

WORKFORCE MANAGEMENT & CONSULTING
SCHOLARSHIPS & CLINICAL EDUCATION

Health Professional Scholarship Program (HPSP)

FY 2019 Annual Report

Congress established HPSP on August 26, 1980, under Public Law (P. L.) 46-330. The original authority for HPSP expired on December 31, 1998. HPSP was re-authorized through December 31, 2014, by Section 603 of P.L. 111-163, The Caregivers and Veterans Omnibus Health Service Act of 2010, and extended through December 31, 2019, by Section 302 of P.L. 113-146, Veterans Access, Choice, and Accountability Act of 2014. HPSP was extended through December 31, 2033, by Section 301 of P.L. 115-182, The VA Mission Act of 2018. It is codified in 38 U.S.C. 7601 through 7619, 7633, 7634, and 7636. .

The HPSP allows VHA to award scholarships to VA and non-VA employees pursuing degrees or training in health care disciplines for which recruitment and retention of qualified personnel are difficult. The academic curricula covered under this initiative include education and training programs in fields leading to appointments or retention in Title 38 or Hybrid Title 38 positions listed in 38 U.S.C. Section 7401. The specific health care professions must be in one of the top five critical career fields as determined through succession planning by VHA Workforce Planning. Scholarships for FY19 included new awards for physician assistant and nursing. In addition, there were continuing awards for physician assistants, nurses, physical therapist, and medical technologist. As of September 30, 2019, VA has awarded 364 scholarships to HPSP participants since the program started in 2016.

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SECTION 1: FY 2019 PROGRAM OVERVIEW

During FY 2019, the Scholarships & Clinical Education (S&CE) office provided support to 274 participants attending school and 119 completing service obligation periods (SOP) from HPSP scholarship awards.

Applicants submitted a total of 703 requests for new awards to the national program office during FY 2019. Selected applications are provided multi-year scholarship funding. If an applicant chose not to accept a scholarship award, it was categorized as declined.

Applications Table 1 displays the number of new applications received during FY 2019 and the disposition of those applications.

Table 1. FY 2019 Applications

Program	Applications	Selected & Accepted	Declined	Total Award	Average Award	Funding Through
Nursing	384	72	24	\$3,384,722	\$47,010	FY 2022
Physician Assistants	319	66	7	\$5,410,896	\$81,983	FY 2021
Totals	703	138	31	\$8,795,618	\$63,736	

Active Participants

Table 2 provides a breakdown of participants who were active in the educational phase of their scholarship or service obligation period on September 30, 2019.

Table 2. Participants Active During FY 2019

Program	In School	Completed School*	In SOP
Nursing	83	22	62
Medical Technologist	2	2	1
Physician Assistants	84	11	28
Physical Therapist	23	8	28
Totals	192	43	119

***Note:** Participant may be in deferment status for continuing education which could include advance degree completion or residency program attendance. Participant can also be pending final placement status.

Budget

During FY 2019, S&CE administered an annual HPSP budget of \$7.129 million with an execution rate of 98 percent. Participant program changes and the return of excess or unused funds and the end of the fiscal year directly contributed to preventing 100 percent execution. Table 3 shows funding expenditures by program and participants for FY 2019.

Table 3. FY 2019 HPSP Budget Execution

Program	Budget	Participant Payments	Funding Expended
Nursing	\$2,300,000	777	\$2,294,265
Medical Technologist	\$170,000	57	\$162,354
Physician Assistants	\$3,159,000	938	\$3,102,970
Physical Therapist	\$1,500,000	485	\$1,455,160
Totals	\$7,129,000	2257	\$6,984,749

Total Awards

Since inception of the scholarship program in FY 2016 through September 30, 2019, VA has awarded 364 scholarships to HPSP participants. Table 4 provides the number of scholarships and funding awarded for each program.

