NYU Langone Health

Healthcare Explorers

A unique approach to introduce high school students to healthcare careers

Who We Are

LaShon Pitter, MSN MBA RNC-NIC NEA-BC
Nurse Manager Neonatal ICU Co-Chair of the Nurse Managers Council

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Nurse Manager Medical Oncology Unit Co-Chair of the Nurse Managers Council

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Director, Volunteer Services

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Nurse Practitioner
Department of Pediatrics
NYU Langone Hempstead High School Based Health Clinic

Marisol Perez, MS, LCSW
Social Worker
Department of Pediatrics
NYU Langone Hempstead High School Based Health Clinic

Gerry Vazquez
Volunteer Services

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Educational Breakout Session Agenda

I. **Overview**

II. **Pilot Program Phases**

- Why
- Objectives
- Collaboration
- Time-Line
- Implementation
- Outcomes
- Lessons Learned

III. **Next Steps**

- Expand
- Spread

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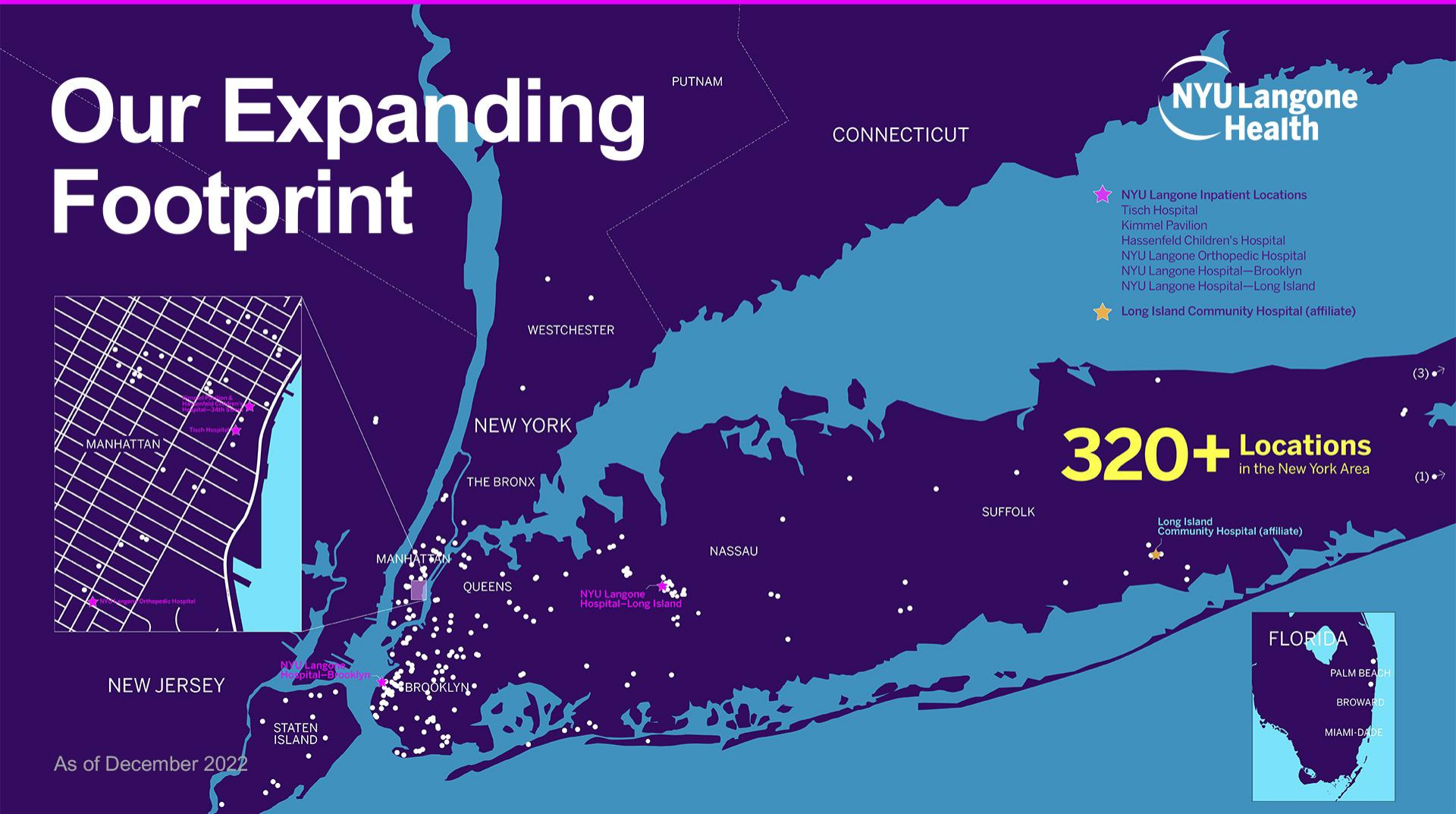
Our Expanding Footprint



