Beyond the Building… Volunteers’ Vital Role in Community Outreach and Education

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Diane Downey
Jannon Quintero
Shannon Graham
Introduction/Acknowledgements

• What are we doing here???
• Successful community outreach is the result of many people with common goals working/volunteering together to get it done....
Session Objectives

• Identify the important role of volunteers in community outreach and education

• Workshop presenters will offer a step-by-step process on how to create and recruit a volunteer community outreach team.

• Training, retraining, and fitting the volunteer to the right venue will be addressed.

• Specific community educational activities will be shared.
Health Promotion/Health Education
Outreach/Wellness Initiatives

• How is it important to your hospital
  – Population Health
    • Wellness at Work
    • Health Faires
  – Service Line Marketing
    • Sleep Center
    • Cardiac Center
    • Joint & Spine Center

• Prioritizing
  – Does it fit your strategic goals
• Hospital Mission?
IMPROVE quality of life in community
Wellness [at] Work

Serving clients in the community since November 2010, started at SVMHS in May 2012

• Collaborative worksite wellness program with our affiliate partner VNA
  – Biometric Screening
  – Health Risk Appraisal
  – Health Programming & Education
  – Wellness Coaching

• Designed to improve the health of the workforce population, increase “presenteeism” and decrease healthcare costs.
Wellness [at] SVMH

Wellness [at] Work: WHAT DOES IT MEAN FOR YOU?

COME LEARN MORE AND KNOW YOUR NUMBERS

Informational meeting: March 26th | 11:00 a.m.-Noon | DRC-B

Biometric Screening
The first step to a healthier YOU!
Biometric screenings (no food or drink 12 hours prior) include:
• Lipid Panel—Total cholesterol (LDL, HDL, TC/ HDL), triglycerides and glucose
• Body Mass Index (a measure of body fat based on height and weight)
• Blood pressure
• Blood sugar (fasting blood sugar for people with diabetes)
• Waist circumference and current weight
• Hemoglobin A1C (a measure to determine blood sugar controls for people with diabetes)

Health Risk Appraisal (HRA)
• The biometric data as well as lifestyle information gathered through the HRA is used to create a confidential report for you
• Nurses will be there to discuss screening results and offer specific feedback, recommendations and education options

Health Education
Take YOUR Wellness to the next level:
• Participate in targeted programs and activities designed to improve your health
• Your customized program includes access to SVMH Health Promotion resources as well as onsite and community-wide, interactive sessions and group presentations by health professionals on prevention and disease management
• If you choose, take part in the numerous healthy lifestyle activities available to Wellness [at] Work participants, such as special rates and promotions at local fitness facilities
• Biometric tracking is available to monitor progress in reaching your health goals

Important Wellness [at] Work dates:
- Attend the informational meeting of your choice on one of your breaks. Screenings will be done on-site (up to 15 minutes).
  - March 31: Informational meeting in DRC-B 11 am to noon
  - April 6: Informational meeting in DRC-A 3 pm to 5 pm
  - April 14: Registration for screening begins
  - April 21: Informational meeting in CM-1 11 am to noon
  - May 7 to 9: Screenings, CM-4 9:00 AM–11:00 AM
  - May 14 and 17: Post-screening presentation—come learn about what your customized report means to your health.

For more information in advance of the informational meetings, email wellnesswork@svmhc.com.
Join us to learn more about this exciting new employee benefit that can help you improve your health and quality of life.
Wellness [at] Work has partnered with Doctors on Duty to provide you with immediate access to physicians in an effort to support consistency in your healthcare commitment. As a Wellness [at] Work participant, should you need to speak to a physician about your results or you are looking to become established with a Primary Care Physician, Doctors on Duty has multiple locations to serve you. In partnership with Wellness [at] Work, Doctors on Duty is committed to seeing you within 72 hours of receiving your call. Simply select a location from the list below and the Doctors on Duty staff will assist you.

**Doctor’s on Duty/Salinas Urgent Care locations**

**Salinas Urgent Care**
556 Abbott Street, Suite A, Salinas, CA 93901
(831) 755-7800 (ph) (831) 755-7801 (fax)
Days/Hours:
Mon-Thurs: 9am to 5pm
Sat & Sun: 9am to 4pm
Closed Sunday
Managed Care: PPO/POS
Managed Care Manager: Luciana Melendez
management@doctorsonduty.com

**Doctors on Duty-Salinas/South Main**
1328 South Main Street, Salinas, CA 93901
(831) 422-2777 (ph) (831) 422-0136 (fax)
Days/Hours:
Monday-Saturday: 9am to 5pm
Closed Sundays
Managed Care: PPO
Managed Care Manager: Denise Carson
dicarson@doctorsonduty.com

