

V.I.E.W. Volunteering In Every Way

Hofstra Medical Scholars Pipeline Program



PEACE Volunteers and Hofstra Medical Scholars (July 2014)

The Medical Scholars Pipeline Program was created at the inception of the Hofstra North Shore-LIJ School of Medicine as part of the school's core mission to create and support a diverse and inclusive learning community. The Medical Scholars Pipeline Program was designed to increase diversity of the healthcare workforce by exposing interested students from underprivileged backgrounds to various healthcare professions by leading them through a rigorous five-week academic course. The five-year Medical Scholars Pipeline Program begins with rising high school juniors and continues until they reach their junior year in college. The program's goal is to turn the students into competitive future applicants to medical schools and other health-related fields, including dentistry, nursing and medical technology. Students are also introduced to the clinical, social and political issues facing the health care industry. The Volunteer Department at LIJ on-boards all students and coordinates all departmental shadowing including a panel discussion with previous and current PEACE volunteers.

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2014 Summer Program: (LIJ and ZH)

- ◆ 26,143 Hours of service
- ◆ 137 H.S. Volunteers
- ◆ 290 Undergrad / Grad Students
- ◆ 19 Participated in the 1199 Youth Mentoring Program

The Volunteer Impact on the Patient Experience Webinar

North Shore-LIJ Long Island Jewish Medical Center | Cleveland Clinic Association

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The Volunteer Impact on the Patient Experience

By thinking about where volunteers can add the most value, creating roles that are meaningful, and measuring impact, the ongoing presence of volunteers can increase patient experience and patient satisfaction scores. The Volunteer Services departments of Cleveland Clinic and Long Island Jewish Medical Center describe how they have mobilized their volunteers to enhance the patient and visitor experience.

Presenters:



Dolly Sookdeo, Patient Engagement and Communication Enhancement (P.E.A.C.E.) Program Coordinator, Long Island Jewish Medical Center

Dolly manages all elements of Long Island Jewish Medical Center's exceptional Volunteer Program designed to enhance the patient experience with specially trained volunteers who deliver compassionate care and support at the bedside in a variety of settings. Coordination starts at recruitment through mentoring.



Justin Tabulinski, Program Manager, Volunteer Services Department, Cleveland Clinic

Justin oversees the volunteer program at Cleveland Clinic's main campus in Cleveland, Ohio and has four coordinators within the department dedicated to main campus initiatives. In addition to main campus oversight, Justin also coordinates the Caring Centre Program and the Voice of Patient Advisory Council. He has been in the Volunteer Services Department since 2006.

Hope Mcivor, Program Manager, Volunteer Services Department, Cleveland Clinic

The Volunteer Services Department of Long Island Jewish Medical Center and Cleveland Clinic described how we mobilize volunteers to enhance the patient and visitor experience during a joint webinar on June 18th, 2014. Dolly Sookdeo, PEACE Volunteer Coordinator, presented on behalf of LIJ's Volunteer Services Department.



“VOLUNTEERS
DON'T GET PAID
NOT BECAUSE
THEY'RE
WORTHLESS,
BUT BECAUSE
THEY'RE
PRICELESS”

SHERRY
ANDERSON

Director's Corner - “A Love Letter to the Staff”

Dear Staff,

What is most amazing is your generosity in accepting our Volunteers.

Physicians - you lined up at our door to pitch your request and you easily met our documentation requirements.

Physician Assistants - you also lined up, and your e-mails were a daily occurrence; you were conscientious and thankful for the extra work we gave you!

Each department and Nursing unit - you took on our young volunteers and, if you don't realize it, you nurtured them; you gave most of them their first experiences in a “work setting”; your example set the tone for them during the summer and for the rest of their careers; filing and making copies may not be glamorous, but your smile and “thank you” meant so much to our kids.

The Volunteers shared their experiences with me - from observing surgeries to assisting with research, from attending a lecture to going on rounds. You paid it forward and you set high standards for these very fortunate volunteers.

Thank you.

Denice

Movie Time at LIJ - “Trainwreck”



Bill Hader and June Rose- Volunteer Ambassador



Amar'e Stoudemire and June Rose- Volunteer Ambassador

On July 1, 2 and 3, 2014, many of our LIJ Ambassadors assisted with the logistics of filming “Trainwreck” on campus!

Our Volunteers were stationed at various locations to provide information and directions to our patients and families. While they do this normally for their assignments, these days gave them an opportunity to interact with more staff and the film crew! Anthony De Fillippo holding elevators, Rhoda Grande manning the 2nd floor, Slavica Ljubacic , June Rose, and Mark Ascher running anywhere they were needed! A special thanks to Barbara Raber, Amy Friedner, Deborah Gershen, Gay Megherian, Gerardo Tenebruso, Greg Puga, Vivian Beer and Lenny Drachtman for keeping the “train” on track!



Pre-Med Journey Program (2014)- Interview with Kywana Alfred by Diptesh Tailor

LIJ's Pre-Med Journey Program was established to provide selected students the opportunity to experience the inner workings of a hospital, including shadowing opportunities in a variety of disciplines. This year, Kywana Alfred was selected with 5 other students. Kywana lives in Queens Village, New York, and graduated from SUNY Old Westbury in 2013 with a Bachelor's degree in Biological Sciences and a minor in Psychology. During her off-year, she was battling whether to go to Medical School or PA School. Kywana's experience in the Pre-Med Journey Program is captured in the interview that follows, conducted by Diptesh Tailor (2013 Pre-Med Journey Program Alumni).

DT: Could you briefly describe the Pre-Med Journey program and how it was structured? How many days a week did you shadow and what departments did you rotate through?