As of December 2022

NYU Langone Health

Rankings & Honors

Five-Star Quality Rating
by the Centers for Medicare & Medicaid Services (CMS)

#1 Hospital in New York, #3 in the Nation, and Nationally Ranked in 14 Adult Specialties
by *U.S. News & World Report*

Magnet Designation
The Only Health System* in New York to Earn Magnet® Recognition Across All Its Hospitals

Vizient's Bernard A. Birnbaum, MD, Quality Leadership Award
Ranked #1 Out of 107 Participating Comprehensive Academic Medical Centers for Quality

Grade A Leapfrog Hospital Safety Grade
Straight A's for Safety at Our Hospitals in Manhattan, Brooklyn, and Long Island

Vizient's Ambulatory Care Quality and Accountability Award
Ranked #1 Out of 55 Networks for Demonstrating Excellence in Delivering High-Quality Outpatient Care

The Gold Seal of Approval®
by The Joint Commission Reflects a Commitment to Continuous Improvement and Delivering Safe, High-Quality Care

As of November 2022

*Refers to multi-specialty and multi-site hospital organizations

Facts and Figures

NYU Langone Health

Employees

44,364

Employees in Total

Students and Trainees

544
MD Candidates

98
MD/PhD Candidates

258
PhD Candidates

34
PhD Recipients

1,704
Residents and Fellows

Staff

162
Endowed Faculty Positions

4,335
Physicians and Faculty

7,643
Nurses

As of June 2022

Facts and Figures

NYU Langone Health

Technology Transfer

11
Products in Clinical Trials

#1
In Licensed Income Among U.S. Universities Over the Past 15 Years

$3.13B
In License Revenue Received (FY07–FY22)

1,003
Patents Issued

28
Biomedical Products Brought to Market

101
Start-Ups Formed

1,830
Inventions

As of June 2022

CORE VALUES: DIVERSITY

At NYU Langone, the core value of diversity is fundamental to our mission to SERVE, to TEACH and to DISCOVER.

We celebrate the inclusive excellence that is found in the contribution of the diverse identities, communities and roles that make us a world-class institution in patient care, education and research.

We strive to be a place where our exceptionally talented faculty, staff and students of all identities can practice, teach and discover with pride.

https://nyulangone.sharepoint.com/sites/our-story

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Community Partner Demographics

Hempstead: Data at a Glance

Prepared by: NYU Community Service Plan

https://nyulangone.org/our-story/community-health-needs-assessment-service-plan

Incorporated Village of Hempstead
Nassau County
New York

Population

59,000

50% Latinx
39% Black
5% White

Decennial Census 2020

Nativity and Language

39% Born outside US

41% Speak Spanish

American Community Survey, 2016-2020

Hempstead		Nassau County
74%	High school degree or higher	92%
18%	Poverty	6%
21%	Households with no vehicle available	7%
56%	Renter-occupied households	19%

American Community Survey, 2016-2020

Adult Health

	Hempstead	Nassau
Routine Doctor Visit	80%	79%
Dental Visit	57%	74%
18-64 years: No Health Insurance	24%	13%
Obese	37%	27%
High Blood Pressure	36%	26%
Diabetes	16%	9%
No physical activity	37%	24%
Current Smoking	19%	12%
Mental health not good	16%	12%

CDC PLACES : 2018, 2019

Children's Health

152 per 10,000
Highest asthma-related Emergency Department visit rate in Nassau County

NYSDOH, SPARCS, 2016-19

62 per 1,000
Highest teen pregnancy rate in Nassau County

NYSDOH, Vital Stats, 2017-19

26 per 100
Highest rate of public school students with obesity in Nassau County

NYSDOH, SWSCR, 2017-18

Beyond the Numbers

Hempstead is the most populous village in Nassau County. Residents value its diversity, location, and sense of community. A number of community-based organizations offer resources and support.