Table 4. Total Awards Since Inception

Program	Participants	Funding
Nursing	173	\$6,420,187
Medical Technologist	6	\$248,609
Physician Assistants	126	\$5,231,496
Physical Therapist	59	\$2,898,469
Total	364	\$14,798,761

Academic program Completions

Table 5 shows the number of participants from program inception who completed their academic programs, the scholarship program used, and the level of degree completion.

Table 5. Academic Program Completions

Program	Completion Degree Level	Completed Education*
HPSP	Baccalaureate	68
	Masters	57
	Doctorate	40
HPSP Total		165

***Note:** Participant may be in deferment status for continuing education which could include advance degree completion or residency program attendance. Participants that are pending final placement are also included in these totals.

Customer Service

At the end of FY 2019, S&CE conducted its third annual customer satisfaction survey of scholarship participants and the first annual customer satisfaction survey of Selection Committee members. The purpose of the survey was to solicit feedback from stakeholders on satisfaction with program administration and areas requiring improvement.

Participant respondents - 94

- 98% of those responding had a “Positive” customer service experience.

Selection Committee respondents - 5

- 100% of those responding had a “Positive” customer service experience.

Lessons Learned and Opportunities for Improvement:

- Communication
 - Estimated dates of payments to students and to universities
- Placement
 - Collaboration with residency programs
 - Six (6) month forecasting

SECTION 2. INITIATIVES

The HPSP developed selection alternate list that increase end-of-year FY funding expenditures maximizing budget utilization by preparing alternate selection for permanent selection within 2-days of the end of the FY. This increases the scholarships offered and ultimately directly impact the Veteran by increasing healthcare professional at the bedside.

Establish new 1358 processes for payment Universities.

Establish processes in the creation of Vendor IDs using an automated process and the Application Management System (AMS).

Stand-up new AMS to 100% operational capacity.

The HPSP started the process of purchasing an off-the-shelf application management system to handle our large application pool.

The HPSP applicants not selected for the program are cross-fed to the national recruiting team for further consideration for employment after graduation.

SECTION 3: BREACH OF AGREEMENT

A participant breaches their scholarship agreement if for any reason they fail to complete their academic program, or if they fail to fulfill their service obligation period. A total of two scholarship participants have breached their agreements. Table 11 shows the number of approved scholarships and the HPSP breach rate since inception. Table 12 shows the number of participants who breached during FY 2019.

Table 11. Breach Rates Since Inception

Breach Rates Since Inception			
Program	Approved Scholarships	Breached	Percentage
Nursing	173	2	1.2%
Medical Technologist	6	1	16.7%
Physician Assistants	126	3	2.4%
Physical Therapist	59	0	0%
Totals	364	6	1.6%

Table 12. Participant Breaches During FY 2019

Program	Breached During FY 2019
Nursing	2
Medical Technologist	1
Physician Assistants	2
Physical Therapist	0
Total	5

SECTION 4: FY 2019 CHALLENGES IMPACTING PROGRAMS

During FY 2019, HPSP continues to face operational challenges in administering the scholarship program.

- Facility knowledge of HR hiring functions with regards to hiring trainees.
- Individual hiring preferences at individual facilities concerning targeted occupations (Physician Assistants versus Nurse Practitioners).
- Managing large application pool without an application management system significantly increases administrative oversight requirements.

SECTION 5: OCCUPATIONS SUPPORTED BY PROGRAM

The specific health care professions must be in one of the top ten critical career fields as determined through succession planning by VHA Workforce Planning. Scholarships for this fiscal year included: physician assistant and nursing.

Payments to student selected for the HPSP scholarship are broken down into three distinct parts: Tuition and Approved Fees, Monthly Cost-of-Living stipends, and an annual payment to cover books and miscellaneous equipment.

SECTION 6: EDUCATIONAL INSTITUTIONS SUPPORTED BY PROGRAM

During FY 2019, 145 educational institutions received tuition and mandatory fees payments. Table 14 provides a listing of awards by educational institutions by occupations during FY 2019.

