

Policy and Procedure Manual

Postdoctoral Residency Programs

In Clinical Psychology

2023-2024

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TABLE OF CONTENTS

1. <u>POSTDOCTORAL RESIDENCY PROGRAM OVERVIEW</u>	6
1.01 Mission Statement.....	6
2. <u>PROGRAM CURRICULUM</u>	7
2.01 Training Schedule Overview	7
2.02 Administrative Support and Office Resources.....	7
2.03 Diversity, Inclusion and Culturally Competent Care	8
2.04 Psychotherapy Training	8
2.05 Seminars and Didactic Training	9
2.06 Community Partnership Project.....	9
2.07 Psychological Assessment Training (RevJuly2023).....	9
2.08 Program Development/Evaluation Project	10
2.09 Proposed Program Project Timeline	11
3. <u>SUPERVISION OF PROFESSIONAL HOURS</u>	12
3.01 BOP Supervisor Training Requirement.....	12
3.02 BOP Supervision Agreement Form.....	12
3.03 Supervised Professional Experience Log (RevJuly2023)	12
3.04 BOP Verification of Experience Form.....	13
3.05 Methods of Supervision.....	13
3.06 Resident Evaluation of Supervisors	13
4. <u>MEDICAL-LEGAL ISSUES IN PATIENT CARE AND DOCUMENTATION</u>	14
4.01 Patient Rights and Safety.....	14
4.02 Provision of Services by a Resident and Patient Consent(RevJuly2023)	14
4.03 Notification to Supervisor Regarding Treatment of a Minor	14
4.04 Signing Legal Documents as Witnesses for Patients	15
4.05 Responding to Legal Documents	15
4.06 Medical Record Confidentiality: CMIA and HIPPA	15
4.07 Online Charting in KP HealthConnect	15
4.08 Signing and Closing of Chart Notes by Supervisor (RevJuly2023)	16
5. <u>EVALUATION OF PROFESSIONAL COMPETENCIES</u>	16
5.01 Baseline Assessment of Resident Competencies	16
5.02 Resident Individual Training Contract	16
5.03 Resident Competencies Evaluation	16
5.04 Certificate and Letter of Completion.....	17
5.05 Resident Program Surveys	17

6. <u>DUE PROCESS: REMEDIATION AND APPEAL PROCEDURES</u>	17
6.01 Rights of Postdoctoral Residents	18
6.02 Responsibilities of Postdoctoral Residents	18
6.03 Postdoctoral Residency Program Responsibilities	19
6.04 Definition of Problematic Behavior	20
6.05 Informal Discussion	20
6.06 Formal Notification and Hearing	20
6.07 Outcome of the Hearing	22
6.08 Focused Competency Guidance	22
6.09 Probation Plan	23
6.10 Suspension	25
6.11 Termination and Program Dismissal	26
6.12 Appeal Procedure	27
7. <u>DISPUTE RESOLUTION POLICIES</u>	29
7.01 Resident Grievance Overview	29
7.02 Verbal Grievance Communication	29
7.03 Written Grievance Communication	29
7.04 Resident Grievance Appeal	29
7.05 Training Supervisor Dispute Resolution Overview	30
7.06 Supervisor Dispute Resolution Procedure Step 1	30
7.07 Supervisor Dispute Resolution Procedure Step 2	30
8. <u>TRAINING FACULTY ROLES AND RESPONSIBILITIES</u>	31
8.01 Supervisor Qualifications and Responsibilities	31
8.02 Site and Consortium Training Director Qualifications	31
8.03 Site Training Director Responsibilities	32
8.04 Consortium Training Director Responsibilities	32
8.05 Administrative Hours for Training Faculty – Regional Standards	33
8.06 Training Program Administrative Meetings	33
8.07 Maintenance of Resident Training Records	33
8.08 Establishment of New Training Sites and Director Appointments	34
9. <u>RESIDENT HIRING PROCESS, COMPENSATION AND BENEFITS</u>	34
9.01 Program Admission Requirements	34
9.02 Application and Interview Process	35
9.03 Employment Offer, Welcome Letter and Values Statement	35
9.04 KPNC Employment Statement	36
9.05 Salary and Benefits Package	36
9.06 Paid Time Off and Holiday Pay	36
9.07 Time Off for Professional Licensing Examinations	37
9.08 Professional Liability Insurance	37

10. <u>KAISER PERMANENTE HUMAN RESOURCES POLICIES</u>	37
10.01 Finding Policies on MyHR and Contacting HRSC.....	37
10.02 Non-Discrimination and Harassment-Free Workplace Policies.....	38
10.03 Professional Appearance Policy	38
10.04 Social media Policy (Rev July 2023).....	39
10.05 Tuition Reimbursement Policy	40
10.06 HR Job Codes and Titles for Mental Health Trainees.....	44

APPENDICES

Appendix A: Baseline Assessment of Resident Competencies	45
Appendix B: Resident Individual Training Contract	51
Appendix C: Resident Competencies Evaluation	53
Appendix D: Focused Competency Guidance Plan	61
Appendix E: Probation Plan.....	64
Appendix F: Notice of Provision of Mental Health Services by Resident	68
Appendix G: Psychological/Neuropsychological Evaluation Informed Consent	69
Appendix H: Consortium Seminar Evaluation	70
Appendix I: Resident Presentation Evaluation	71
Appendix J: Resident Evaluation of Supervisor	72
Appendix K: Resident Program Survey	74
Appendix L: Post-Residency Experience Survey	79
Appendix M: Generic Welcome Letter (RevJuly2023).....	86
Appendix N: New Program Business Plan Application	87
Appendix O: Generic Welcome Letter.....	90
Appendix P: Values Statement.....	91
Appendix Q: Supplement to California BOP Supervision Agreement Form (RevJuly2023)...	93
Appendix R: Timeline and Guidelines for Common Hold Date (RevJuly2023)	98
Appendix S: Verification of Completion of All Requirements for Doctoral Degree	101
Appendix T: Exit Interview Questions	102

**KAISER PERMANENTE
NORTHERN CALIFORNIA REGION**

**POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY
POLICY AND PROCEDURE MANUAL**

1. POSTDOCTORAL RESIDENCY PROGRAM OVERVIEW

The Postdoctoral Residency Programs in Clinical Psychology are funded by Kaiser Permanente Northern California (KPNC) and are compliant with state and national guidelines. The residency programs are comprised of seven consortia encompassing nineteen training sites located within the northern California region. All residents work toward achieving the same set of core competencies in general clinical psychology through their training experiences. The positions are full time only (40 hours per week) and are designed to be completed in no less than one year. The program begins in mid-September, and residents accrue 2000 hours over the course of the training year.

This manual provides the policies and procedures that are applicable to residents and training faculty. It is posted on the Regional Mental Health Training Programs' website at <https://mentalhealthtraining-ncal.kaiserpermanente.org/>, the official "bulletin board" of the training programs. This website contains information such as the history of our programs, descriptions of the training sites and rotations, training faculty profiles and seminar schedules.

KPNC's Postdoctoral Residency Programs follow standards, guidelines and principles set forth by the American Psychological Association's (APA) Commission on Accreditation (CoA). For more information, please contact the Office of Program Consultation and Accreditation, American Psychological Association, 750 First Street NE, Washington, DC 20002-4242. Phone: 202-336-5979; TDD-TTY: 202-336-6123. Website address: <http://www.apa.org/>

In addition, all KPNC Postdoctoral Residency Programs are members of the Association of Psychology Postdoctoral and Internship Centers (APPIC) and adhere to its policies as well. Website address: <http://www.appic.org>.

1.01 Mission Statement

Kaiser Permanente is an integrated managed care consortium, based in Oakland, California, founded in 1945 by industrialist Henry J. Kaiser and physician Sidney Garfield. Kaiser Permanente operates in eight states and the District of Columbia and is the largest managed care organization in the United States, serving over 12 million members nationally, including 4.5 million members in northern California. Care for members and patients is focused on total health and is guided by personal physicians, specialists, and teams of caregivers.

Kaiser Permanente's stated mission is to provide efficient, affordable, high-quality, evidence-based, health care while supporting continuous quality improvement. The organization is dedicated to care innovation, clinical research, health education and improving community health.

The Postdoctoral Residency Program's mission statement declares a commitment "to training postdoctoral residents within an integrated health care system in order to prepare them for dynamic roles as practicing psychologists in the health care system of the future."

2. PROGRAM CURRICULUM

2.01 Training Schedule Overview

In creating a schedule for the resident, the site training director works closely with the resident and other department staff. Major and minor rotations may include outpatient Mental Health, the Intensive Outpatient Program, the eating disorders team, the Emergency Department, Addiction Medicine Recovery Services (AMRS), Behavioral Medicine and other specialty medical services (e.g., chronic pain management, bariatric services, women's health etc.). Requirements vary between departments and may include some evening and/or weekend work hours. For example, AMRS may require weekend work hours, but in no case shall the resident be scheduled to work more than 40 hours a week.

At least one-half of the resident's time (approximately 20 hours per week) is spent providing direct services to patients. Services may include but are not limited to intake evaluations, individual and family psychotherapy, facilitation of treatment groups and psychological assessment. The remaining hours are spent in activities such as weekly individual and group supervision, departmental/team meetings, a program development/evaluation project, local and regional seminars and grand rounds, scholarly presentations to peers (see Appendix I for Resident Presentation Evaluation form) and a service project in the community. In some training locations, residents will have the opportunity to supervise psychology graduate student externs.

2.02 Administrative Support and Office Resources

Each of the medical centers has its own clerical and technical support staff to assist residents during their tenure at the assigned clinic. Administrative support staff can be utilized to help schedule patient appointments, respond to phone messages, track patient paperwork, and provide assistance with other tasks as needed. The individual departments offer residents the use of translation services, copy machines, telephone and computers and technical support.

Every resident will be provided with a KP desktop or laptop computer to enable them to work on-site/in the office or remotely as their schedule requires. Residents can access the internet, electronic periodicals, KPNC's intranet, as well as a variety of online medical and psychological databases. These online databases include Medline, Micromedix (an internal medical database search engine), PsycInfo and evidence-based practice manuals for anxiety, depression, eating disorders, domestic violence, and other treatment areas. KPNC's information technology support is accessible to all residents through a telephone help line. Office software such as word processing and slide-show presentation programs are also available.

At all training sites, residents are provided with offices to meet with patients, receive and answer phone messages and schedule appointments within a confidential setting. Larger rooms are available to provide group or family therapy. Residents working with children have access to playrooms or offices equipped with toys and games. Additional training resources (which vary by site) include one-way mirrors and audio and video recording equipment.

Each medical center campus is equipped with conference rooms, a cafeteria and in some locations, exercise rooms. Conference rooms for training seminars are also available at Kaiser's Regional headquarters in Oakland. Each medical center has its own medical library, with librarians available for research assistance. The Regional library service includes access to KPNC's inter-library loan service, which is connected to all the major university and research institution libraries, both domestic and foreign.

2.03 Diversity, Inclusion and Culturally Competent Care

Diversity issues are considered in every aspect of training as medical centers and clinics serve diverse and unique member populations that include differences in age, disability status, race, ethnicity, immigration experiences, gender, gender identity and expression, sexual orientation, religion and spirituality, socioeconomic status, and family life. Through targeted seminar topics, supervision and therapeutic work, residents are informed and sensitized to diversity issues to prepare them to provide effective and culturally responsive mental health treatment.

The Regional Mental Health Training Program's Equity, Inclusion and Diversity Committee organizes advanced trainings that promote cultural competency and cultural sensitivity. The trainings are designed to support all residents and provide them with a safe space to reflect on their experiences without judgment. Prior to each regional seminar, an optional diversity forum is held with expert speakers from the community and from within Kaiser Permanente on topics impacting residents' clinical work and professional development. Forum topics have included immigration, micro-aggressions, unconscious bias, and gender-affirming care.

The Equity, Inclusion and Diversity Committee also coordinates a voluntary Mentorship Program in which interested residents are matched with licensed clinicians. The licensed clinicians offer guidance and support separate from the supervision that is provided by the clinical supervisors. Mentorship combines the sharing of hands-on experience and thoughtful reflection with the underlying goal of promoting a training climate supportive of diversity. Mentors support mentees in their professional development by helping them prepare for entry-level career positions, define future goals, network, and hone work/life balance.

2.04 Psychotherapy Training

Residents are taught evidence-based psychotherapy practices through didactic seminars and case supervision. In addition, they are trained in Feedback Informed Care (FIC), an innovative approach to mental health treatment in which patients and therapists use patient reported information to track treatment progress, as well as the therapeutic alliance. This approach has been found to significantly improve outcomes.

At each visit, patients' complete questionnaires from Tridium, an electronic behavioral health platform. These questionnaires cover important clinical domains such as psychiatric symptoms, subjective wellbeing, functional disability, medication adherence and treatment response. The information gathered allows therapists and patients to assess whether to continue a current therapy or whether to modify treatment. In each clinic, residents join staff colleagues and specially trained FIC case conference leaders in consultation groups to deepen their level of FIC expertise and to assist them in tailoring service delivery.

At the discretion of the site training director, program faculty, department managers and team leaders, a postdoctoral resident may facilitate a therapy group alone, provided that the following conditions are met:

- The resident's level of competence, as determined by observation of their clinical skill and evidence of previous experience, deems them appropriate to work alone
- The group is comprised of members who are appropriately treated by a single facilitator
- Supervision of the group and the closing of notes is assumed by an appropriate supervisor
- The primary purpose of facilitating a group alone is for training and professional development
- The resident never works alone in the clinic without a licensed staff member readily available for consultation or crisis assessment if necessary

2.05 Seminars and Didactic Training

Regularly scheduled didactic seminars are held at the consortium level. Resident attendance should be at 90% minimum. The resident is also expected to attend regional training seminars held in Oakland. Current seminar schedules and a list of speakers and topics can be found on the Regional Mental Health Training Programs website.

After the completion of each seminar/didactic training, residents evaluate the seminar on such criteria as whether the course was appropriately challenging and relevant and whether the presenter was sufficiently prepared and attentive to questions. This evaluation form (Appendix H) is patterned after the Mandatory Continuing Education Provider evaluation. Residents' feedback guides the program in developing future trainings.

2.06 Community Partnership Project

Reflecting Kaiser Permanente's core commitment to mental health and wellness in our communities, each resident is required to spend at least 32 hours during their training year on a Community Partnership Project that focuses on improving mental health in the local community beyond our Kaiser Permanente patient members. The scope and focus of the projects are site specific, reflecting the unique opportunities available in each community to develop meaningful partnerships.

Projects are developed in conjunction with the site training director and can take a wide range of forms. Many Community Partnership Projects entail psychoeducational programs at local high schools or community centers, with emphasis in such areas as mindfulness, stress reduction, parenting education, anger management or communication trainings. Other projects have involved staff consultation at county or non-profit agencies (e.g., homeless shelters, community mental health clinics, prisons, etc.).

2.07 Psychological Assessment Training

Training in psychological assessment involves understanding referral questions, selecting assessment methods, collecting background information, administering, scoring, and interpreting measures, formulating hypotheses, assigning diagnoses, and recommending interventions.

Postdoctoral residents will only conduct assessments in which they have appropriate training. Specialized assessments such as neuropsychological testing for diagnostic purposes, for example, will only be performed and interpreted under the supervision of individuals who are privileged as neuropsychologists at the local medical center. Assessments that are specific to various Health Psychology applications, such as in primary care settings, should only be conducted and interpreted under the direction of supervisors who have the appropriate training.

Psychological assessment supervisors are to abide by the regulations established by the APA Ethical Principles of Psychologists and Code of Conduct, Sections 9.01-9.11 on Assessment. All assessments, write-ups, and feedback sessions should be completed within a timely and appropriate manner.

Testing materials are available at each site and include standard psychometric and neuropsychological measures as well computer programs to aid in the scoring of tests. In addition, residents have access to commonly used paper and pencil measures. The psychological assessment supervisor is responsible for training the resident in testing procedures and determining the appropriate measures to be used in each case.

Each resident is required to obtain written informed consent from the patient for psychological/neuropsychological assessment (Appendix G) which states that the postdoctoral resident is in training and working under the license of a staff psychologist supervisor.

2.08 Program Development/Evaluation Project

Each resident is required to undertake a program development/evaluation project over the course of the training year. The project will be selected based upon the resident's interests and skill set, departmental need, and the availability of any ongoing projects. Residents are allocated the equivalent of one hour per week for this requirement. The time can be scheduled on a weekly basis or can be combined into less frequent blocks of time, e.g., two hours every other week, four hours per month, etc.

The question (or hypothesis) underlying the project should be specifically focused and the project itself should fall within the regular scope of departmental services. It may involve collecting and analyzing administrative data to improve operations, or it may be a quality improvement/assurance project whose purpose is to improve or assess Kaiser Permanente programs or procedures. If the project is designed as a human subject's research investigation to develop or contribute to generalizable knowledge (i.e., new information that has relevance beyond the population or program from which it was collected) or is intended to be disseminated in a public forum outside of Kaiser Permanente (e.g., conference presentation, published article), then the project will require consultation with the medical center's Local Research Chair and a formal IRB review. If the resident is uncertain as to whether the project meets criteria for human subjects' research, the resident should consult with the program evaluation supervisor and, if appropriate, submit a "Not Human Subjects Research Determination" form (available on the KPNC IRB website) to the IRB.

Possible foci of program development/evaluation projects can include, but are not limited to:

- Development and evaluation of a treatment group, intake procedure, or other new programming.
- Evaluation of factors associated with treatment outcomes
- An empirical needs assessment of a clinical area that would be enriched by psychological services, such as embedding psychologists in primary care or specialty medical teams
- Collaboration with regional or departmental projects such as Outcomes Monitoring or ongoing Division of Research studies

- Reminder: All research and intellectual property generated in the course of employment at Kaiser Permanente is the property of Kaiser Permanente (5.1.3 of KP's Principles of Responsibility).

Once the project is defined, the resident will submit a proposal comprised of a literature review with references and an outline of the methodology to the program evaluation supervisor. Before data collection begins, the resident should consult with the program evaluation supervisor as to which data analyses are most appropriate.

The resident will meet with the program evaluation supervisor throughout the training year for mentoring and to provide updates on their progress. Residents may also share their proposals and progress with peers in group supervision sessions.

The resident will keep personally identifiable information about any patient participant (e.g., name, medical record number) in a secure location in the office at all times.

Towards the end of the training year, the resident will prepare a final manuscript summarizing the entire project and/or will give an oral presentation of the results, accompanied by a PowerPoint slide show to the target audience (i.e., department or team) who will most benefit from the information.

For residents submitting a final manuscript, the structure and content should follow APA journal article standards (e.g., introduction, method, results, discussion, references). Residents should obtain a copy of the most recent APA Publication Manual and refer to it for guidance on the elements of a manuscript.

The final manuscript and/or slide deck will subsequently be placed in the resident's local training file and on any shared drives for future use. Each manuscript and/or slide deck should be accompanied by an abstract of the project in APA format.

2.09 Proposed Program Project Timeline

Date	Training Year Calendar	Project Schedule and Progress Check Dates
<i>Mid-September</i>	Beginning of 1 st Quarter	- Postdoctoral Residency begins
<i>October/November</i>	1st Quarter	- Proposal ideas are discussed and developed
<i>December 1st</i>	Beginning of 2 nd Quarter	- Written Proposal is submitted - Therapy curriculum is submitted for intervention studies (where required)
<i>December/January</i>	2nd Quarter	- Written Proposal is approved - Planning period for project implementation - Participant recruitment begins for intervention studies
<i>January/February to May/June</i>	2nd and 3rd Quarters	- Project implementation - Data collection period
<i>June to July</i>	4 th Quarter	- Data analysis

		<ul style="list-style-type: none"> - Writing up of the results and discussion - Preparation of a PowerPoint slide show or other presentation
July to August	End of 4th Quarter	<ul style="list-style-type: none"> - Project presentation to team or department - Final manuscript/slide deck is submitted to program evaluation supervisor and site training director for review and approval

3. SUPERVISION OF PROFESSIONAL HOURS

3.01 BOP Supervisor Training Requirements

The Postdoctoral Residency Programs comply with supervision guidelines stipulated by the California Board of Psychology (BOP). The BOP requires that all primary supervisors complete a six-hour continuing education course in supervision each licensing cycle (every two years)

3.02 BOP Supervision Agreement Form

The BOP Supervision Agreement form must be completed, signed, and dated by both the primary supervisor and the resident no later than the first day of the residency program. To print a copy of the BOP Supervision Agreement form, go to: http://www.psychology.ca.gov/forms_pubs/sup_agreement.pdf

The completed BOP Supervision Agreement form must be accompanied by KPNC's "Supplement to BOP Supervision Agreement" (Appendix Q) when applying for licensure. On the first page of the Supervision Agreement form, the appropriate category to check for the postdoctoral residency program is the third option, "BPC Section 2911." This indicates that the training at KPNC takes place in a program with APA accreditation or APPIC membership. In addition, the word "intern" should be crossed out and replaced with "resident"; and the word "internship" replaced with "residency".

On the second page of the Supervision Agreement form, the second question asks for the location of services. This question should be answered with the name and address of the consortium, (i.e., where the consortium director is located). The actual training site should be identified secondarily.

3.03 Supervised Professional Experience Log

It is the responsibility of the resident to keep a weekly supervised professional experience log with hours verified by the supervisor's signature to document program participation. Paper log templates are available for download on the California Psychology Internship Council's (CAPIC) website: <https://capic.net/resources/all-forms/#Postdoc%20Docs>

The word "Internship" at the top of the form should be crossed out and replaced with the word "Residency". The California Board of Psychology requires 1500 hours of supervised professional experience at the postdoctoral level to qualify for licensure, while other states may require more hours.