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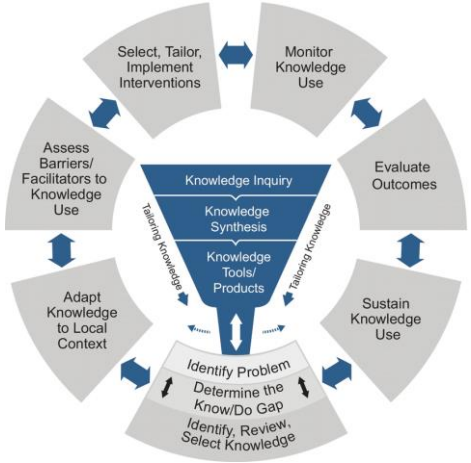
Why

- Nursing leaders attending the national Magnet conference asked: **How are we supporting career exploration among youth in the local community?**

- A review of NYULH - Long Island Hospital **volunteer program revealed students attending Hempstead High School were underrepresented** (no recent applications) compared to peers in neighboring districts.

Knowledge to Action
Speeding Evidence Translation



(Graham et al., 2006)

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Application of Current Evidence to the Local Setting

- Recruiting an **inclusive and diverse** nursing workforce is a national priority. (1)
- **Low or no-cost programs** designed to help high school students learn about healthcare careers are commonly referred to as pipeline, or career exploration in the literature.(2)
- Supporting career exploration, for students living in high needs, rural, or underrepresented ethnic communities is needed to **improve equitable access** to said programs.(3)
- Among underrepresented students, these programs have been effective in **increasing participant interest** in pursuing a wide variety of healthcare careers.(4)
- More study is needed to determine if pipeline, or explorer programs are associated with a **more inclusive and diverse workforce**.(5)

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NYU Langone Long Island Health Care Explorers

Team members: Lashon Pitter, Jessica Kirk, MaryAnn Dzoimba, Yvette Ahmed, CJ Catalano, Marilyn Cockren, Liz Conklin, Lila Hageman Sheehan, Zoila Nolasco, Lisa Rosa, Liz Stanley, Grace Trimmer, Candice James, Katie Mattone, Shahada James Mcleod, Hiedi Pierluissi, Samantha Costa, Anna Holmes, Jean Zebroski, Gerry Vasquez

NYU Langone Hospital—Long Island

March 1, 2022

Background/Problem:

1. The future of healthcare depends on having a diverse work force that is passionate about providing high quality healthcare.
2. In the current state of healthcare, students may not consider working in healthcare as a promising career goal.

Project Goal:

1. To provide a hands on learning opportunity for promising students attending Hempstead High school, which may lead to the pursuit of a career in healthcare and have a greater impact on their community.

Interventions:

1. The Nurse Manager Council met with Nursing leadership at the Hempstead High school and identified six students that had an interest in healthcare careers and attending a summer program at the Long Island Main Campus.
2. Volunteer Services assisted with the onboarding process and volunteer orientation.
3. Using evidence based practice, the council developed a four week program which included mentoring experiences with nurse managers, workshops with leadership from various departments, shadowing experiences with OT/PT, Child Life, and tours of the ED and NYU Langone Medical School.

Outcome(s)*:*

All students reported a positive experience when completing the program. Five out of six students reported they are considering pursing a career in healthcare, that they would return to the program next year if offered, and would recommend the program to other students.

Project Information Contact: Jessica Kirk, RN,BSN,OCN
Jessica.kirk@nyulangone.org

NYU Langone Long Island Hospital Healthcare Explorers Program

Summer 2022

Pilot Project Timeline

October / November 2021
Problem identified
Literature Review
NMC Co-Chairs met with Nursing Administration to share idea and identify possible partners in the community.