Table 14. FY 2019 Awards by Educational Institution

Institution	Nurse	PA	PT	MT	Total
A.T. Still University	\$ -	\$ 31,555.00	\$ -	\$ -	\$ 31,555.00
Arcadia University	\$ -	\$ 31,314.00	\$ -	\$ -	\$ 31,314.00
Arizona State University	\$ 17,631.00	\$ -	\$ -	\$ 6,877.50	\$ 24,508.50
Augsburg College	\$ -	\$ 22,788.00	\$ -	\$ -	\$ 22,788.00
Augsburg University	\$ -	\$ 27,029.00	\$ -	\$ -	\$ 27,029.00
Augusta University	\$ -	\$ 8,056.00	\$ -	\$ -	\$ 8,056.00
Baker University	\$ 20,465.00	\$ -	\$ -	\$ -	\$ 20,465.00
Barry University	\$ -	\$ 11,750.33	\$ -	\$ -	\$ 11,750.33
Bay Path University	\$ -	\$ 54,100.00	\$ -	\$ -	\$ 54,100.00
Belmont University	\$ -	\$ -	\$ 19,940.00	\$ -	\$ 19,940.00
Bethel University	\$ -	\$ 22,025.00	\$ -	\$ -	\$ 22,025.00
Boston College	\$ 85,934.00	\$ -	\$ -	\$ -	\$ 85,934.00
California State University - San Bernardino	\$ 4,704.90	\$ -	\$ -	\$ -	\$ 4,704.90
California State University, Domingue Hills	\$ -	\$ -	\$ -	\$ 3,597.00	\$ 3,597.00
California State University, Domingue Hills then LA	\$ -	\$ -	\$ -	\$ 13,186.00	\$ 13,186.00
Campbell University	\$ -	\$ 114,440.00	\$ 56,640.00	\$ -	\$ 171,080.00
Chamberlain University	\$ 10,425.00	\$ -	\$ -	\$ -	\$ 10,425.00
Chamberlain University	\$ 4,113.00	\$ -	\$ -	\$ -	\$ 4,113.00
Charles R. Drew University of Medicine and Science	\$ 13,688.00	\$ -	\$ -	\$ -	\$ 13,688.00
Chatham University	\$ -	\$ 235,853.78	\$ -	\$ -	\$ 235,853.78
Cleveland State University	\$ -	\$ -	\$ 6,682.10	\$ -	\$ 6,682.10
Denver College	\$ 6,305.00	\$ -	\$ -	\$ -	\$ 6,305.00

