



PALOMAR  
POMERADO  
HEALTH



## Red Shirt, Clinical Care Extender, and Clinical Care Extender Medical Interpreting

### PPH Growing Our Own Medical Employees Development (GO-MED) Program

#### COPE Health Solutions:

Marie Sirio  
Clinical Care Extender Intern/ Assistant Program Director

Marco Martinez  
Associate Manager, Health Workforce Programs

Jennifer Duquette  
Director, Health Workforce Programs

Kitty Pokawanna  
Vice President, COPE Health Solutions

Allen Miller  
CEO, COPE Health Solutions

## What is COPE Health Solutions (COPE)

- COPE Health Solutions is a non-profit health care corporation with a mission to *"Make Communities Healthier"*
- COPE has developed core competencies in the areas of:
  - Strategic Planning, Hospital and Health Systems Operations and Complex Systems Integration, Health Professions Career Paths and Preventive Health Services.
- COPE contracts with hospitals and health systems, becoming a seamless member of the management team, to design, implement and manage programs that leverage these core competencies

## **GO-MED**

### What is GO-MED?

A collaborative of health care agencies, schools, colleges, workforce development agencies, healthcare consumers, and community-based organizations whose goal is to develop strategies and systems to increase the training, recruitment, and retention of diverse healthcare professionals serving the underserved populations of North County San Diego. The 3 core programs of GO-MED include: Red Shirt, Clinical Care Extender, and Clinical Care Extender Medical Interpreting programs.

## **Red Shirt High School Mentoring Program**

### Goal:

To reach out to the local and culturally diverse high school students and provide them with the tools that they will need to succeed in both college and their future health care careers.

### Program Components:

- 6 month internship, 4 hours per week
- Red Shirt serves each shift with his/her college/university student mentor who is a Clinical Care Extender
- Workshops are offered for Red Shirts to learn information about careers in health care/how to prepare for college
- Capacity building in local high schools for academies/articulated coursework which allow students to complete college level courses while still in high school

## **Red Shirt**

### **High School Mentoring Program (Cont.)**

#### **Red Shirt Vital Signs:**

- 30 Active Students
- Next Training Scheduled for September 2006

#### **Red Shirt Departments:**

- Med-Surg/Tele POM
- Tower 5
- Tower 7
- Tower 8
- Tower 9
- PMC Emergency Department

## **Clinical Care Extender (CCE)**

### **College/University Internship Program**

#### **Goals:**

1. Provide a valuable service to the community, assisting with patient care and improving nurse and patient satisfaction
2. Self-evaluate interest in a health care career through a hands-on experiential internship
3. Gain an understanding of the various professions in health care and decide which is the "best fit"
4. Compete for scholarships and positions in health professions education cohorts funded by the hospital or health system

## **Clinical Care Extender (CCE) College/University Internship Program**

### **Return on Investment:**

- 25 to 30 Full Time Equivalents of nursing support services annually (Minimum value of \$540,000 assuming 25 FTE at \$8/hour)
- Increase staff satisfaction and retention through hands-on support that allows nurses and other clinical staff to focus on patient care
- Improved patient satisfaction and overall quality of patient care
- Large pre-qualified "pool" of pre-health professions students to choose from for both health professions training and entry level positions
- Increase organizational and staff diversity through the recruitment and retention of local, diverse, and "good fit" staff members

## **Clinical Care Extender (CCE) College/University Internship Program (cont.)**

### **Core Program Components:**

- 1 year commitment, 4 hours per week (with one rotation of 8 hours per week)
- Intensive 24-hour training exposes students to the hospital setting as well as direct patient care
- Quarterly rotations to different departments which help expose students to the hospital and provides them with a well-rounded experience
- Opportunity to apply for and join the Leadership Team and manage parts of the program while building professional, leadership and management skills

## Standard CCE Duties

### Assist nursing staff with:

- Bathing, Changing and/or Feeding
- Ambulating
- Delivering Specimens to Lab
- Transferring/Transporting
- Room Turnover
- Patient to Provider Communication Liaison
- Assist with Rounding
- Sitting with Patients
- Taking Vital Signs
- Medical Interpreting
- Special Projects
  - Emergency Disaster Drills
  - Surveys
  - FIT Testing

## Clinical Care Extender College/University Internship Program (cont.)

### Clinical Care Extender Vital Signs:

- 220 Active Students
- Next Training Scheduled for September 2006

### Clinical Care Extender Departments:

#### Palomar Medical Center:

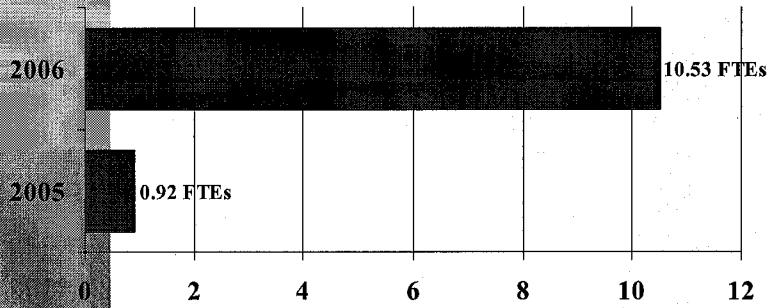
- Towers 5, 7, 8, 9
- Birth Center
- Emergency Department - PMC
- Intermediate Care Unit
- Telemetry
- Surgery (PACU, Outpatient Surgery)

#### Pomerado Hospital:

- Med-Surg/Tele
- And coming soon.....Emergency Department at POM, Intermediate Care at POM