**Doctors on Duty-Monterey**
508 Lightbush Avenue, Monterey, CA 93940
(831) 649-2770 (ph) (831) 649-0142 (fax)
Days/Hours:
Monday-Saturday: 9am to 5pm
Closed Sundays
Managed Care: PPO
Managed Care Manager: Carey Wood
managed@doctorsonduty.com

**Doctors on Duty-Seaside**
1153 Fremont Blvd, Ste 13, Seaside, CA 93955
(831) 399-9190 (ph) (831) 399-9400 (fax)
Days/Hours:
Monday-Friday: 9am to 4pm
Saturday & Sunday: 9am to 4pm
Managed Care: PPO
Managed Care Manager: Carey Wood
managed@doctorsonduty.com

**Doctors on Duty-Marina**
3130 Del Monte Boulevard, Marina, CA 93933
(831) 383-3330 (ph) (831) 383-3335 (fax)
Days/Hours:
Monday-Friday: 9am to 5pm
Saturday & Sunday: 9am to 4pm
Managed Care: PPO
Managed Care Manager: Denise Carson
dicarson@doctorsonduty.com

**Doctors on Duty-Watsonville**
1305 Main Street, Watsonville, CA 95076
(831) 722-1444 (ph) (831) 722-4414 (fax)
Days/Hours:
Monday-Friday: 9am to 5pm
Saturday & Sunday: 9am to 4pm
Managed Care: PPO
Managed Care Manager: Jody Cabañas
managed@doctorsonduty.com

**Doctors on Duty-Aptos**
6800 Sosnow Drive, Aptos, CA 95003
(831) 662-6561 (ph) (831) 662-6713 (fax)
Days/Hours:
Monday-Friday: 9am to 5pm
Saturday: 9am to 4pm
Managed Care: PPO
Managed Care Manager: Monserrat Cheffield
managed@doctorsonduty.com

**Doctors on Duty-Santa Cruz**
615 Ocean Street, Santa Cruz, CA 95060
(831) 425-7991 (ph) (831) 425-7346 (fax)
Days/Hours:
Monday-Friday: 9am to 5pm
Saturday & Sunday: 9am to 4pm
Managed Care: PPO
Managed Care Manager: Monserrat Cheffield
managed@doctorsonduty.com

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**2 Steps Ahead Performance Training**

Change your Mind, Change your Body, Change your Life

2 Steps Ahead FIT program provides men and women with a motivating, team-oriented environment to train, lose weight and get in shape.

Our program provides athletic training with accountability, direction and encouragement. Classes include strength and resistance exercises, core work, agility and balance training. Indoor cycle classes improve speed, endurance, leg strength and power, resulting in an incredible calorie burn and personal challenge.

**Special rates for Wellness [at] Work participants**

- Membership Fee with Partner Groups (must present flyer)
- Single Membership $70
- Family Membership $120 (two adults, same household)
- $25 per additional family member (same household)
- NO Enrollment Fee

**Contact Info:**
(831) 767-5660 • 832 S. Main Street, Salinas • www.2stepsahead.com
Email: info@2stepsahead.com

Come try us out: first class is FREE!
Community Education & Programming

Collaborative Partners
American Heart Association, American Cancer Society
Leukemia Lymphoma Society, Salinas Adult School
American Red Cross
Wellness in our Community

• Community events
• Community Outreach through health and wellness event, over three dozen events in 2011
• Employer specific events, with our Wellness [at] Work clients
• High School, CSUMB, Hartnell and other organizations
• In collaboration with County and City programs and events
Exercise Challenge

An engaging community program designed to get people moving!

In 2013 we had:

- 193 organizations participated
- 4,307 people participated
- Over 7 million total exercise minutes

SVMHS had 804 employees participating with 1,331,047 minutes
Heart & Sole 5K/10K Run & Walk

16th Annual Event May, 2013

- Raising awareness and funds for CMN
- Collaborative Partners
  - Big Sur International Marathon *Just Run!* Program for kids
  - Salinas Valley Half Marathon, via their training program

- Over 1,200 people served in this one-day event
- 850 runners
- Health Expo
- Over $15,000 annually donated to CMN
Nurses Who Care

A community based Nurse led event showcasing the Service Lines available at SVMH (2012 & 2013).