Please note that the California Board of Psychology (BOP) does permit residents to accrue a maximum of forty-four (44) hours per week of supervised professional experience and to have this be reflected in the supervision log. However, the training program is designed in such a way

that residents are expected to complete their duties within their forty (40) hour per week schedule. In rare circumstances, a resident and training director may agree to add up to four hours of additional unpaid SPE to a resident's schedule (e.g., in the case of a resident making up from absences, etc.). However, in these instances this decision must be agreed upon beforehand, and residents are unable to be paid beyond their forty-hour schedule.

3.04 BOP Verification of Experience Form

The California BOP Verification of Experience form, along with the Supervision Agreement form, is submitted to the BOP by the resident at the end of the training year. The APPIC member title (i.e., consortium name) must be indicated on the Verification of Experience form and the Supervision Agreement form. Secondly, the medical center where the actual training took place must also be indicated. To print a copy of this form, go to https://www.psychology.ca.gov/forms_pubs/prior_verofexp.pdf

3.05 Methods of Supervision

All postdoctoral residents receive regularly scheduled, individual supervision for two hours per week throughout the training year. Each resident receives individual supervision from two training supervisors, a primary supervisor and a delegated (secondary) supervisor, both of whom are licensed psychologists at the resident's work site.

The functions of both the primary and secondary supervisors include monitoring patient welfare, enhancing the resident's clinical skills, promoting professional growth, evaluating the resident's progress, and providing feedback. The primary and secondary supervisors serve as both mentor and monitors/guides for the resident's clinical work and professional development during their tenure at KPNC. The delegated (secondary) supervisor also monitors the resident's caseload and provides feedback and guidance. In accordance with California state law, each postdoctoral resident has access to their primary or delegated (secondary) supervisor at all times, via phone or pager, in case of emergency.

Residents spend two hours per week in group supervision facilitated by licensed psychologists who may be the training director or primary, secondary or specialty supervisors. Topics include case consultation, supervision training, psychological assessment, program evaluation, professional development, interdisciplinary communication and systems issues, and multicultural competence and diversity awareness.

Evaluation of resident professional competencies must be based on direct observation at least once each quarter. Direct observation by the supervisor may be completed live and in-person (e.g., in-room co-therapy with patient, co-led group therapy, in-room observation of an intake evaluation, one-way mirror observation) or by audio-video streaming, or through audio or video recording. If requested to audiotape, videotape or otherwise record a patient session, residents should download the Consent and Authorization form to be signed by resident and patient, from the "Resources" section of the following web page: <https://wiki.kp.org/wiki/display/CMI/Video+Ethnography+Tool+Kit>

3.06 Resident Evaluation of Supervisor

Each resident evaluates their supervisors semi-annually, at minimum, using the Supervisor Evaluation form (Appendix J). Data from this form is reviewed by the site training director and is kept confidential; however, ratings of "1" (Does Not Meet My Expectations) or "2" ("Needs Improvement") will be brought to the supervisor's attention. Residents and supervisors should

review the Supervisor Evaluation form at the beginning of the training year to ensure a common understanding of the supervisory standards of the program. They are then encouraged to use the criteria on this form as a guide for discussion throughout the training year, and especially at the time of the resident's quarterly Competencies Evaluations.

4. MEDICAL-LEGAL ISSUES IN PATIENT CARE AND DOCUMENTATION

4.01 Patient rights and safety

A patient's rights and responsibilities as outlined in the KPNC local facility policies and procedures manual will be observed at all times. Residents and program faculty should review the California Board of Psychology's Patient Bill of Rights by going to: http://www.psychology.ca.gov/forms_pubs/consumer_guide.pdf

A patient's safety should be of utmost concern to all residents and staff. For more information, go to: <http://kpnet.kp.org:81/california/qmrs/ps/>

4.02 Provision of Services by a Resident and Patient Consent

The title of a postdoctoral resident in clinical psychology is "Psychology Postdoctoral Resident". Each resident must clearly identify their title at the first meeting with any patient or potential patient. The resident must also inform the patient or patient's guardian of the resident's last day of training and name of supervisor.

The resident must then document in the patient's electronic chart that the patient received the information and gave (or refused to give) consent to be seen by the resident. The "dot phrase" to be used to note this is ". traineeinformedconsent". This dot phrase signifies that "*The patient was informed that the undersigned (***) is a trainee working under the supervision of *** and other licensed staff members in the Dept. of ***, Kaiser Permanente Medical Group, Inc. The patient agreed to receive services by the undersigned.*"

In addition to the above electronic charting, the resident may complete a "Notice of Provision of Mental Health Treatment Services by a Psychology Postdoctoral Resident" (Appendix F) and provide it to the patient and/or guardian for their reference.

Patients may refuse therapy or request to be seen by a licensed staff member. In such cases, the resident must document the patient's refusal in the electronic chart, noting that treatment was explained, alternative treatment options were offered and that the consequences of declining treatment were discussed.

Any misrepresentation of professional identification (for example, as a licensed practitioner) is a violation California state law, Kaiser Permanente policy, and the ethic's code.

4.03 Notification to Supervisor Regarding Treatment of a Minor

Pursuant to California AB 1808, as an unlicensed provider, a postdoctoral resident is required to notify their supervisor before or after any visit in which the resident treats a minor aged 12-17 years old, individually or in a group session, regardless of whether the minor is accompanied by a parent or guardian. This notification must occur within 24 hours, in writing, unless the resident believes the minor to be a danger to self or others. If a danger is present, the resident must notify their supervisor verbally during the session or immediately after the session. Management will

determine an appropriate workflow to ensure that this requirement is met, and the resident is expected to adhere to department guidelines.

4.04 Signing Legal Documents as Witnesses for Patients

Residents may not sign wills, power of attorney forms or other legal documents as witnesses for patients or their family members. A request to act as witness to a document should be courteously but firmly refused. In addition, residents may not sign forms, such as state disability forms, which require the signature of a licensed psychologist or psychiatrist.

4.05 Responding to Legal Documents

Receipt of a subpoena, a summons from a court, a request to examine a patient's medical record or otherwise obtain information from it, or a letter from a lawyer concerning a patient, should be reported immediately to the site training director and the resident's supervisor. Residents are not to respond to any requests for documents without explicit instructions from the supervisor(s) and/or training director.

4.06 Medical Record Confidentiality: CMIA and HIPAA

All residents must abide by standards set forth by the California Confidentiality of Medical Information Act (CMIA) and by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). See Obligations Regarding Confidentiality CA 1.09, located under HR Policies in MyHR, for more information.

Patient information is confidential and protected by law. Accessing the medical records of patients other than those treated by the resident is strictly prohibited and grounds for termination. Medical record confidentiality laws also prohibit the resident from accessing the chart(s) of their own family member(s).

Patient or chart information cannot be released to anyone without the consent of the patient or as authorized by law. The resident should not discuss patient care matters with investigators or attorneys without notice to, and in the presence of, attorneys representing Kaiser Permanente. The KP Medical-Legal Department is available for consultation.

In the event of a privacy breach or potential breach, the resident is expected to inform the supervisor and/or training director. Failure to comply with this expectation will result in remedial or corrective action up to and including termination.

4.07 Online Charting in KP HealthConnect

All medical centers use the same database for online charting called KP HealthConnect. Through HealthConnect, residents can access hospital records and perform online charting, as well as respond to consultation requests electronically. Residents are expected, whenever possible, to incorporate Tridium behavioral health outcomes data, gathered electronically at each patient visit, into treatment planning. Residents are responsible for receiving training in the use of these databases. Entries into the mental health record, for example, must include only approved abbreviations and symbols.

The patient's treatment progress is to be documented at each contact. The record should be sufficiently detailed and organized in accordance with departmental standards so that a staff member can provide appropriate and effective care to the patient. A well-maintained patient record allows a staff member, at a later date, to determine the patient's condition, as well as to

review the diagnostic and therapeutic interventions that were implemented. Any changes in the condition of the patient and/or in the results of treatment must be documented. The record should enable another clinician to assume care of the patient at any time.

4.08 Signing and Closing of Chart Notes by Supervisor

All residents should enter patient documentation and notes into HealthConnect immediately after each patient contact session and forward the notes to their supervisor. All notes should be completed as soon as possible after the clinical encounter. The supervisor will review the resident's notes and may make recommendations to the resident. If necessary, the resident will modify the notes accordingly. After approving the notes, the supervisor will enter the CPT code and co-sign and close the notes no later than the end of the next business day (by midnight).

5. EVALUATION OF PROFESSIONAL COMPETENCIES

5.01 Baseline Assessment of Resident Competencies

Within the first week of the training year, the resident and primary supervisor will complete the Baseline Assessment of Resident Competencies (Appendix A). This baseline assessment identifies the resident's entry level of experience in all competency areas set forth in the Competencies Evaluation (CE). It also identifies competency areas on which the resident will focus during the year and provides the basis for the resident's Individual Training Contract.

5.02 Resident Individual Training Contract

Within the first week of the training year, each resident collaborates with their primary supervisor in developing an Individual Training Contract (Appendix B). This contract builds upon information obtained from the Baseline Assessment and allows the resident and supervisor to develop a training plan to address any competency areas identified by the Baseline Assessment as requiring additional training focus. This collaborative process is flexible, and goals can be revised at quarterly intervals. In addition, the resident uses the contract to list any competency areas in which they wish to obtain extra supervision during the year.

The training contract also identifies the resident's primary and secondary supervisors and lists resident responsibilities and expectations for the training year. By signing this contract, the resident acknowledges receipt of the Policy and Procedure manual, review of section IV of the Individual Training Contract entitled "Responsibilities and Expectations of Resident" and understanding of the basic requirements of program participation.

5.03 Resident Competencies Evaluation

In order to ensure that residents meet all of the program's aims and requirements, each resident will be formally evaluated by their primary supervisor at least once per quarter (and more frequently if a competency concern arises) using the Competencies Evaluation (CE) (Appendix C). The CE is the training program's formal instrument for evaluating a resident's progress.

The primary supervisor is instructed to rate the resident on all behavioral anchors listed for each of the specific competencies on the CE. For any behavioral anchor in which a resident is rated less than a "3" ("Meets Expectations"), the primary supervisor must provide a narrative explanation. In addition, ratings of "1" ("Inadequate") or "2" ("Needs Improvement") on any behavioral anchor on the CE will trigger remedial and possibly corrective action.

Since the program provides increasingly complex training over the course of the year, a resident who is deemed to "meet expectations" at the beginning of the year, would be functioning at a higher level than when deemed to "meet expectations" at the end of the year. A resident performing at level "3" at the end of the year has met the competency requirements for an early career, license-eligible practitioner.

At each quarterly interval, the primary supervisor meets with the resident to review the completed CE. The resident may respond in writing to supervisor feedback on the evaluation. If the resident wishes to challenge any rating on the CE, they are directed to follow the Resident Due Process procedure.

5.04 Certificate and Letter of Program Completion

To receive a Certificate of Completion at the end of the training year, the resident must attain a score of "3" ("Consistently Meets Expectations") for each behavioral anchor on the CE by the fourth quarter. The resident must also have accrued 2,000 hours of supervised training by the end of the training year.

In addition to a Certificate of Completion, each eligible resident also receives a Letter of Completion (Appendix M). This letter acknowledges the resident's successful completion of their supervised hours and certifies that all program requirements have been met and that the resident is in good standing in the program. The letter also describes the general duties that the resident performed and the team(s)/rotations in which the resident trained.

Residents who voluntarily separate from the training program before the end of the training year will be considered to have resigned and will not receive a Certificate or Letter of Completion. Any resident who does not complete the full 2,000 hours is still eligible to have their supervisor submit a Verification of Experience form to the BOP at the end of training. This form will reflect the hours that the resident completed at or above a satisfactory level of performance according to the supervisor.

5.05 Resident Program Surveys

Each resident evaluates the training program at mid-year and at the end of the training year. The Resident Program Survey (Appendix K), which is accessed by a confidential link to the online SurveyMonkey service for anonymity, allows the resident to assess their own experience of the program by the same parameters that are used in the CE. The data from this survey, along with CE ratings, provide valuable feedback to the training faculty and is used to make modifications to program procedures.

In order to gather ongoing and long-term program outcomes data, a Post-Residency Experience Survey (Appendix L) is emailed once a year to all past program participants to gather data on licensure, career development and professional competencies related to training program goals.

6. DUE PROCESS: REMEDIATION AND APPEAL PROCEDURES

The Residency program's due process policy provides a framework to address the situation in which a resident is not meeting expected performance standards. It ensures that the training program adheres to fair and unbiased evaluation and remediation procedures, and that the resident is given an opportunity to appeal the program's decisions. For all remedial actions,

training faculty will maintain clear written records (e.g., memos and/or narratives of meetings) describing what transpired, including any plans that were implemented, with time frames and outcomes.

6.01 Rights of Postdoctoral Residents

1. To be informed of the expectations, goals, and objectives of the Postdoctoral Residency program.
2. To be trained by professionals who behave in accordance with APA ethical guidelines.
3. To be treated with professional respect in keeping with their advanced level of training.
4. To have individual training needs identified and documented in the training contract.
5. To receive ongoing evaluation that is specific, respectful, and pertinent. To be informed in a timely manner if they are not meeting program standards.
6. To engage in ongoing evaluation of the residency training program. The training program will conduct formal surveys twice a year.
7. To utilize due process procedures for concerns related to performance standards so that the resident's viewpoint is taken into account, and so that the resident has an opportunity to remediate problems in order to successfully complete the program.
8. To utilize grievance procedures to resolve non-evaluation-related problems and disputes that may arise during the training year.
9. To be granted privacy and respect for one's personal life including respect for one's uniqueness and differences.

6.02 Responsibilities of Postdoctoral Residents

1. To function within the bounds of all state and federal laws and regulations, as well as APA ethical and professional practice standards. All residents are expected to refer to and abide by the APA's Ethical Principles and Code of Conduct.
2. To adhere to the policies and procedures of KPNC, including KP's Principles of Responsibility. This information is presented during the orientation period and can be accessed through the KPNC web site, MyHR, located as a link at <http://insidekp.kp.org/ncal/portal/> , and/or by contacting a KPNC Human Resources consultant.
3. To adhere to the policies and procedures of the KPNC Postdoctoral Residency Programs as outlined in this manual; and to adhere to the policies and procedures of the resident's assigned work department or clinic.

4. To demonstrate skill proficiency in clinical services and ethical practice as established by the APA's Standards of Accreditation
5. To attend and participate in didactic trainings and seminars, staff meetings, case conferences and individual and group supervision meetings.
6. To maintain professional, collegial interactions in the workplace, including offering constructive feedback and being receptive to feedback.

6.03 Postdoctoral Residency Program Responsibilities

1. To provide information regarding laws, standards, and guidelines governing the practice of clinical psychology and to provide forums to discuss the implementation of such standards.
2. To ensure that faculty and staff engage with residents and each other in a respectful, professional, and ethical manner.
3. To promote diversity and inclusion in the workplace.
4. To provide high quality clinical experiences, supervision, and didactic trainings and seminars.
5. To provide opportunities for residents to offer input into the training program, including their supervisory experiences, through meetings with training directors and semi-annual written evaluations.
6. To communicate program expectations, and standards for evaluation, including how residents will be evaluated and by whom.
7. To provide residents with written and verbal feedback in weekly supervision meetings and in quarterly written evaluations so that they may improve their skills and address competency problems in a timely manner.
8. To implement due process and grievance procedures for problems related to resident competencies and professional functioning, program standards, and interpersonal disputes. To allow residents sufficient time to appeal decisions with which they disagree.
9. To make decisions about resident remediation, probation, suspension, and termination utilizing multiple sources of information. To develop remediation plans for performance deficiencies with time frames, and to clearly communicate to residents the consequences of not correcting the deficiencies.
10. To make accommodations for special training needs for residents who qualify under the American with Disabilities Act.

6.04 Definition of Problematic Behavior

A problematic behavior interferes with resident professional competence and is defined by:

- a) An inability or unwillingness to acquire and integrate professional standards into one's repertoire of professional behavior.
- b) An inability to and/or unwillingness to acquire professional skills in order to reach an acceptable level of competence; and/or
- c) An inability and/or unwillingness to control personal stress, psychological problems and/or excessive emotional reactions which interfere with professional functioning.

Training faculty should use their professional judgement in determining when a resident's behaviors, attitudes or characteristics have become problematic. Problematic Behaviors may include the following features:

- a) The resident does not acknowledge, understand, or address the problem when it is identified.
- b) The problem is not merely a reflection of a skill deficit, which can be rectified by clinical or didactic training.
- c) The quality of services delivered by the resident is sufficiently negatively affected
- d) The problem is not restricted to one area of professional functioning.
- e) A disproportionate amount of attention and time by training faculty is required to address the problem.
- f) The resident's behavior does not change as a function of feedback, remediation efforts, and/or time.
- g) The behavior has potential legal or ethical ramifications if not addressed
- h) The behavior potentially causes harm to patients.
- i) The behavior negatively impacts the public view of Kaiser Permanente.
- j) The behavior negatively impacts the training cohort or clinic staff.

6.05 Informal Discussion

The first step in the due process procedure is Informal Discussion which is used to address performance or behavioral concern(s) that do not rise to the level of a Problematic Behavior. The resident's supervisors are responsible for providing the resident with feedback about their progress during regularly scheduled supervision meetings throughout the year. If a concern arises, the supervisors should inform, advise, and/or coach the resident to enable them to successfully address the concern. The resident should be given a time frame in which to correct the concern and may be provided with additional support over subsequent supervision meetings. Any staff member who observes the resident to be out of compliance with a policy or procedure should inform the resident's supervisors or the site training director. The resident's supervisors and/or site training director will document their discussion(s) with the resident in their supervision notes. These notes will not become part of the resident's official training file.

6.06 Formal Notification and Hearing

If a resident's professional conduct, professional development or performance issues persist even after an Informal Discussion; or if the resident is not meeting minimum levels of achievement (i.e.,

is receiving ratings of less than 3 on any element of the Competencies Evaluation); or if the resident demonstrates a Problematic Behavior at any point in the training year, then formal due process procedures will be initiated as follows:

- 1) The resident's supervisor or other concerned staff member(s) will first consult with the site training director to discuss the issue. The site training director may interview others with relevant information and/or may seek the guidance of HR administrators or the department manager. The site director will Notify the resident in writing that a performance or behavioral concern has been raised to the level of formal review and that a Hearing will be held.
- 2) As soon as possible, but no later than ten (10) business days after the resident receives a Notice of Hearing, the site director (or their designee) will appoint a Hearing Committee and schedule a Hearing. Every effort will be made to expedite the committee formation and hearing process. The committee will be composed of no fewer than two members, typically the site training director and the primary supervisor. Depending on the scope and seriousness of the issue, the Hearing Committee may also include other members of the training faculty, departmental staff, and/or an HR consultant. The resident may also invite any appropriate licensed KP staff member to attend.
- 3) At the Hearing, committee members will discuss the competency issue(s) fully, openly, and candidly with the resident. The resident has a right to dispute or explain the concern(s) presented and may provide a written statement or supporting materials of their own. Within five (5) business days from the completion of the Hearing, the committee will determine an Outcome and the site director and primary supervisor will present the Outcome to the resident. Possible hearing outcomes are as follows:
 - a) The resident was found to be meeting expected performance and conduct standards and no further action is needed.
 - b) The resident has demonstrated performance or conduct concerns, but they were not significant enough to warrant formal remediation. The concerns will be monitored according to the Informal Discussion process described above.
 - c) The resident has demonstrated minor competency deficits that have resulted in rating(s) of 2 - "Needs Improvement" - on one or more elements of the CE. To address these deficits, the resident will be placed on a remediation plan called "Focused Competency Guidance." Focused Competency Guidance may also be implemented when a resident is found to be below the minimum levels of achievement in their knowledge or skill because of a gap in graduate school training (for example, insufficient preparation in diagnostics).
 - d) The resident has demonstrated major competency deficits that have resulted in rating(s) of 1 – "Inadequate – on one or more elements of the CE. A resident with serious performance or conduct problems may be placed on Probation, which is also a form of remediation.
 - e) The resident has demonstrated major competency deficits involving potential harm to a patient, gross misconduct, legal violations, or serious policy or ethical code violations. Any

resident demonstrating such behaviors may be suspended from the training program. The site training director and training faculty will follow KPNC HR policies in this situation.

6.07 Outcome of the Hearing

The Training Director and primary supervisor will communicate the Outcome of the Hearing to the resident both verbally and in writing. The resident will be presented with an “Acknowledgement of Hearing Notice” for outcomes resulting in; 1) no further action/return to routine supervision or 2) Focused Competency Guidance.

The essential components of an Acknowledgement of Hearing Notice are:

1. Date of the Hearing and names of the participants.
2. Description of the resident’s unsatisfactory performance and date in which the concerns were first brought to the resident’s attention.
3. Identification of the targeted competency area(s) and competency element(s).
4. Decision of the Hearing Committee with regard to the competency concerns and whether a remediation plan was recommended.
5. When Focused Competency Guidance is recommended - an outline of measures to be undertaken to remediate performance, including but not limited to schedule modification, provision of opportunities for extra supervision and/or attendance at additional seminars and/or other training activities, and/or recommendations of training resources.
6. Criteria and procedures for determining whether the problem has been adequately addressed.
7. Consequences for unsuccessful outcome (which may include the initiation of Probation)
8. Timeline for Remediation plan completion.

For an outcome resulting in Probation, the resident will be presented with a “Letter of Warning” (see section 6.09). For an outcome resulting in Suspension, the resident will be presented with a “Suspension Letter” (see section 6.10).

The resident, site training director, and department manager (if appropriate) will be required to sign the letter or notice. A copy of the document will be provided to the resident and will be placed in the resident’s training file. If a resident is dissatisfied with the Hearing Committee’s decision, the resident may appeal the decision by following the Appeal Procedure found in section 6.12.

6.08 Focused Competency Guidance

Focused Competency Guidance is typically triggered when a resident receives one or more ratings of “2” (“Needs Improvement”) for any competency element on the Competencies Evaluation (CE) during quarters one and two. The “2” rating indicates minor competency deficit(s) that may be easily ameliorated by added training. However, during the third or fourth quarters of the training year, if a resident receives a “2” for any Competency elements measured, the supervisor may initiate Probation depending on the element or number of elements needing improvement. A focused competency guidance can also be initiated mid-quarter if competency issues have been identified by the training team.

