability and Accountability Act (HIPAA).

POLICY: Appropriate dissemination of information related to student safety and confidentiality off campus during clinical experiences.

DEFINITION: NA

PROCEDURE:
Potential Health Risks
- Students are informed of potential health risks encountered throughout clinical education as outlined in the Clinical Education Manual: Student Health Insurance. All students have access to the Clinical Education Manual through the University’s Learning Management System: PT Clinical Education and PT Student Center.

Standard Precautions/Hazardous Materials
- All students receive education of standard precautions and OSHA training within the program curriculum prior to attending clinical internships. OSHA training and Standard Precautions are included in the Pre-clinical Certifications course in the University’s Learning Management System.

Safety/Emergency Procedure
- Students are informed through the Clinical Education Manual to adhere to the clinical facility’s site-specific policies regarding safety regulations and emergency procedures.
- Students are informed of the procedure related to on site self-injury/incident through the Clinical Education Manual.

Confidentiality
- Students are educated on HIPAA in DPTR7110: Professional Practice I and in the Pre-clinical Certifications course in the University’s Learning Management System.
- Students are educated in DPTR7110: Professional Practice I and in clinical education meetings that patients have a risk-free right to refuse to participate in treatment performed by a Student Physical Therapist.
Appendix D: Policy #2013-07 – Preventive Health Requirements – Continued Compliance

PURPOSE: The purpose of the policy is to ensure all students remain in compliance in regard to all preventative health requirements set forth by the A.T.S.U. Arizona School of Health Sciences and assigned clinical sites.

POLICY: Outlines the process in which compliance must be kept and the disciplinary action if a student falls out of compliance

PROCEDURE:
Preventive Health Requirements
- Students must remain in compliance throughout the Doctor of Physical Therapy program, as outlined in the Clinical Education Manual.
- If additional immunization or CPR requirements are assigned by the student’s clinical site, the student is responsible for obtaining the additional requirements.
- Students are responsible for covering the cost for all immunization and CPR requirements.
- Student must submit copies of all immunization and CPR requirements to the ASHS Clinical Affairs officer.
  - Students falling out of compliance are required to notify the clinical education team when appropriate documentation is submitted to ASHS Clinical Affairs.

ASHS Clinical Affairs Procedures
- ASHS Clinical Affairs officer will email each student a reminder for upcoming immunization and/or CPR renewals both 2 months and 1 month prior to the expiration of the requirement(s). The DCEs are notified at the 1-month reminder by ASHS Clinical Affairs.

DCE Procedures
- The DCE will notify the student they are out of compliance and no longer allowed to participate in ATSU activities either on or off campus until proper documentation of compliance is submitted to ASHS Clinical Affairs.
- The DCE will notify appropriate faculty the student is out of compliance.

Disciplinary Actions for Failing to Comply
If a student falls out of compliance, the following actions will take place:
- Immediate removal from on-campus and off-campus classes and ATSU activities including but not limited to: lectures, labs, ATSU sponsored volunteer activities, clinical experiences, and/or capstone activities with inability to return until requirements have been met.
  - Missed clinical days will be made up as outlined in the Clinical Education Manual.
  - Faculty are not required to offer make-up opportunities or offer remediation work for any missed quizzes, assignments, exams, and/or practicals due to noncompliance.
- Placement on Academic Warning, as outlined in the Physical Therapy Student Manual.
- Placement on Academic Probation, as outlined in the Physical Therapy Student Manual, if requirements are not met within 10 days following email from DCE with notification of noncompliance.
- If the student is already on Academic Warning, the student will be immediately placed on Academic Probation.
- Once all requirements are met, the student will be taken off Academic Warning or Academic Probation and be allowed to return to all activities.
Appendix E: Policy #2013-09 – Risk Free Rights of Patients Participating in Clinical Education

PURPOSE: To ensure the risk-free rights of patients to refuse to participate in clinical education experiences.

POLICY: Patients at all clinical affiliates have the right to refuse to participate in any clinical education related activities without any risk to the patient.

DEFINITION: Clinical affiliates are those sites in which ATSU students are placed for clinical internships. Clinical education related activities are student educational opportunities including, but not limited to, physical therapy examination and evaluation, treatment interventions and patient education.

PROCEDURE:
Clinical Procedure
- Students must follow the patient informed consent policy and procedures of the clinical affiliate in which they are placed.
- If a patient refuses to participate in clinical education activities after informed consent is given, as per clinical affiliate procedure, students will professionally and cordially affirm the patient’s right and immediately inform their Clinical Instructor.
- The Clinical Instructor will make the appropriate arrangements for the patient and then arrange alternate learning experiences for the students.

Dissemination
- Students receive this policy and procedure in the Clinical Education Manual, which is referenced throughout clinical education meetings and DPTR7110: Professional Practice I.
- Site Coordinators of Clinical Education (SCCEs) and Clinical Instructors (CIs) receive this policy and procedure in the Clinical Education Manual, which is e-mailed to clinical sites prior to each student’s clinical experience.
Appendix F: Policy # 2017-01 – Clinical Site Contact

PURPOSE: The purpose of the policy is to ensure all students remain in compliance in regard to contact with clinical sites, clinical instructors and associated personnel, or other educational programs.

POLICY: Outlines the process for contacting any clinical site or person and the consequences if students contacts a clinical site, clinical instructor/clinical personnel, or educational program (hereby referred to as clinical entity) without following this process. This policy applies to contact with both established and non-established clinical sites.

PROCEDURE:
Student:
- Students may not contact a clinical entity, without written permission from the DCE, for any reason including but not limited to:
  - Clinical experiences
  - Observation hours / Job shadowing
  - Volunteer activities
- Students will communicate their interest in contacting a clinical entity to the DCE via email only, conveying the purpose of the request.
- If permission is granted, students are required to provide follow up information by email to the DCE as to the outcome of the communication.

DCE Procedures
- The DCE will consider the request and respond via email with either permission to contact or the reason as why permission cannot be given.

Disciplinary Actions for Failing to Comply
If a student contacts a clinical site for any purpose without written permission the following are the consequences for the action:
- Placement in a clinical experience at the contacted clinical site will not take place, even if offered by site.
  - This may result in the student not completing an experience during the desired time or in the geographic area requested.
- Placement on Academic Warning, as outlined in the Physical Therapy Student Manual.
- Placement on Academic Probation or dismissal from the DPT Program, as determined by the Program’s Academic Review Board, should a second offense of this policy take place.
- If student is already on Academic Warning, immediate placement on Academic Probation or dismissal from the DPT Program, as determined by the Program’s Academic Review Board.