Graduate Medical Education Trainee (GME) On-Boarding: Road to Standardization

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Objectives

- Demonstrate that standardization of VA GME on-boarding is possible

- Show that VA systems are interconnected: HPT information can be transferred, appointments extended and accounts moved

- There is a GME Team! Coordination and GME tracking requires team effort (OI&T, Human Resources, etc.)

- Illustrate that trainees are “ours” as much as “theirs”

- Demonstrate NEW WOC website and SharePoint site.
Time is of the Essence

120 days = 4 months = 17 weeks = 85 business days

- Multiple steps
- Cooperation
- Communication
- Dedication

Time between initial fingerprinting and PIV biometrics capture must be accomplished within 120 days to avoid re-fingerprinting!
Know your Customers

Start with TQCVL from sponsoring program to the GME Office

- **Who?**
  - Full, legal name (SSN and date of birth if you can get them)
  - Citizenship
  - Contact email address – Personal, non-school email address

- **What?**
  - Name and type of training program – Determines length of appointment

- **When?**
  - Anticipated start date=start of the academic year NOT the first rotation
  - Anticipated “program completion” date (should coincide with normal, training program end date)
Detective Work

- Previous VA presence of “New” trainees
  - Windows/AD (Active Directory) and email account?
  - TMS account?
  - PIV credential (connected to email account)?

- Answers to questions above change an individual’s on-boarding requirements
  - When to move accounts (AD and TMS)?
  - Training up-to-date? Or Activate TMS, modify password?
  - PIV expiration date?
Reach out and Touch Someone

- **Previous VA activity?**
  - Email #1 (to the personal email address)
    - Date of their last “VA work day” at current facility
      This sets the move date for AD and TMS
  - Current PIV credential good until long after arrival
    - Bring the card! It transfers.
      This is the ONLY scenario NOT requiring fingerprints
  - Email #2
    - Fingerprint (or not)
    - Complete forms: OF306 and VA 10-2850D
      - USPS-Snail Mail-FedEx-UPS – Why set a bad example of sending PII through email?
      - Encrypted Email (Protect that PII!)
    - Move and Activate TMS

- **New to the VA?**
  - Email to complete everything; Fingerprint, OF306, VA10-2850D and self-enroll in TMS
Step 1 – Schedule Fingerprinting

- Fingerprints do not expire
  - Gaining facility SOI and SON and fingerprints sent to OPM
  - OPM provides information; record or no record
  - Facility pulls the results and adjudicates
  - Adjudication date must be tracked and shared with ISO, OI&T and PIV staff.

- Events requiring fingerprints:
  - A new appointment after a break in service
  - PIV credential re-issue (expire ~ 3-years)
  - Delay in PIV sponsorship/visit (120-day rule-see PIV process)

- Re-fingerprinting not required if valid PIV at transfer
Fingerprinting tips

- Fingerprinting can be done at any VA facility!
  - SOI identifies the VA facility
  - SON identifies the VA facility; only this facility can pull results

- Fingerprints are NOT “sent” from the courtesy site to the gaining facility. In order to “pull” the results from OPM the gaining facility’s HR personal security agent must
  - Be aware that the trainee fingerprinted
  - Know the trainee’s legal name, SSN, DOB and POB
Step 2 - TMS and MTT

- Trainees self-enroll in TMS (provide local instructions)
- Sunset date determined during validation; default 1-year, maximum 3-years
- TMS accounts are to be moved with the trainee between facilities
- TMS accounts automatically “sunset” after a designated time
- Trainees complete Mandatory Training for Trainees (1st time) and MTT-Refresher thereafter
  - MTT is the ONLY training to be completed by GMEs
Step 3 – Computer Access

- In ePAS steps 1 (fingerprinting or moved account and active PIV with no break in service) and 2 (current TMS training) must be completed first

Accounts:

- Windows/AD – username, password and email/UPN
  - If the trainee has been at another VA, account should be moved, especially if the trainee has an active PIV credential
  - Email/UPN – for MS Lync to work, the trainee must be listed in the Global Address List (GAL). However a 0kb mailbox can be created so that IF sent an email, the email bounces back to the sender
  - Supervisor assigned for FIM exemptions to function

- VistA/CPRS, ePCS
Tips for Computer Accounts

- Account moves between institutions can be tricky. Important to:
  - Know the move date
  - OIT will need to:
    - Modify account
    - Assign supervisor in AD (for FIM exemptions)
    - Remove PIV Technical Enforcement
    - “Exempt” the account (mark to save from termination/deletion)

Hint: Step 4, PIV, can be done even BEFORE the account is moved because PIV uses the UPN and that does not change in the move
Step 4 – PIV Credential – The Rules

- A NACI (background investigation) is required for anyone who will have MORE THAN 180 days in a one year period at VA, either continuously or in aggregate.