During the hearing outcome meeting, the primary supervisor and the site training director will present a Focused Competency Guidance plan (Appendix D) to the resident which also includes a recording of the concern(s) in narrative form on a CE. The primary supervisor will review the competencies to be targeted and the remedial actions recommended by the Hearing Committee

(for example, didactic trainings, closer mentoring, structured readings, simulated clinical practice etc.).

The Hearing Committee may also recommend Schedule Modification which includes several possible and concurrent courses of action such as: (a) increasing the amount of supervision, either with the same or different supervisor(s); (b) changing the format, emphasis and/or focus of supervision; (c) recommending personal therapy; (d) reducing the resident's clinical or other workload; and (e) requiring specific academic course work.

The guidance plan should include a timeline for reassessment of the identified concerns. If the timeline calls for reassessment before the next quarterly CE, the CE is utilized at the appointed time and follow-up remarks are detailed. In the next sequential quarterly CE, further improvements should be noted. When all unmet performance standards have been rectified, the primary supervisor, in consultation with the secondary supervisor and site training director, will remove the resident from Focused Competency Guidance and indicate the date of successful completion on the guidance plan document.

The Focused Competency Guidance plan must be signed and dated by the primary supervisor and resident during the initial and follow-up meetings. The primary supervisor and site director will provide the resident a copy of the plan. A copy will also be placed in the resident's training file.

6.09 Probation

Residents who have serious competency-related concerns, or who have not corrected identified concerns after a Focused Competency Guidance plan may be placed on Probation. The decision to place a resident on Probation is made by the Hearing Committee; or in the case of a resident who is still not meeting minimum levels of achievement at the time of a Focused Competency Guidance plan review, by the site training director and primary supervisor in consultation with the department manager, other training faculty and HR administration. Probation will include more closely scrutinized supervision for a specified length of time.

To initiate Probation, the site training director and primary supervisor, with input from other the training faculty, the department manager and HR consultant, will compose a "Letter of Warning" to the resident outlining the program's concerns. This letter will also describe the consequence(s) of the resident's failure to show immediate and substantial improvement in the identified competency areas within the planned time frame. Improvement must be evidenced by CE rating(s) of "3" ("Consistently Meets Expectations") in the targeted areas.

The essential components of a **Letter of Warning** are:

1. Date of the Hearing and names of participants (if applicable).
2. Description of the resident's unsatisfactory performance and date in which the concerns were first brought to the resident's attention.
3. Identification of the targeted competency area(s) and competency element(s)
4. Additional reasons for probation, if applicable (see KP National HR Policy on Corrective/Disciplinary Action, NATL.HR.014):

- a. Severity of the violation
 - b. Number of violations and the dates that the violations occurred
 - c. Whether the violation was part of a pattern or practice of improper behavior or non-compliance
 - d. The resident's past history of non-compliance
 - e. Whether the resident should have known the applicable policies, rules, or regulations
 - f. Whether the violation was intentional or negligent
 - g. Whether the action appeared to be committed for personal gain
5. Notification that this Probationary action may impact whether the resident's supervised hours will be found to be satisfactory
 6. An outline of measures to be undertaken to remediate performance including any required Schedule Modification
 7. Criteria and procedures for determining whether the problem has been adequately addressed
 8. Consequences of an unsuccessful outcome (may include denial of certificate and letter of completion, extension of the Probationary period, Suspension and/or Termination/Program Dismissal)
 9. Timeline for Probation plan completion

The site training director and primary supervisor will meet with the resident to review the Letter of Warning to ensure that the resident fully understands the terms of the Probation. The resident may invite any appropriate licensed KP staff member to attend the meeting. The resident will be given an opportunity to respond to the letter and to the group's concerns. The site training director will inform the department manager, the HR consultant of the meeting. The resident will be provided with a copy of the letter and a copy will be placed in the resident's training file. If a resident is dissatisfied with the Probation decision, the resident may appeal it by following the Appeal Procedure found in section 6.12.

During the Letter of Warning meeting, the site training director and the primary supervisor will also present a probation plan (Appendix E) to the resident that includes a recording of the competency concern(s) and remedial actions recommended by the site director and training faculty. The plan must be signed and dated by the resident, the primary supervisor, and the site training director. A copy will be provided to the resident a copy will be placed in the resident's training file. Within the time frame outlined in the plan, the resident's primary and secondary supervisors will evaluate the resident's progress and the primary supervisor will document their findings on the outcomes section of the plan.

When all unmet performance standards have been rectified, the site training director and primary supervisor, in consultation with other training faculty, the department manager, and the HR consultant, will remove the resident from Probation and the site training director and primary supervisor will indicate the date of successful completion on the plan document. If the group determines that insufficient progress has been made by the end of the probationary period, the site training director will submit a written explanation of the group's concerns to the resident. In addition, the site training director and department manager with input from the resident's supervisors and the HR consultant may recommend an extension of the Probation or may initiate

Suspension. A copy of the written explanation letter will be provided to the resident and a copy will be placed in the resident's training file.

6.10 Suspension

Suspension of a resident is a decision made by either the Hearing Committee; or in the case of a resident who is not meeting minimum levels of achievement at the time of the Probation plan review, by the site training director and department manager with input from the training faculty, other departmental staff as appropriate, and HR administration. The resident may be suspended from all or part of their usual and regular assignments in the training program.

Suspension of a resident may be initiated as a result of the following:

1. The competency area(s) and/or behavior(s) of concern indicate(s) a question of patient endangerment, gross misconduct and/or criminal behavior. Factors to be considered include but are not limited to those listed in the Letter of Warning above.
2. After the probationary period, the resident has not met expectations for improvement in the identified competency domain(s) (i.e., the resident continues to receive CE ratings of 1, "inadequate").
3. The resident has failed to comply with state or federal laws, KPNC and/or postdoctoral training program policies and procedures and/or professional association guidelines.
4. The removal of the resident from the clinical service is in the best interests of the resident, patients, staff and/or the training program.

To initiate Suspension, the site training director and department manager, with input from the training faculty, other departmental staff, and HR administration, will compose a Suspension Letter to the resident which addresses the following:

1. Date of the Hearing and names of participants (if applicable).
2. Description of the resident's unsatisfactory performance and dates in which the concerns were first brought to the resident's attention.
3. Identification of violation(s), including corresponding competency area(s) and competency element(s). Additional factors to be documented include, but are not limited to, those listed in item four (4) of the Letter of Warning above.
4. Notice of Suspension and expected duration.
5. Notice of whether the suspension is paid or unpaid.

The site training director, department manager and primary supervisor will meet with the resident to review the Suspension Letter to ensure that the resident fully understands the terms of the Suspension. The resident may invite any appropriate licensed KP staff member to attend the meeting. The site training director and department manager may either remove the resident temporarily from direct service activities due to concerns for the welfare of patients or may place the resident on an administrative leave of absence. The resident will be given an opportunity to respond to the concerns presented and to the Suspension decision.

The site training director and/or the department manager will inform HR administration of the proceedings of the meeting. The resident and the consortium director will be provided with copies of the Suspension Letter and a copy will be placed in the resident's training file. If a resident is

dissatisfied with the Suspension decision, the resident may appeal it by following the Appeal Procedure found in section 6.12.

In the case of a suspension from direct service activities only, the site training director and training faculty will develop a remediation plan following the procedures described in section 6.08 and utilizing the Probation plan document found in Appendix E. The resident may continue to participate in non-direct service activities such as individual and group supervision, case conferences, staff meetings, and didactic trainings and seminars as long as the resident's participation is productive for the resident and for the training cohort. The plan must be signed by the site training director, primary supervisor, and resident. A copy will be provided to the resident and a copy will be placed in the resident's training file.

If all identified concerns are rectified within the agreed upon time frame, the site training director and department manager with input from other training faculty, departmental staff, and HR administration, will determine when the resident can resume direct service activities under probationary monitoring until minimum levels of achievement are met. A new Probation plan should be developed following the procedures described in section 6.08 above.

In the case of a very serious violation, the site training director and department manager in conjunction with HR administration may choose, with or without warning, to notify the resident that they have been placed on administrative leave from the training program or to terminate the resident from the training program

6.11 Termination and Program Dismissal

Termination of a resident will be initiated if the competency area(s) and/or behavior(s) of concern indicate(s) a certainty of patient endangerment, gross misconduct and/or criminal behavior on the part of the resident. Termination may also be invoked for any other egregious offense on the part of the resident, including but not limited to:

1. Violation of federal or state laws, including HIPAA and CMIA, and in which imminent harm to a patient either physically or psychologically is a major factor.
2. Serious violation of KPNC policies, including postdoctoral training program policies and procedures or professional association guidelines.
3. Serious violation of APA ethical principles and codes of conduct.
4. Unprofessional, unethical, or other behavior that is otherwise considered unacceptable by the training program.
5. Attempts at remediation, after a reasonable period of time, have not rectified the competency problems.
6. The resident is unable to complete the program due to serious physical, mental or emotional illness.
7. Serious or repeated act(s) or omission(s) compromising acceptable standards of patient care.

Termination involves the permanent withdrawal of all privileges associated with the Kaiser Permanente Northern California Postdoctoral Residency Programs in Clinical Psychology. The

decision to dismiss a resident is not made lightly and is made by the site director, department manager, and HR consultant with notice given to the consortium director.

In addition, a resident, as an employee of KPNC, may have their employment terminated at any time, with or without cause, by the site training director in conjunction with departmental management and HR administration.

The resident will be informed of the decision in a Termination Letter that addresses the following.

1. Description of the resident's unsatisfactory performance.
2. Identification of violation(s), including corresponding competency area(s) and competency element (may include details listed in the Suspension Letter).
3. Notice of Termination of Employment.
4. Notice that the resident is also dismissed from the Postdoctoral Residency training program and will not receive a certification or letter of completion.
5. Expectation that the resident will complete all patient documentation prior to leaving the training site.

If the resident does not wish to appeal the termination decision, the resident may choose to resign from the training program and from Kaiser Permanente.

6.12 Appeal Procedure

The purpose of the Appeal Procedure is to provide a mechanism by which all decisions made by the training program regarding a resident's Competencies Evaluation and Remediation plans, as well as a resident's status in the program, can be promptly and fairly reviewed. Residents will not be subject to reprisal in any form as a result of participating in the Appeal Procedure.

Note: This policy does not apply to, nor can it be utilized by a resident who is terminated as the result of an HR decision. In those instances, the resident would follow KPNC HR policy.

In order to challenge a training program decision, the resident must notify the site director in writing as soon as possible after receipt of the decision. This written notification shall include the following information:

1. Name of resident
2. Current date
3. Date and description of decision under dispute
4. Explanation of resident's disagreement with decision, including supporting information
5. Description of resident's objective/goal for resolving the dispute

As soon as possible, but no later than fifteen (15) business days after receipt of the resident's written notification, the site director (or their designee) will appoint a Hearing Committee. Every effort will be made to expedite the committee formation and hearing process. The Hearing Committee:

1. Will be composed of no fewer than three members
2. Will include individuals from the training faculty, departmental management, and HR administration
3. May include any appropriate licensed KP staff members requested by the resident
4. In no case shall any training faculty who has participated in the decision in question up to this point be a member of the committee.

Once the Hearing Committee members have been appointed, a hearing shall be conducted within fifteen (15) business days. The resident has the right to hear all facts related to the concerns, as well as to present supporting materials of their own. The resident also has the right to dispute or explain the concerns presented.

Within ten (10) business days from completion of the hearing, the Hearing Committee will make a final decision. Decisions will be made by majority vote of the committee members and be submitted to the resident, to the site training director, and to the consortium director.

If a resident is dissatisfied with the Hearing Committee's decision, they may appeal the decision to the regional training director (or their designee), who will consult with management personnel including those who were not part of the committee.

The resident must submit their written appeal, along with a copy of the original written challenge to the regional training director (or their designee) within ten (10) business days from the date of the Hearing Committee's decision. This written appeal shall include the following information:

1. Name of resident
2. Current date
3. Date and description of Hearing Committee decision under appeal
4. Explanation of resident's disagreement and basis for appeal
5. Resolution sought

Within ten (10) business days after receipt of the appeal, the regional training director (or designee) will review the decision along with the resident's appeal and either accept or reject the committee's recommendations.

If the regional training director accepts the Hearing Committee's recommendations, they will inform the site training director who, in turn, will inform the resident, the primary supervisor and the consortium director of the decision. If the regional training director rejects the Hearing Committee's recommendations, they may either refer the matter back to the Hearing Committee for further consideration (such as to gather more information) or make a final decision at that time.

The regional training director will inform the site training director of any rescission. The site training director will in turn inform the resident, the consortium director, and the resident's supervisors/training faculty. The resident may appeal the regional training director's final decision by contacting an HR consultant and the department manager.

7.0 DISPUTE RESOLUTION PROCESSES

7.01 Resident Grievance Overview

It is the goal of the Psychology Postdoctoral Training Programs to provide a learning environment that fosters congenial professional interactions among training faculty and residents based on mutual respect. However, it is possible that situations will arise that cause residents to file grievances. This policy is intended to facilitate the prompt resolution of a problem identified by a resident as requiring attention. Residents will not be subject to reprisal in any form as a result of utilizing this grievance procedure,

The Grievance and Appeal procedures are not intended to be used by a resident to challenge the results of a Competencies Evaluation or any remedial or corrective action. To appeal any of these program decisions, the resident is directed to follow the Resident Due Process procedure.

7.02 Verbal Grievance Communication

If a resident has any disagreement with a supervisor, another staff member, a resident, or a matter of program policy, they will be encouraged to communicate openly with the person involved, if possible, or with their own supervisor first about the issue. At any time before or during this process, the resident may discuss their concerns directly with the site training director, department manager and/or a Human Resources consultant.

The resident is responsible for communicating openly, specifically describing how they intend to gain satisfactory resolution to the problem. If the resident has chosen to address the issue with their supervisor, the supervisor is responsible for exploring the issue fully with the resident and offering ideas for resolving it. If the resident is dissatisfied with the outcome of the verbal discussion, they are directed to follow the procedure for Written Grievance Communication as outlined below.

7.03 Written Grievance Communication

If the Verbal Grievance Communication has been utilized and the issue has not been resolved to the resident's satisfaction, the resident may submit a written document to the site training director and/or department manager (or designee), describing the grievance in detail. However, in no case shall any staff member who has participated in the Verbal Grievance Communication also participate in the review of the Written Grievance Communication.

As soon as possible, but no later than ten (10) business days from receipt of the written grievance, the site training director and/or department manager(s) should meet with the resident (and supervisor, if appropriate) to discuss the issue. After this discussion, the site training director and/or department manager(s) (or designee) will, if necessary, conduct an investigation and respond to the resident's grievance in writing within ten (10) business days. If the resident is dissatisfied with the outcome of the review of the Written Grievance Communication, the resident is directed to follow the procedure for Grievance Appeal as outlined below.

7.04 Resident Grievance Appeal

If the Verbal and Written Grievance Communication procedures have been utilized and the issue has not been resolved to the resident's satisfaction, the resident may file a written Grievance Appeal with the consortium training director and/or department manager(s).

This appeal shall include the following information:

1. Name of resident and training location
2. Current date
3. Copy of the original written grievance
4. Explanation of resident's disagreement with the decision and basis for appeal
5. Resolution sought

As soon as possible, but no later than ten (10) business days from receipt of the grievance appeal, the consortium training director and/or department manager(s) should meet with the resident to discuss the issue. In no case shall any staff member who has participated in the grievance processes up to this point also participate in the review of the appeal. After the discussion, the consortium training director and/or department manager(s) will, if necessary, conduct an investigation and respond to the resident's appeal in writing within ten (10) business days.

Before responding to the resident, the consortium director will meet with the site training director and/or the department manager and supervisor to review the dispute and discuss the issues involved. Additionally, before responding, the consortium director will review their findings with the regional training director and/or assistant regional training director, a Human Resources consultant and/or KP legal counsel, as appropriate.

7.05 Training Supervisor Dispute Resolution Overview

KPNC provides processes to secure impartial and prompt resolutions of disputes among staff members. If a training supervisor has a disagreement with another training supervisor, a postdoctoral resident or wishes to dispute a matter of program policy, they should utilize the process outlined below. Training supervisors will not be subject to reprisal in any form as a result of participating in this dispute resolution process.

At any time, the training supervisor may discuss their concerns about the issue directly with a Human Resources consultant. If the issue pertains to the department but not to the training program, the supervisor is directed to follow KPNC policy and to contact their local HR consultant for guidance.

7.06 Supervisor Dispute Resolution Procedure - Step 1

The training supervisor should first discuss the problem with the person with whom the problem is identified, if possible. The training supervisor is responsible for specifically describing how they intend to gain satisfactory resolution in the area identified.

If the initial discussion proves unsatisfactory to the supervisor, they should address the issue fully with the site director. The site director is responsible for offering ideas for resolving the issue and for providing the training supervisor with a time estimate in which to expect a response if one cannot be provided immediately. The site director will then gather any information needed and respond to the training supervisor verbally or in writing. The response will be given in a timely manner, usually within ten (10) business days after the discussion.

7.07 Supervisor Dispute Resolution Procedure - Step 2

If Step 1 has been completed and the issue has not been resolved to the training supervisor's satisfaction, the training supervisor may contact the department manager and the consortium director and detail their concerns. The department manager and consortium director should follow

the procedure outlined in Step 1, including meeting with the site supervisor, establishing a time frame for response, conducting any necessary investigation, and responding to the training supervisor. The response should be given within twenty (20) business days after the discussion.

8. TRAINING FACULTY ROLES AND RESPONSIBILITIES

8.01 Supervisor Qualifications and Responsibilities

- Minimum of two (2) years of experience as a licensed psychologist preferred
- Minimum of one (1) year of employment at the training site preferred
- Member of the American Psychological Association (APA)
- Relates to residents, clinic colleagues and department managers in a collegial and professional manner that is conducive to a positive learning environment
- Respects individual differences among residents, including cultural or individual diversity issues
- Models ethical, professional behavior, including recognition of and respect for differences among patients and colleagues
- Models' commitment to the mission of Kaiser Permanente
- Models' commitment to the mission and training model of the Psychology Postdoctoral Residency programs
- Maintains agreed-upon times for supervision and consultation
- Clearly communicates expectations of residents and gives appropriate and timely feedback regarding their progress
- Consults regularly with other professional staff who may have contact with the residents and provides knowledge about their competencies and general performance
- Contacts the site training director when questions or concerns arise regarding residents' program requirements
- Attends all program-related meetings and keeps abreast of any changes in the program that may impact the residents and communicates these in a direct and timely fashion to reduce any inconvenience to the residents
- Follows all outlined grievance policies and due processes if problems arise concerning residents
- Supervisors must be in good standing within their department and must be approved by both the Training Director and departmental management

8.02 Site and Consortium Training Director Qualifications

- Must work a minimum of 32 hours per week and be on site at least 4 days per week
- Minimum of five (5) years of experience as a licensed psychologist preferred
- Minimum of two (2) years of experience as a primary supervisor preferred
- For Consortium Director only: Minimum one (1) year of experience as a site training director preferred
- Member of the American Psychological Association (APA)
- American Board of Professional Psychology (ABPP) certification preferred
- Evidence of effective, collaborative working relationships with residents, training faculty, clinic management teams and KPNC local and regional administration
- Demonstrated abilities in leadership
- Commitment to ongoing learning and innovation in mental health treatment
- Demonstrated abilities in teaching and scholarship preferred (i.e., publications, presentations, course instruction, workshops, resident seminars, etc.)

8.03 Site Training Director Responsibilities

- Reports to their local Consortium Training Director
- Attends all training program-related meetings, including in-person regional meetings in Oakland as well as teleconferenced regional meetings
- Coordinates and directs the training supervisors
- Ensures that program policies and procedures are followed
- Ensures that support and resources for residents and supervisors are provided
- Ensures that California BOP, APPIC and APA regulations and guidelines are followed
- Organizes the interview and selection process for new candidates and coordinates with other site directors in the consortium
- Ensures timely evaluations of residents utilizing the Competencies Evaluation
- Ensures timely evaluations of program and supervisors utilizing the Resident Program Survey and Resident Evaluation of Supervisor
- Provides opportunities for residents to work with the Regional Training Director and the Consortium Training Director to secure quality assurance in training
- Participates with department managers in decision-making on issues concerning resident schedules, placement on teams and the candidate interview process
- Implements modifications to program per feedback from program surveys and CEs
- Ensure that all termination and exit procedures are conducted at the conclusion of the training year, including returning all KP assets, completion of required exit survey sent by region, and conducting exit interview (optional -- sample exit interview questions can be found in Appendix T).
- Ensures availability and coverage during the interviewing of prospective candidates, during the on-boarding process of incoming trainees, and at other crucial periods of the training year.

8.04 Consortium Training Director Responsibilities

- Reports to the Northern California Regional Training Director
- Provides leadership for the consortium's site training directors and offers feedback on their performance, as necessary
- Attends all training program meetings, including in-person regional meetings in Oakland, as well as teleconferenced regional meetings
- Meets with site training directors on a monthly basis to review consortium functioning
- Works with supervisory teams to ensure that program policies and procedures are followed, and a high standard of training is maintained
- Verifies that all CEs and other program surveys are completed in a timely manner
- Oversees consortium didactic trainings to ensure that curriculum is informed by science and includes a focus on diversity issues
- Implements modifications to program per feedback from program surveys
- Submits the APA CoA Annual Report Online (ARO) each year
- Contacts the CoA directly to provide any program updates that could potentially impact the program's functioning, such as a change in directorship or training rotations or multiple personnel changes

8.05 Administrative Hours for Training Faculty – Regional Standards

- All primary supervisors are allocated a minimum of one hour per week for each resident they supervise for chart review and note closing. This administrative time is in addition to the one hour face-to-face individual supervision time for each resident (coded as RES).
- All secondary supervisors are allocated a minimum of one-half hour per week of administrative time for each resident they supervise for chart review and note closing. This time is in addition to the one hour of face-to-face individual supervision time for each resident.
- All site training directors are allocated three ½ hours per week including office hours of administrative time, funded by the clinic, to manage their programs.
- All consortium directors are allocated five hours of administrative time per week, funded by the Region, in addition to the three hours allotted by the clinic to manage their programs.
- Each consortium and/or training site receives administrative staff support, funded by the Region

At certain points in the year, including for interviews and on-boarding, training directors may need additional administrative time to effectively manage their programs. Department managers are asked to grant training directors schedule flexibility and to allow the necessary accommodations. Training directors in turn are asked to work closely with their department managers to ensure minimal impact on patient care and are expected to engage in their usual clinic duties as much as possible during these times of the year.

