
 NICHE CONFERENCE

## Raising Future Health Care Workers

ABINGTON – JEFFERSON HOSPITAL  
ABINGTON, PA

APRIL 21, 2017

PODUM PRESENTER  
Sandy Lee Kahn, RN-BC, BSN, HELP Plus Director



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## The Power of Mentoring

My Story

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## Older Adult Specialty Unit

Rita Leinheiser, MA Social Gerontologist, Elder Life Specialist, HELP® Director

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### Comparing the Programs

- Who is a HELP® Volunteer
- Who is a HELP® Plus Volunteer
- Program Goals
- Program Interventions
- Program Training

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### Who are HELP® Volunteers?

College Students interested in healthcare careers or fulfilling work study programs in various fields of study:

- |                     |                         |                     |
|---------------------|-------------------------|---------------------|
| *Medicine           | *Pharmacy               | *Law                |
| *Nursing            | *Physician Assistant    | *Nurse Practitioner |
| *Physical Therapist | *Occupational Therapist | *Social Work        |
| *Education          | *Psychology             | *Counseling         |

And any person other than a high school student with a desire to HELP

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### Who are HELP® Plus Volunteer

High School Students . . .  
that utilize the hospital for vo-tech clinical training




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### Also High School Students . . .

- fulfilling “work-study” program requirements
- interested in health care shadowing opportunities
- who are family/friends of hospital employees
- with an interest in community service

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### Hospital Elder Life Program/HELP® Goals

- Maintaining cognitive and physical functioning of high risk older adults throughout hospitalization
- Maximizing independence at discharge
- Assisting with the transition from hospital to home
- Preventing unplanned hospital readmissions

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### HELP® Interventions

- Volunteers provide personal, supportive attention to vulnerable older patients.
- HELP materials include a structured curriculum for instructing volunteers to deliver daily orientation, early mobilization, feeding assistance, therapeutic activities, a non-pharmacological sleep protocol, and hearing/vision adaptations.

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### HELP® Plus Interventions

- Meal Time Rounding
- Purposeful Rounding
- Answering Call Bells
- Assist RN/CA with patient transfers/ambulation
- Tidy patient rooms & unit
- Stocking
- Deliver patient drinks & food under direction of RN only
- Deliver patient supplies under guidance of RN/CA

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### HELP® Volunteer Training

- HELP Videos
- HELP Training with Rita
- Physical Therapy – safe ambulation training
- Speech Therapy – safe feeding training

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### HELP® Plus Training

Includes all the same HELP training PLUS:

- Shadow an RN at least once
- Shadow a CA until the volunteer is comfortable with the unit environment, protocols and work flow of the unit

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### Expected Results

- Increased patient satisfaction
- Increased nursing satisfaction

### Unexpected Results

- Strong Mentoring relationships

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### Some Survey Questions

- What prompted you to become volunteer?
- What are your career aspirations and where are you in the process?
- Did the volunteer program help you in determining your career path?
- Did you find the information/skills obtained through the program worthwhile/pertinent in your pursuit of your healthcare education?
- Do you think the program succeeds in mentoring future healthcare workers?

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### Lexi



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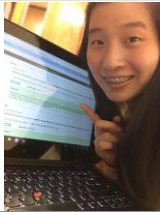

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**Nancy**

PROGRAM PRESIDENTS  
Sandy Lee Kahn, RN-BC, BSN, HELP Plus Director



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**Jennifer**



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**Jonathan**




PROGRAM PRESIDENTS  
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**Grace**



POWER PRESENTER  
Sandy Lee Kahn, RN-BC, BSN, HELP Plus Director

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**Audrey**




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Sandy Lee Kahn, RN-BC, BSN, HELP Plus Director

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**Pryia**



POWER PRESENTER  
Sandy Lee Kahn, RN-BC, BSN, HELP Plus Director

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## Abby



PHOTO PRESENTED BY  
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## Thanh



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## HELP® Volunteers that became a physician/physician assistant:

- |         |                |
|---------|----------------|
| Seth    | Julie – PA     |
| Matt    | Samantha – PA  |
| Joe     | Fenella – PA   |
| Dillon  | Christine – PA |
| James   | Lucy – PA      |
| Kaitlyn |                |
| Ashley  |                |
| Rema    |                |

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### Why develop larger, mentoring, volunteer programs:

- need more help at the bedside now
- need more healthcare workers in the future
  - 2030 problem—an unprecedented number of elderly to care for
  - Nursing Shortage—lack of educators and clinical study outlets
- develop confident, competent healthcare professionals
- enhance recruitment and retention

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### What if we could . . . .

1. Create "intern" or "residency" programs, where we teach "hospital environment" and "routine care tasks" through shadowing
2. Train nursing students for CA positions before their qualifying CA clinical rotations
3. Incentivize programs by offering possible paid hospital positions to fill positions as a CA, safety sitters, transporters, etc.
4. Mentor other health care students by giving them shadowing opportunities with physicians, RT, PT, ST, SW, CM, etc.
5. Recruit vocational school students in Allied Health Programs, who may already use the hospital for clinical education, into CA positions.
6. Recruit retired healthcare professionals and church outreach volunteers for consistent patient feeding, walking, and rounding programs

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The time is now to develop innovative ways to raise future healthcare workers!

Any questions?

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References

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