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Denver School of Nursing	\$ 6,690.00	\$ -	\$ -	\$ -	\$ 6,690.00
Drexel University	\$ -	\$ 83,114.00	\$ -	\$ -	\$ 83,114.00
Duke University	\$ 178,466.75	\$ 196,834.00	\$ 428,991.25	\$ 19,585.75	\$ 823,877.75
East Carolina University	\$ 3,648.00	\$ -	\$ -	\$ -	\$ 3,648.00
East Tennessee State University	\$ -	\$ -	\$ 37,825.50	\$ -	\$ 37,825.50
Eastern Michigan University	\$ -	\$ 70,731.07	\$ -	\$ -	\$ 70,731.07
Eastern Virginia Medical School	\$ -	\$ 59,728.50	\$ -	\$ -	\$ 59,728.50
Emory and Henry College	\$ -	\$ 23,707.00	\$ -	\$ -	\$ 23,707.00
Emory University	\$ 1,518,645.00	\$ 181,120.00	\$ 12,667.00	\$ -	\$ 1,712,432.00
Florida International University	\$ 48,951.15	\$ -	\$ 14,148.43	\$ -	\$ 63,099.58
Florida Southern College	\$ 10,690.00	\$ -	\$ -	\$ -	\$ 10,690.00
Florida State University	\$ -	\$ 43,193.72	\$ -	\$ -	\$ 43,193.72
George Washington University	\$ 66,815.00	\$ 101,789.00	\$ -	\$ 1,820.00	\$ 170,424.00
Georgia Southern University	\$ -	\$ -	\$ 6,118.00	\$ -	\$ 6,118.00
Georgia State University	\$ 1,954.51	\$ -	\$ 22,961.00	\$ -	\$ 24,915.51
Goldfarb School of Nursing	\$ 43,083.00	\$ -	\$ -	\$ -	\$ 43,083.00
Governors State University	\$ -	\$ -	\$ 15,047.00	\$ -	\$ 15,047.00
Harding University	\$ -	\$ 13,120.00	\$ -	\$ -	\$ 13,120.00
Highpoint University	\$ -	\$ 52,436.00	\$ -	\$ -	\$ 52,436.00
Indiana University	\$ -	\$ 10,887.80	\$ -	\$ -	\$ 10,887.80
Ithaca College	\$ -	\$ -	\$ 57,453.00	\$ -	\$ 57,453.00
John Hopkins University	\$ 39,912.00	\$ -	\$ -	\$ -	\$ 39,912.00
Johnson & Wales University	\$ -	\$ 48,532.00	\$ 15,860.00	\$ -	\$ 64,392.00
Keiser University	\$ -	\$ 14,635.00	\$ -	\$ 27,679.00	\$ 42,314.00
Ketchum University	\$ -	\$ 26,000.00	\$ -	\$ -	\$ 26,000.00
Kettering College	\$ -	\$ 47,256.00	\$ 23,628.00	\$ -	\$ 70,884.00
Lenoir-Rhyne University	\$ -	\$ 21,750.00	\$ -	\$ -	\$ 21,750.00
Liberty University	\$ 3,943.00	\$ -	\$ -	\$ -	\$ 3,943.00
Loma Linda University	\$ -	\$ -	\$ -	\$ 19,486.00	\$ 19,486.00
Marquette University	\$ 831,514.00	\$ -	\$ 63,289.00	\$ -	\$ 894,803.00
Maryville University	\$ 19,693.00	\$ -	\$ -	\$ -	\$ 19,693.00
Marywood University	\$ -	\$ 17,138.00	\$ -	\$ -	\$ 17,138.00
Massachusetts College	\$ -	\$ 55,320.00	\$ -	\$ -	\$ 55,320.00
Massachusetts College of Pharmacy and Health Sciences	\$ -	\$ 74,530.00	\$ -	\$ -	\$ 74,530.00
Massachusetts General Hospital Institute of Health Professions	\$ -	\$ 21,230.00	\$ -	\$ -	\$ 21,230.00
Mayo School of Health Sciences	\$ -	\$ -	\$ 25,976.00	\$ -	\$ 25,976.00
Medical University of South Carolina	\$ 42,877.00	\$ -	\$ 17,684.00	\$ -	\$ 60,561.00
Mercer University	\$ 10,626.00	\$ -	\$ -	\$ -	\$ 10,626.00
Mercyhurst University	\$ -	\$ 260,558.00	\$ -	\$ -	\$ 260,558.00
Methodist University	\$ -	\$ 12,524.00	\$ -	\$ -	\$ 12,524.00

