



UPDATE

Area Nurses Participate in Mock Trial Through Local Non-profit's Seventh Nursing Summit

Kathy Doyle, Program Coordinator, Catskill Hudson AHEC

On August 12, Catskill Hudson Area Health Education Center (CHAHEC), in coordination with the New York Nurses Association (NYSNA) and the Upstate New York Nursing Staff Development Organization (UNYNSDO), conducted its Seventh Nursing Summit, entitled *Mock Trial and Beyond*.

This all-day workshop afforded attendees:

- The opportunity to learn about current legal issues that affect the nursing professional as a whole;
- The ability to understand the anatomy of nursing-related litigation and learn how documentation affects the outcome;
- The hands-on opportunity to review a real-life court case where they were able to act as jury to determine the outcome; and

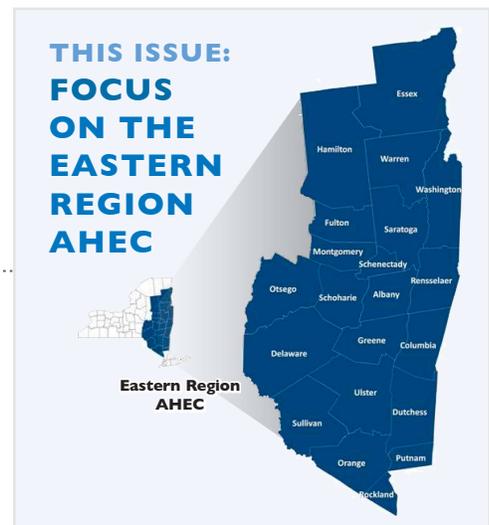
- The opportunity to earn five continuing education credits.

Presentations included, "Legal Exclusive: How to Avoid Daily Practice Risks" by David Griffiths and Kate Mager; "I've Been Sued! Now What?" by Karen A. Butler, RN, BSN, JD; "Defensive Documentation: Nurses on the Front Line of Litigation" by Ann Marie Parisi, RN, CLNC; and an interactive mock

*See **Mock Trial** continued on page 4*



Pictured from left to right: Joyce McCormack, BS, RN; Susan Everett, BSN, RN, CDE; Betsy Herlihy, MS, RN; Shawna Patrick, MS, RN; Andrea Nero, MS, RNC; Putti-Jo Ferraro, MS, RN; Roxanna Raffia, MSN, RN; and Deanna Spendiff, MS, RN



Primary Care is the First Line of Defense: AHEC Supports Primary Care Month

Victoria Vattimo, MS, Program Coordinator, Eastern Regional Office

The Eastern Region Office participated in the 11th Annual Goodman Diabetes Symposium as part of Primary Care Month in October.

The symposium was sponsored by Albany Medical College's Department of Medicine, Goodman Diabetes Service, the Office of Continuing Medical Education and the Albany Medical Center Nursing Continuing Education Provider Unit and

brought together approximately 250 medical professionals, including physicians, nurse practitioners, physician assistants, diabetes educators, nurses, dietitians and pharmacists. This offered an excellent opportunity to promote the New York State AHEC System and showcase the programs and opportunities provided by Catskill Hudson AHEC, Hudson Mohawk AHEC and the Eastern Region AHEC office.

The medical professionals who attended the symposium learned about the diverse treatment challenges of Type 2 diabetes and received a comprehensive update on diabetes management. Many of the attendees stopped by the Eastern Region AHEC exhibit and were pleased to learn about the AHEC mission and the wide variety of workforce development programs.

Facing the Challenges in Primary Care

Lottie Jameson, MS, Executive Director, Hudson Mohawk AHEC

According to Timothy Huff, PhD, in his book *Practice Under Pressure: Primary Care Physicians and Their Medicine in the 21st Century*, primary care providers are the “foot soldiers” of medicine.

Primary care providers:

- “get us to accept that nothing serious is wrong when we feel ill;”
- “first care for our children, treat our run-of-the-mill infections, prevent future illness, help correct our lives to lessen the effects of chronic disease;”
- “often first diagnose serious conditions; and”
- “though not trained or paid formally to do it, they are usually the first professionals who identify depression, stress and sadness in many of our lives.”¹

AHECs across the country enhance access to quality health care, particularly primary and preventive care, by improving the supply and distribution of health care professionals through community/academic educational partnerships. HM AHEC is striving to make a difference in primary care in the underserved areas of its ten county region. This swath of upstate New York has numerous health professional shortage areas and medically underserved areas, with many challenges facing the primary care workforce.