- 950 people served over two one-day events
- 8 tours of the Operating Room, Physician led
- 7 collaborative partners participated
- 50 nurses
- 10 physicians
- Healthy Food demonstrations by H.E.L.P

What is it? A community based health fair, designed to incorporate more of our collaborative partners that complement our current scope of services.
Ask the Experts (annual program)

Physician Participation

Monday, April 16th Heart Health
  - Dr.’s Oh, Liu, De Filippi & Wlodarczyk
Tuesday, April 17th Orthopedics
  - Dr.’s Doornick, Hershey, Swan & Tardieu
Wednesday, April 18th Spine & Stroke
  - Dr.’s Alexander, Carver, Halamandaris & Wong
Thursday, April 19th Women's Health
  - Dr.’s Beck, Daniels, Stampleman & Oppenheim

Education & Screenings

- SVMH Simple Screenings
- Central Coast VNA
- Mended hearts
- Health Promotion
- Lifeline Auto Alert
- Cardiac Service Lines
- Ortho/Joint Services
- Stroke Education
- Cancer Resource Center

1,047 people served in 7 nights
FARMERS’ MARKET
Friday
October 11
2 - 6pm

ORGANIC STRAWBERRIES

This week, Farmers’ Market will feature Rodriguez Ranch with delicious, organic strawberries!

Salinas Valley Memorial Healthcare System
Corner of Wilgart Way and E. Romie Lane
Engaging the Community in Health Careers

• Career Pathways Program
  – 200 high school students in 2011

• Health Explorers, started in 2013

• Job Shadowing

• Allied Health Career Fair
  – Salinas Valley Technical Education community collaboration grant funded, partnered with Hartnell College, Mission Trails ROP and other area hospitals
Service League Mission

The Mission of the Service League of Salinas Valley Memorial Hospital is to support compassionate quality healthcare, promote community health education, provide services which generate financial resources, and offer fulfilling volunteer experiences.
Step 1: Define Your Purpose

• Can be Hospital Driven or Volunteer Initiated

• Vision
  – How does project enhance the vision

• Mission
  – How does project support mission of hospital/organization

• Focus Statement
Community Outreach endeavors to support health-related activities within the hospital district that **inform, educate, and recruit**. We strive to increase visibility by participating in community activities which promote the hospital’s goals.
Step 2: Establish Leadership & Goals

• Prioritize areas of service, for example:
  – Promote Hospital wellness events, programs and specialty areas
  – Participate in community-based wellness events (Increase awareness of Hospital clinical areas of expertise). Be open to joint ventures
  – Educate and encourage healthy lifestyles and medical careers within the community.

Healthy Children=Healthy Adults=Healthy Families=Healthy Community
Step 3: Recruit

- Committee Chairperson/Core Group
- Recruit Team
Step 4: Train

• Brief informative meetings
• Scan literature and disseminate
• Assign by area of interest and comfort
• Pair experienced with inexperienced
• Spread the assignments around
• Involve in decisions
• General advice (May seem obvious…. )
• General advice continued….
  – Find out what Hospital and Community consider hot topics and be prepared to discuss (i.e. new CEO, proposed mergers, board elections, etc.)
  – Be on time
  – Be in uniform
  – Stand up and engage participants
  – Be familiar with and refer to your literature
  – Limit handouts
  – Smile
  – Refer to website/community resources
  – Refrain from giving medical advice
  – Be discreet
  – Be positive and diplomatic
  – During tours, be engaging
    • Scripting available for reference of FAQ and “trivia”
  – Communicate/Evaluate
SVMH Service League
Community Outreach Committee Meeting

Tiffany DiTullio
Shannon Graham
Diane Downey

February 7, 2013
Welcome & Introductions

• Diane Downey, Service League
  VP/Community Outreach
Purpose of Meeting

• Define expectations at various Community Outreach events
  – Community/Corporate Health Fairs/Screenings
  – Health Promotion Events (i.e. Ask the Experts)
  – Community Events (i.e. Chamber of Commerce)
  – Career Fairs

• Solicit feedback

• Answer questions
Our Plan to Streamline

• Event Checklists to assemble supplies based on Target Audience
  – Brochures
  – Giveaways
  – Videos
  – Other resources
General Advice for Volunteers

• Arrive on time or early, in uniform
• Be engaging—up, not behind table
• Eat and drink away from the table
• Do not provide medical advice, concern, or stories
  – Script for setting this “boundary”
• HIPAA concerns/sensitivity
• Personal conversations
AIDETS = Six Essential Communication Behaviors

- Acknowledge: Decreases patient’s/family’s anxiety
- Introduce: Builds trust and confidence in your skills and abilities
- Duration: Provides patient/family with time expectation
- Explanation: Keeps the patient/family informed
- Thank You: Acknowledges the patient/family
- Survey &/or Sit Down: “Patients perceive sitting physicians were in the room about 40% longer than they were.”