January 2022
Met with Hempstead High School(HHS) Health Based Clinic (HBC) leaders to present ideas of partnering.

February 2022
Presented concept for the Healthcare Explorers to the Nurse Manager Council and Volunteer Services leadership.

March 2022
Students were identified by HHS staff. Applications and Requirements were shared with students.
Project presented to the EB and Research Nursing Council.
Pre and Post Survey reviewed and approved.
IRB not needed for pilot.

April 2022
Applications were returned and approved by the Nurse Manager Council and Volunteer Services.

May 2022
Acceptance letters sent to students.

Zoom meeting conducted with the students, their parents, nursing leaders, volunteer services, and HHS HBC leadership.
Meeting translated for parents.

June 2022
Orientation education developed, hospital interdisciplinary team members identified as guest speakers, shadowing opportunities and nursing mentors.

Schedules developed for students.

July 2022
Program implemented.

August 2022
Program completed.

September 2022
Program debriefing.

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Phase One: How

- Stakeholder Analysis
- Student Needs Assessment
- Consult Administration: School and Hospital
- Determine Volunteer Services Program Requirements
- Create an Application Process
- Consent to Participate

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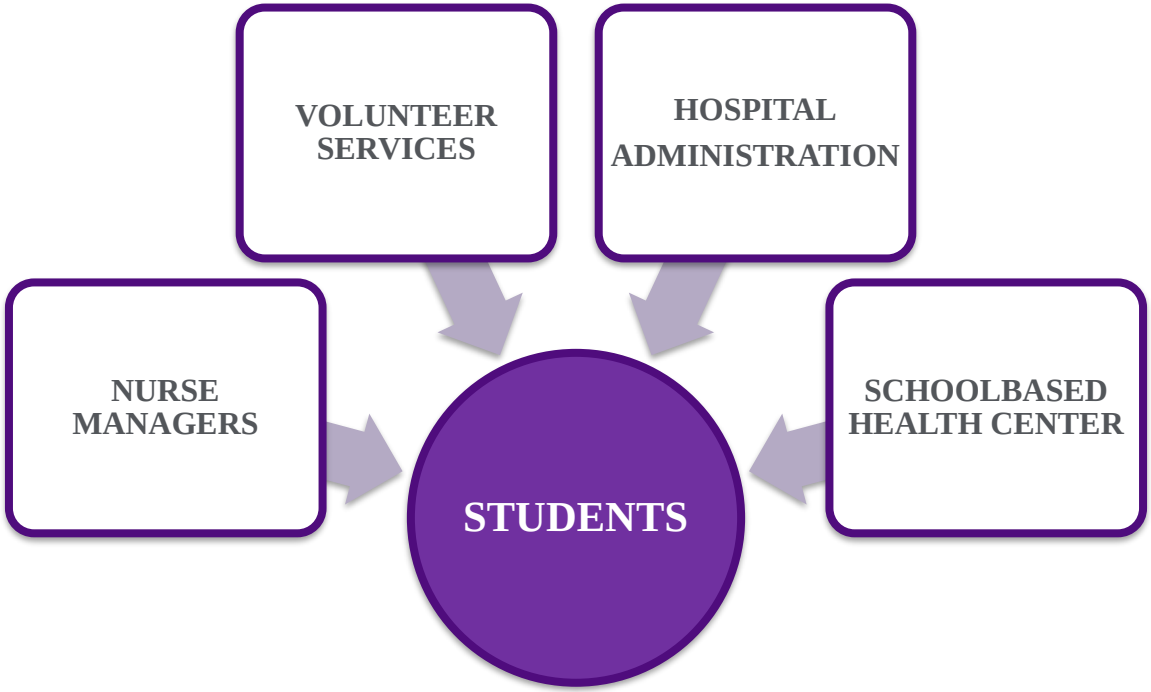
BUILDING AN INTERDISCIPLINARY COALITION