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Metropolitan State University Denver	\$ 16,948.85	\$ -	\$ -	\$ -	\$ 16,948.85
Midwestern University	\$ -	\$ 50,656.35	\$ -	\$ 24,858.00	\$ 75,514.35
Monmouth University	\$ -	\$ 28,551.00	\$ -	\$ -	\$ 28,551.00
National University	\$ 14,947.50	\$ -	\$ -	\$ -	\$ 14,947.50
New York Institute of Technology	\$ -	\$ 34,460.00	\$ -	\$ -	\$ 34,460.00
Northeastern University	\$ -	\$ 31,538.00	\$ -	\$ -	\$ 31,538.00
Northern Arizona University	\$ -	\$ -	\$ 21,395.00	\$ -	\$ 21,395.00
Northwestern University	\$ -	\$ -	\$ 32,343.00	\$ -	\$ 32,343.00
Nova Southeastern University	\$ -	\$ 25,589.34	\$ -	\$ -	\$ 25,589.34
Ohio University	\$ 26,028.00	\$ -	\$ -	\$ -	\$ 26,028.00
Oregon Health and Science University	\$ 157,770.00	\$ 79,987.00	\$ 7,958.00	\$ -	\$ 245,715.00
Our Lady of Elms College	\$ 20,012.24	\$ -	\$ -	\$ -	\$ 20,012.24
Pennsylvania State University	\$ 32,689.50	\$ 50,276.00	\$ -	\$ -	\$ 82,965.50
Regis College	\$ 21,060.00	\$ -	\$ -	\$ -	\$ 21,060.00
Rhode Island College	\$ 41,327.00	\$ -	\$ -	\$ -	\$ 41,327.00
Rocky Mountain University	\$ -	\$ 126,077.00	\$ 75,864.00	\$ -	\$ 201,941.00
Rocky Vista University	\$ -	\$ 20,066.00	\$ -	\$ -	\$ 20,066.00
Rosalind Franklin University	\$ -	\$ 10,771.75	\$ -	\$ -	\$ 10,771.75
Rutgers University	\$ 17,612.50	\$ -	\$ -	\$ -	\$ 17,612.50
Saint Xavier University	\$ 13,900.00	\$ -	\$ 9,325.00	\$ -	\$ 23,225.00
Salus University	\$ -	\$ -	\$ 13,496.00	\$ -	\$ 13,496.00
Samuel Merritt University	\$ 54,674.00	\$ -	\$ -	\$ -	\$ 54,674.00
Shenandoah University	\$ -	\$ 15,590.00	\$ -	\$ -	\$ 15,590.00
South College	\$ -	\$ 64,550.00	\$ -	\$ -	\$ 64,550.00
St. Francis University	\$ -	\$ -	\$ 11,105.00	\$ 11,300.00	\$ 22,405.00
Stephens College	\$ -	\$ 12,920.00	\$ -	\$ -	\$ 12,920.00
Stratford University	\$ 11,481.00	\$ -	\$ -	\$ -	\$ 11,481.00
SUNY Upstate Medical University	\$ -	\$ 29,051.50	\$ 12,623.00	\$ -	\$ 41,674.50
Texas Tech University	\$ -	\$ 16,663.70	\$ -	\$ -	\$ 16,663.70
Texas Woman's University	\$ 56,305.25	\$ -	\$ -	\$ -	\$ 56,305.25
The Sages College	\$ 13,620.00	\$ -	\$ -	\$ -	\$ 13,620.00
Tufts University	\$ -	\$ 13,898.00	\$ -	\$ -	\$ 13,898.00
University of Alabama	\$ 15,258.00	\$ 9,774.00	\$ -	\$ -	\$ 25,032.00
University of Arkansas for Medical Sciences	\$ -	\$ 18,400.00	\$ -	\$ -	\$ 18,400.00
University of California - Davis	\$ -	\$ 15,000.00	\$ -	\$ -	\$ 15,000.00
University of California, San Francisco	\$ 81,832.00	\$ -	\$ -	\$ -	\$ 81,832.00
University of Colorado	\$ 3,250.43	\$ -	\$ -	\$ -	\$ 3,250.43
University of Dayton	\$ -	\$ -	\$ 22,058.00	\$ -	\$ 22,058.00
University of Florida	\$ 12,903.61	\$ 50,905.51	\$ 86,289.82	\$ -	\$ 150,098.94
University of Houston	\$ 5,038.50	\$ -	\$ -	\$ -	\$ 5,038.50