Adapted from ©Studer Group

Dr. Paul Arnold
Encourages patient/family to complete the Patient Satisfaction Survey.
SVMHS Hosted Events

• Bone Marrow Screening
  – Screened over 57 people in 3 hours

• Skin Cancer Screening
  – Screened over 167 people in 2 days

• Heart Month Events
  – 28 days of heart health
  – Estimated 300 people per day M-F during the month of February
SVMHS Sponsored Events

• 27 Health Fairs throughout the district in 2012
• Relay for Life
• American Cancer Society Celebration of Life Event
• American Heart Association Go Red for Women
• Leukemia/Lymphoma Event
• Juvenile Diabetes Event
Helpful Resources?

• Brochures related to target population
• Hospital Website
# Physician Finder

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<th>Specialty</th>
<th>Location</th>
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<tr>
<td>David A. Parker</td>
<td>Pediatric Surgery</td>
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<td>Ayaka Agawa</td>
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<td>Richard Aiken</td>
<td>Oncology</td>
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<tr>
<td>Christine Baker</td>
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<td>Salinas</td>
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<tr>
<td>Richard Baker</td>
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<td>Salinas</td>
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Volunteering

We have a diverse group of volunteers from all walks of life having one thing in common, a BIG "heart."

In 1952 the Service League Volunteer organization was founded at Salinas Valley Memorial. As the program grew, a department of Volunteer Services was developed in 1957. Hospital volunteers provide support services for many programs and activities, which include Patient Services, LIFELINE, Telecare, Hospital Tours, Medical History Museum, Tours, Student Volunteer Career Pathway Program, Pet Therapy, Patient Ambassadors, Medical Adventure Camp, Summer Health Institute, and Gift Shop operations.

In addition, the Volunteer Services department supports the efforts of many other hospital volunteer groups such as Spiritual Care Volunteer Visitors program, the Regional Occupational Program Job Shadowing Program, and Student Volunteer and Intern programs. Many of the services we provide would not be possible without the volunteers who commit their time to helping others.

There is a place for anyone who wishes to give their time toward our volunteer services, projects or programs. Please call us at 755-0772 or complete an application online.

Where you can help!
Did you know that our Volunteer Service Department has specially trained volunteers and Service League members who can help you give that extra measure of care and comfort to patients? Here are just some of the services available.

Patient Comfort Ambassadors offer patient visitation, light touch hand and foot massage, aromatherapy, and delivery of comfort pillows and magazines.

Wayfinders direct and accompany visitors and patients where they need to go in the hospital.

Pet Therapy Volunteer along with their certified Therapy Dogs international-certified companion, visit with patients and family members.
Career Fairs

- Main Topics
  - Career Pathway Program
  - Summer Health Institute
  - Career Resource Books and Handouts
  - Student Interview Questions to be prepared for
What is the Career Pathway Program?

• Student Volunteer Program
  – High School
  – College

• Practical Experience related to classroom learning

• Community Classroom or Community Service
  Credit after successful completion

• Learning Objectives/Transferrable Job Skills
Who can apply for the Career Pathway Program?

- High School Students at least 15 years of age
- College Students currently enrolled in coursework
What are we looking for in a Career Pathway Student?

• Interest in Medicine or building on job skills
• Ability to volunteer at least one shift per week
• Six month commitment
• Engaged, with initiative to provide excellent service
• Action-oriented and ready to help in any way
• Responsibility for your own actions
We are looking for students …

• Who have all the following forms signed and turned in by the stated deadline
  – Permission to participate in Career Pathway Program
  – Background Consent Form
  – Self-Introduction Questionnaire
  – Student Agreement

• Who can complete Employee Health Screening, including TB test and required immunization records by the stated deadline.

• Who can successfully pass a background check

• Who can commit to a consistent attendance for at least a six month period
What types of rotation or Service Areas are open to Career Pathway Students?

Students under the age of 16 will be assigned to:

- Administrative Pathway, which includes Information Desk and Office Rotation
  or
- Retail Management Pathway, which includes Gift Shop and Store Room Rotations
• 16 year old students who have successfully completed a Health Occupations R.O.P. Program and/or a rotation in above service areas will be eligible for Wayfinder Ambassador or PACU Care Partner assignments.

• Seniors 17+ or (or 16 years+ and Junior in High School after completion of one year in above assignments) are eligible for the Clinical Pathway program, which includes rotations in Diagnostic Imaging, Emergency Room, SSPD, and Infection Prevention.

• Students 18 or older may participate in all the above placement areas and potentially Patient Ambassador, if they have demonstrated maturity necessary for the position
“0” (zero) Credit

• Career Pathway Students who do not successfully complete their full rotations (minimum of 6 months), will receive “0” (zero) credit for either community service hours or work experience hours.