8.06 Training Program Administrative Meetings

The following training staff meetings occur regularly throughout the training year:

- Weekly
Informal meetings among site training directors and supervisors
- Monthly
Formal Supervisor meetings (minutes are recorded) among site training directors and supervisors to discuss the progress of the residents, the curriculum and to develop plans and make decisions related to the administration of the program.

Formal consortium meetings (minutes are recorded) among site training directors and consortium directors to make decisions about curriculum and seminars, program planning, upcoming candidate interviews, APA accreditation and other program matters. Supervisors may be invited to attend. Residents may also attend on occasion and participate as full contributing members.

Semi-Annually

Regional meetings of all site training directors across northern California with the Regional Mental Health Training Director to discuss new program developments, curriculum changes, APA accreditation and other program administrative matters.

8.07 Maintenance of Resident Training Records

The site training director should establish a training file for each resident and review all documents prior to filing them. Training files must be treated confidentially, retained indefinitely, and stored securely for future reference and credentialing purposes. Files are maintained in either hard copy or in e-file format. If/when the training director runs out of storage space for hard copy files, these files are scanned and archived as e-files and stored on a shared computer drive. At the end of

the training year, a copy of each resident's 4th Quarter Competencies Evaluation, now identified by the resident's employee number, is faxed to the HRSC for inclusion in their KPNC personnel file.

A resident's training file should include the following documents:

1. Letter of Intent
2. Resume
3. Letters of Recommendation (3)
4. Welcome Letter signed by resident
5. Values Statement signed by resident
6. California BOP Supervision Agreement and Supplement to Supervision Agreement
7. Baseline Assessment of Competencies
8. Individual Training Contract
9. Competencies Evaluation (CE) showing ratings for all four quarters
10. California BOP Verification of Experience form
11. Copies of all completed and signed Supervised Professional Experience logs
12. Copy of completed Letter of Completion
13. Copy of completed Certification of Completion
14. Documentation of any grievances, remediation, corrective actions, due processes, or relevant correspondence pertaining to the resident.

Upon advance request, residents may inspect their local training files in the presence of the site training director or a designated representative. The resident may also request a correction of information in a record by submitting a request to the site training director who, in consultation with HR, will notify the resident whether the request has been granted or denied. The site training director will work with the HR consultant and follow the consultant's recommendations if the resident expresses any dissatisfaction with their record.

8.08 Establishment of New Training Sites and Director Appointments

If a new site/department would like to develop a training program or an existing site would like to expand their program, a New Program Business Plan application (Appendix N) must be completed and submitted to the Regional Training Director

Department managers may advise on site training director and consortium director appointments; however, the Regional Mental Health Training Director conducts the interviews for these positions and makes the final selection.

9. RESIDENT HIRING PROCESS, COMPENSATION AND BENEFITS

9.01 Program Admission Requirements

Academic Degree

All residents must have earned their doctoral degree in a program accredited by the APA. Before beginning the postdoctoral residency, residents must have completed all requirements for a PhD, PsyD or EdD in Clinical, Counseling or School Psychology.

Prior Clinical Training:

All residents must have completed 1,500 to 2,000 hours in an APA-accredited or APPIC-member doctoral internship.

Candidate Qualifications

Our programs seek candidates who have demonstrated competencies in individual and group psychotherapy, models of brief therapy, evidence-based treatments, and integrated psychological assessment. Candidates should also have experience working with diverse patient populations. In addition, our programs seek candidates who have demonstrated scholarship and leadership abilities in achieving their academic program goals.

9.02 Application and Interview Process

Interested candidates must file an application through the APPIC Psychology Postdoctoral Application – Centralized Application Services (APPA CAS) system. Applicants must be authorized to work in the United States without an employer-sponsored visa or student visa.

The residency programs encourage applications from individuals who indicate that they come from diverse, underserved, or disadvantaged backgrounds. Site training directors ensure that all candidates who meet the general criteria for the program are included in the selection pool.

Applications received by the due date are reviewed by training faculty, and qualified applicants are identified and notified that they have been selected for interview. In scheduling interviews, training directors work closely with department managers.

Prior to the individual interviews, candidates may be invited to attend group interviews or open houses where they have the opportunity to meet the consortium and site training directors. At the group interview the training directors describe the unique features of their sites and answer questions. Candidates are later interviewed individually by the program faculty at the training sites to which they have applied. The individual interviews take place in February for the term beginning in September.

All notes made by interviewers during the selection process must not be kept in the selected candidates training file. These notes must be retained in a separate file. KPNC Human Resources stipulates that all selected and non-selected interviewees' application materials and corresponding interview panel members' interview notes be retained for a period of four years following the interviews. Application materials from non-interviewed applicants need not be retained for any period of time.

9.03 Employment Offer, Welcome Letter and Values Statement

We anticipate making offers to selected applicants in late December-early January timeframe, in advance of the Common Hold Date in late February, all KPNC training directors contact their selected candidates to offer positions in the program (See Appendix R). The same UND is observed by non-Kaiser postdoctoral residency programs in California. Upon acceptance of the offer, KPNC Human Resources (HR) Recruitment sends a "Contingent Offer Letter" to the selected candidate. This letter contains employment contingencies, pay rate and benefits enrollment information. A member of our recruitment team will make contact with each of the incoming resident's doctoral programs after acceptance to ensure that the resident is progressing

towards graduation as expected. A Verification of Completion of All Requirements for Doctoral Degree form (Appendix S) must be submitted to HR prior to the start date.

A "Welcome Letter" (Appendix O) is sent to the resident by the site training director, usually within a few days after the resident has accepted the offer of employment. Each resident must sign and date the Welcome Letter, indicating their acceptance of the parameters of the training program, and return the letter to the training director.

A "Values Statement" (Appendix P) is sent out at the same time as the Welcome Letter. The resident must sign, date, and return the Values Statement, indicating that they are willing to work with any patient who presents for treatment, except in cases where the resident's physical safety is actively threatened or where the clinical competence of both the resident and the supervisor would compromise patient care.

9.04 KPNC Employment Statement

The term of the residency is one year, and it is expected that the resident will remain in the program for the duration of the term. There is no expectation that after the residency is completed KPNC will hire a former resident into a staff psychologist position. Residents will be expected to apply and compete for open positions like any other qualified candidate.

Both the resident and KPNC enter into the employment relationship voluntarily. Either party may, at any time, conclude the employment relationship. Termination of a resident's employment by KPNC may be based on but not limited to ethics violations, significant and consistent competency concerns, and/or failure to meet labor standards. Residents who choose to resign before the end of the training year are expected to give a thirty (30) calendar day written notice to the site training director prior to the effective date of resignation.

Unlicensed residents who are hired into staff psychologist positions at the end of the training year should register with the BOP as Psychological Assistants as soon as possible. The processing time of these applications can be lengthy, and by having the Psychological Assistant registration in place when their new job begins, residents can facilitate a smooth transition to permanent staff member.

9.05 Salary and Benefits Package

Residents are classified as exempt (salaried) employees and are paid every two weeks. Paychecks are deposited directly into bank accounts by arrangement with KPNC. The current wage scale for residents is posted on the Regional Mental Health Training Programs website. Detailed information on resident benefits, including medical and dental insurance coverage, can be found on the MyHR homepage under the tab Benefits & Wellness.

9.06 Paid Time off and Holiday Pay

Each resident receives 80 hours of paid time off (coded as PTO) for the training year which can be used as sick or vacation time. The full 80 hours is front-loaded into a resident's TIME account at the beginning of the training year; it is not accrued throughout the year. Any PTO hours remaining in the resident's account at the end of the training year is either paid out to the resident or is rolled over into their new TIME account, depending on the employment disposition of the resident.

A resident will be paid (8) hours of pay for KPNC-recognized holidays that fall within the training year, based on a five-day/40-hour work week. If a resident has elected to work other than a five-day/40-hour work week and a holiday fall on a day when a resident works more than 8 hours, the resident will be paid 8 hours of holiday pay and the difference will be made up from the residents' Paid Time Off (PTO) bank. For example, if a holiday falls on a day when a resident works 10 hours, the resident will be paid 8 hours of holiday pay and 2 hours of PTO to account for the 10-hour workday.

9.07 Time Off for Professional Licensing Examinations

Each resident is eligible to receive time off (coded as RES or equivalent) for the entire day when they sit for the EPPP and/or CPLEE licensing exams. The resident is also granted up to two days of time off (coded as RES) to attend an EPPP preparation/review seminar and one day of time off (coded as RES) to attend a CPLEE preparation/review seminar. For information on tuition reimbursement for professional licensing examination study packages, and BOP pre-licensure coursework, see section 10.05 below.

9.08 Professional Liability Insurance

All KPNC employees are covered for professional liability as long as they act within the course and scope of their training and license. As unlicensed KPNC employees who are supervised by licensed providers in an officially designated training program, psychology postdoctoral residents are covered for professional liability as long as they act within the course and scope of their supervision and training.

10. KAISER PERMANENTE HUMAN RESOURCES POLICIES

10.01 Finding Policies on MyHR and Contacting HRSC

The following are a sampling of KPNC's HR policies that pertain to residents. Many of these policies are covered during the New Employee Orientation (NEO) which residents attend at the beginning of the training year.

- Bereavement Leave
- Jury Service
- Maternity/Paternity Leave
- Family Medical Leave (FMLA)
- Kin Care Leave (CESLA)
- Pregnancy Disability Leave
- Employee Assistance Program (EAP)
- Harassment-Free Work Environment
- Equal Employment Opportunity (EEO)
- Accommodation for Disabilities (ADA)
- Drug-Free Workplace
- Social Media Policy

A link to HR policies can be found at <https://vine.kp.org/wps/portal/kpvineportal/workspace> . To speak to a representative directly about any KPNC policy, contact the Human Resources Services Center (HRSC) at 1-877-457-4772.

In addition, residents are expected to comply with all health and safety employment requirements

such as an annual TB test, annual flu vaccination (or declination of vaccination), compliance training, and safety training. Failure to observe these regulatory standards may result in administrative leave without pay until the standards are met.

10.02 Non-Discrimination and Harassment-Free Workplace Policies

The postdoctoral psychology residency programs are based on merit, qualification, and competence. Training practices are not unlawfully influenced or affected by a person's ethnicity, religion, color, race, national origin, ancestry, physical or mental disability, veteran's status, medical condition, marital status, age, gender, or sexual identity. This policy governs all employment, including hiring, compensation and benefits, assignment, discharge and all other terms and conditions of the residency. Additionally, it is the policy of KPNC to provide a work environment free of sexual and other forms of unlawful harassment. This policy applies to employees, applicants for employment, or independent contractors, and includes managers, supervisors, physicians, co-workers, and non-employees.

10.03 Professional Appearance Policy

All mental health postdoctoral residents, doctoral interns, post-master's fellows, externs, and pre-master's interns (herein after referred to as "trainees" or "trainee") who work in clinical and non-clinical areas are expected to follow the Professional Appearance policy and project a well-groomed, professional image in order to:

- Allow for identification by patients, visitors, and other staff at your medical centers.
- Provide safe patient care.
- Protect staff from personal injury.
- Demonstrate respect for Kaiser members and colleagues.
- Represent Kaiser Permanente in a professional and business-like manner while recognizing we are a diverse community.
- Enhance security within the medical centers and clinics.
- Exceptions to dress standards must be approved by senior leadership at each medical center and/or clinic.

Name Badges:

- Name Badges must be always worn and displayed above the waist and must be easily visible to patients, staff and other visitors to the medical centers and clinics.
- Name Badges must not be altered or covered and kept current and in good repair. No attachments or pins are allowed, unless they are KP, or healthcare related.
- If you affix your badge to a necklace lanyard, the lanyard must be consistent with Kaiser Permanente's brand (i.e., Thrive, KP HealthConnect, etc.). No other branding is allowed (i.e., professional sports teams, political messages, schools, etc.).

Workplace Professional Attire and Professional Appearance:

- The general dress code for all services is "Workplace Professional." Informal clothing such as tee-shirts, tank tops, shorts, sweatshirts, sweatpants, jogging clothes, and hats are not permitted. Dress should be conservative and should not have the intentional or unintentional effect of distracting the patient from the task of therapy and assessment.
- Earrings and jewelry that pose a possible risk of injury and excessive piercing (including facial piercings) are not permitted.

- Jeans (denim) of any kind or color or not permitted.
- Hospital-provided scrubs are acceptable only for direct patient care roles where required by job description.
- Strong fragrances are prohibited.
- Shoes which are inappropriate to the extent that they put an individual at risk for needle sticks, heavy objects falling on their feet or expose them to blood and body fluids, shall not be worn. Any individual involved in direct patient care may not wear shoes that expose their toes and/or heels.
- All staff must keep their hair clean and neat. Rainbow colored hair (i.e., blue, green, purple or any combination of colors) is not permitted. Facial hair is to be clean, neat, and well-groomed.
- If a laboratory coat is issued to a trainee, the trainee should wear the coat when in the hospital, Emergency Department, or other inpatient setting. Lab coats are to be returned at the end of the training year.
- Local policies at each medical center or clinic may include demands on dress that exceed the above. Trainees are expected to follow the professional appearance code requirement in their respective medical center or clinic.
- If a pager is issued to a trainee, the trainee is expected to always carry it when on site or traveling between sites. Pagers are to be returned at the end of the training year.

*Please Note: the above expectations remain in place even when working virtually throughout the training year

Workplace Attire in Specialty Clinics

While working in certain departments (such as Behavioral Medicine), trainees who are placed in these departments are to be provided with the same attire as other mental health clinicians who work in these departments. For example, in departments where mental health staff typically wear white coats, trainees are asked to be provided with the same attire and apparel as their supervisory staff.

A trainee who does not meet the standards of Professional Appearance will be counseled and may be instructed to change clothing. If a trainee is counseled more than once about professional appearance, the supervisor will inform the consortium training director, who will begin remediation. Failure to follow the remediation plan may result in dismissal. Exceptions to this standard will be made for bona fide religious activities on a case-by-case basis.

10.04 Social Media Policy

<https://kpnational.policytech.com/dotNet/documents/?docid=26> Members of the training program (both trainees and faculty) who use social media (e.g., Instagram, Snapchat, Facebook, Twitter, etc.) and other forms of electronic communication should be mindful of how these communications may be perceived by patients, colleagues, training faculty and others. Trainees and faculty should make every effort to minimize material that may be deemed inappropriate for a mental health professional in a training program, including derogatory comments about the employer, inappropriate language, etc. In these mediums, all trainees and faculty are expected to abide by professional guidelines (e.g., APA, NASW, etc.) related to ethics and conduct.

To this end, it is recommended that all members of the training program set their security settings to “private” and consider limiting the amount of personal information posted on these sites.

Patients should never be included as part of one's social network, and any information that might lead to the identification of a patient or compromise patient confidentiality in any way is prohibited. If a trainee is reported doing or is depicted on a social media site or in an email as doing something unethical or illegal, that information may be used by the training program to determine corrective action, up to and including termination. Greetings on voicemail services and answering machines used for professional purposes should be thoughtfully constructed as directed by supervisors."

10.05 Tuition Reimbursement Policy

KP's National Tuition Reimbursement Administration (NTRA) approves courses that a) help the employee in their current position or b) are part of an established career path within Kaiser Permanente. Ninety-nine percent of all applications are approved as long as the employee meets eligibility requirements. Follow NTRA guidelines closely for submission of applications for reimbursement.

NTRA phones are answered Monday through Friday, from 7:00 am to 4:00 pm, Pacific Time. Be sure to identify yourself as a Northern California Mental Health trainee, when calling.

Phone: 1-866-480-4480
Fax: 1-877-201-0081
E-mail: National-TRA@kp.org

A. GENERAL INFORMATION

The information below is intended to highlight and augment but not replace the information located on MyHR and in Kaiser Permanente (KP) Tuition Reimbursement (TR) policy, NCAL.HR.6.03. For complete information about tuition reimbursement policy and processes, go to the National Tuition Reimbursement Administration (NTRA) and the KP Career Planning web site at <http://www.kpcareerplanning.org/>

1. To obtain the TR benefit, mental health (MH) trainees must be actively employed by KPNC for at least 90* contiguous days prior to attending any event or making any purchase for which they have applied for reimbursement. For example, if a trainee's start date is September 4th, their "eligibility date" for obtaining TR benefits will be on or after December 4th of the same year. **An exception will be made for license-prep courses, workshops, or materials; in which case the trainee's eligibility date is 30 days after their start date.*
2. Any educational event for which the trainee seeks reimbursement must begin on or after the trainee's "eligibility date" and must end before the trainee's last day of training. This means that if an event for which a trainee seeks reimbursement begins or ends after the trainee's last day at KP, the event is **not** reimbursable.
3. Any MH trainee (as well as any regular employee) who is scheduled to work 20 or more hours per week is eligible to receive a maximum of \$3000 in tuition reimbursement, per calendar year. Up to \$750 of this total may be spent on travel to educational events (see section 5.3.3.2 of the KPNC national policy, copied below).
4. A MH trainee must submit their TR application and obtain approval for reimbursement WELL BEFORE the course starts and before they plan to pay for it. It is recommended that the trainee submit their application to the National Tuition Reimbursement Administration (NTRA) a minimum of 8 weeks (2 months) before the course registration

deadline. By knowing in advance if they will be reimbursed for the course(s), the trainee can make an informed decision as to whether or not to purchase the course(s). A trainee can also submit their application before their eligibility date, as long as the event they wish to be reimbursed for occurs after their eligibility date.

5. The MH trainee should talk with their manager about which approved courses/tools they are interested in taking/purchasing. Courses/classes/workshops that pertain to the fields of mental and behavioral health, psychology, and social work, that award credits, units or hours are reimbursable. Although trainees cannot earn continuing education (CE) units, as they are not licensed, this will not prevent them from being reimbursed. Their manager will need to approve any TR application before it is submitted to the NTRA.
6. The TR application is accessed and completed online at <http://www.kpcareerplanning.org/>
7. The average TR application processing time is 2 to 4 pay periods (4 to 8 weeks).
8. The MH trainee can monitor the status of their application online at <http://www.kpcareerplanning.org/>. Click on the green bar: "View Reimbursement Request Status" after signing onto the Tuition Reimbursement section. Application status will be one of the following, as described below:
 - "Submitted" = No one has approved yet
 - "Manager accepted" = Manager approval received; NTRA still needs to approve
 - "Approved" = Manager & NTRA have approved
 - "Denied" = NTRA denied
 - "Pending receipts" = NTRA needs receipts
 - "Pending grades" = NTRA needs proof of completion
 - "Documents missing" = Both the receipt and the proof of completion are missing
9. Once the application is approved by both manager and NTRA, it may take an additional 2 to 4 pay periods (4 to 8 weeks) for the trainee to receive reimbursement, which occurs after the event and after the trainee has submitted all of their supporting documentation, including invoice/statement of charges, grades, and receipts.

Instead of faxing the required supporting materials/documents, the trainee is advised to upload these documents (such as invoices and receipts of completion) and only in a non-editable e-file format, e.g., PDF (as opposed to MSWord).

10. The trainee will have up to 90 days after the end of the course to submit supporting documentation. If the trainee is no longer employed by KP at the time that they receive their documentation pertaining to an approved reimbursement, they should contact the NTRA office to arrange to send their documents and obtain reimbursement.

B. All KP Employees: What is Reimbursable?

1. The following policy sections have been excerpted from KPNC TR Policy **NCAL.HR.6.03**, and pertain to all KP employees, including paid trainees. The complete policy is available on My HR.

5.1.2.1 Eligible courses are those offered through an educational institution which has been accredited by the Western Association of Schools and Colleges (WASC) or a regional/local equivalent. Courses offered through the KP School of Allied Health Sciences are also considered eligible courses. Course(s) are to be taken for academic credit (units). A course must be completed with a grade of “C” or better, or “Pass” in cases of “Pass-Fail” or for “Credit” in cases of “Credit/No Credit.”

5.1.2.3 Also eligible for reimbursement are courses, certificate programs, workshops, seminars, professional conferences, educational meetings, and special events taken/attended for continuing education (i.e., CEU, PDU, CME, Contact Hours) in order to advance skills and obtain or maintain position-required licensure, degrees, or certification, provided they are taken at an accredited institution, professional society, or governmental agency or authorized by these organizations to deliver credentials on their behalf.

5.3.3.1 Travel, room/lodging expenses up to \$750 per calendar year, which is limited to expenses for courses identified in section 5.1.2.3. [NOTE: The \$750 is included in the \$3,000 reimbursement maximum and is not available for college undergraduate or graduate degree programs. Only certain travel expenses are reimbursable. See additional information on MyHR, under Education Assistance, including how to submit a travel application and supporting documents.

Please note that, in order for the MH trainee to apply for travel reimbursement, they must first access the Continuing Education (CE) section of the online TR application

2. Covered expenses are limited to:

- Tuition
- Books
- Laboratory fees
- Course registration fees
- Eligible travel (see 5.3.3.2, shown above)

3. ***Licensing exam fees are specifically excluded from reimbursement coverage.***

C. Mental Health Trainees: What is Reimbursable?

1. School Tuition: Psychology Doctoral Interns, who are currently enrolled in academic programs, can apply to have their tuition reimbursed.