Recruiting and retaining providers to the region continues to be a challenge for many reasons. On the supply side, only 46% of new physicians trained in New York reported plans to stay in New York to work.² If a resident completed high school AND medical school in New York, the percentage of respondents who planned to stay and practice in New York increased to 81%. This nearly two-fold increase supports the rationale for pipeline programs that are part of the solution to this supply challenge. AHECs work with students so they commit to learn here, train here, and ideally work here. Over the past decade, fewer and fewer medical students are choosing family medicine or primary care as their field of choice. Between 2003 and 2007, the number of primary care physicians per 100,000 population grew in all regions of New York State, except for the North Country, which declined 4%.³ The average

age of physicians in this region is higher than the state average as well. These trends are not expected to improve in the near future.

In addition to pipeline programs that recruit students and job seekers into health care across the region, HM AHEC has worked in the community for ten years to train health care staff and professionals. Focusing on primary care training through clinical precepting, HM AHEC has partnered with Albany Medical College and Hudson Headwaters Health Network, a federally qualified community health center, to place third year medical students in month-long, primary care rotations in predominately rural clinics. Research has shown that residents



tend to stay in the region in which they trained. In the 2009 survey of New York State Residents, nearly all who trained in New York and reported plans to practice here, planned to remain in the same region in which they trained.² HM AHEC has placed over 200 trainees from various disciplines in various health care settings. In addition, AHECs across the state are participating in SEARCH, a federally funded project, to increase placements in all areas. HM AHEC staff arranges placements for not only medical students and residents but for physician assistants, nurse practitioners and public health students too. Trainees get to experience health care in communities where they are needed most. Not only do we coordinate schedules, we assist with housing and travel reimbursement, promote the National Health Service Corp, engage preceptors and highlight the great things to do and see in our communities. HM

AHEC is doing its part to get the right people working in the right places.

The demands of providing high quality primary care are increasing as well, with an older patient population, an increase in chronic diseases, new treatments, technologies and information, all within a patient visit that is typically less than 15 minutes can be overwhelming for providers. HM AHEC works to retain health care providers through continuing education that is close to home. Most recently, coordinating National Library of Medicine sessions for physicians and mid-level providers at a community health center and working with the Center for Health Workforce Studies (CHWS) and the Community Health Center Association of NYS (CHCANYS) on Rational Service Area (RSA) presentations. HM AHEC is convening stakeholders to identify local issues that influence access to primary care services as part of the HEAL 9 Local Health Planning project. CHWS and CHCANYS will present the comprehensive statewide assessment of primary care provider capacity, preliminary rational services areas (RSAs) developed through cluster analysis of patient commuting pattern data from Medicare, Medicaid, the uninsured and 11 major private insurers.

With the Health Care Reform Act, the Patient Centered Medical Home movement, an aging workforce and aging patient population, the challenges facing primary care are vast. AHECs work in their communities to ensure those challenges are met—so we have the right people, in the right place, providing the right care. HM AHEC supports the troops of “foot soldiers” of medicine in the battle for a healthier community, one primary care encounter at a time.

¹ *Practice Under Pressure: Primary Care Physicians and Their Medicine in the 21st Century*; Huff, Timothy; 2010; Rutgers University Press

² *2009 New York Residency Training Outcomes: A Summary of Responses to the 2009 New York Resident Exit Survey*; The Center for Health Workforce Studies; <http://chws.albany.edu>

³ *Annual New York Physician Workforce Profile, 2008 edition*; The Center for Health Workforce Studies; <http://chws.albany.edu>

Hudson Mohawk AHEC Implements *Health Trek*

Andrea Palmer, Program Coordinator, Hudson Mohawk AHEC

Hudson Mohawk AHEC (HM AHEC) continues to work with schools in their ten-county region to share a common vision of preparing those students for a successful health career after high school.

Among the key strategies to realizing this vision is increasing the availability of health career exploration programs for students. HM AHEC identified three communities to partner with: Lake Placid, Ticonderoga, and Elizabethtown, all in Essex County, in upstate New York. After presenting *Health Trek* to schools, which consisted of HM AHEC's seven core pipeline programs (*My Health Career*[®], MASH Camp, MedQuest Camp, Health Quest, Job Shadow, Health Career Scholarship, and Health Education Symposium), HM AHEC executed an Affiliation Agreement to bring services to their students every year from grade 9 to grade 12, and began working with local health care facilities to implement programming.

Health Trek will provide participants with:

- Experiential learning opportunities in the health care field;



I really enjoyed this camp, loved it. Thank you so much!

Inter-Lakes Health MedQuest Camp
2010 participant

This was very exciting and interesting; I hope you will do this again!

Health Education Symposium 2010 attendee

- Exposure to a variety of careers and opportunities in health care;
- Increased awareness of personal interests, values, skills in relation to

- specific health care careers;
- Online health career exploration resources;
- Up-to-date facts about health care occupations;
- Insight about the skills required for specific careers;
- Networking contacts;
- Assistance in developing communication skills;
 - Support services to develop a health career pathway plan; and
 - Career guidance including resume-building, interview tips, and a Career Resource Workbook.