• Attendance counts! You will be dropped from the program if you have 3 no shows/unexcused absences. For excused absences, your time commitment may be extended to ensure you meet all objectives.
Uniform

Black Scrub top - $20.00 (includes tax)
Available in Volunteer Services Office
(Office located in lower level of parking garage, office 124.)

Make checks payable to SVMH Gift Shop or pay by cash.

Note:
- You can wear a black t-shirt or black turtleneck under scrubs
- Khaki Pants (A-Line skirt can be substituted for pants)
- Shoe: white or tan closed toe, closed heel, rubber soled athletic type shoe in clean condition
## Self-Introduction

**Print Name:**

**School Attending:**

1. How did you hear about our program?

2. Why are you interested in our program?

3. What are your career goals at this point in time?

4. When do you plan on graduating from your present school program?

5. What do you do with your spare time away from school studies, in other words what do you do to nourish who you are?

6. When you work in team situations, what special quality do you bring to a team effort that represents who you are?

7. To make this volunteer learning experience with us successful what will we need to do?

8. Are you someone who believes people should respect you without knowing you or are you someone who believes you earn respect through your actions? (Check One)
   - [ ] People should respect you without knowing you
   - [ ] You earn respect through your actions
9. What makes you smile?

10. Have you ever completed a Health Occupations R.O.P. class?  
Which one?

11. Are you presently enrolled in a Health Academy?  □ Yes  □ No  
If yes, which one?

12. What is your current GPA?  ____________ (please fill in)  
   A  = 4.000   C+ = 2.333  
   A- = 3.667   C  = 2.000  
   B+ = 3.333   C- = 1.667  
   B  = 3.000   D+ = 1.333  
   B- = 2.667   D  = 1.000

13. Is there anything else we should know about you that would be helpful in our selection  
   process and assigning of areas?

Hours Available:   ___   ___   ___   ___   ___   ___   ___   ___

After the Career Pathway area qualifications have been explained to me I would like my first  
rotation to be:  (Check One)  *** Please Note: Final placement will be made by the director. ***  

□ Administrative Services (Front Desk, Reception and Office)  
□ Retail Management (Retail Sales, display, stock and merchandising)  
□ Clinical (Diagnostic Imaging, Emergency Room, Surgical Supply,  
□ OR Tech, Patient Ambassador, Wayfinder).

Date: ______________________  Signature: ____________________________

Salinas Valley Memorial Healthcare System
What’s Next?

• Submit Self Introduction Packet by stated deadline.

• Orientation (must submit packet by deadline):
  Generally every other month
  – Will receive Career Pathway Assignments & Service Training schedule at orientation

• Department Interview
  – Clinical Department Interviews (If applicable)

• On job trainings: TBA
No appointment necessary, unless you are placed in Emergency Room, Wayfinder, or PACU.

For those service areas, you will need to schedule an additional appointment for a Wheelchair Screening.

Salinas Valley Memorial Healthcare System
• Volunteer Services Office is located in the Downing Resource Center (Basement level of parking structure)

• 755-0772

• volunteer@svmh.com
Student Programs

Salinas Valley Memorial offers a variety of programs geared toward students of all ages that exposes them to various areas of healthcare. These are outstanding opportunities for students to experience what it is like to work inside a hospital. If you would like to learn more about the programs listed below or are interested in enrolling your student, please call 755-0772 or email volunteer@svmnh.com.

Career Pathway Program for Teens
This program has been in place for over 25 years and serves 75-100 students annually. The pathways available to students are business, retail management, and clinical services. Learn More

Medical Adventure Camp
This camp provides 10-12 year olds with the opportunity to learn about Medicine in a fun format. The program is held at the hospital and includes presentations on Nutrition, Physiology, Laboratory, Physical Therapy, Forensic Medicine, Infection Control, etc. Field trips include the Tech Museum, Hyperbaric Chamber, and US Coast Guard. Learn More

Summer Health Institute
This is a Health Education program offering 20 high school students paid internships that include 100 hours of classroom presentations and field trips along with 60 hours of internship. Learn More

First Year of Educator’s Institute
Hosted 15 Health Academy and Health Occupation Teachers Presentations and day of job shadowing to better understand career opportunities.

Junior Achievement Program
Four years of hospital participation. Roosevelt Elementary School Three years of hosting Middle School for Ground Hog Day event.

Medical History Museum Tours
Interactive tours for 1st, 2nd, and 3rd grades. We see approximately 800 students per year. These tours provide young students with their first introduction to Medical Science.