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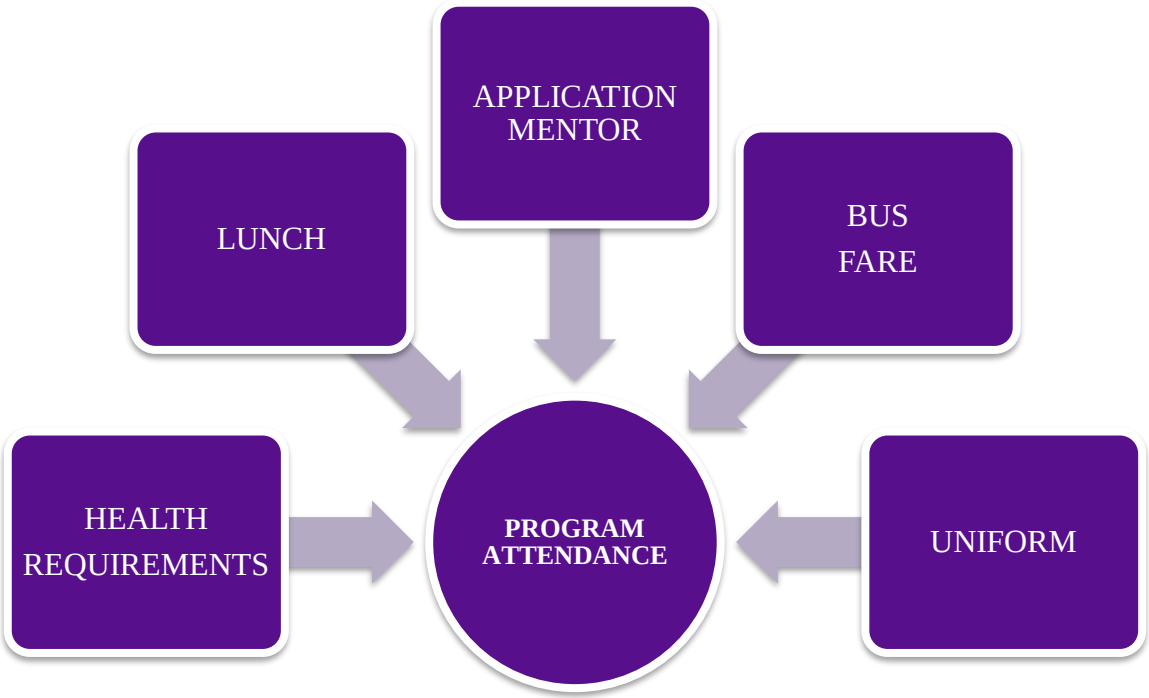
STAKEHOLDER ANALYSIS



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Volunteer Services Requirements

- Application
- Essay
- Medical Clearance
- On Site Orientation
- Handbook
- HIPPA
- Fire / Safety
- Infection Prevention
- Identification Badge

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Application Process

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NYU Langone Hospital-Long Island

Teen Volunteer Program (TVP) Application

Please Type or Print (blue or black ink). All information must be completed by applicant.

1. **Personal Information**

First Name: _____ MI: ___ Last Name: _____

Address: _____ Apt: ___ City: _____ State: ___ Zip: _____

Phone: _____ Cell: _____ Email: _____

Name of Parent/Guardian: _____

Phone: _____ Cell: _____ Email: _____

Current Grade: ____ Full Name of School: _____

Date of Birth: ____/____/_____ Age: _____

2. **Volunteer experience**

Where: _____ From: _____ To: _____

Where: _____ From: _____ To: _____

3. **Are you required to volunteer (e.g., community service, class, honor society, etc.)?**
Yes __ No __

If yes, please explain: _____

4. **List your extra-curricular activities:**

_____

_____

5. **List any hobbies, talents or special interests:** _____

_____

6. **List your future goals:** _____

_____

_____

_____

_____

7. **Essay:** "What is your goal for volunteering and what you can bring to enhance the patient experience." Your essay must be between 300-500 words, typed (Times New Roman or Arial, size 12 fonts) and double spaced. **Do NOT Staple to application.**

8. **Do you have a family member who works or volunteers at NYU Langone Hospital - LI?**

Yes ___No___ If yes, please provide the following information:

Name: _____ Relationship: _____
Department: _____ Contact number: _____

9. I understand and agree that submitting this application form does not automatically register me as a volunteer at NYU Langone Hospital - LI. I am aware I must meet all qualifications necessary including and not limited to: medical clearance, orientation, and background check.