HM AHEC will work closely with these students to support their career path, providing ongoing communication, assistance and resources. The articulated pipeline approach will allow HM AHEC to develop long-term relationships with students. Through these relationships, HM AHEC will have the ability to track participants' paths into a health care career. Future support will be provided to find preceptors during health care training and to identify continuing education opportunities once participants become health care professionals.

HM AHEC Develops a Career Readiness Program

Kelly Owens, Program Coordinator, Hudson Mohawk AHEC

Hudson Mohawk AHEC (HM AHEC) has recently initiated a new Career Readiness program which will provide training in two areas: Career Exploration and Soft Skills.

Career Exploration will utilize Job Zone and My Health Career[®], web based programs to evaluate general interests, career interests and work values and also review health careers and training programs that match interests identified. It will assist in planning a job search with training on the completion of cover letters, resumes and thank you letters as well as

identifying potential health care employers in a geographic area of interest. The Soft Skills Training will focus on what employers are seeking in new employees, such as good communication skills, ethical standards, teamwork and business etiquette. HM AHEC is building a partnership with local Workforce Investment Boards, educational institutions and community service providers in its 10-county service region to provide training to identified participants. Training sessions have been held at the YWCA and at the Commission on Economic Opportunity in Troy with additional programs planned for 2011.

Training in these areas has proved to be very successful, especially when combined with occupational training, as evidenced in results from a recent Department of Labor funded project, Entry Level Nursing Recruitment and Rotation Program. HM AHEC was a subcontractor on this project in which 47 individuals in the 10-county region participated during 2010. In addition to the training provided by AHEC staff, 29 individuals received dual training as a Certified Nursing Assistant (CNA) and

*See Soft Skills
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2010 Eastern Region MedQuest Camp

Victoria Vattimo, MS, Program Coordinator, Eastern Regional Office

High school students from throughout the Eastern Region who are interested in pursuing medical careers participated in MedQuest 2010 at Albany Medical College (AMC) in July.

The Eastern Region Office, together with the Catskill Hudson AHEC and the Hudson Mohawk AHEC, coordinated MedQuest 2010 to give the students an intensive week-long experience covering a wide variety of careers in the field of health care.

The week-long series of workshops and activities was held in coordination



with Eastern Region Office Medical Director Dr. Henry Pohl, Dr. Ingrid Allard, Associate Dean of Community

Outreach and Medical Education at AMC, and the STEP programs at AMC, SUNY New Paltz and RPI.

The students began the week by becoming certified in CPR and learning basic patient assessment skills such as taking blood pressure and pulse. As the week progressed, they toured the Emergency Department, boarded an ambulance to learn about first responders, worked on a Sim Man, and viewed x-rays. The students learned how to suture using pig's feet and how to cast each other's arms. They also toured the OB/GYN unit, the Pulmonary Lab, OT/PT Rehabilitation area, Medical Research Lab, the Hospital Pharmacy and learned about careers in Medical Ethics, Nursing, Physician Assistants, Nutrition and Diabetes Education.

As the week came to a close, they participated in a presentation on



MyHealthCareer[®], learning tools they can use to determine their interests and how to acquire the education and skills needed for their chosen career. They then had fun competing against each other in a spirited game of Medical Jeopardy. The camp ended with a Medical Team Simulation exercise that allowed students to use the skills they had acquired throughout the week in a disaster scenario. All participants were surveyed at the beginning and end of MedQuest Camp to determine their interest in the medical field, as well as their knowledge about medical careers. Their understanding about medical careers increased from an average of 74% at the beginning to 83% in the post-test. Among the highest rated sessions by the students were the casting and suturing workshops, the OB/GYN session and the CPR training.

Mock Trial

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trial entitled, "Mock Trial Simulation: You Be the Judge" by Shawna Patrick, MS, RN. During this mock trial presentation, attendees learned the elements of negligence and how to determine a verdict in a civil trial.

Comments from attendees, such as: "Excellent program!" and "Very informative and inspiring. My life and practice is forever changed." emphasized the overwhelming "excellent" program rating.

Catskill Hudson AHEC represents an 11-county region, including Otsego, Schoharie, Delaware, Greene, Columbia, Sullivan, Ulster, Dutchess, Orange, Putnam, and Rockland Counties. We help provide health career and continuing education opportunities for a diverse, motivated workforce that meets the needs of health providers and underserved communities.

For information on this and other healthcare programs, please contact Catskill Hudson AHEC at (845) 883-7260 or visit their website at www.chahec.org/events.

Soft Skills

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Home Health Aide (HHA), 3 individuals were trained as a CNA, and 10 individuals are receiving training to become a Licensed Practical Nurse (LPN). While 14 individuals are in midst of training, 19 individuals who were previously unemployed are now employed in health care after receiving their training. Participants felt the comprehensive program was very beneficial. As one participant stated, "I have been out of school for twenty years. Everything Job Skills went over helped prepare me for what is next to come. I really enjoyed the whole program."