2. Pre-Licensure Coursework: ACSWs, AMFTs, APCCs and Postdoctoral Residents are required by the California Board of Behavioral Sciences or Board of Psychology to complete certain pre-licensure coursework. These courses are reimbursable through TR, provided that the courses award credits, units, or hours. Please consult the relevant licensing board websites for a list of requisite coursework.

3. Exam Prep:

The information listed below pertains to prep resources for the following exams:

- | | |
|--------|---------------------------------|
| ACSWs: | - LCSW-SWLE (Law & Ethics Exam) |
| | - LCSW-SWCE (Clinical Exam) |
| AMFTs: | - MFT-LE (Law & Ethics Exam) |
| | - MFT-CE (Clinical Exam) |

- APCCs: - *LPCC Law & Ethics Exam*
 - *NCMHCE (Clinical Exam)*
- Psych Residents: - *EPPP*
 - *CPLÉE*

D. AATBS is the only non-academic provider of exam prep courses/workshops/materials that meet the NTRA criteria for reimbursement. AATBS will give 25% off NTRA qualified materials. To take advantage of this offer, trainees are directed to complete the following **steps**: 1) Send email to Kevin Norton at knorton@aatbs.com to set up an appointment to **ask** questions, review packages or complete your order via credit card. (No checks **accepted**.); 2) Call **Kevin Norton at 805-665-5105 to place your order**. Leave a message and your call will be returned within 24 hours (M-F). NOTE: Orders placed via AATBS website will delay the delivery of your certification of completion for reimbursement purposes

EPPP and CPLÉE Prep: <https://behavioral-science.aatbs.com/kp-psych/>

1. **Workshops** that prepare participants for licensing examinations must award credits, units, or hours to be reimbursable. The trainee must upload their certificate of completion showing credits earned for the workshop to NTRA as part of their supporting materials.
 - a) The automated certificate for the **EPPP 4-Day workshop** is issued the following week after completion of the event. For all other workshops, please contact Kevin Norton after completion of the event. Once attendance is verified, a certificate of completion will be emailed to the participant.
 - b) The certificate of completion for the **online self-paced workshop** is issued 30 days* after it is purchased. Contact Kevin Norton and request a certificate for the workshop (*no sooner than 30 days; no later than the end of the training year).
2. **Packages that Include Workshop and Study Materials:** In order to be reimbursed for a package that includes a workshop and study materials, you must upload documentation for each package item into your existing TR application as part of your supporting materials. Documentation must attest to the completion of credits, units, or hours for each item.
 - a) **Workshop Certificates:** obtain following the instruction outlined above.
 - b) **Study Material Certificates:** The certificate of completion for the study materials is issued 30 days* after they are purchased (*no sooner than 30 days; no later than the end of the training year). *The trainee is responsible for contacting Kevin Norton and requesting certificates for all study materials included in the package.*
3. For **Packages with Exam Study Materials Only** (i.e., no workshop included):
 - a) The trainee must complete and pass the exam before the end of their training year, then contact Kevin Norton, provide the passing score and request certificate(s) for the study materials to be issued.

- b) After the trainee has received the certificate awarded by AATBS showing credits earned for each item purchased, the trainee should upload the certificate(s) into their existing TR application as supporting documentation.

10.06 HR Job Codes and Titles for Mental Health Trainees

The following chart shows the Primary HR Types for KPNC Mental Health Trainees. It is important that trainees are coded correctly, as the codes determine whether KP patients are charged co-pays for their treatment.

MHTP Trainee Job Code	MHTP Trainee Job Title [brackets show old titles]	Primary HR Type Code	Primary HR Type "Job Title"
----	Psychology Practicum Extern	DU - Student	Psychologist Trainee
----	Pre-Master's Mental Health Intern	DU - Student	Mental Health Trainee
025420	Psychology Doctoral Intern	BP	Psychologist Trainee
025430	Psychology Postdoctoral Resident	BP	Psychologist Trainee
025471	Neuropsychology Postdoctoral Resident	BP	Psychologist Trainee
025472	Associate Post Masters MH Fellow [Associate Clinical Social Worker (ASW)]	CI	Psychiatric Social Worker Trainee
025472	Associate Post Masters MH Fellow [(Associate Marriage and Family Therapist (AMFT))]	DG	Marriage & Family Therapist Trainee
025472	Associate Post Masters MH Fellow [Associate Professional Clinical Counselor (APCC)]	DG	Professional Clinical Counselor Trainee

Appendix A

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

BASELINE ASSESSMENT OF POSTDOCTORAL RESIDENT STANDARDS of ACCREDITATION LEVELS 1 & 2 COMPETENCIES WITH BEHAVIORAL ANCHORS (Rev. 7/2020)

Training Year: _____ Date: _____
 Consortium: _____ Site: _____
 Resident Name: _____ Team: _____
 Primary Supervisor Name: _____

DIRECTIONS:

The KP Postdoctoral Training Program has specific training goals and competencies, which are listed on this form. Working collaboratively at the beginning of the training year, the resident and supervisor rate the resident on all competencies listed below. Together, they identify areas of focused training and supervision for the year to ensure that the resident meets minimum levels for all professional competencies upon completion of the postdoctoral residency program. The baseline ratings are then used as a communication tool for the resident and supervisor to aid them in developing the Individual Training Contract, tailoring the year's training emphases to the specific needs of the resident.

Using the following scale, the resident and supervisor rate the resident's experiences in all competency areas. Residents are encouraged to utilize the full range of the rating scale in order to maximize training opportunities and to clarify training focus.

Baseline Assessment Rating Scale:

- 1 = No Experience:** Resident has **no experience** in this competency area: needs focused training
2 = Minimal Experience: Resident has **minimal experience** in this competency area: needs focused training
3 = Meets Expectations: Resident's experience **meets expectations** of a person who has completed a one-year doctoral internship.

Level One Competency A: INTEGRATION OF SCIENCE AND PRACTICE

1) Scientific Foundations of Psychology and Professional Practice			
Objectives:			
■ Uses theoretical and research knowledge to conceptualize cases and form appropriate treatment goals			
■ Models a commitment to educational and scholarly endeavors to keep current with research			
■ Understands the biopsychosocial etiology of psychological disorders, including psychoneuroimmunological factors			
Behavioral Anchors:	Baseline		
● Readily applies evidence-based practice to work with patients	1	2	3
● Utilizes available databases, professional literature, seminars, consultation sessions, and other resources as appropriate	1	2	3
● Applies scientific knowledge and a biopsychosocial approach to the solution of problems	1	2	3
2) Program Development/Evaluation			
Objectives:			
■ Understands the importance of program/development evaluation to the practice of Health Service Psychology			
■ Develops and implements a program development/evaluation project			
■ Demonstrates consideration of diversity factors when developing program development/evaluation project			
■ Demonstrates competence in evaluating outcomes			
■ Provides outcomes to colleagues and organizational leaders to improve program			
Behavioral Anchors:	Baseline		
● Able to synthesize relevant literature and create a coherent proposal	1	2	3
● Uses methods appropriate to the program development/evaluation question, setting and/or community, in developing and implementing project	1	2	3
● Writes clear, concise report on findings, following guidelines as outlined in the Policy and Procedure Manual	1	2	3

• Effectively presents results to staff/peers	1	2	3
• Identifies and communicates how outcome data can be applied to improve functioning of local program(s)	1	2	3
Supervisor Comments for Integration of Science and Practice:			

Level One Competency B: INDIVIDUAL AND CULTURAL DIVERSITY			
1) Awareness of individual differences based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status			
Objectives:			
■ Independently monitors and applies knowledge of self and others as cultural beings, and the interaction as shaped by individual and cultural diversity of participants in assessment, treatment, research, consultation, and supervision			
■ Demonstrates competence in building rapport with all patients taking into account issues of diversity			
■ Demonstrates competence in knowing when to seek cultural consultation			
■ Applies knowledge, skills and attitudes and values regarding intersecting and complex dimensions of diversity			
Behavioral Anchors:	Baseline		
• Articulates how one's own cultural/ethnic identity may impact relationships with patients and Colleagues	1	2	3
• Initiates consultation and/or supervision about diversity issues in a reflective manner	1	2	3
• Integrates multicultural awareness in assessment and treatment by practicing culturally sensitive care and adapting treatment accordingly	1	2	3
• Demonstrates competence in working with individuals whose group membership, demographic characteristics or worldviews may be counter to one's own	1	2	3
• Able to adapt treatment plan to reflect these characteristics when necessary	1	2	3
Supervisor Comments for Individual and Cultural Diversity:			

Level One Competency C: ETHICAL AND LEGAL STANDARDS			
1) Ethical and Legal Standards, Policies, and Guidelines			
Objectives:			
■ Demonstrates command and understanding of the APA Ethical Principles and Code of Conduct			
■ Demonstrates understanding of state and federal laws and APA policies that apply to health service psychology			
■ Independently and consistently integrates ethical and legal standards into all competencies			
■ Understands and observes all Kaiser Permanente policies, regulations, and codes of conduct			
■ Understands and adheres to all Kaiser psychology postdoctoral residency policies as delineated in the Policy and Procedure Manual for the Postdoctoral Residency Programs in Clinical Psychology			

Behavioral Anchors:	Baseline		
• Identifies complex ethical and legal issues	1	2	3
• Seeks consultation and/or supervision on complex ethical and legal matters	1	2	3
• Applies ethical principles and standards in professional writings and presentations, treatment, and Teaching	1	2	3
• Adheres to company and departmental policies (including meeting attendance)	1	2	3
• Demonstrates awareness of the postdoctoral residents' Policy and Procedure manual as an essential program resource	1	2	3
Supervisor Comments for Ethical and Legal Standards:			

Level Two Competency D: PROFESSIONAL VALUES, ATTITUDES, AND BEHAVIORS			
1) Professionalism			
Objectives:			
■ Monitors and independently resolves clinical, organizational, and interpersonal situations by incorporating professional values and integrity			
■ Independently accepts personal responsibility across settings and contexts			
■ Independently acts to safeguard the welfare of others, patients as well as colleagues			
■ Demonstrates self-reflection in the context of professional practice			
■ Accurately assesses self in all competency domains			
■ Actively self-monitors issues related to self-care			
Behavioral Anchors:	Baseline		
• Takes action to correct situations that are in conflict with professional values	1	2	3
• Holds self-accountable for own behavior and decisions	1	2	3
• Receptive to review of quality of services by supervisors and/or administrators	1	2	3
• Actions convey sensitivity to patients' experiences and needs while retaining professional demeanor and Behavior	1	2	3
• Respects the beliefs and values of colleagues even when those are inconsistent with own personal beliefs and values	1	2	3
• Effectively communicates assessment of own strengths and weaknesses	1	2	3
• Takes action to bridge gaps in professional competencies	1	2	3
• Models effective self-care	1	2	3
Supervisor Comments for Professional Values, Attitudes, and Behaviors:			

Level Two Competency E: COMMUNICATION AND INTERPERSONAL SKILLS

1) Relates effectively and meaningfully with individuals, groups and/or communities

Objectives:

- Develops and maintains productive and respectful relationships with clients, peers/colleagues, supervisors, and managers
- Demonstrates skill in managing difficult communications and resolving conflict.
- Oral and written communications are informative, articulate, and succinct and demonstrate a thorough grasp of professional language and concepts

Behavioral Anchors:

Baseline

• Maintains respectful and collegial interactions with others	1	2	3
• Effectively negotiates conflictual, difficult and/or complex relationships	1	2	3
• Provides effective feedback to others and receives feedback nondefensively	1	2	3
• Communication is understandable and consistent across expressive modalities	1	2	3
• Demonstrates the use of appropriate professional language when communicating with clients and other health care providers	1	2	3

Supervisor Comments for Communication and Interpersonal Skills:

Level Two Competency F: ASSESSMENT

1) Measurement, Psychometrics, and Diagnosis

Objectives:

- Understands the strengths and limitations of assessment instruments and diagnostic approaches
- Understands that variables such as substance abuse, poor diet, lack of exercise, sleep problems and other medical conditions can confound assessment results
- Collaboratively selects and implements multiple methods of evaluation in ways that are responsive to and respectful of diverse individuals, couples, families, and groups
- Utilizes case formulation and diagnosis for intervention planning in the context of human development and diversity
- Interprets results and organizes the report to accurately answer the presenting question and gives specific recommendations to the referring provider
- Conducts a comprehensible and constructive feedback interview with the patient. explaining results and recommendations

Behavioral Anchors:

Baseline

• Is flexible in selecting assessment tools that address diagnostic questions for specific patient Populations	1	2	3
• Applies awareness and competent use of culturally sensitive instruments and norms	1	2	3
• Interprets assessment results accurately to identify problem areas and diagnoses	1	2	3
• Recommends an empirically supported treatment plan based on the assessment	1	2	3
• Writes comprehensive reports which include discussion of strengths and limitations of measures and identification of any confounding variables	1	2	3
• Provides timely, understandable, and useful feedback that is responsive to patient needs	1	2	3

Supervisor Comments for Assessment:

[illegible]

Level Two Competency H: CONSULTATION and INTERDISCIPLINARY SYSTEMS			
1) Role of the Consultant and Application of Consultation Methods			
Objectives:			
■ Demonstrates knowledge and awareness of leadership skills as a consultant and/or psychological liaison in interdisciplinary teams			
■ Demonstrates knowledge and ability to select appropriate means of assessment/data gathering to answer referral question			
■ Applies knowledge to provide effective assessment feedback and to articulate appropriate recommendations			
Behavioral Anchors:	Baseline		
● Recognizes situations in which consultation is appropriate	1	2	3
● Adapts to situations that require a consultation role	1	2	3
● Gathers information necessary to answer referral or consultation question	1	2	3
● Prepares clear, useful written reports and/or verbal feedback/recommendations to all appropriate parties	1	2	3
2) Interprofessional/Interdisciplinary Skills			
■ Knowledgeable and respectful of the differing worldviews, roles, professional standards, and contributions of other professionals			
■ Demonstrates skills that support effective interdisciplinary team functioning			
■ Participates in and initiates interdisciplinary collaboration directed toward shared goals			
Behavioral Anchors:			
● Communicates effectively with individuals from other professions	1	2	3

• Utilizes the unique contributions of other professionals in team planning and functioning	1	2	3
• Develops and maintains collaborative relationships with peers/colleagues and professionals from other disciplines	1	2	3
Supervisor Comments for Consultation and Interdisciplinary Systems:			

Level Two Competency I: COMMUNITY PARTNERSHIPS			
Objective:			
■ Provides education and training based on the empirical literature to promote healthy behaviors in underserved populations			
■ Provides education and training based in underserved populations			
Behavioral Anchors:	Baseline		
• Provides outreach to underserved communities to improve the biopsychosocial health of members of those communities	1	2	3
• Collects, analyzes, and presents relevant demographic and outcome data to partnership stakeholders	1	2	3
• Develops alliances with individuals and/or systems to improve the lives of those served	1	2	3
Supervisor Comments for Community Partnerships:			

SIGNATURES

Resident Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Based on 2012 APA Competency Benchmark Revisions; and original adaptation 2010 by Kaiser Permanente Northern California Psychology Postdoctoral Residency Programs from Fouad, N.A., et al (2009). Competency benchmarks: a model for understanding and measuring competence in professional psychology across training levels. Training and Education in Professional Psychology 2009, Vol. 3, No. 4(Suppl.), S5-S26.

**KAISER PERMANENTE NORTHERN CALIFORNIA
POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY**

Training Year: _____ Date: _____

Consortium: _____ Site: _____

Resident: _____ Team: _____

Primary Supervisor Name: _____

List plan(s) for addressing all competency area(s) which resident and supervisor have rated as "1" (Minimal Experience) on the Baseline Assessment of Resident Competencies form:

[illegible]

List all competency areas on which resident wishes to focus during the training year:

[illegible]

B. Secondary Supervisor: I agree with the plan for Dr. _____ to be my secondary supervisor for my postdoctoral residency year.

IV. RESPONSIBILITIES AND EXPECTATIONS OF RESIDENT

I understand the basic requirements and expected competencies of this postdoctoral program, and I have the Policy and Procedure Manual that details other expectations and responsibilities of the program. My progress with these responsibilities and expectations will be evaluated at quarterly intervals. This information will remain confidential except to be reported by my primary supervisor to the supervisory team. Data is collected from second and fourth quarter Competencies Evaluations and Resident Program Surveys and collated by training site and by the consortium for the purpose of program evaluation.

My responsibilities and expectations are to:

- Spend approximately 20 hours per week providing direct services to patients through individual, group or family therapy and conducting psychological assessments (minimum one assessment per quarter)
- Complete Required Program Development/Evaluation Project
- Spend a minimum of 32 hours over the course of the training year engaged in a community partnership project
- Attend all regional training seminars, unless supervisor authorizes my absence
- Attend local didactics (at minimum 90% attendance)
- Complete assigned readings
- Review the Evaluation of Supervisor form to understand the supervisory standards of the program and use it as a guide for discussion with my supervisors to identify my supervision and training needs
- Meet with primary supervisor on a weekly basis to receive individual supervision and instructive feedback
- Demonstrate preparedness/receptivity for supervision
- Present challenging cases as appropriate
- Forward HealthConnect notes of all patient sessions to the primary supervisor for review in a timely manner so that they may be closed within the required two-day window
- Maintain a log of supervisory hours (individual and group), treatment team documentation and completed assessments
- Consistently make progress on all behavioral anchors throughout the training year
- Demonstrate timeliness in record keeping, report writing, meetings, supervision, patient care etc.
- Maintain professional and ethical standards, including but not limited to adherence to child, dependent adult and elder abuse reporting laws, confidentiality, and respect for boundaries as outlined by KP, the BOP, APA, and the state.

I also understand and agree that:

- Supervisors bear liability in supervision regarding the standard of patient care/client welfare and need to have complete information regarding patients and files.
- In supervision, attention to personal factors and diversity issues such as values, belief systems, biases, conflicts, and predispositions may be discussed in relation to patient care/client welfare.
- In the event that my own personal process(es) does disrupt patient care, the supervisory team and/or site training director may suggest that I seek my own personal therapy.
- My primary supervisor will present me with formal written feedback on my performance using the Competencies Evaluation, at least once per quarter and more frequently, if necessary, if a concern arises in any competency area
- If any competency area is unsatisfactory, the supervisory team and site training director will specify strategies to help me meet these competencies, including implementing a formal remediation or corrective action plan if necessary
- In order to complete the training program, I must achieve a minimum rating of "3" ("Meets Expectations") by the end of the fourth quarter for all behavioral anchors in the Competencies Evaluation

Resident acknowledges that, by signing this form, he/she/they understand and agrees to the above Training Agreements, and Responsibilities and Expectations.

The Resident Individual Training Contract has been agreed to on this _____ of _____, 20____

Required Signatures:

Resident: _____ Date: _____

Primary Supervisor: _____ Date: _____

Site training director: _____ Date: _____

Revised 2010 from original contract created by L. Kittredge, Kaiser Permanente Northern California Psychology Postdoctoral Residency Programs, from Falender & Shafranske, Clinical Supervision: A Competency-Based Approach, American Psychological Association, Washington, D.C., 2004, and various models posted on the APPIC Website.

Appendix C

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

COMPETENCIES EVALUATION

STANDARDS of ACCREDITATION LEVELS 1 & 2 COMPETENCIES WITH BEHAVIORAL ANCHORS
(REV. 7/2023)

Training Year: _____ Date: _____
 Consortium: _____ Site: _____
 Resident Name: _____ Team: _____
 Primary Supervisor Name: _____

Rating	Measurement	Description
1 = Inadequate	At this point in the training program, Resident's performance <u>is inadequate.</u>	A rating of "1" (Inadequate) prompts the supervisor to: 1) Complete the Letter of Warning procedure in the Remediation process (see Appendix F of the Policy and Procedure Manual); and 2) Complete a narrative describing the justification behind this rating.
2 = Needs Improvement /Area of Focused Guidance	At this point in the training program, Resident's performance <u>needs improvement or continues to be an area of focused guidance.</u>	A rating of "2" (Needs Improvement) prompts the supervisor to: 1) Initiate or continue the Focused Competency Guidance in the Remediation process (see Appendix F of the Policy and Procedure Manual); and 2) Complete a narrative describing the justification behind this rating.
3 = Meets Expectations	At this point in the training program, Resident's performance <u>meets expectations.</u>	A rating of "3" (Meets Expectations) indicates that the Resident's performance meets or exceeds the competency requirements for postdoctoral residents at the current stage of training. Supervisor completes a narrative describing when a resident exceeds expectations. Defined as including, but not limited to, the ability to generalize skills and knowledge to novel and/or complex situations, demonstrate expertise in a broad range of clinical and professional activities, and demonstrate the ability to serve as an expert resource to other professionals

To receive a Certificate of Completion, Resident must achieve ratings of 3 for ALL behavioral anchors by end of 4th quarter.