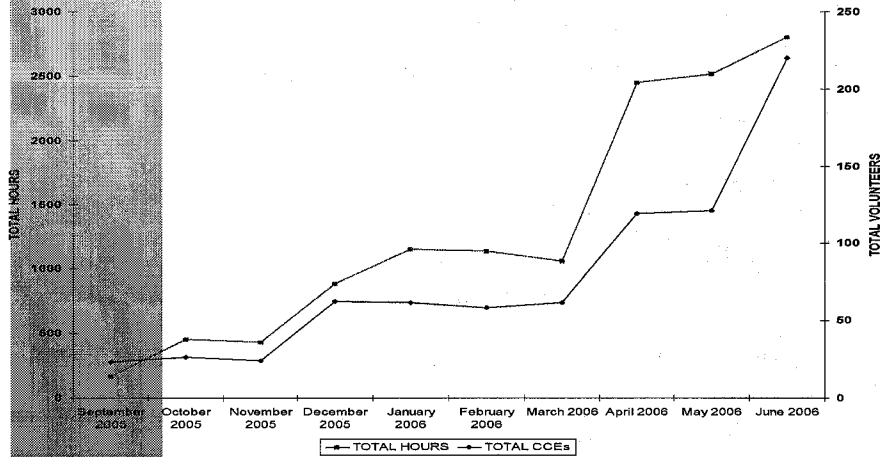
# Clinical Care Extender College/University Internship Program (cont.)

CCE Program Productivity Converted to Full Time  
Equivalents (FTE):



# Clinical Care Extender College/University Internship Program (cont.)

Clinical Care Extender Total Hours & Total Interns



# Clinical Care Extender

## College/University Internship Program (cont.)

### Clinical Care Extender Majors and Career Goals:

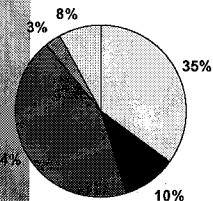
MAJORS (Active)		CAREER GOAL (Active)	
Biochemistry	5.4%	Nurse	26.7%
Biology	41.2%	Nurse Practitioner	1.3%
Biology + 2nd Major	6.3%	Other – Health Related	1.8%
Chemistry	0.4%	Pharmacist	1.8%
Kinesiology	0.4%	Physical Therapist	0.9%
Nursing	19.0%	Physician	49.3%
Other – Non-Science Oriented	1.8%	Physician Assistant	5.0%
Other – Science Oriented	11.3%	Undecided	0.9%
Psychology	4.1%	Unspecified – Health Related	0.9%

# Clinical Care Extender

## College/University Internship Program (cont.)

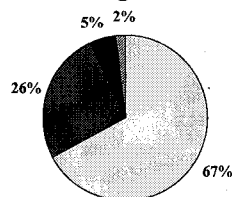
CCE, as part of the Go-Med pipeline, offers the opportunity to develop a diverse team of healthcare professionals that is culturally and ethnically reflective of the community served

Demographics of Active CCEs



- White
- Hispanic
- Asian/Pacific Islander
- African-American
- Other/unknown

Demographics of PPH Nursing Staff



- White
- Asian/Pacific Islander
- Hispanic
- African American/Other

## Clinical Care Extenders: Medical Interpreters

### Goals:

- To bridge the language gap between the patient and provider
- Provide staff with a trained interpreter
- Easily accessible interpreters with a quick response time to meet the provider and patients needs

### Program Components:

- 6 month commitment, and a minimum of 100 hours
- Language Assessment
- 52-Hour Training:
  - Ethics
  - Technique
  - Standards of Care
  - Role Play
  - Shadowing
- Clinical Care Extender Medical Interpreters are qualified to engage in interpreting sessions throughout the entire hospital

### Vital Signs:

- 11 Active Spanish-speaking Clinical Care Extender Medical Interpreters
- 8 Active Spanish-speaking Staff Medical Interpreters

## Medical Interpreter Productivity

Week Ending	Number of Interpretations Performed Per Week			Average Length of Interpretation Assignment (Minutes)
	By Staff Interpreters	By CCE Interpreters	Total	
07/01/06	*	16	16	13.7
07/08/06	*	14	14	17.5
07/15/06	*	18	18	15.3
07/22/06	32	14	46	17.6
07/29/06	48	28	76	11.1
08/05/06	16	7	23	15.1
08/12/06	*	22	22	10.0
<b>Total</b>	<b>96</b>	<b>119</b>	<b>215</b>	<b>14.3</b>

\* No data collected during this period.



## **Standard CCE Medical Interpreter Duties**

- Aid in patient discharge instructions in the Labor and Delivery Unit from 11am – 3pm daily
- Roam the entire hospital from the hours of 3pm – 11pm weekdays, and 7am – 11pm weekends
- Use 'Tracking Cards' after all interpreting sessions to track productivity, including date, time, unit, request completion
- When not in an interpreting session, can be a helping hand as a normal Clinical Care Extender

## **Clinical Care Extenders: Medical Interpreters**

- Contact Clinical Care Extender Medical Interpreter cell phone by calling: x6722
- Clinical Care Extender Medical Interpreters use the same blue CCE shirt, and can be identified by the red 'flag' on their ID badge

## **Clinical Care Extenders: Medical Interpreters**

### The Next Medical Interpreter Trainings

- October, 2006
- January, 2007
- February, 2007

## **Red Shirt, Clinical Care Extender, and Clinical Care Extender Medical Interpreting**

How can I get more information on  
any of these programs?

Please contact:

**Marco Martinez**

760-739-2143

Marco.Martinez@pph.org