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University of Illinois at Chicago	\$ -	\$ -	\$ 10,020.00	\$ -	\$ 10,020.00
University of Iowa	\$ -	\$ 28,620.46	\$ 35,088.50	\$ -	\$ 63,708.96
University of Kansas	\$ 6,537.45	\$ -	\$ -	\$ -	\$ 6,537.45
University of Mary Hardin Baylor	\$ 26,340.00	\$ -	\$ -	\$ -	\$ 26,340.00
University of Massachusetts, Boston	\$ 8,251.79	\$ -	\$ -	\$ -	\$ 8,251.79
University of Memphis	\$ 5,078.50	\$ -	\$ -	\$ -	\$ 5,078.50
University of Miami	\$ 28,640.66	\$ -	\$ 86,982.00	\$ -	\$ 115,622.66
University of Minnesota	\$ -	\$ -	\$ 19,328.16	\$ -	\$ 19,328.16
University of Montana	\$ -	\$ -	\$ 31,074.23	\$ -	\$ 31,074.23
University of Nevada Las Vegas	\$ -	\$ -	\$ 5,539.00	\$ -	\$ 5,539.00
University of New England	\$ -	\$ -	\$ 33,675.00	\$ -	\$ 33,675.00
University of New Hampshire	\$ -	\$ -	\$ -	\$ 9,444.50	\$ 9,444.50
University of New Mexico	\$ 35,479.48	\$ 63,810.80	\$ -	\$ -	\$ 99,290.28
University of North Carolina at Chapel Hill	\$ -	\$ -	\$ 17,890.68	\$ -	\$ 17,890.68
University of North Dakota	\$ -	\$ 13,997.42	\$ -	\$ -	\$ 13,997.42
University of North Texas	\$ -	\$ 4,408.00	\$ 3,028.25	\$ -	\$ 7,436.25
University of Oklahoma	\$ 13,257.00	\$ -	\$ -	\$ -	\$ 13,257.00
University of Pennsylvania	\$ 19,127.00	\$ -	\$ -	\$ -	\$ 19,127.00
University of Pittsburgh	\$ -	\$ 17,089.00	\$ -	\$ -	\$ 17,089.00
University of Saint Mary	\$ 15,810.00	\$ -	\$ -	\$ -	\$ 15,810.00
University of San Diego	\$ 14,315.00	\$ -	\$ -	\$ -	\$ 14,315.00
University of San Francisco	\$ 61,662.00	\$ -	\$ -	\$ -	\$ 61,662.00
University of San Francisco, Sacramento	\$ 18,000.00	\$ -	\$ -	\$ -	\$ 18,000.00
University of South Alabama	\$ 23,704.00	\$ 121,424.00	\$ -	\$ 15,305.00	\$ 160,433.00
University of South Carolina	\$ 10,878.75	\$ -	\$ 7,252.50	\$ -	\$ 18,131.25
University of South Dakota	\$ -	\$ -	\$ 14,343.90	\$ -	\$ 14,343.90
University of South Florida	\$ -	\$ 56,646.14	\$ 52,579.30	\$ -	\$ 109,225.44
University of Southern California	\$ -	\$ -	\$ 41,509.00	\$ -	\$ 41,509.00
University of Texas	\$ 9,544.65	\$ -	\$ -	\$ -	\$ 9,544.65
University of Texas	\$ -	\$ -	\$ 7,629.02	\$ -	\$ 7,629.02
University of Texas - Arlington	\$ 4,023.00	\$ -	\$ -	\$ -	\$ 4,023.00
University of Utah	\$ 28,966.06	\$ -	\$ 11,355.25	\$ -	\$ 40,321.31
University of Washington	\$ -	\$ 105,556.62	\$ 13,693.00	\$ -	\$ 119,249.62
University Saint Francis	\$ -	\$ 43,405.00	\$ -	\$ -	\$ 43,405.00
Vanderbilt University	\$ 78,613.00	\$ -	\$ -	\$ -	\$ 78,613.00
Villanova University	\$ 27,801.00	\$ -	\$ -	\$ -	\$ 27,801.00
Virginia Commonwealth University	\$ 12,480.00	\$ -	\$ 5,946.50	\$ -	\$ 18,426.50
Wagner College	\$ -	\$ 38,358.50	\$ -	\$ 12,924.50	\$ 51,283.00
Wake Forest	\$ -	\$ 41,299.00	\$ -	\$ -	\$ 41,299.00
Walden University	\$ 22,310.00	\$ -	\$ -	\$ -	\$ 22,310.00