R.O.P. (Mission Trails Regional Occupation Program)
**Summer Health Institute**

This five-week program is a collaborative effort with our hospital R.O.P. Health Academy program and our community college. Our purpose is to expose high school students recruited from local health academies to health careers through an articulated program using a case study methodology.

Our goal was to inspire students and solidify their desire to achieve a career in a health-related field. We reach out to the local colleges and high schools to emphasize the importance of their working together to develop clear career pathways that would benefit the healthcare industry and our community.

The program has been presented for the past 5 years by Salinas Valley Memorial Healthcare System, with the help of the following participating agencies: Hartnell College, Mission Trails R.O.P. and Health Academies, NASA Ames Research, Stanford School of Medicine Center of Excellence, and the Central Coast Visiting Nurses Association.

During the program, students develop an understanding of hospital organization, diagnostic, care plan development, patient assessment, and treatment. They receive instruction at Hartnell College for computer program design, presentation skills, and spend a week in the Nursing Skills Lab. Each student presents an "outstanding" case study review for our medical panel as their final exam.
Healthcare Careers Directory

Have a healthcare career without being a nurse or doctor!

Choose an Allied Health Profession!

It's challenging...

It's cutting edge...

It's rewarding...
Twenty questions for Faire Presenters (Answer at least 5 that appeal to you)

1. What do you like best about your job? Least?
2. Why are you willing to come here today and speak with us?
3. If you could have done something differently in high school, what would it have been?
4. Did you have a role model?
5. What high school class did you think was a waste of time that you realize now was valuable?
6. What high school activity taught you skills that are valuable to you now?
7. Did you ever do any volunteering? What did you get out of it?
8. What was the most important thing you got out of high school that has helped you now?
9. How do you balance time between your career and your family?
10. If you could change something about your job, what would it be?
11. How do you deal with the stressful parts of your job?
12. What is the biggest turn-off to you when someone comes in to apply for a job?
13. What reasons do people get fired for in your business?

14. Do you still have to keep getting training for what you do?

15. How many hours a week do you work?

16. What is the pay range for your career?

17. What do you know now, that you wish you would have known when you graduated from high school?

18. What is the job market like for this career and what are related jobs to yours?

19. What are the working conditions of the job; how much paper work vs people work, inside office vs outside, brain work vs hands on.

23. What ROP classes match these careers (see other handout)...

I am interested in an ROP class that matches this career: (circle)  Y / N

DISCLAIMER: Salinas Union High School District has not verified and does not guarantee the accuracy of any claims, promises, representations or other information provided by any participant.
Other Discussion

Q: How to handle the people who take handfuls of the handouts?
A: We ask that you take one, as this is one of our most popular items and we’re expecting quite a turnout to this event. One suggestion was to have a gimmick, like a prize wheel rather than all the freebies out on the table.

Q: What’s the deal with doctors who give up hospital privileges?
A: Community privileges don’t require on call or other hospital responsibilities. Hospitalists who specialize in inpatient care manage patients while they are in the hospital. Brochures are now available to help explain this status at events.

Q: Can we have event specific task lists for each event?
A: The hospital has the set-up check list set up at the time of event request. For volunteers, we can provide a summary, including time to show up vs. event start time, whether there are electrical outlets, chairs, shade, etc. and scripts for any current topics that could be controversial or challenging to respond to.
Step 5: Understand/Appreciate

- When you act as a team, you are valued and involved.
- Observe your team and communicate often.
- Value the contributions of the team.
- Thank you goes a long way.
- Understand when the answer is “not available”.


Step 6: Evaluation

• Explore, implement, then evaluate
  – Inward within group
    • Debrief after each event
  – Outward from other participants

• Always Adjusting
<table>
<thead>
<tr>
<th>Event Attendance Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Event</strong></td>
</tr>
<tr>
<td><strong>Date</strong></td>
</tr>
<tr>
<td><strong>Location</strong></td>
</tr>
<tr>
<td><strong>Volunteers Attending Event</strong></td>
</tr>
<tr>
<td><strong>Name</strong></td>
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<tr>
<td><strong>Literature</strong></td>
</tr>
<tr>
<td><strong>Handouts</strong></td>
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<tr>
<td><strong>Setup</strong></td>
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<tr>
<td><strong>Comments/Suggestions:</strong></td>
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</tbody>
</table>

- **Appropriate Supplies Adequate**

**Salinas Valley Memorial Service League**

**Community Outreach Event Evaluation**
Step 7: Create a Unique Program

- In-House Community Outreach at SVMH
  - Hospital Tours
  - Healing Zone
  - Medical Adventure Camp
  - R.O.P. Job Shadowers
  - Summer Health Institute
  - Career Pathway Program Volunteers
  - Museum of Medical History
    - History
    - Field Trips
    - Lessons
    - House Calls
    - Future Plans: Create 2 more lessons and self-guided “find and discover” activities
I didn't say, "Let's play doctor." I said, "Let's play Civil War doctor."
Museum of Medical History Tours

• Interactive/Hands-On Program
  – Provide an interesting and educational window to our scientific past so that we can more easily understand and contribute to the continued progress of healthcare.
  – Encourage healthy life styles and practices.
  – Spark an interest, especially in children and young people, in careers in science and medicine.
• Began in 2003

• Primarily Elementary students; others by appointment.