By submitting this form, I attest that the information I have provided on the form is true and accurate.

☐ **I Agree**

_____ _____
Applicant's Signature Applicant's Name *(please print)*

_____ _____
Parent/Guardian's Signature Parent/Guardian's Name *(please print)*

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Phase Two: Innovation to Meet Student Needs

Phase Three: Program Development

Develop	Develop orientation
Identify	Identify leaders for Wednesday Workshops, shadowing opportunities, nurse manager mentors, Thursday lunches with nurse leaders and HBC leaders
Plan	Plan students schedules based on areas of interest noted in essays

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De-Identified Pre/Post Survey

Implementation

Student & Parent Orientation

Hospital Orientation

Tours

Unit Based Training

Interdisciplinary Experiences

Wednesday Workshop

Weekly Lunch & Learn

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July 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10	11 Orientation-10-1 Tour-1-2 Jessica & Marilyn	12 Floors 10-2 Sherlyn-MICU Jonathan-L&D Ana Maria-Peds Ashly-3N Salma-HP1 Stephanie-GP2	13 Floors 10-2 Sherlyn-HP1 Jonathan-NICU Ana Maria-PACU Ashly-4N Salma-GP2 Stephanie-GP4	14 Floors 10-2 Same as Wednesday Lunch Group 12-1245 (Jessica & HHS staff)	15	16
		ED Shadow 11-12 Jonathan, Stephanie Salma shadow PT 11-1 Lunch 12-12:30	Lunch 12-12:30 Wednesday Workshop 1-2 (LaShon)	Stephanie to shadow PT 10a-12 Child Life Shadow 1-2 Sherlyn		
17	18 Floors 10-2 Sherlyn-4N Ashly-Cardio Jonathan-3N Ana Maria-L&D Salma-PACU Stephanie-Peds	19 Floors 10-2 Same as Monday	20 Floors 10-2 Sherlyn-3Main Ashly-P3 Jonathan-4N Ana Maria-NICU Salma-MICU Stephanie-HP1	21 Floors 10-2 Same as Wednesday Lunch Group 12-1245 (Anna & HHS staff)	22	23
	Lunch 12-12:30 Child Life Shadow 1-2 Ashly	ED Shadow 11-12 Ana Maria, Salma Lunch 12-12:30	Ashly to shadow PT 11a-1 Lunch-12-12:30 Wednesday Workshop 1-2 (Anna)	Child Life Shadow 1-2 Jonathan		