- **Special Exemption for Physician Residents:** NACI is **NOT** required, provided they do not exceed 1 year of **continuous service** at a VA facility, regardless of the duration of the program.

- Homeland Security Presidential Directive 12 (HSPD-12) states that individuals with access to federal facilities and information systems will be issued a PIV credential:
  - PIV card for who receive a NACI background investigation;
  - Non-PIV card for employees who require logical access but do not require a NACI (Residents/Fellows will be issued these);
  - Flash Pass for employees who only require physical access.
PIV Process

- Steps 1, 2 and 3 completed = Computer account with “email” address (first.last@va.gov) account can still be at another facility
- PIV application initiated by manager/sponsor
  - Full, legal name as displayed on 2 official identification documents*
  - Information required by manager/sponsor can be found on the OF306 and VA10-2850D
  - Employment expiration date: the same as the appointment end date (re-issue required for programs 3 years or more)
  - Will also need to get from the GME Trainee; height, weight, eye color, hair color, race/ethnicity

*In 2014, School ID was removed from the list of accepted identification documents
Once sponsored, the trainee will be instructed to schedule an appointment for biometrics capture (picture) and identity proofing **

- Biometrics capture MUST take place within 120-days, or fingerprints and a new SAC are required (VA Handbook 0735)
  - Biometrics capture is NOT the same as fingerprinting!
- GME Trainees will make an appointment with PIV Office: via https://va-piv.com/SignInUserAccount.aspx

One more visit is required to “accept the credential” (pick up PIV card) **

** Courtesy biometrics capture and identity proofing (PIV), requires computer accounts and PIV sponsorship initiated at the gaining facility and coordination. Depending on timing of card printing, Courtesy Card Issuance/Acceptance can also be done.
Step 5 – Sign Appointment Letter

- This can happen before or after the PIV card is issued
- Trick is to coordinate entire process so computer accounts are not activated before appointment letter signed!
- No appointment, no patient care because no Federal Tort Claims protection
Process is very active for the Trainee!

- Schedule and report for fingerprinting (any VA Facility) visit #1
- Self-enroll and/or complete training in TMS
- Complete and submit forms: visit #1 or USPS (info for PIV sponsor)
  - OF 306 – Declaration for Federal Employment
  - VA 10-2850d – Application for GME Trainees
- Sign Appointment Letter visit #1 or #2
- Schedule and report for biometrics capture (Picture) and identity proofing (Any VA) visit #2
- Accept PIV credential (Any VA) visit #3 or first day
- Computer Access first day

All steps must be completed within that 120 day window, should not take more than 3 visits prior to that first day of VA rotation
VA Staff Involved in the Process

- **GME Office** (Initiates On-boarding process with GME Trainee, through Affiliates.)
- **Specialty Service** (responsible for the trainee for the duration of their program)
- Fingerprinting **PIV Office / HR**
- **HR Personnel Security** (adjudicate and track Background Check)
- **HR Staffing** (appointment letter and retain the “packet”)
- **TMS Administrator/Domain Manager**
- **ADPAC** (request accounts, disseminate accounts/training in CPRS)
- **OI&T ISSO** (Information Security Officer / approve account requests)
- **OI&T Helpdesk** (account creation)
- **PIV Team** (Manager, Sponsor, Registrar, Issuer)
St Louis VA Updated Process
How Can I Do ALL of This?

- Begin standardizing enterprise-wide GME on-boarding
  - Transition oversight of trainees through DEO/Education
- Understand that VA systems are interconnected; information should be transferred; appointments extended and accounts moved
  - Communication between the Gaining and Losing facilities is key
- Develop a dependable GME tracking system. Know your trainees (how to contact, etc.)
  - Future plans, use HRSmart and ICAM
- Appreciate that the trainees are “ours” as much as “theirs”
  - Maintain AD accounts, TMS, PIV
  - Extend appointments as necessary
  - Appoint a trainee Champion
Applicable Links

- **GME WOC Web Page:**

- **HR WOC SharePoint Site:**
  - [https://vaww.visn15.portal.va.gov/stl/sites/restricted/HumanResourcesSecureSharePoint/WOCProgram/SitePages/WOC_Main.aspx](https://vaww.visn15.portal.va.gov/stl/sites/restricted/HumanResourcesSecureSharePoint/WOCProgram/SitePages/WOC_Main.aspx)
Questions