• Lesson objectives reflect the CA state educational standards in the areas of science, health, and history.
  – Focus on the past informing the future, becoming familiar with body systems, healthy life styles, and career opportunities.
Museum Tours

• Volunteer docents deliver interactive lessons to support and enhance classroom curriculum.
  – Doctor’s Office
  – Pharmacy
  – Digestive System
  – Circulatory System
  – Surgery
House Calls

- Necessity is the mother of invention
  - Children restricted from hospital during peak of H1N1
  - Some schools cannot travel for field trips

- “House Call” program provides a distinct opportunity for community outreach.
  - Brings the program to fifth grade students located in economically disadvantaged schools.

- Evaluations are given to the teachers and take home assignments are provided for the students to reinforce the relevance of the learning objectives.
  - Feedback from fifth grade teachers specifically report that the alignment with grade standards have greatly benefited the students with their 5th grade science standards test.
Teacher Preparation, Evaluation & Follow Up
Digestive System Station

Grade Level: 3-5
Time: 15 minutes (including 2 minute warning)

General Goal:
Introduce digestive system.
Identify organs and their functions
Overview of medical careers associated with the digestive system.

Specific Objectives:
Students will be able to understand the process of digestion.
Students will be able to identify the five organs of the digestive system.
Students will be able to verbalize a profession associated with the digestive system.

Required Materials:
30 ft length of yarn/ribbon, set of illustrations representing the organs associated with the digestive tract, set of function label flash cards, fun fact card, sensible snack word find 35, 35 pencils

Set: Welcome to the digestive station. Refer to the displays in the museum that they may have seen or will see that address the treatment of the parts of the digestive system (pharmaceutical remedies, folk medicine tonics, dentistry, X-ray, proctology instruments, surgical procedures).

Define digestion: The process of breaking foods down so that our bodies can use them. Most foods that we eat cannot be used by our bodies in the form that we eat them. They must be broken down in to small particles so they can be absorbed by our blood stream. Food is used for energy, growth and maintenance of health.
Food is either used by the body as nutrients or disposed of as waste.

Step by step procedure:

this point food no longer resembles its original form. Have students find the location of their stomach by putting hands on their abdomens above the navel and to the left. Explain that the stomach is glossy and pink on the outside and shiny velvety on the inside. Sometimes you can hear your stomach churning or growling. Add a churning action to the chant and repeat with actions “chew, chew, chew, push, push, push, churn, churn, churn. Affix label next to the stomach.

Next place the small intestine. The small intestine is about 25ft long. It is 1 1/2 inches in diameter, coiled like a rope. It separates what bodies can use from what is not useful. It completes the breakdown of food and then the remaining nutrients are absorbed into the body. The inside walls of the small intestine are covered with millions of tiny finger- like projections called villi. The villi help absorb nutrients. The nutrients enter the bloodstream and travel to the cells of the body. Create an action for absorb and chant with actions “chew, chew, chew, push, push, push, churn, churn, absorb, absorb, absorb. Put the label on the silhouette.

Place the last organ onto the silhouette. The large intestine, sometimes called the colon, is about 5 feet long, 2 1/2 inches in diameter. It wraps around the small intestine. The large intestine stores the unused portion of food while the water in it is absorbed. The waste material is eliminated through the large intestine. Attach the label on and create a motion for “hold, absorb and eliminate”. Then repeat chant with actions “chew, chew, chew, push, push, push, churn, churn, churn, absorb, absorb, absorb, hold, absorb and eliminate”.

Share the fun fact card “Adults eat about three pounds of food a day Pass around the bag of 3lbs of
lentils). During a lifetime your digestive system may process between 60,000 and 100,000 pounds of food" (The largest bull elephants weigh about 27,000 lbs) So, the digestive system during a lifetime may process the equivalent of between 2 to 3 and one half bull elephants.

Repeat in order the 5 organs of the digestive system.

Mention that many medical professions specialize in the treatment and care of the digestive system (Dieticians, Dentists, X-Ray Technicians, Laboratory Technicians, Radiologists, Proctologist, Pharmacists, Doctors, Nurses).

