Ballad Health Requirements for Training Registration and Attendance: No Show Fees

Team members are required to provide a 24-hour notice for all Clinical Education or American Heart Association (AHA) course cancellations. Team members who fail to attend any course, arrive too late to participate or don't complete pre-requisites will be charged a $50.00 administrative "no show" fee.



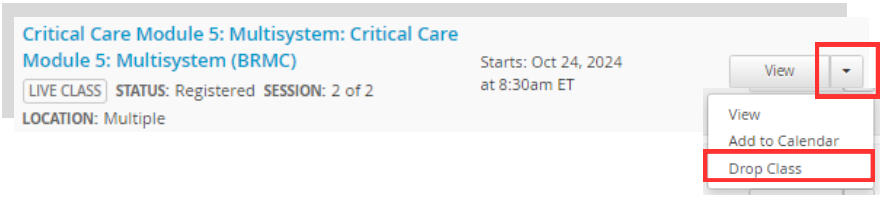
Why is this policy in effect?
Due to a sustained, system-wide increase in no shows for all types of training, in accordance to our policy, no show fees will apply to **any** Clinical Education or AHA training as indicated per defined policy criteria.

Many courses require licensing fees for each participant, which must be paid even if the team member doesn't attend. Every course provided by Ballad Health requires preparation, training materials, and dedicated instructor time. When team members fail to attend, resources, time and training materials are wasted. When team members give 24-hour notice of cancellation, the education team has adequate time to redistribute resources, offer wait list individuals the available open slot, and conserve materials.



How can I cancel training I'm registered for?
The best way to cancel training is to un-enroll in HealthStream at least 24 hours prior. If you are unable to access HealthStream, you may contact your manager or the course instructor to give cancellation notice.

How to un-enroll from training on your HealthStream To-Do List:



Find the class on your **To Do** list, click the **drop-down arrow** by **View,** then click **Drop Class**



How will I know if I'm being charged a no-show fee?
You will be notified via email, along with your manager. A deduction for $50.00 will be listed on your paystub.



If I arrive tardy, will I still be charged a fee?
If you arrive too late to participate, you will be considered a no-show. A team member is considered too late to participate when arriving more than 15 minutes after training start time (unless otherwise specified).

Who can I contact to discuss my no-show fee?
Discussion regarding no show status and resulting fees should occur with your supervisor, manager, or service line leader.

For more information, refer to Ballad Health policy OD-200-001-BH: "Participant Registration and Attendance for Ballad Health Training Courses"

No Show Fees: Manager FAQ

Team members are required to provide a 24-hour notice for all Clinical Education or American Heart Association course cancellations. Team members who fail to attend any course, arrive too late to participate or don't complete pre-requisites will be charged a $50.00 administrative "no show" fee.

Does this policy cover all types of training?

This policy applies to any Clinical Education or American Heart Association (AHA) training.

What if my team member contacts me to cancel training - does that meet the requirement for 24-hour notice?

If your team member is unable to access HealthStream to drop their registration, you may un-enroll them from the training or notify the course instructor within the 24-hour notice timeframe.

How will I know if one of my team members has missed training?

You will be notified via email with the team member's name and class date/name.

What if I need to pull a team member from training due to a staffing need, and it is too late to provide 24-hour notice?

If you advise a team member to miss training, they will still be counted as a no show, and your department will be responsible for the $50.00 administrative fee. Please notify the class instructor that the team member missed training at your request, so that fees can be applied to the department instead of the team member.

What if my team member feels a no-show fee has been applied unfairly?

Please discuss requirements with your team member - do not direct the team member to contact Clinical Education or American Heart Association (AHA). Any discussion regarding no show fees should only occur with you. The no show fee will apply if:

- Team member failed to provide minimum 24-hour notice of cancellation
- Team member arrived tardy, past the cutoff time for participation (more than 15 minutes unless otherwise specified)
- Team member failed to complete learning prerequisites (such as CBLs or pre-tests) or arrived without the required AHA pre-course materials:
  - AHA training book
  - Successful completion of pre-test
  - Copy of current certification card

I think my team member has a special circumstance that warrants waiving the no show fee. Can Clinical Education or AHA approve this?

No - Clinical Education cannot waive fees. If you have a team member with a unique circumstance and want to explore waiving their fee, you must discuss this with your director, CNO, or appropriate service-line leader.

For more information, refer to Ballad Health policy OD-200-001-BH: "Participant Registration and Attendance for Ballad Health Training Courses"