NPHUB

Questions to Ask a Clinical Placement Partner Before Signing

🎯 Purpose

Evaluating a clinical placement partner isn't just about reviewing capabilities; it's about understanding how t**hey operate in practice.**

The right questions reveal:

- 📌 How proactively a partner manages placements
- 💸 How transparent they are with data
- 🔒 How they handle risk, variability, and edge cases

This guide outlines **key questions** university leaders should ask, and what to listen for in the answers.

1. Placement Visibility & Performance

? Ask:

- *How do we track placement status in real time?*
- *What visibility will we have into filled vs unfilled placements?*
- *How do you monitor performance across specialties and locations?*

👂 What to Listen For:

✅ **Strong signal:**
"We provide real-time dashboards with up-to-date placement data."

→ *Indicates active performance management*

👁️ **Watch for:**
"We can send reports when needed.

→ *Data exists, but may not be reviewed consistently*

🚩 **Red flag:**
Vague answers about reporting or timelines

→ *We don't have a centralized way to track placements.*

2. Cost Transparency & Forecasting

? Ask:

- ✓ *How should we model costs based on our enrollment?*
- ✓ *How does pricing scale as we grow?*
- ✓ *How do we track spend against our commitment throughout the year?*

👂 What to Listen For:

✅ **Strong signal:**
Clear explanation of cost drivers + ability to project forward

👁 **Watch for:**
You need to build your own model

🚩 **Red flag:**
Inconsistent definitions (hours vs placements, unclear pricing logic)

3. Commitment & Risk Management

? Ask:

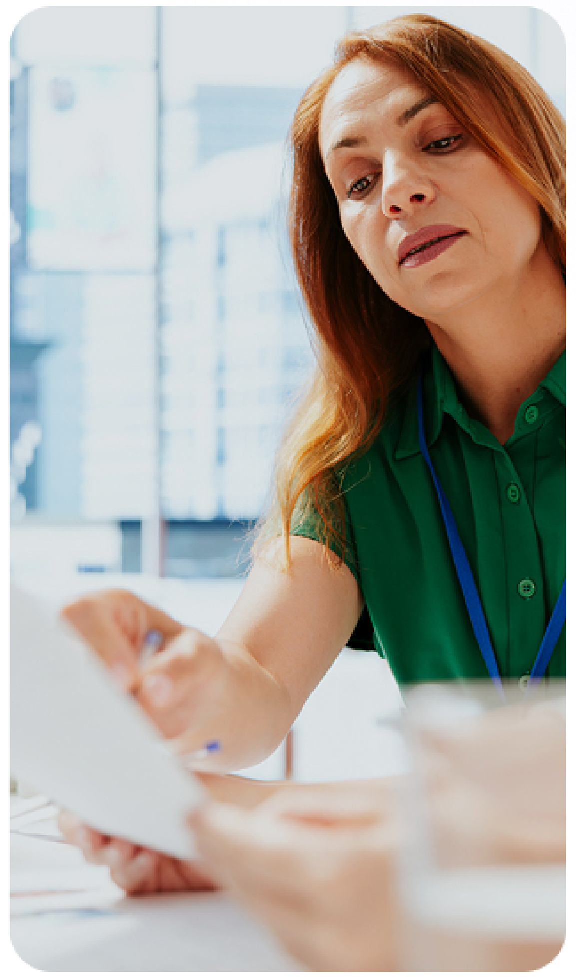
- ✓ *What happens if we don't use all committed placements?*
- ✓ *Do you offer rollover or flexibility options?*
- ✓ *How do you handle placements that fall through?*

👂 What to Listen For:

✅ **Strong signal:**
Defined approach to shortfall, rollover, and replacement

👁 **Watch for:**
Standard policies without flexibility

🚩 **Red flag:**
Rigid commitments with unclear contingency planning



4. Preceptor Network & Relationships

? Ask:

- *How large and active is your preceptor network?*
- *How do you maintain relationships with preceptors over time?*
- *How do you handle overlap with our existing preceptors?*

👂 What to Listen For:

✅ **Strong signal:**
Evidence of repeat placements and long-term relationships

👁️ **Watch for:**
General statements without supporting detail

🚩 **Red flag:**
Unclear sourcing or inconsistent access to preceptors

5. Workflow & Operational Fit

? Ask:

- *How does your process integrate with our existing workflow?*
- *What responsibilities remain with our team?*
- *How are issues escalated and resolved?*

👂 What to Listen For:

✅ **Strong signal:**
Clear division of responsibilities and defined workflows

👁️ **Watch for:**
Heavy reliance on your team to manage coordination

🚩 **Red flag:**
Unclear ownership or undefined processes

6. IT, Security & Compliance

? Ask:

- ✓ *Are you SOC 2 compliant?*
- ✓ *How do you handle and protect student data?*
- ✓ *What integrations or system access are required?*

👂 What to Listen For:

✅ **Strong signal:**
SOC 2 compliance + clear data security practices
→ For IT teams: indicates mature security posture
→ For non-IT roles: confirms baseline compliance

👁️ **Watch for:**
Basic security measures without formal certification

🚩 **Red flag:**
No clear documentation or security framework

7. Contract Structure & Legal Considerations

? Ask:

- ✓ *What flexibility exists within the agreement?*
- ✓ *How are commitments and obligations defined?*
- ✓ *What happens if we need to adjust scope or volume?*

👂 What to Listen For:

✅ **Strong signal:**
Clear, transparent terms with defined flexibility

👁️ **Watch for:**
Standard contracts with limited adaptability

🚩 **Red flag:**
Complex or unclear language that requires heavy interpretation

8. First-Year Expectations

? **Ask:**

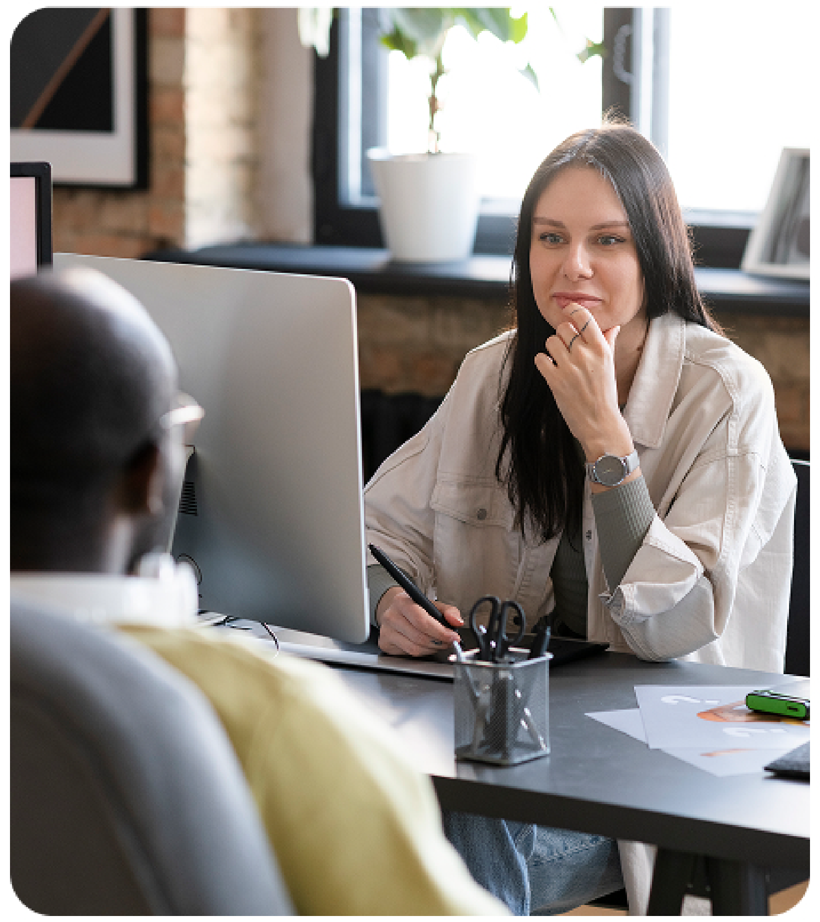
- *What should we realistically expect in year one?*
- *How do schools typically ramp usage?*
- *What are common challenges in the first year?*

👂 **What to Listen For:**

✅ **Strong signal:**
Honest, nuanced answer (not overly polished)

👁 **Watch for:**
Overly optimistic projections

🚩 **Red flag:**
No acknowledgement of potential challenges



9. Handling Real-World Scenarios

? **Ask:**

- *What happens if a student drops or a placement isn't a fit?*
- *How quickly can replacements be made?*
- *How do you ensure continuity for students?*

👂 **What to Listen For:**

✅ **Strong signal:**
Clear, structured process for issue resolution

👁 **Watch for:**
Case-by-case handling without defined timelines

🚩 **Red flag:**
Unclear ownership or slow response expectations

Final Takeaway

The goal of these questions isn’t just to confirm that a partner can do something, it’s to understand **how consistently and proactively they do it.**

The difference between a good and great partner often comes down to:

- ✓ Whether they **track and act on data in real time**
- ✓ Whether they **plan for variability instead of reacting to it**
- ✓ Whether they **operate with clarity across teams, not just capability**

How NPHUB **Shows Up** in This Evaluation

When universities ask these questions, the differences between partners become clear quickly.

NPHub is structured to provide direct, consistent answers, because our model is built around:

- 👁️ **Real-time visibility** not retrospective reporting
- 🔢 **Defined processes,** not case-by-case handling
- 📋 **Proactive planning,** not reactive placement fulfillment
- 🔑 **Clear ownership,** across clinical, operational, and technical workflows

This allows university teams to evaluate NPHub with confidence across stakeholders, knowing that what is discussed in evaluation is how the partnership operates in practice.