Level One Competency: A - INTEGRATION OF SCIENCE AND PRACTICE

1) Scientific Foundations of Psychology and Professional Practice												
Objectives:												
■ Uses theoretical and research knowledge to conceptualize cases and form appropriate treatment goals												
■ Models a commitment to educational and scholarly endeavors to keep current with research												
■ Understands the biopsychosocial etiology of psychological disorders, including psychoneuroimmunological factors												
Behavioral Anchors:										BENCHMARK	BENCHMARK	BENCHMARK
										1 st Quarter	2 nd Quarter	3 rd Quarter
● Readily applies evidence-based practice to work with patients										1	2	3
● Utilizes available databases, professional literature, seminars, consultation sessions, and other resources as appropriate										1	2	3
● Applies scientific knowledge and a biopsychosocial approach to the solution of problems										1	2	3
2) Program Development and Evaluation												
Objectives:												
■ Understands the importance of program development/evaluation to the practice of Health Service Psychology												
■ Develops and implements a program development/evaluation project												
■ Demonstrates consideration of diversity factors when developing program development/evaluation project												

Level One Competency: B - INDIVIDUAL AND CULTURAL DIVERSITY													
1) Awareness of individual differences based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status													
Objectives:													
■ Independently monitors and applies knowledge of self and others as cultural beings, and the interaction as shaped by individual and cultural diversity of participants in assessment, treatment, research, consultation, and supervision													
■ Demonstrates competence in building rapport with all patients taking into account issues of diversity													
■ Demonstrates competence in knowing when to seek cultural consultation													
■ Applies knowledge, skills and attitudes and values regarding intersecting and complex dimensions of diversity													
Behavioral Anchors:						BENCHMARK		BENCHMARK		BENCHMARK		BENCHMARK	
						1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter	
						1 2 3		1 2 3		1 2 3		1 2 3	
						1 2 3		1 2 3		1 2 3		1 2 3	
						1 2 3		1 2 3		1 2 3		1 2 3	
● Articulates how one's own cultural/ethnic identity may impact relationships with patients and colleagues						1 2 3		1 2 3		1 2 3		1 2 3	
● Initiates consultation and/or supervision about diversity issues in a reflective manner						1 2 3		1 2 3		1 2 3		1 2 3	
● Integrates multicultural awareness in assessment and treatment by practicing culturally sensitive care and adapting treatment accordingly						1 2 3		1 2 3		1 2 3		1 2 3	
● Demonstrates competence in working with individuals whose group membership, demographic characteristics, or worldviews may be counter to one's own						1 2 3		1 2 3		1 2 3		1 2 3	
● Able to adapt treatment plan to reflect these characteristics when necessary						1 2 3		1 2 3		1 2 3		1 2 3	
Supervisor Comments for Individual and Cultural Diversity:													

[illegible]

Information is Proprietary to Kaiser Permanente Mental Health Training Program 56

Supervisor Comments for Communication and Interpersonal Skills:

57

[illegible]

1) Role of the Consultant and Application of Consultation Methods	
Objectives:	

■ Demonstrates knowledge and awareness of leadership skills as a consultant and/or psychological liaison in interdisciplinary teams				
■ Demonstrates knowledge and ability to select appropriate means of assessment/data gathering to answer referral question				
■ Applies knowledge to provide effective assessment feedback and to articulate appropriate recommendations				
Behavioral Anchors:	BENCHMARK 1 st Quarter	BENCHMARK 2 nd Quarter	BENCHMARK 3 rd Quarter	BENCHMARK 4 th Quarter
• Recognizes situations in which consultation is appropriate	1 2 3	1 2 3	1 2 3	1 2 3
• Adapts to situations that require a consultation role	1 2 3	1 2 3	1 2 3	1 2 3
• Gathers information necessary to answer referral or consultation question	1 2 3	1 2 3	1 2 3	1 2 3
• Prepares clear, useful written reports and/or verbal feedback/recommendations to all appropriate parties	1 2 3	1 2 3	1 2 3	1 2 3
2) Interprofessional/Interdisciplinary Skills				
■ Knowledgeable and respectful of the differing worldviews, roles, professional standards, and contributions of other professionals				
■ Demonstrates skills that support effective interdisciplinary team functioning				
■ Participates in and initiates interdisciplinary collaboration directed toward shared goals				
Behavioral Anchors:				
• Communicates effectively with individuals from other professions	1 2 3	1 2 3	1 2 3	1 2 3
• Utilizes the unique contributions of other professionals in team planning and functioning	1 2 3	1 2 3	1 2 3	1 2 3
• Develops and maintains collaborative relationships with peers/colleagues and professionals from other disciplines	1 2 3	1 2 3	1 2 3	1 2 3
Supervisor Comments for Consultation and Interdisciplinary Systems:				

Level Two Competency: I - COMMUNITY PARTNERSHIPS				
Objective:				
■ Provides education and training based on the empirical literature to promote healthy behaviors in underserved populations				
■ Provides education and training based in underserved populations				
Behavioral Anchors:	BENCHMARK 1 st Quarter	BENCHMARK 2 nd Quarter	BENCHMARK 3 rd Quarter	BENCHMARK 4 th Quarter
• Provides outreach to underserved communities to improve the biopsychosocial health of members of those communities	1 2 3	1 2 3	1 2 3	1 2 3
• Collects, analyzes, and presents relevant demographic and outcome data to partnership stakeholders				1 2 3
• Develops alliances with individuals and/or systems to improve the lives of those served	1 2 3	1 2 3	1 2 3	1 2 3
Supervisor Comments for Community Partnerships:				

**KAISER PERMANENTE NORTHERN CALIFORNIA
POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY**

COMPETENCIES EVALUATION

SIGNATURES

First Quarter

[] This evaluation has been completed in part using direct observation per SoA II.D.1.b.ii by the supervisor of the resident.

Resident Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Delegated Supervisor Signature: _____ Date: _____

Second Quarter

[] This evaluation has been completed in part using direct observation per SoA II.D.1.b.ii by the supervisor of the resident.

Resident Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Delegated Supervisor Signature: _____ Date: _____

Third Quarter

[] This evaluation has been completed in part using direct observation per SoA II.D.1.b.ii by the supervisor of the resident.

Resident Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Delegated Supervisor Signature: _____ Date: _____

Fourth Quarter

[] This evaluation has been completed in part using direct observation per SoA II.D.1.b.ii by the supervisor of the resident.

Resident Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Delegated Supervisor Signature: _____ Date: _____

Based on 2012 APA Competency Benchmark Revisions; and original adaptation 2010 by Kaiser Permanente Northern California Psychology Postdoctoral Residency Programs from Fouad, N.A., et al (2009). Competency benchmarks: a model for understanding and measuring competence in professional psychology across training levels. Training and Education in Professional Psychology 2009, Vol. 3, No. 4(Suppl.), S5-S26. (Rev 03SEP2019)

Appendix D

KAISER PERMANENTE NORTHERN CALIFORNIA MENTAL HEALTH TRAINING PROGRAMS

POST-DOCTORAL RESIDENT REMEDIATION: FOCUSED COMPETENCY GUIDANCE PLAN (rev. 7/2022)

To be signed by the PRIMARY SUPERVISOR and the POST-DOCTORAL RESIDENT

Policy Statement:

Focused Competency Guidance is *typically* triggered when a resident receives one or more ratings of “2” (“Needs Improvement”) for any behavioral anchor(s) on the Competency Evaluation (CE). A rating of “2” typically indicates minor competency deficit(s) that may be easily ameliorated by added training. However, during the third or fourth quarters of the training year, if an intern receives a “2” for any behavioral anchor, the supervisor may choose to initiate Probation.

After determining the need to initiate Focused Competency Guidance and recording concerns in narrative form on the resident's CE, the site training director and the primary supervisor will meet with the resident. During this meeting, the site training director and the primary supervisor will present the Focused Competency Guidance Plan below, identifying the competencies to be targeted and the recommended actions. The guidance plan will include a timeline for reassessment of the identified concerns. If the timeline calls for reassessment before the next quarterly CE, the CE is utilized at the appointed time and follow-up remarks are detailed. This plan must be signed and dated by both the primary supervisor and intern during the initial and follow-up meetings with a copy provided to the resident. A copy will also be placed in the resident's training file.

The resident acknowledges that by signing this Focused Competency Guidance plan at the initial meeting, they understand that if Focused Competency Guidance is not successfully completed, some or all of the resident's supervised hours may not be counted (i.e., will be found to be unsatisfactory) from the date of the commencement of this plan.

Competency Evaluation Quarter and Training Year, and/or Date Initiation Date:	
Post-Doctoral Resident Name (print):	
Primary Supervisor Name (print):	

Statement of Plan Completion:

On _____ (date), _____ (resident name) successfully completed the Focused Competency Guidance Plan and is now meeting postdoctoral residency program minimum levels of achievement.

Primary Supervisor Name (Signature) and Date

A. Competency Issues discussed at meeting, rated as "2" on CE:	B. Recommended Actions	C. Reassessment Status of Actions/Competency
Competency/Issue:		
Competency/Issue:		
Competency/Issue:		
Competency/Issue:		

Focused Competency Guidance Plan			Page 3 of 3
A. Competency Issues discussed at meeting, rated as "2" on CE:	B. Recommended Actions (cont'd)	C. Reassessment Status of Actions/Competency	
Competency/Issue:			
Competency/Issue:			

Timeline / Date of Next Assessment	Post-Doctoral Resident Signature & Date	Primary Supervisor Signature & Date
Initial Meeting		
Reassessment Meeting		
Reassessment Meeting		

Appendix E

KAISER PERMANENTE NORTHERN CALIFORNIA MENTAL HEALTH TRAINING PROGRAMS

POST-DOCTORAL RESIDENT REMEDIATION: PROBATION PLAN (rev. 7/2022) To be signed by the SITE TRAINING DIRECTOR, PRIMARY SUPERVISOR and RESIDENT

Policy Statement:

A **Letter of Warning** is *typically* triggered when a resident fails to achieve timely and/or sustained improvement after completing a Focused Competency Guidance Plan and/or receives one or more rating(s) of "1" for any behavioral anchor(s) on the Competencies Evaluation. A rating of "1" ("Inadequate") indicates major competency deficit(s). If a resident receives a "1" for any of these anchors during the third or fourth quarters of the training year, the supervisor may initiate Probation.

To initiate Probation, the site training director and primary supervisor, with input from other training faculty, the department manager, and an HR consultant, presents the resident with a Letter of Warning. The site training director and the primary supervisor will also present the resident with the Probation Plan below which includes a recording of competency concern(s) and the recommended remedial actions. After the plan is signed by all parties, copies will be provided to the resident and a copy will be placed in the resident's training file.

Within the time frame outlined in the Probation Plan, the resident's primary and secondary supervisors will evaluate the resident's progress and document their findings on the outcome's sections of this form. If insufficient progress has been made by the end of the probationary period, the site training director, and the department manager, in consultation with the resident's supervisors and HR administration may extend the Probation or may Suspend the resident.

The resident acknowledges that by signing this Probation Plan at the initial meeting, they understand that if the Probation is not successfully completed, some or all of the resident's supervised hours may not be counted (i.e., will be found to be unsatisfactory) from the date of the commencement of this plan.

Competency Evaluation Quarter and Training Year and Plan Initiation Date:	
Post-Doctoral Resident Name (print):	
Primary Supervisor Name (print):	
Site Training Director Name (print):	

Statement of Plan Completion:

On _____ (date), _____ (resident name) successfully completed the Probation Plan and is now meeting postdoctoral residency program minimum levels of achievement.

Training Director Name (Signature) and Date Primary Supervisor Name (Signature) and Date

Probation Plan		Page 2 of 4
Probation Plan		Outcome
1. Description of resident's unsatisfactory performance		
2. Identification of targeted competency area(s)/behavioral anchors		

Probation Plan		Page 3 of 4
Probation Plan (cont'd)		Outcome
<p>3. Outline of measures to be undertaken to remediate resident's performance, including but not limited to: schedule modification; provision of opportunities for the resident to receive additional supervision and/or to attend additional seminars and/or other training activities; and/or recommendation of training resources</p>		

Probation Plan		Page 4 of 4
Probation Plan (cont'd)		Outcome
4. Expectations for successful outcome		
5. Consequences for unsuccessful outcome (which may include initiation of Probation)		
6. Timeline for completion		

Appendix F



The Permanente Medical Group, Inc.

NOTICE OF PROVISION OF MENTAL HEALTH TREATMENT SERVICES BY A PSYCHOLOGY POSTDOCTORAL RESIDENT

IN THE _____ CONSORTIUM RESIDENCY PROGRAM (REV. 7/2020)

This is to inform you that the mental health treatment services you are receiving are provided by an unlicensed Psychology Postdoctoral Resident.

Resident Name: _____, PsyD/PhD/EdD

Resident Contact #: _____

Residency Completion Date: _____

This resident is working under the supervision of:

Supervisor Name: _____, PsyD/PhD/EdD

Supervisor License #: _____

Supervisor Contact #: _____

in addition to other licensed staff members in the Department of Mental Health,
Kaiser Permanente Medical Group, Inc.

Appendix G



**Postdoctoral Residency Programs in Clinical Psychology
Kaiser Permanente Northern California
PSYCHOLOGICAL EVALUATION
CONSENT FOR SERVICES (rev. 7/2020)**

The undersigned patient or responsible party consents to and authorizes mental health services by the Department of Psychiatry at Kaiser Permanente, _____. These services primarily include psychological testing, neuropsychological evaluations, and/or crisis interventions as necessary.

The undersigned understands that he/she/they has the right to:

- 1) Be informed of the services that can or will be provided.**
- 2) Be informed of the intended use of the evaluation.**
- 3) Receive feedback and recommendations based upon any assessments conducted; and**
- 4) May withdraw from services at any time as participation in psychological evaluation is completely voluntary**

The undersigned is aware that a provider in the Department of Psychiatry has referred him or her to obtain a comprehensive psychological evaluation. The purposes of this evaluation may be to clarify diagnoses, obtain collateral and objective information regarding his or her psychological functioning, etc.

The undersigned is also aware that the Department of Psychiatry at Kaiser Permanente, _____ is a teaching facility. As such, assessments may be conducted by an unlicensed postdoctoral resident in clinical psychology who will be supervised by _____ (PSY _____), who is a licensed clinical psychologist.

The undersigned also acknowledges that the psychologist or postdoctoral resident conducting the evaluation will be providing feedback to the referring provider and a copy of the assessment results will be placed in his/her Kaiser Permanente medical chart. **All medical records are confidential and will not be released without the patient's permission.**

With regard to timeline, the undersigned agrees that it can take up to **five weeks to receive the results of the psychological evaluation, feedback, and/or a copy of report.** If there are any questions, the undersigned can contact the above supervisor(s) or the unlicensed postdoctoral resident for information.

The undersigned is aware that the psychological evaluator, like all clinical staff in the Psychiatry Department, is **legally mandated to breach confidentiality and take appropriate action in cases involving potential abuse to a child, elder, or dependent adult or in cases where a patient poses an imminent danger to himself/herself or to others.**

By signing below, the undersigned acknowledges that he/she/they has read, understood, and agreed to the terms and policies outlined above.

Signature of Patient

Medical Record Number

Date

*Signature of Responsible Party
(Parent, Guardian, Conservator)*

Relationship to Patient

Date

Appendix H

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

_____ Consortium Seminar Evaluation

Title of Seminar: _____

Date: _____

Instructor(s): _____

Please use the following key to answer questions 1-10:

Absolutely--5 Somewhat--4 Uncertain--3 Probably Not--2 Absolutely Not or N/A--1

1. Was seminar consistent with its objectives and title? _____
2. Was seminar appropriately challenging? _____
3. Did seminar expand your knowledge in this topic? _____
4. Was the seminar taught at the promised level? _____
5. Were cultural and diversity issues integrated into the presentation? _____
6. Was material relevant to Mental Health professional activities? _____
7. Was/were instructor(s) well-informed on subject matter? _____
8. Was/were the instructor(s) well prepared? _____
9. Was/were instructor(s) attentive to questions? _____
10. Would you attend another seminar given by this instructor? _____
11. How would you rate the overall value of the program? (Circle one): _____

Excellent

Good

Fair

Poor

12. Suggestions for future seminar topics? _____

13. Please list two insights that you have gained from this seminar.

14. Additional comments are welcomed. Use reverse side of this sheet if needed.

Appendix I

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

RESIDENT PRESENTATION EVALUATION (REV 7/2023) _____ Consortium

Topic: _____
Date: _____
Presenter's Name: _____

What is your current professional status?
_____ Postdoctoral Resident Other (specify) _____

Please use the following key to answer questions 1-2:

Excellent—5 Good—4 Neutral—3 Somewhat Poor—2 Very Poor--1

1. On the basis of my overall impression, I would evaluate this presentation as: _____
2. The method of presentation was: _____

Please use the following key to answer questions 3-5:

Absolutely--1 Somewhat--2 Uncertain--3 Probably Not--4 Absolutely Not--5

3. The presenter was well-prepared for the presentation. _____
4. The material was interesting and expanded my knowledge. _____
5. The presenter addressed relevant culture/diversity and ethical issues, best practices research, etc. _____
6. The aspect of the presentation that I liked the most was: _____

7. The aspect that I liked the least was: _____

8. My suggestions for improving the topic or presentation: _____

9. Additional comments? (Use back of page if necessary)

Appendix J

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

RESIDENT EVALUATION OF SUPERVISOR (rev. 7/2020)

Consortium: _____ Date: _____

Evaluation Period: Year: _____ 2nd Quarter (Sept-Feb) _____
4th Quarter (Mar-Aug) _____

Supervisor's Name: _____

Supervisor's Status: _____ Primary individual supervisor
_____ Delegated (secondary) individual supervisor
_____ Group supervisor - indicate which group:
_____ Case Conference
_____ Psychological Assessment
_____ Program Development/Evaluation Project
_____ Supervision Training

Supervisee's/Residents' Name: _____

Please evaluate your supervisors using the criteria and rating scale below. The purpose of this evaluation is to inform the Training Program of the supervisors' strengths and weaknesses, and to help the supervisors improve in the practice of supervision. This evaluation process is optimally an ongoing part of the supervisory relationships, and the criteria below can be used to guide discussion throughout the training year. Both supervisors and supervisee should strive to talk openly about how the supervision is going, how well learning is taking place, and what needs improving.

Please indicate the degree to which the behaviors listed below are characteristic of your supervisor, using the following rating scale:

Numerical Rating	Level of Satisfaction
1	Does Not Meet My Expectations
2	Needs Improvement
3	Meets My Expectations

Supervisor Provides Atmosphere for Professional Growth

_____ Demonstrates a sense of support and acceptance
_____ Establishes clear and reasonable expectations for my performance.
_____ Establishes clear boundaries (i.e., not parental, peer or therapeutic).
_____ Makes an effort to understand me and my perspective.
_____ Encourages me to formulate strategies and goals without imposing his/her /their own agenda.
_____ Recognizes my strengths

- _____ Conveys an active interest in helping me to grow professionally
- _____ Is sensitive to the stresses and demands of the residency
- _____ Helps me to feel comfortable to discuss problems
- _____ I feel comfortable talking to my supervisor about my reactions to him/her/them and the content of our meetings

Supervisor's Style of Supervision

- _____ Makes supervision a collaborative process
- _____ Balances instruction with exploration; is sensitive to therapist's style and needs
- _____ Encourages therapist to question, challenge, or doubt supervisor's opinion
- _____ Admits errors or limitations without undue defensiveness
- _____ Openly discusses and is respectful of differences in culture, ethnicity, or other individual diversity
- _____ Enables the relationship to evolve over the year from advisory to consultative to collegial

Supervisor Models Professional Behavior

- _____ Keeps the supervision appointment and is on time
- _____ Is available when therapist needs to consult
- _____ Makes decisions and takes responsibility when appropriate.
- _____ Makes concrete and specific suggestions when needed
- _____ Assists therapist in integrating different techniques
- _____ Addresses countertransference issues/emotional reactions between therapist and patient
- _____ Raises cultural and individual diversity issues

Impact of Supervisor

- _____ Provides feedback that generalizes or transcends individual cases to strengthen therapist's general skill level
- _____ Shows concern for therapist's personal development as well as training program performance
- _____ Facilitates therapist's confidence to accept new challenges

The most positive aspects of this supervision are:

The least helpful or missing aspects of this supervision are:

This supervision experience might improve if:

Adapted 2008 by L. Kittredge & K. Lenhardt & modified 2014 by R. Gelbard, Kaiser Permanente Northern California Postdoctoral Residency Program, from Supervisor Feedback Form by S. Hall-Marley (2001), in Falender & Shafranske. *Clinical Supervision: A Competency-Based Approach*. APA, 2004, pp 273-275.

Appendix K

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

RESIDENT PROGRAM SURVEY

Residency Year: _____ Check One: Mid-Year _____
Consortium: _____ End of Year _____
Training SITE: _____ Date: _____

EVALUATION INSTRUCTIONS

This form is designed to allow the resident to evaluate the program over a range of professional domains, using the Likert scale, below.

- | | | |
|------------|---------------------------|---|
| 1* | Inadequate | Program never meets my expectations* |
| 2* | Needs Improvement | Program sometimes meets my expectations* |
| 3 | Meets Expectations | Program consistently meets my expectations |
| N/A | Not Applicable | I did not train in this area or training in this area was not available at my site (may apply to competencies F and G, below)
* Please provide explanation for these ratings |

SEMINARS AND SUPERVISORS

Ratings from 1-3

1. How would you rate the quality of the weekly seminars at your consortium?
2. How would you rate the quality of the regional seminars? (Do not include your ratings of the Diversity Forums in your response. They are rated after each Forum presentation.)
3. How would you rate the quality of your individual primary supervision?
4. How would you rate the quality of your secondary supervision?
5. How would you rate the quality of your group supervision (case conference only)?
6. How would you rate the overall training received during your residency year?
7. How would you rate the quality of resources available to you, such as the web-based Clinical Library and the Best Practices models, and the availability of senior staff members?
8. Was your training graduated in complexity during the year?
9. Did you feel welcomed and treated with respect by the professional staff at your site during year?