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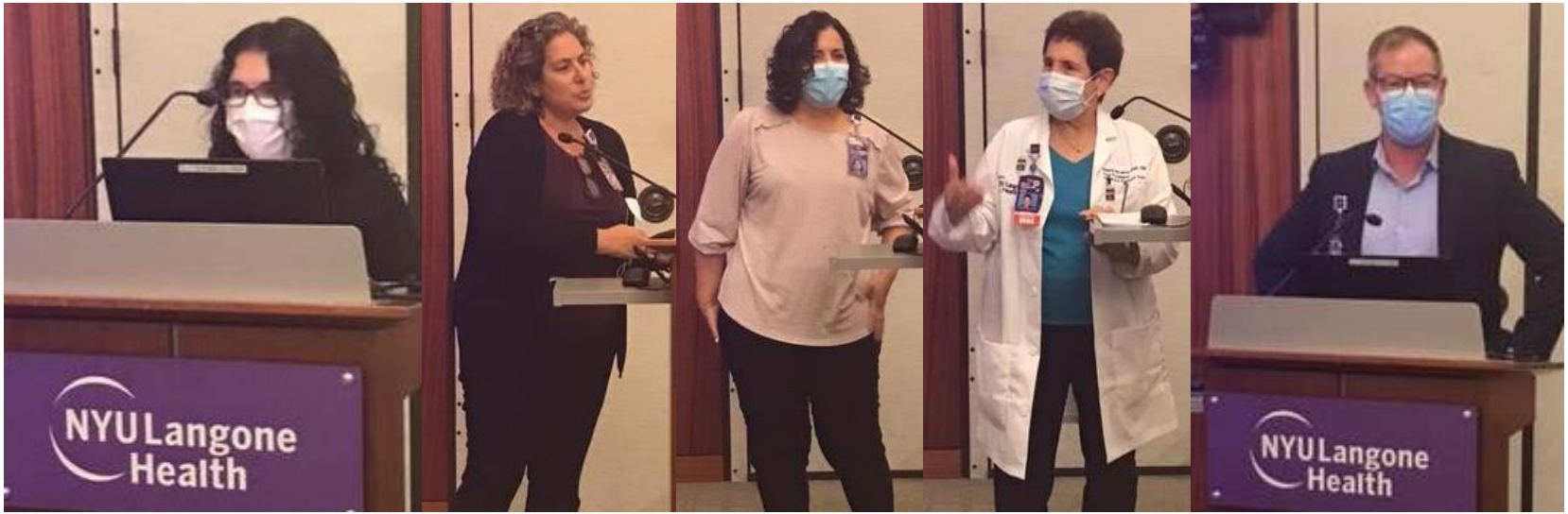
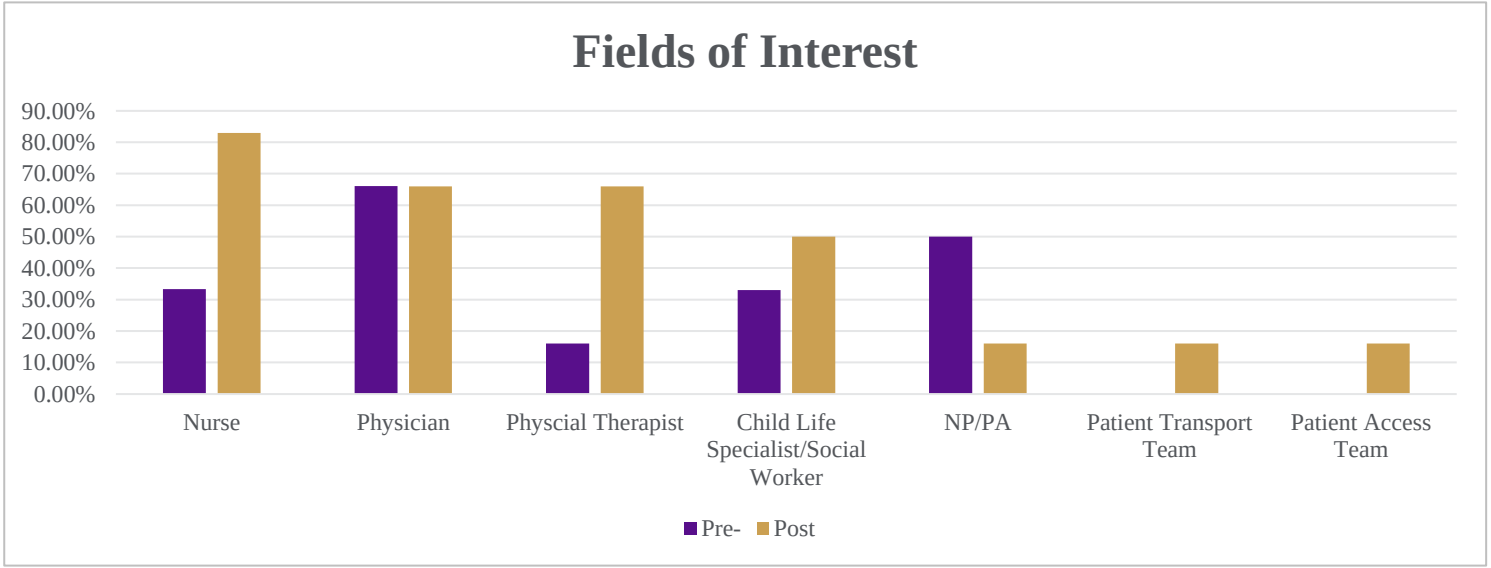
Highlights from Closing Ceremony