KA: It was five students from different parts of the country. The weeks varied – sometimes we shadowed twice, sometimes three times weekly. We rotated through Radiology, Psychiatry, Hematology-Oncology, and Pathology. During the Pathology rotation, we observed Frozen Sections where pathologists would take us to the Operating Rooms and they would take whatever the case may be, such as a tumor, inspect it and inform the surgeon, so it was pretty interesting! We also rounded at the Patient Safety Institute where mock medical scenarios were practiced using Simulations (Sim Baby, Sim Man, Sim Woman).

DT: What were your thoughts, feelings and expectations beginning your journey? What did you hope to gain from this experience?

KA: Before the program, I was leaning towards PA school because of the lower financial cost and time needed to complete schooling. The first day I thought we would just be in the doctor's office and he or she would speak with us and then leave. But it was really nice that some of them took time out of their day to speak with us about the medical school process and what they went through. You get to hear first-hand experiences - I think that is the best part I got out of this. Some of these doctors gave us their business cards and invited us to contact them if we had any further questions. What I got out of this experience will change my life. I mean, right now I feel that medicine is for me. Now I am confident that this is the path I am pursuing.

DT: What are some qualities and traits of the physician profession that helped you steer your career decision.

KA: The humility, the compassion, the empathy, their respect for patients, how they tell patients that something is wrong and which is the best path to take. You're not just a doctor but you have to play so many parts. You have to play a professional, but also play a friend, and a nurturer. You have to play a psychologist because you have to understand where people are coming from. You have to play a sociologist and know how people interact. You have to be meticulous – you have to be business-conscious, you have to be a chemist. There are so many things you have to be.

DT: What is your advice for future students of this program?

KA: I would say keep an open mind – you interact with people of different races, cultures – especially being in New York and at LIJ, so keep an open mind and be aware of people and their cultures and traditions. The little things you do still help. With regards to the PreMed program, it has been very, very, very rewarding. It's better to find out sooner before investing in medical school, paying large tuitions to find out your passion was actually elsewhere. So explore. Keep an open mind. Be cognizant. Be respectful of others. It's easy to judge, but if you have empathy and relate to people, you will find it very rewarding.

(Diptesh Tailor is a 2013 LIJ Pre-Med Journey Program Alumni. B.S. Candidate-Global Public Health/Chemistry at NYU, President Honors Scholar, Vice President – Medical Dialogue Review)



Summer Volunteer Reflections

Summer Volunteer Reflections

Dear Ms. Romero,

Thank you so much for allowing me to be a part of the Pre-med Journey Program. I thoroughly enjoyed the experience of rotating through the various departments and having the opportunity to interact with doctors and medical students. Each departmental experience was interesting and I certainly learned a lot, not only through observation but also through interactions with the medical staff and patients.

Thanks again for providing us with this incredible opportunity. If you have any future shadowing/volunteer opportunities, especially during the winter or summer breaks, I would certainly be interested.

Please note that I have attached a sign-in sheet for the days we were away from the LIJ main campus.

I hope you have a wonderful summer.

Sincerely,
Jennifer Itty

Hi Denice,

Thank you for working with Kathy and Cynthia this summer. They both got a lot out of their placements at LIJ. On the last day of the program, students filled out evaluations where they were asked if their site was a good match for them and whether or not they would recommend their site for future interns. Kathy said that she "enjoyed the work she did and the people in her office." She would recommend it "because the supervisor is friendly and helpful."

Thank you so much for the time you put into on-boarding, placing, and supporting our students! Please let me know if there are ways that I could have been more supportive to you or our students.

I really enjoyed working with you and look forward to working with you again next year.

Thank you!

Elizabeth Braley
Assistant Coordinator, WorkForce 2000

Dear Denice,

Today was my last day volunteering at LIJ as a Zucker Hillside Psych intern. I have logged my hours on Vicnet and I dropped off my badge at the volunteer office. I would like to thank you for helping me through the volunteer process and being such a positive, warm welcome into the LIJ system. Although I worked in Zucker Hillside and therefore did not visit the Volunteer office often, I felt like I could come to you with any issues if need be.

Being a volunteer at Zucker Hillside has been an incredible experience, and has pushed me to pursue a career in psychology. For my internship program, I wrote up a summary of my experiences at Zucker Hillside and what I gained from them. I have attached this to the email in case you were interested in the specifics of my program.

Thank you so much once again; you are an incredible asset to LIJ and I really enjoyed working with you.

Azure Reid-Russell

Dear Dolly,

I wanted to thank you for giving me such a wonderful opportunity this summer. Not only did it change my life, but it motivated me more towards a career in health care and for that I am eternally grateful. This program made me realize why I want to be a PA- for the patients. Everyday I was inspired by multiple people, learning a lot about myself in the process. One man told me not to worry and that I "have the personality for it," which was one of the best things I could have heard. I will remember so many of the patients I spoke to, especially the ones I formed deep connections with. This is something so special and I cannot thank you enough for enabling me to do that. Your passion and guidance is the reason I became so comfortable in the hospital so quickly and your advice helped me connect to patients without overstepping my role. Your program is so inspiring and seeing patients' faces light up, just because someone came in to talk to them, is priceless. I could not thank you enough! Also, every single one of the volunteers is wonderful and I am so happy I made so many close friends. I hope to be back again during my winter break and will definitely let you know about that closer to that time! Again, thank you for everything! Enjoy the rest of your summer!

Sincerely,
Alexandra Ofer

Final editing compliments of Volunteer Rhoda Grande

****Become a Volunteer** LIJMC ** Request a Volunteer****

Volunteer Services Department
Institute of Oncology Lobby (Room 107)
270-05 76th Avenue
New Hyde Park, NY 11040
Volunteer Office: 718-470-7092