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Wingate University	\$ -	\$ 12,152.00	\$ -	\$ -	\$ 12,152.00
Xavier University	\$ 14,648.00	\$ -	\$ -	\$ -	\$ 14,648.00
Youngstown State University	\$ -	\$ -	\$ 12,971.28	\$ -	\$ 12,971.28

SECTION 7: FY 2019 ACCOMPLISHMENTS

- FY19 was the largest selection of scholarship recipients for HPSP since program re-instatement. The program selected 132 scholarship recipients, of which 14 declined.
- During FY19, HPSP supported 214 scholarship applicants totaling nearly \$5.4M in tuition and approved fees, monthly cost of living stipends, and one-time annual book stipends.
- Responding to more than 10K email customer service inquires, the program maintained a 97% positive customer satisfaction rating for FY18. The program received numerous direct email responses to the program supervisor identifying superior performance.
- Researched and implemented automatic payment process for student monthly stipends. **Result:** Decreased manual processing of monthly stipends from every month to once a year. Significant decrease in man-hours.
- Alleviated manpower issues associated with increased selections. **Result:** Large volume applicant processing handled by two instead of one; large volume of selections were handled; and dedicated placement coordinator alleviated applicant manager workload.
- Created Q&A Fact Sheets for SMEs and selected applicants by occupation to be implemented 2020.
- Identified changes to VA Finance instructions to pay tuition and approved fees using the 1358 process. **Result:** Prepared to institute new process prior to start of FY19 payment schedule.
- Finished contract requirement for new Application Manager. **Result:** After soliciting bids, prepared to setup and offer scholarship through new systems where the team has 100% control of all received applications.

SECTION 8: FY 2020 GOALS

- With \$1.9M available budget for 2019, the program wants to select an additional 75 to 100 students for scholarships.
- In preparation for meeting Mission Act, Section 301 requirements, the programs wants all form updates complete and approved by Dec 2019.
- Launch online application manager and start accepting application no-later-than January 2020.

- Implement a streamlined placement process for new RN's into a Transition To Practice (TTP) program while placing RN's with experience into critical positions nationwide, and deferring some RN's into critically needed residencies
- Improve communications to the field nationally regarding the HPSP program in order to streamline the placement process.
- Visit Air Force Institute of Technology (AFIT) Program for preparation of VA Mission Act in handling applicants' long term.
- After review of Customer Satisfaction Survey, the program plans to implement process for a timelier selection notification process.

SECTION 9: STUDENT PROFILE/SUCCESS STORY

- HPSP has five employees in the nursing career field that completed their Service Obligations associated with their scholarship award.
- In 2018, the Battle Creek VA Medical Center had an opening for a Physical Therapist (PT). The position was posted, and candidates interviewed and selected but for various reasons, we did not secure the new hire. That is when we received an email from Mr. Rodney Back, the National Placement Coordinator for the Health Professional Scholarship Program (HPSP). He indicated, he had a list of superior, "cream of the crop", Physical Therapists, available to interview, pending graduation and successful completion of their licensure exam. "These candidates", he said, "are available for direct hire and have a minimum service obligation of 2 years."
- This is how we met Hana Goubeaux, PT, DPT. She participated in a telephone interview- exhibiting confidence, superior didactic knowledge and a team driven personality. The Battle Creek VA extended an offer and she is completing her first year with the BCVAMC. We couldn't be more pleased and impressed with her knowledge, skills and abilities. Hana has been a great addition to our team and we are thankful to Mr. Back and the HPSP for bringing this exceptional clinician to our team.