LEVEL ONE COMPETENCIES

COMPETENCY A: INTEGRATION OF SCIENCE AND PRACTICE

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. SCIENTIFIC FOUNDATIONS OF PSYCHOLOGY AND PROFESSIONAL PRACTICE	Evidence-based practice	I have been given the opportunity to practice evidence-based treatments	1 2 3
		I have been offered opportunities to apply a biopsychosocial approach	1 2 3

2. PROGRAM DEVELOPMENT AND EVALUATION	Scientific approach to knowledge generation	I have been given the opportunity to develop a program evaluation proposal using appropriate research methods	1 2 3
		I have been given the opportunity to implement a program evaluation project, evaluate the outcomes and present the findings to staff/peers	1 2 3
	Program evaluation and research group supervision	I would rate the quality of my program evaluation group supervision as follows:	1 2 3

COMPETENCY B: INDIVIDUAL AND CULTURAL DIVERSITY

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. DIVERSITY AWARENESS	Awareness of self and others and their interaction as shaped by individual and cultural diversity and context (e.g., role differences, including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status)	I have been encouraged to independently apply knowledge, skills, and attitudes with regard to dimensions of diversity in my professional work (e.g., use of culturally relevant best practices)	1 2 3
	Appropriate applications based on individual and cultural context	I have been encouraged to independently monitor and apply knowledge of diversity in my interactions with others in the areas of assessment, treatment, research, and consultation	1 2 3

COMPETENCY C: ETHICAL AND LEGAL STANDARDS

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. ETHICAL AND LEGAL STANDARDS, POLICIES AND GUIDELINES	Knowledge of ethical and legal standards, policies, and guidelines	The program emphasizes the application of ethical and legal standards to the practice of psychology, including the APA ethics code, APA policies and guidelines, and federal and state laws and regulations.	1 2 3

LEVEL TWO COMPETENCIES

COMPETENCY D: PROFESSIONAL VALUES, ATTITUDES AND BEHAVIORS

1. PROFESSIONALISM	Integrity and values	I have been supported to continually and independently monitor my professional values	1 2 3
		I have been encouraged to take action to correct situations that are in conflict with the values of the profession	1 2 3
	Professional identity and conduct	I have been encouraged to conduct myself in a professional manner across all settings and situations	1 2 3
		I have been encouraged to respect the beliefs and values of patients and colleagues, even when those are inconsistent with my personal beliefs and values	1 2 3
	Reflective practice, self-assessment, and self-care	I have been given support to practice ongoing self-assessment of my knowledge and skills and to practice good self-care	1 2 3

COMPETENCY E: COMMUNICATION AND INTERPERSONAL SKILLS

1. RELATES EFFECTIVELY AND MEANINGFULLY WITH INDIVIDUALS, GROUPS AND/OR COMMUNITIES	Difficult communication and conflict resolution	I have been encouraged to maintain respectful and collegial interactions with others	1 2 3
	Written and oral communication	I have been encouraged to effectively negotiate conflictual, difficult and/or complex relationships	1 2 3
	Feedback	I have been given the opportunity to provide effective feedback to other and to receive feedback non-defensively	1 2 3

COMPETENCY F: ASSESSMENT

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. MEASUREMENT, PSYCHOMETRICS, AND DIAGNOSIS	Selection and interpretation of measures and knowledge of psychometrics	I have been given the opportunity to collaboratively select multiple methods and means of evaluation for specific patient populations	1 2 3
		I have been given the opportunity to effectively administer assessment instruments	1 2 3
		I have been given training on how to screen out confounding variables	1 2 3
		I have been given the opportunity to effectively interpret assessment instruments	1 2 3
	Communication of findings: Case conceptualization and recommendations	I have been given the opportunity to effectively communicate assessment findings and recommendations, including confounding variables	1 2 3
	Assessment Group Supervision	I would rate the quality of my assessment group supervision as follows:	1 2 3

COMPETENCY G: INTERVENTION

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. INTERVENTION PLANNING AND IMPLEMENTATION	Psychodiagnostic and psychotherapeutic skills	I have been given the opportunity to develop my diagnostic skills	1 2 3
		I have been given the opportunity to enhance my abilities to evaluate and respond to risk and safety issues	1 2 3
		I have been given the opportunity to conceptualize cases and independently plan appropriate interventions	1 2 3
		I have been given the opportunity to demonstrate clinical skills with a wide variety of patients	1 2 3
		I have been given the opportunity to apply empirical models in planning interventions	1 2 3
		I have been given the opportunity to independently evaluate treatment progress and modify planning as needed	1 2 3

COMPETENCY H. CONSULTATION AND INTERDISCIPLINARY SYSTEMS

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. ROLE OF CONSULTANT AND APPLICATION OF CONSULTATION METHODS	Role of Consultant	I have been given the opportunity to provide expert guidance and assistance in a manner that utilizes my professional skills to evaluate and make recommendations	1 2 3 N/A
	Feedback on consultation training	I have received constructive feedback on my consultation skills	1 2 3 N/A

2. INTERPROFESSIONAL AND INTERDISCIPLINARY SKILLS	Knowledge of the shared and distinctive contributions of other professionals	I have been encouraged to develop and maintain effective working relationships with a wide range of colleagues, organizations, and communities	1 2 3
		The program offers opportunities for me to communicate and collaborate effectively with other professionals for the purpose of shared goals	1 2 3

COMPETENCY I: COMMUNITY PARTNERSHIPS

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. COMMUNITY PARTNERSHIPS	Outreach and education to underserved populations in the community to promote healthy behaviors	I have been encouraged to develop alliances with individuals and/or systems to improve the lives of those served	1 2 3
		I have been given the opportunity to provide education and training based on the empirical literature	1 2 3
		I have been given the opportunity to collect, analyze and present relevant outcome data	1 2 3

IF DESIRED, PLEASE INCLUDE ANY ADDITIONAL **COMMENTS** WITH THIS SURVEY –THANK YOU

Appendix L

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

POST-RESIDENCY EXPERIENCE SURVEY

"Post-Residency Experience" is a questionnaire that the Northern California Kaiser Permanente Psychology Postdoctoral Residency Programs in Clinical Psychology sends annually to past program participants. The survey is designed to provide us with information on participants' experiences after they have finished the program and feedback as to how well the program met its aims in preparing residents for their careers.

Your information is important to us as it provides us with valuable outcome data by which to gauge the efficacy of the program, and it provides you with the opportunity to communicate with us about your career.

In addition, as postdoctoral residency programs either accredited by the American Psychological Association we are required to gather this data.

The following survey lists the program's aims and their corresponding behavioral anchors and asks you to rate the anchors in terms of your experience. Please feel free to make any additional comments in the space provided at the end of this survey.

The minimum completion time for the questionnaire is approximately 15 minutes. We greatly appreciate your time and attention to this task!

I. PAST POSTDOCTORAL RESIDENT

1. Date _____
2. Name _____
3. Current Address _____

4. Phone Number _____
5. Email Address _____
6. Year of Doctoral Degree _____
7. Training Year _____
8. KP Training Site _____
9. Initial Post-Residency Employment Setting (Circle one):
 1. Community Mental Health Center
 2. Health Maintenance Organization
 3. Medical Center
 4. Military Medical Center

5. Private General Hospital
6. General Hospital
7. Veterans Affairs Medical Center
8. Private Psychiatric Hospital
9. State/County Hospital
10. Correctional Facility
11. School District/System
12. University Counseling Center
13. Academic Teaching Position
 - 13a. doctoral program
 - 13b. master's program
 - 13c. 4-year college
 - 13d. community/2-year college
 - 13e. adjunct professor
14. Independent Practice
15. Academic Non-Teaching Position
16. Medical School
17. Other (e.g., consulting), please specify below
18. Student
19. Not currently employed

Other: _____

11. Initial Job Title: _____

12. Name and Location of Initial Employer: _____

13. Current Employment Setting (Circle one):

1. Community Mental Health Center
2. Health Maintenance Organization
3. Medical Center
4. Military Medical Center
5. Private General Hospital
6. General Hospital
7. Veterans Affairs Medical Center
8. Private Psychiatric Hospital
9. State/County Hospital
10. Correctional Facility
11. School District/System
12. University Counseling Center
13. Academic Teaching Position
 - 13a. doctoral program
 - 13b. master's program
 - 13c. 4-year college
 - 13d. community/2-year college
 - 13e. adjunct professor

- 14. Independent Practice
- 15. Academic Non-Teaching Position
- 16. Medical School
- 17. Other (e.g., consulting), please specify below
- 18. Student
- 19. Not currently employed

Other: _____

13. Current Job Title: _____

14. If you are currently employed in more than one setting, please provide additional job titles Here: _____

15. Name and Location of Current Employer: _____

16. If you are currently employed in more than one setting, please provide names and locations of additional employers here: _____

17. Licensure:

Yes

No

18. Licensed in State(s)/Province(s): _____

19. Primary licensure in State/Province: _____

20. Check all that apply to your specialty/professional status:

- 1. Currently Listed in National Register of Health Service Providers in Psychology
- 2. Currently Listed in Canadian Register of Health Service Providers in Psychology
- 3. Fellowship in Professional Scientific Psychology
- 4. American Board of Professional Psychology (ABPP):
 - 4a. ABPP Child and Adolescent
 - 4b. ABPP Cognitive and Behavioral
 - 4c. ABPP Couple and Family
 - 4d. ABPP Clinical Health
 - 4e. ABPP Clinical Neuropsychology
 - 4f. ABPP Counseling
 - 4g. ABPP Clinical
 - 4h. ABPP Forensic
 - 4i. ABPP Group
 - 4j. ABPP Organization & Business
 - 4k. ABPP Psychoanalysis
 - 4l. ABPP Rehabilitation
 - 4m. ABPP School
- 5. American Board of Psychological Hypnosis (ABPH):
 - 5a. ABPH Clinical Hypnosis
 - 5b. ABPH Experimental Hypnosis
- 6. None of the above

21. Other professional achievements (e.g., fellow status, diplomate, publications, presentations, research, etc.):

22. Additional Activities:

23. Current Resume: Please feel free to email your current resume to the address(es) shown on page 6 of this survey.

II. PROGRAM AIMS/OUTCOMES INFORMATION

We are interested in knowing how well your postdoctoral residency year prepared you for your professional career, and how well the program met its goals for you. The following survey lists the program's goals and their corresponding behavioral anchors and asks you to rate the anchors in terms of your experience. Please feel free to make any additional comments in the space provided, on page 6.

Please preface each behavioral anchor with the phrase, "As a result my postdoctoral residency year, my level of preparedness in the following skills is indicated, below:"

Rating Scale:

- 1 Not at All Prepared
- 2 Moderately Prepared
- 3 Very Prepared
- N/A Does Not Pertain to My Present Position

LEVEL ONE COMPETENCIES

COMPETENCY A: INTEGRATION OF SCIENCE AND PRACTICE

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings			
1. SCIENTIFIC FOUNDATIONS OF PSYCHOLOGY AND PROFESSIONAL PRACTICE	Evidence-based practice	I incorporate evidence-based treatments in my practice	1	2	3	n/a
		I apply a biopsychosocial approach in my practice	1	2	3	n/a
2. PROGRAM DEVELOPMENT AND EVALUATION	Scientific approach to knowledge generation	I develop program evaluations using appropriate research methods	1	2	3	n/a
		I implement program evaluations, evaluate the	1	2	3	n/a

		outcomes, and present the findings to staff/peers	
--	--	---	--

COMPETENCY B: INDIVIDUAL AND CULTURAL DIVERSITY

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. DIVERSITY AWARENESS	Awareness of self and others and their interaction as shaped by individual and cultural diversity and context (e.g., role differences, including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status)	I continue to apply knowledge, skills, and attitudes regarding dimensions of diversity to my professional work (e.g., use of culturally relevant best practices)	1 2 3 n/a
	Appropriate applications based on individual and cultural context	I continue to monitor and apply knowledge of diversity in my interactions with others in the areas of assessment, treatment, and consultation	1 2 3 n/a

COMPETENCY C: ETHICAL AND LEGAL STANDARDS

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings
1. ETHICAL AND LEGAL STANDARDS, POLICIES AND GUIDELINES	Knowledge of ethical and legal standards, policies, and guidelines	I apply ethical, legal, and professional standards in the practice of psychology, including the APA ethics code, APA policies, and federal and state laws and regulations.	1 2 3 n/a

LEVEL TWO COMPETENCIES

COMPETENCY D: PROFESSIONAL VALUES, ATTITUDES AND BEHAVIORS

1. PROFESSIONALISM	Integrity and values	I continually monitor my professional values	1 2 3 n/a
		I monitor and resolve clinical and/or personal situations that are in conflict with the values of the profession	1 2 3 n/a
	Professional identity and conduct	I conduct myself in a professional manner across all settings and situations	1 2 3 n/a
		I keep up with advances in the profession and integrate science into practice in a professional manner	1 2 3 n/a

	Reflective practice, self-assessment, and self-care	I practice ongoing self-assessment of my knowledge and skills, and good self-care	1	2	3	n/a
--	---	---	---	---	---	-----

COMPETENCY E: COMMUNICATION AND INTERPERSONAL SKILLS

1. RELATES EFFECTIVELY WITH INDIVIDUALS, GROUPS AND/OR COMMUNITIES	Difficult communication and conflict resolution	I maintain respectful and collegial interaction with others	1	2	3	n/a
	Written and oral communication	I provide effective feedback to others and receive feedback nondefensively	1	2	3	n/a

COMPETENCY F: ASSESSMENT

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings			
1. MEASUREMENT, PSYCHOMETRICS AND DIAGNOSIS	Selection and interpretation of measures and knowledge of psychometrics	I select multiple methods and means of evaluation for specific patient populations	1	2	3	n/a
		I effectively administer assessment instruments	1	2	3	n/a
		I screen out confounding variables	1	2	3	n/a
		I effectively interpret assessment instruments	1	2	3	n/a
	Communication of findings: Case conceptualization and recommendations	I effectively communicate assessment findings and recommendations, including confounding variables	1	2	3	n/a

COMPETENCY G: INTERVENTION

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings			
1. INTERVENTION PLANNING AND IMPLEMENTATION	Psychodiagnostic and psychotherapeutic skills	I continue to enhance my diagnostic skills	1	2	3	n/a
		I continue to enhance my abilities to evaluate and respond to risk and safety issues	1	2	3	n/a
		I continue to conceptualize cases and independently plan appropriate interventions	1	2	3	n/a
		I work with a wide variety of patients	1	2	3	n/a
		I continue to apply empirical models in planning interventions	1	2	3	n/a
		I evaluate treatment progress and modify the plan as needed	1	2	3	n/a

COMPETENCY H. CONSULTATION AND INTERDISCIPLINARY SYSTEMS

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings			
1. ROLE OF CONSULTANT AND APPLICATION OF CONSULTATION METHODS	Role of Consultant	I provide consultation in a manner that utilizes my professional skills to evaluate and make recommendations	1	2	3	n/a
2. INTERPROFESSIONAL AND INTERDISCIPLINARY SKILLS	Knowledge of the shared and distinctive contributions of other professionals	I continue to develop and maintain effective working relationships with a wide range of colleagues, organizations, and communities	1	2	3	n/a
		I communicate and collaborate effectively with other professionals for the purpose of shared goals	1	2	3	n/a

COMPETENCY I: COMMUNITY PARTNERSHIPS

Aims	Sub Areas/Objectives	Behavioral Anchors	Ratings			
1. COMMUNITY PARTNERSHIPS	Outreach to underserved populations in the community to promote healthy behaviors	I develop alliances with individuals and/or systems to improve the lives of those served	1	2	3	n/a
		I provide education and training based on the empirical literature	1	2	3	n/a
	Education and training based in underserved populations	I collect, analyze, and present relevant outcome data to partnership stakeholders	1	2	3	n/a

ADDITIONAL INFORMATION/COMMENTS:[illegible]

Should you wish to contact the training program directly, please feel free to call or email the following:

Debbie Ortiz, Regional Administrative Coordinator IV
Kaiser Permanente Northern California Mental Health Training Programs
Debbie.l.ortiz@kp.org

Appendix M

GENERIC LETTER OF COMPLETION

[To be printed on Letterhead of KP department/medical center that includes address]

[Date]

Dear [Full name of trainee]:

Congratulations on your successful completion of 2000 hours of supervised training at Kaiser Permanente [Program Name] at [Location, CA]. This letter is to certify that you have completed all of the requirements of the training program and that you are considered to be in good standing in the program.

{Choose and modify one of the following two sentences, which you can then place as the last sentence of the above paragraph}

You effectively completed your training on the [XXXXXX] Team, which included general clinic duties pertaining to that team.

OR

In addition to completing [e.g., “general clinic duties”] on the [XXXXXX] Team, you also completed (a) rotation(s) in [Intensive Outpatient Program; Emergency Department; Behavioral Medicine; Addiction Medicine Recovery Services; Eating Disorders; etc.]. For your community partnership project, you completed XX hours engaged in [project description, including name and location of agency(cies) they worked with].

It has been a sincere pleasure having you in our program. We wish you all the best in your future endeavors.

Sincerely,

[Signature of Training Director]

[Name of Training Director]

[Title of Training Director (e.g., Director of Training)]

[Name and Location of Training Program]

APPENDIX N



KAISER PERMANENTE NORTHERN CALIFORNIA MENTAL HEALTH TRAINING PROGRAMS

BUSINESS PLAN APPLICATION FOR CREATING A NEW or EXPANDING AN EXISTING MENTAL HEALTH TRAINING PROGRAM: PSYCHOLOGY POSTDOCTORAL RESIDENCIES

To be completed by the Requestor and emailed to Kathryn.Wetzler@kp.org

REQUESTOR INFORMATION	
Requestor Name:	
Requestor Email Address:	
Requestor Office Phone:	
Department and Location of new/existing training program:	
Address of Location:	

PROGRAM RECRUITMENT AND RETENTION OF RESIDENTS			
Please provide a description of your recruitment strategy for hiring and retention of Residents:			
Please identify the school(s) from which your Residents will be recruited:			
TIMELINE FOR RECRUITMENT			
Posting of Positions	Application Deadline	Interview Period	First Date for Hiring
Mid-November	2 nd week of January	January-February	Generally, the last Monday in February (check MHTP program web site)

INDIVIDUAL AND GROUP SUPERVISION OF PSYCHOLOGY POSTDOCTORAL RESIDENTS		
INDIVIDUAL SUPERVISION: Each Resident must have one primary and one secondary supervisor assigned to them, for a total of two hours per week.		
Supervisor Name and Credentials:	Supervisor Skills, Knowledge and Attitudes:	How Supervisor plans to remain current with changes in the field:
Back-up Supervision Policy: Please provide an outline of your backup supervision policy, to be initiated when a primary and/or secondary supervisor is not at the clinic.		
GROUP SUPERVISION: Each Resident must have two hours of group supervision each week.		
Please provide an outline of the structure and content of Group Supervision:		

PROGRAM CURRICULUM
Didactics (2 hours per week): Please attach a list of the didactics schedule for the training year.
Community Partnership Projects (32 hours per year): Please attach an outline of Community Partnership projects, in which each Resident will be participating for 32 hours over the course of the training year.

PROGRAM ADMINISTRATION	
Please provide a description of how your management plans to support the program:	
Please provide a description of how you will ensure that all training faculty have read and are aware of the Policy and Procedure Manual and are familiar with the web site:	
Acknowledgment that program will submit a list, to the Regional Director, of candidates to be interviewed for Training Director position, when appropriate:	(Signature of Requestor)
Acknowledgment that Training Director commits to attending two regional meetings per training year, held in Oakland:	(Signature of Requestor)

ADDITIONAL INFORMATION PROVIDED BY REQUESTOR (OPTIONAL)

APPENDIX O

**KAISER PERMANENTE NORTHERN CALIFORNIA
_____XXXXXXXXX CONSORTIUM
POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY
GENERIC WELCOME LETTER (REVISED 072023)**

Dear _____

Date _____

We are pleased to welcome you to the Postdoctoral Residency Training Program in the Department of Mental Health at Kaiser Permanente, _____ (*name of medical center training site*). We believe that this will be a rewarding year in which you will be able to expand professionally.

You will be working at _____ (*full street address*),
and reporting to _____ (*Training Director's name*), and
_____ (Manager's Name)

Residency Term: September X, 20XX - September XX, 20XX

Total Hours: You will be scheduled to work 40 hours per week. At this rate, but not including the 80 hours of paid vacation/holiday that you are eligible for, you will accrue a total of 2000 hours of supervised training by the end of the training year. Your schedule will include some morning and some evening hours. It is expected that you will work all of your hours.

Contingent Offer Letter: You will be receiving a Contingent Offer Letter from our Human Resources Recruitment Department which will outline employment contingencies and pay.

California Board of Psychology Requirements: On the first day of your residency, you and your primary supervisor must complete, sign and date a Supervision Agreement. *Failure to do so will result in the loss of any supervised hours completed before the form was filled out and, consequently, a reduction of the total number of hours that can be verified by the BOP.* You can find the Supervision Agreement on the California Board of Psychology website at http://www.psychology.ca.gov/forms_pubs/sup_agreement.pdf

Throughout the training year, you must keep a record of your Supervised Professional Experience (SPE). You can find a form to keep a record of your SPE on the California Psychology Internship Council's (CAPIC) website at <https://capic.net/resources/all-forms/#Postdoc%20Docs>. Because our residency program is a member of APPIC, you will **not** need to be a registered Psychological Assistant to your primary supervisor.

You will be contacted by your training director prior to the beginning of the training year to develop your training schedule. You should anticipate a very intense and fast-paced year of training.

Please sign and return this Welcome Letter and accompanying Values Statement to your training director by fax at _____ (*fax number*) or email at _____ (*email address*).

Resident's Signature: _____

Date: _____

Training Director's Signature: _____

Date: _____

Appendix P

Kaiser Permanente Mental Health Training Program Values Statement

Respect for diversity and values different from one's own is a core tenet of the Mental Health Training Program at Kaiser Permanente (KP). This value is also consistent with the guidelines set forth by the American Psychological Association's Ethical Principles and Code of Conduct (2002) and reflected in the Standards of Accreditation set forth by the APA (APA, 2016). Mental Health trainees within Kaiser Permanente provide services to a diverse patient population, often consisting of members of social groups different from their own. As such, we strive to ethically and effectively treat a wide range of patients from varying social backgrounds.