If time share the word search for healthy snacks and have students either start to work on it or send as a take home.

Unravel the 30ft length of yarn that represents the length of the small and large intestines uncoiled. Do so in the hallway as the students walk to the next station (Be sure not to let the next group hear what the yarn represents ask for confidentiality from the participating group).

**Evaluation:**

List in order the organs of the digestive system. (Mouth, esophagus, stomach, small intestine, large intestine)

Ask students to name a professional that focuses on the digestive system.
HEART-HEALTHY EXERCISES

WORD SCRAMBLE

The words listed below name exercises that are good for your heart. These words are also scrambled. See if you can unscramble them. Write the word the way it should be on the blank below each scrambled word.

<table>
<thead>
<tr>
<th>dancing</th>
<th>skipping</th>
<th>skating</th>
<th>soccer</th>
<th>jumping rope</th>
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<tbody>
<tr>
<td>jogging</td>
<td>swimming</td>
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<td>walking</td>
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<thead>
<tr>
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<th>nmiugjp eorp</th>
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<td>recosc</td>
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</tr>
<tr>
<td>ngogigi</td>
<td>nadgnic</td>
<td>lkgniaw</td>
</tr>
</tbody>
</table>

©1988, American Heart Association
SENSIBLE SNACKS
WORDFIND

Wordfind Directions: Find the fifteen sensible snacks listed at the bottom of the page. (Note: All snacks read from left to right or from top to bottom.)

B G C L O W F A T M I L K B
A Y A L E M O N A D E J H A
N O R A N G E D U F N U T S
A G R A H A M C R A C K E R
N U O R A I S I N S E L A T
A R T I P A W K S M L Y P C
S T R A W B E R R I E S P O
E P O P C O R N O S R E L N
R U C U C U M B E R Y V E T
P E A N U T B U T T E R L I

12 CARROT

5 GRAHAM CRACKER

7 POPCORN

6 STRAWBERRIES

10 BANANAS

11 YOGURT

1 LOW-FAT MILK

2 LEMONADE

3 ORANGE

4 NUTS

8 CUCUMBER

13 CELERY

14 RAISINS

15 APPLE

THE AMERICAN HEART ASSOCIATION
SCHOOL WISE PROGRAM

FOOD, FUN, AND FITNESS
LEADED FIT PROGRAM

American Heart Association
Gulp, Gulp (Digestive System Review)

Use the Word Bank to complete the puzzle.

Word Bank
- mouth
- gall bladder
- liver
- pancreas
- intestine
- teeth
- salivary glands
- esophagus
- anus
- stomach

Diagram of the digestive system with clues numbered 1 to 10 for horizontally and vertically.
Student Feedback
May 16, 2017

Dear SVM Hospital,

Thank you for showing us the museum. We learned a lot about our bodies, medicines, tools, and surgery. I learned that my feet is big as my heart in my body. I was happy that away thing was free. And my teacher said she had fun at the Moral Hospital museum. All my class was so excited in the first place when my teacher said we are going to the trip and my class had so much fun and are. Yours sincerely,

Leonardo Martinez
January 14, 2011

Dear S.V.M.H.

God bless you all!

Thank you for the wonderful field trip tour yesterday. One thing I liked more was family. Doctor! I liked it because I learned that when you are a doctor and you’re going to do a surgery you have to wash your hands.

Sincerely, Ana Pada Peralta
Dear SVM Hospital,

Thank you for showing us the museum. We learned a lot about our bodies, medicines, tools, and surgery. I learned how to make inden medicine. It was fun doing that. The medicine tasted hot and spicy. When I learned how to lessen to my heart, I was happy. It was fun because I got to jump up and down and lessen to my heart. At the surgery station, it was really fun. I got to dress up like a doctor. At the tool station, I learned all about docker tools. I like go to the SVM Hospital.

Yours sincerely,

Emily
Dear Friends,

The Medical History Museum was amazing because it was fun at the surgery. It was fun being a doctor. I still have the uniform.

When my mom has a headache, I help her feel better.

Sincerely,

Kirstie
Outcomes

• Students learn about
  – Health
    • Take-home packet and participation certificate provide students the opportunity to share healthy lifestyle information in the family setting.
  – Safety
    • In some cases, students sign pledges to always wear a helmet when appropriate or always wear a seatbelt.
  – Careers
    • Interactive program includes encouraging an interest in a variety of medical careers for consideration.
• Teacher evaluations claim improved scores on state-required year-end science test

*Healthy Children=Healthy Adults=Healthy Families= Healthy Community*