Evaluating the Program Survey

100% of students reported they met their objective of gaining a better understanding of careers in healthcare



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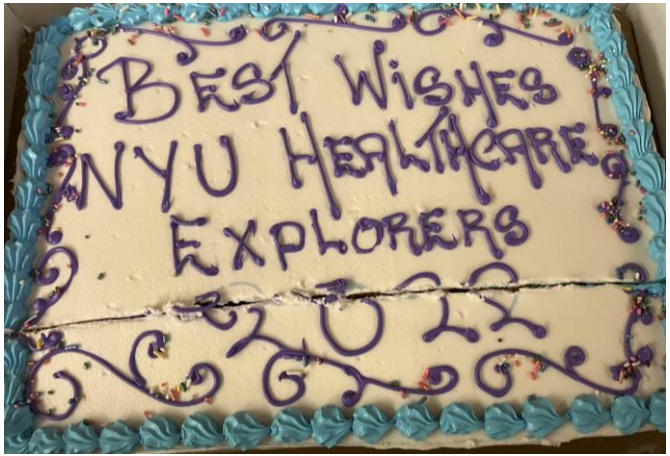
Student Feedback & Highlights



- **5 of 5 students would attend** this program again if offered next summer and **would recommend** to other students.
- Students expressed **interest in remaining volunteers** at the hospital
- In collaboration with the Nurse Manager Council **two students created a plan to raise funds for the NYU Langone Long Island Breast Cancer Awareness** and funds for holiday dinner for one family.

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Ongoing Commitment to the NYU Langone Health Mission

- Nursing leadership continues to partner with staff at Hempstead High School to mentor the students that attended the program
- The team is working to improve the program using the lessons learned from this pilot program
- Program leaders began outreach to students enrolled in a charter school, located in the same community

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Lessons Learned

- Students asked for HIGH VALUE
- Time with patients
- Hands-on Learning in the Sim Lab
- Opportunities to observe clinicians in action
- Observe a surgical operation or procedure

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Next Steps

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Summer 2023

STOP THE BLEED

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A summer experience for students interested in a healthcare career

Healthcare Explorers
July 10 – August 3, 2023

The Healthcare Explorers Program is a unique collaboration between the NYU Langone Hospital – LI Nurse Manager Council and the Volunteer Dept.

Application Deadline: March 31, 2023
Medical Clearance is due May 31, 2023

Students rotate daily across clinical and operations units learning about a variety of healthcare and hospital career paths.

Additionally, there are mentoring experiences with nurse managers, workshops with leadership from various departments, and shadowing experiences.

The program is free of charge.

Volunteer jacket, ID, bus tickets, and lunch are provided.

Must be 16 years

Students must commit to the full 4 weeks, Monday – Thursday, 10 am to 2 pm; keep a journal of their experiences; and attend a closing luncheon.

For more information see your guidance counselor or email the Volunteer Office at NYU Langone Hospital – LI (dvs@nyulangone.org).

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Thank You Team!

We would like to sincerely thank:

NYU Langone Team	
Dr. Valerie Terzano	Elizabeth Conklin
Dr. Eileen Magri	Lila Hageman-Sheehan
Dr. Kathryn Lang	Zoila Nolasco
Eve Dorfman	Lisa Rosa
Christopher Nelson	Elizabeth Stanley
Nicole Almeida	Grace Trimmer
MaryAnn Dziomba	Candice James
Yvette Ahmed	Kathleen Mattone
Dr. Cathyjo Catalano	Heidi Perlussi
Marilyn Cockren	Shahad Jame-Mcleod
Samantha Costa	Anna Holmes

Wednesday Workshop Presenters
Peter Aguilar
Kim Asmus
Jake Freeman
Theresa Criscitelli
Denise May
James Murray
Kerry O'Brien
Lisa Rosa
Ann Marie Cunha
Dr. Mehrab Islam

Student
Ana Maria
Sherlyn
Ashly
Jonathan
Stephanie
Salma

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Resource (Available Upon Request)

- Pre Program Survey
- Post Program Survey

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THANK YOU!

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Questions

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Society for Healthcare Volunteer Leaders

Breakout Session Evaluation