The Kaiser Permanente Mental Health Training Program (which includes postdoctoral residencies, doctoral internships, post-master's fellowships, and practicums) exists within multicultural communities that contain people of diverse ethnic, racial, and socioeconomic backgrounds; national origins; religious, spiritual, and political beliefs; physical abilities; ages; genders; gender identities, sexual orientations, physical appearance and more. At KP, we believe that training programs are enriched by our collective openness to learning about others who are different from ourselves, as well as striving for acceptance of others. Mental health training faculty as well as trainees agree to work together to create training environments characterized by respect, trust, and safety. Additionally, training faculty and trainees are expected to be supportive and respectful of all individuals, including patients, staff, and peers, regardless of differences in background or worldviews.

The Kaiser Permanente Mental Health Training Program recognizes that no individual is free from all forms of prejudice or bias. Along these lines, we anticipate that each training environment will evidence a wide range of beliefs, behaviors, and attitudes. All members of the training programs (staff and trainees alike) are expected to be committed to the values of respect, equity, and inclusion. Furthermore, they are asked to demonstrate critical thinking and self-examination so that biases may be evaluated in light of scientific data and standards of the profession. Therefore, faculty and trainees alike are expected to exhibit a genuine desire to examine their own assumptions, attitudes, values, and behaviors and to work effectively with "cultural, individual and role differences including those based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status" (APA Ethics Code, 2002, Principal E, p. 1063). In short, all members of the training program are expected to be willing to examine their own values and to gain knowledge and skills regardless of their beliefs, attitudes, and values.

Over the course of the training year, training faculty will engage in and model self-disclosure and introspection with their trainees as appropriate. This can include discussions around personal experiences, attitudes, beliefs, feelings, opinions, or personal histories. All members of the training program are committed to lifelong learning relative to multicultural competence. When deemed appropriate, self-disclosure is done in the service of optimizing patient care and improving professional knowledge, skills, and attitudes.

In summary, all members of the Kaiser Permanente Mental Health Training Program are committed to a training process that facilitates the development of professionally relevant knowledge and skills focused on working effectively with all individuals inclusive of demographics, beliefs, attitudes, and values. Members agree to engage in a mutually supportive process that examines the effects of one's beliefs, attitudes, and values on one's work with all clients. Such training processes are consistent with Kaiser Permanente's core values, respect for diversity and for values similar and different from one's own.

As an incoming mental health trainee at Kaiser Permanente, it is the expectation that you:

- Show willingness to work with a wide range of patient populations and presentations often different from yourself
- Demonstrate respect for differing worldviews and value systems, even when they are in conflict with your own
- Work effectively and with respect with colleagues whose views may be different and/or in conflict with your own
- Within reason, you are expected to be willing to work with any patient who presents for treatment, except in cases where your personal physical safety is actively threatened or where *the clinical competence of both the trainee and the supervisor* would compromise patient care.
- Seek out supervision, consultation, and training when issues around competency emerge pertaining to a particular population and/or presenting problem

I have read and agree to abide by Kaiser Permanente's Mental Health Training Program Values Statement.

Name: _____

Signature: _____

Date: _____

(Adapted from the Counseling Psychology Model Training Values Statement Addressing Diversity, Council of Counseling Psychology Training Programs)



Appendix Q

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

Supplement to California Board of Psychology Supervision Agreement Form (Rev. 7/2023)

- 1) **Describe the specific duties the trainee will perform as they engage in psychological activities that directly serve to prepare the supervisee for the independent practice of psychology once licensed.**

Trainees at KPNC perform the following duties under supervision:

- Provide assessment and psychotherapy to adults, adolescents, children and/or families in a brief therapy model
- Conduct intake evaluations
- Co-facilitate psychoeducational groups
- Conduct program development/evaluation project
- Provide phone triage, hospital consultation, crisis intervention and urgent services as needed
- Administer and interpret psychological tests, and write reports
- Participate in regional and departmental training seminars
- Participate in departmental administrative and educational meetings
- Comply with Kaiser Permanente regional and local policies and procedures
- Comply with APA's Code of Ethics and state and federal laws pertaining to the delivery of mental health services
- Maintain professional and ethical standards, including but not limited to adherence to child, dependent adult, and elder abuse reporting laws, confidentiality of protected health information, and respect for interpersonal boundaries
- Demonstrate preparedness/receptivity for supervision and present patient cases
- Model professional behavior by timeliness of record keeping, charting patient therapy sessions, report writing, meetings, supervision, patient appointments, etc.
- Attend to diversity issues, and one's own values, belief systems and biases as they may impact patient care

The post-doctoral residency program is sequential, cumulative, and graduated in complexity. These sequential aspects are achieved through supervision, evaluation, didactic seminars, case conferences, and provision of direct care.

At the beginning of the training year, each resident meets with their supervisors to determine strengths, challenges, and interests by completing a Baseline Assessment of clinical competencies, which is a prerequisite for individualizing the resident's training goals for the year. This assessment is modeled after the Competencies Evaluation, the program's formal tool for assessing residents' progress in achieving the program's aims and objectives (see #2 below).

The program has refined its seminar offerings based on yearly feedback from residents. All topics are designed to provide high-quality learning experiences and focus on important clinical issues that residents face in their practice. Local didactic seminars increase in complexity; general

overview seminars are offered in the beginning of the year, while more specialized trainings are offered at the end of the year. Toward the end of the year, seminars are also focused on clinical practice choices. Preparation for professional licensure is built into the regional seminar schedule, with speakers devoted to exam review topics. Residents are encouraged to enroll in license preparation classes, for which they are eligible to be reimbursed by KPNC. At the regional level, seminars focus on keeping psychologists up to date on important issues such as ethics, outcomes management, evidence-based practice, supervision, the adaptation of neuroscience to psychotherapy etc.

Residents' initial caseloads are significantly lighter than those of staff psychologists. Residents are scheduled for 20 clinical hours per week whereas full-time staff psychologists are expected to devote 30-32 clinical hours to direct patient care. Initially, residents' caseloads are triaged for less clinical complexity. As residents become increasingly competent and demonstrate their ability to work autonomously, they are assigned progressively more difficult cases. By mid-year, if proficient, residents are assigned cases that are generally indistinguishable from those assigned to staff psychologists. Residents undertake a program development/evaluation project during their training year and are encouraged to present the results and/or their doctoral dissertation findings at clinic meetings or departmental Continuing Medical Education (CME) events to gain teaching experience.

2) Summarize the goals and objectives of this plan for SPE, including how socialization into the profession will be achieved.

POST-DOCTORAL RESIDENCY LEVEL ONE PROGRAM COMPETENCIES

A. Integration of Science and Practice

1) Scientific Foundations of Psychology and Professional Practice

Objectives: Resident...

- Uses theoretical and research knowledge to conceptualize cases and form appropriate treatment goals
- Models a commitment to educational and scholarly endeavors to keep current with research
- Understands the biopsychosocial etiology of psychological disorders, including psychoneuroimmunological factors

2) Program Development/Evaluation

Objectives: Resident...

- Understands the importance of program development/evaluation to the practice of Health Service Psychology
- Develops and implements program development/evaluation projects
- Demonstrates consideration of diversity factors when developing program evaluation project
- Demonstrates competence in evaluating outcomes
- Provides outcomes to colleagues and organizational leaders to improve program

B. Individual and Cultural Diversity

1) Awareness of individual differences based on age, gender, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status

Objectives: Resident...

- Independently monitors and applies knowledge of self and others as cultural beings, and the interaction as shaped by individual and cultural diversity of participants in assessment, treatment, research, consultation, and supervision
- Demonstrates competence in building rapport with all patients, taking into account issues of diversity
- Demonstrates competence in knowing when to seek cultural consultation
- Applies knowledge, skills, attitudes, and values regarding intersecting and complex dimensions of diversity

C. Ethical and Legal Standards

1) Ethical and Legal Standards, Policies, and Guidelines

Objectives: Resident...

- Demonstrates command and understanding of the APA Ethical Principles and Code of Conduct
- Demonstrates understanding of state and federal laws and APA policies that apply to health service psychology
- Independently and consistently integrates ethical and legal standards into all competencies
- Understands and observes all Kaiser Permanente policies, regulations, and codes of conduct
- Understands and adheres to all Kaiser Permanente postdoctoral residency policies as delineated in the Policy and Procedure Manual for Postdoctoral Residency Programs in Clinical Psychology

POST-DOCTORAL RESIDENCY LEVEL TWO COMPETENCIES

D. Professional Values, Attitudes, and Behaviors

1) Professionalism

Objectives: Resident...

- Monitors and independently resolves clinical, organizational, and interpersonal situations by incorporating professional values and integrity
- Independently accepts personal responsibility across settings and contexts
- Independently acts to safeguard the welfare of others, patients as well as colleagues
- Demonstrates self-reflection in the context of professional practice
- Accurately assesses self in all competency domains
- Actively self-monitors issues related to self-care

E. Communication and Interpersonal Skills

1) Relates effectively and meaningfully with individuals, groups and/or communities

Objectives: Resident...

- a. Develops and maintains productive and respectful relationships with clients, peers/colleagues, supervisors, and managers
- b. Demonstrates skill in managing difficult communications and resolving conflict
- c. Oral and written communications are informative, articulate, and succinct and demonstrate a thorough grasp of professional language and concepts

F. Assessment

1) Measurement, Psychometrics, and Diagnosis

Objectives: Resident...

- Understands the strengths and limitations of assessment instruments and diagnostic approaches
- Understands that variables such as substance abuse, poor diet, lack of exercise, sleep problems and other medical conditions can confound assessment results
- Collaboratively selects and implements multiple methods of evaluation in ways that are responsive to and respectful of diverse individuals, couples, families, and groups
- Utilizes case formulation and diagnosis for intervention planning in the context of human development and diversity
- Interprets results and organizes the report to accurately answer the presenting question and gives specific recommendations to the referring provider
- Conducts a comprehensible and constructive feedback interview with the patient, explaining results and recommendations

G. Intervention

1) Intervention Planning and Implementation

Objectives: Resident...

- Applies knowledge of evidence-based practice, including biopsychosocial bases of intervention strategies
- Plans interventions, including case conceptualizations that are specific to context and patient preferences
- Displays competent clinical skills and good judgment in evaluating a wide range of diagnoses, taking into consideration complicating medical conditions and diverse patient populations
- Demonstrates increasing competence to conceptualize more complex cases
- Uses evidence-based treatment modalities with flexibility to adapt to patient needs
- Demonstrates competence in the constructive use of own emotional reactions to patients
- Seeks consultation for complex cases, such as those with chronic medical conditions
- Evaluates treatment progress and modifies planning, utilizing established outcome measures when appropriate

H. Consultation and Interdisciplinary Systems

1) Role of the Consultant and Application of Consultation Methods*

Objectives: Resident...

- Demonstrates knowledge and awareness of leadership skills as a consultant and/or psychological liaison in multidisciplinary teams
- Demonstrates knowledge and ability to select appropriate means of assessment/data gathering to answer referral question
- Applies knowledge to provide effective assessment feedback and to articulate appropriate recommendations

2) Interprofessional/Interdisciplinary Skills

Objectives: Resident...

- Knowledgeable and respectful of differing worldviews, roles, professional standards, and contributions of other professionals
- Demonstrates skills that support effective interdisciplinary team functioning
- Participates in and initiates interdisciplinary collaboration directed toward shared goals

I. Community Partnerships

Objective: Resident...

- Provides education and training based on empirical literature to promote healthy behaviors in underserved populations
- Provides education and training based in underserved populations

Psychology residents are provided with many opportunities, formal and informal, for socialization. They regularly meet with various mental health staff and take active roles in team meetings, department staff meetings, CME's, social gatherings, as well as during supervision, service delivery, and seminars.

Residents are encouraged to meet with available non-supervising staff for consultation. This includes department professionals, such as psychologists, psychiatrists, and psychiatric nurses, staff social workers and MFTs as well as the residents' individual supervisors. At the training site, residents interact with their cohort informally on a daily basis and more formally at the weekly training seminars.

Mentoring is an integral part of the supervision process, as cases are discussed, and professional issues are explored. For example, at the beginning of each training year, residents observe their supervisors and other staff psychologists conducting intake evaluations, therapy sessions, and group treatment programs. Residents continue to have opportunities throughout the training year to provide co-therapy with their supervisors, other staff psychologists, and with members of their training cohort.

The program's residents may meet with the other residents in their Northern California regional cohort, at least four times per year for the regional training seminars. Residents may stay after local trainings or arrive early to regional trainings in order to have lunch and socialize with their peers. During these gatherings, residents update each other on projects and compare notes regarding training experiences. Residents also have opportunities to meet with the psychologists who are presenters or attendees of the seminars. Frequently, seminar leaders invite residents to email or call them with further questions, thus broadening residents' access to professional networking in the Northern California Region.

Residents exchange information on a variety of topics that are relevant to them including, but not limited to, wellness and work environment, preparing for the EPPP, and career development. Together, they generate new ideas which they communicate to their supervisors and site director.

Each resident receives a minimum of two hours per week of individual supervision. The resident meets individually with his/her primary supervisor for at least one hour per week, and with his/her delegated supervisor for one hour per week, to discuss cases. Supervisors are also responsible for reviewing, critiquing, and electronically signing all patient session notes that residents have entered into the electronic medical record.

All residents participate weekly in two-hour group supervision, whose focus is how best to provide direct patient care within the context of an HMO setting. The group supervision sessions also provide a place for the resident to present cases in a formal manner. Residents may also periodically present Best Practices literature reviews.

Group supervision sessions include provision of guidance throughout the year on the program evaluation project. The program evaluation seminar supervisor is available to any resident for additional questions or support outside of the regular meeting time. Furthermore, all residents receive supervision on psychological testing cases. They are required to complete a minimum of one testing battery per quarter during their training year and some choose to complete more.

All residents attend didactic trainings for two hours per week, which focus on aspects of clinical practice that the residents may not regularly encounter. It is important to note that diversity issues are always integrated into didactic seminars because without continual attention to these issues, the danger to over-pathologize and mistreat healthy cultural expressions of psychological distress can occur.

3) *Describe how and when the supervisor will provide periodic assessments and feedback to the trainee as to whether or not he/she/they is performing as expected.*

In order to ensure that residents meet all of the program's goals and requirements, each resident is formally evaluated by their primary supervisor at least once per quarter (and more frequently if a competency concern arises) using the Competencies Evaluation. CE learning objectives are noted in #2 above. The primary supervisor rates the resident on all behavioral anchors listed for each of the specific competencies on the CE. For any behavioral anchor in which a resident is rated less than a "3" ("Meets Expectations"), the primary supervisor must provide a narrative explanation. In addition, ratings of "1" ("Inadequate") or "2" ("Needs Improvement") on any behavioral anchor on the CE will trigger remedial and possibly corrective action. A resident performing at level "3" at the end of the year has met the competency requirements for entry level of independent practice in the profession.

Apart from the formal quarterly review meetings, the primary and delegated supervisors provide the resident with information regarding their progress during regularly scheduled individual supervision meetings. If a concern arises regarding a resident's behavior or performance, the primary supervisor will provide such feedback during these meetings, enabling the resident to focus attention on the specified area(s) of concern.

Each resident evaluates the training program at mid-year and at the end of the training year via a confidential online survey. This survey allows the resident to assess their own experience of the program by the same parameters that are used in the CE. The data from this survey, along with the CE ratings, provides valuable feedback to the Training Program and is used to make modifications to program procedures.

Appendix R

KAISER PERMANENTE NORTHERN CALIFORNIA POSTDOCTORAL RESIDENCY PROGRAMS IN CLINICAL PSYCHOLOGY

TIMELINE & GUIDELINES FOR COMMON HOLD DATE (CHD) FOR POSTDOCTORAL TRAINING DIRECTORS

I. STANDARDS FOR PROGRAMS PRIOR TO CHD

Programs can make offers to their top-ranked applicant upon completing interviews and ranking all applicants for a position.

- (See [Recommendations](#) for guidance and [FAQs](#)).
- 1. Programs can only extend as many offers as they have available positions
- 2. Offers, Declines or Holds prior to CHD, email [Angela.R.Lee@org](mailto:Angela.R.Lee@kp.org) and Ramona.J.Boyd@kp.org
 - ✓ Candidate's Full Name
 - ✓ Training site
 - ✓ Training track
 - ✓ Holds (date and time- cleared by 7:30 PST)
 - ✓ KP Declines (include organization accepted)
 - ✓

II. CHD GROUND RULES

1. A TEAMS meeting will begin at 6:30am PST
 - Offers made prior to CHD must be accepted or declined by 7:00am PST (holds can be extended)
 - If applicant does not communicate their acceptance or declination by 7am the program can rescind the offer
 - If an applicant declines a program's offer prior to 7amPST on the CHD, the program may immediately extend the offer for that position to its next ranked applicant, prior to 6:59PST (before ranking reset)
2. Ranking Reset Period: 7:00 am PST – 7:30am PST (**no offers can be extended during this time**)
3. CHD start time is **7:30 am PST**
4. CHD Grid with all positions will be updated with
 - Names of candidates who have **accepted** a KP offer
 - Names of candidates who have placed KP offers "**on hold**"
 - Names of candidates who have **declined** KP offers

III. WHEN CANDIDATE ACCEPTS OFFER

1. Confirm program start and end dates with the candidate. See the [Mental Health Training Program's website](#) for the current dates.
2. Send a TEAMS chat message to the Regional Mental Health Training CHD team with the:
 - ✓ Candidate's Name

- ✓ Training site
 - ✓ Training track
3. During your telephone conversation with the candidate inform them that:
- HR/Talent Acquisition will:
 - Contact them regarding the new-hire process (formal offer letter, background, drug screen & onboarding)
 - Send and collect the "Verification of Completion for the Doctoral Degree" prior to start date (Appendix S)
 - Require an official transcript with degree conferral by December 31, 2023
 - Training Director will send a Welcome Letter (Appendix O) and Values Statement (Appendix P), to be signed and returned to the local Training Director's team
 - Applicant will need to complete a candidate profile and apply to the job requisition number pertaining for the job in which they were hired for www.kaiserpermanentejobs.org.
4. Information to send HR-Talent Acquisition
- ✓ Candidate Tracking Spreadsheet
 - ✓ 3 Letters of Recommendations

IV. WHEN CANDIDATE PUTS OFFER "ON HOLD"

1. Send a TEAMS chat message to the Regional Mental Health Training CHD team with the:
 - ✓ Candidate's Name
 - ✓ Training site
 - ✓ Training track
 - ✓ HOLD (time)
2. If applicants receive an offer on the CHD and offer is not from their top-ranked program, the applicant can hold the offer for **two hours** (one hold at a time)
3. If you learn a candidate has more than one offer on hold, please pass candidate name and contact information to:
 - ***Kathryn Wetzler (Kathryn.Wetzler@kp.org, 707-312-4469)*** the Regional Mental Health Director Professional Development and Mental Health Training Programs, NCAL immediately
 - The Regional Director will contact the candidate and will also be monitoring for other multiple holds
4. If a candidate tells you they are placing your program on hold, ask them the name of the training site (KP or non-KP) they are waiting to hear from and suggest they contact that training director to learn if they are under consideration.

V. WHEN CANDIDATE DECLINES KP OFFER

1. Send a TEAMS chat message to the Regional Mental Health Training CHD team with the name of the candidate and the non-KP training site they accepted.

VI. CHD TRACKING REPORT

1. Report of all applicant activity after the CHD, can be found on TEAMS to include all hires, declines, and holds

- MH Training Program NCAL
 - Postdoctoral Resident Channel
 - Files
 - Common Hold Date (CHD) spreadsheet

VI. PROBLEMS/CONCERNS?

Please contact:

- Kathryn Wetzler, Regional Mental Health Director Professional Development and Mental Health Training Programs, NCAL (Kathryn.Wetzler@kp.org or 707-312-4469)
- Ramona Boyd, Consultant V, Regional Mental Health Training Programs (Ramona.J.Boyd@kp.org or 559-283-2902) or Angela Lee, Project Manager II, Regional Mental Health Training Program (Angela.R.Lee@kp.org)

Appendix S



Postdoctoral Residency Programs in Clinical Psychology

VERIFICATION of COMPLETION of ALL REQUIREMENTS for DOCTORAL DEGREE

To be completed by the APPLICANT and an OFFICIAL OF THE ACADEMIC PROGRAM
(Such as DISSERTATION CHAIR, DEAN OF PROGRAM OR REGISTRAR)

Applicant Signed Consent	
Applicant Name:	
Doctoral Program and School:	
I hereby authorize an official of the academic program listed above to disclose to Kaiser Permanente information regarding my completion of all academic requirements for my doctoral degree.	
Applicant Signature:	
Date:	

Verification by Academic Program	
To Academic Official:	
<p>Kaiser Permanente Northern California Postdoctoral Residency Programs in Clinical Psychology and Neuropsychology require that an applicant complete all requirements for the doctorate in Clinical, Counseling, Health or School Psychology or in Education before starting the postdoctoral training program.</p> <p>Your signature below verifies that the prospective postdoctoral resident listed above is in good standing with your institution and has completed <u>all</u> requirements for their doctoral degree, including but not limited to:</p> <ul style="list-style-type: none">- Successful defense of dissertation <u>with no revisions</u>- Successful completion of 1,500 hours of internship (as required by the California Board of Psychology)	
Academic Official Signature:	
Date:	
Printed Name and Title:	
Email Address or Phone Number:	

Applicant: Please email or fax the completed form prior to training start date to:	
KP Training Director:	
Email Address:	
Telephone Number:	
Fax Number:	

For Kaiser Use Only: Document Uploaded to TALEO []

Appendix T



Mental Health Training Program Exit Interview Questions (optional)

1. Please tell us any areas you see for improvement in the training program	
2. What were your favorite parts of the training experience?	
3. What were some of the biggest challenges you faced during your training year?	
4. What are you most looking forward to in your new role/where you're going next?	
5. Did you feel adequately supported, respected, and recognized in your role as part of the team this year?	
6. Did you feel like you had the tools, resources, and working conditions necessary to be successful in your job? If not, what could be improved?	
7. Was your training experience consistent with your expectations from when you interviewed and accepted the offer? If not, what changed?	
8. Would you recommend training at our program to a peer? Why or why not?	