



THE CONVENER

Improving Access to Quality Health Care

Spring 2009

Strategic Plan Moves Champlain Valley AHEC Forward

by Alice Christian, Executive Director



Champlain Valley AHEC sends out a big thank you to board members who have just finished their terms: Dr. Johana “Jody” Brakeley, Rebecca Brakeley, Judy Cohen, Moira Cook, Claire

Larose and Dr. Dan Larrow. We welcome all our new board members (see box on p. 7).

The board has been a key part of our strategic planning since October 2008. Champlain Valley AHEC’s Board realized last fall the need to focus our broad mission and better position ourselves for these challenging times. I’ve noticed that when I say the words “strategic planning” a lot of people duck and cover. Maybe I’m a little crazy to be excited about the process, but how else do you discover where you are going and how to get there? We could try “MapQuest” but I doubt that will put us where we need to be.

That workforce development is a long-term investment drives our determination. All Vermonters deserve a good healthcare workforce, but may not realize the years of preparation that go into that workforce. This preparation also requires the orchestration of a wide spectrum of partners. Champlain Valley AHEC works with middle and high schools, technical centers, nursing schools, the University of Vermont (UVM) College of Medicine, hospitals, independent practices, allied health providers and the VT Department of Health and VT Department of Labor—to name a few! With them, we must keep our eyes on the horizon for what is coming.

Our strategic plan also takes into account that the federal government has made an

extra investment in infrastructure through the American Recovery and Reinvestment Act. We believe that this must include building lasting human capital in Vermont. Channeling funds into the healthcare workforce, a sector where jobs are available, just makes sense.

I would like to share our freshly adopted strategic goals:

Goal 1 Provide and expand health career awareness and exploration programs.

Goal 2 Maintain our focus on primary care (including family medicine, internal medicine, pediatrics, obstetrics and gynecology, and psychiatry) as a key to providing accessible, quality health care for all Vermonters.

Goal 3 Provide leadership within the VT AHEC Network to ensure incorporation of a cultural competency/health literacy framework into its programs, such as health careers exploration and professional continuing education programs.

Goal 4 Form and sustain partnerships that achieve the strategic goals of this plan.

Goal 5 Achieve name and mission recognition.

Goal 6 Expand and maintain funding and organizational infrastructure that will achieve the strategic goals in this plan.



With this new strategic plan and with the vision and leadership of our existing board members, new members, and staff, Champlain Valley AHEC is poised to meet and embrace all future opportunities and challenges.

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Record Interest in 2008-2009 Health Careers Exploration Shadow Day Programs

The Health Careers Exploration Shadow Day Programs at Fletcher Allen Health Care (FAHC), Northwestern Medical Center (NMC) and Porter Medical Center (PMC) were a huge success again this year! As a result of participation in the Shadow Day Programs, 98% of participants said that their interest in a health care career had increased and 95% said their interest in college had increased.



Students who participated in the Health Careers Exploration Shadow Day Programs at Fletcher Allen Health Care (top) and Northwestern Medical Center (right).

We had a record number of applicants for this year's Shadow

Day Programs. Applications increased by 15% for the Shadow Day Program at PMC on October 23, 2008 and increased 148% for the FAHC Shadow Day on April 20, 2009 and NMC Shadow Day on April 24, 2009. To welcome more students, we increased the capacity of the programs and held a second Shadow Day Program at Porter Medical Center on March 13, 2009. The increased capacity in the program allowed 65% of applicants to participate.



"I was extremely thankful my son was chosen to participate in the Shadow Day Program—it piqued his curiosity and passion for the medical field even more—keep it up."

"The knowledge and opportunities here have enriched my future goals."

Shadow Day Participants:	
Total of 9th — 12th grade students served:	55
VSAC/1st generation college students:	20
Students by County:	Students by Gender:
Addison 23	Female 46
Chittenden 19	Male 9
Franklin 12	
Grand Isle 1	

MVU 7th Grade Firebirds Take Field Trip to UVM

Champlain Valley AHEC coordinates an annual field trip to the University of Vermont (UVM) for the Mississquoi Valley Union (MVU) 7th grade Firebird Team. To prepare the students for the field trip, we visited the class and presented the middle school health careers presentation, ***There is a Health Career for Me!*** This presentation opened the student's eyes to the numerous careers available in the health care field and gave them valuable background information for the April 16th field trip.



MVU students participate in an interactive presentation on nursing careers at UVM.

On April 16, 76 seventh grade students and seven teachers, staff, and parents arrived at UVM to explore health careers in depth and got an up-close look at a college campus. Students were split into groups to alternate between three hands-on and interactive presentations. Students learned about many different nursing professions from Mary Val Palumbo, DNP, APRN,

Director of the Office of Nursing Workforce, Research, Planning and Development. UVM Rescue staff (all UVM college students) showed the students the technology and equipment they use on an emergency call. The student's favorite part was getting to see the inside of the ambulance and hearing the sirens. Students were split into two groups to learn about medical laboratory science or to see and learn about the human body through a visit to the Pathology Museum. Christine Griffin, MS, MT (ASCP) SH, Department of Medical Laboratory and Radiation Sciences, in the College of Nursing and Health Sciences, had the students try to figure out who had committed the "crime" by running a test of fake blood. Dr. Pamela Gibson, FAHC Pathologist, Janet Schwarz, Research Lab Technician, Senior in UVM's Department of Pathology Microscopy Imaging Center, Brenda Shinosky and pathology residents showed the students the different human

organs in the Pathology Museum. Some of these organs had been healthy and some had signs of disease. Students were able to touch the organs and ask questions.

After these presentations, lunch was served in a large auditorium-style classroom in the UVM College of Medicine. Students heard from a panel of five UVM students. These college students are all enrolled in a health related program at UVM—doctorate of physical therapy, athletic training, nursing and medical laboratory science. Students introduced themselves and gave a brief overview of the program they are in and their future career plans. The MVU students then had a chance to ask questions of the panel.

On their evaluations of the fieldtrip, 84% of students said their interest in a health career had increased and 87% said their interest in attending college had increased as a result of their experiences.

"I liked seeing and learning more about the different careers."

Thanks For Your Support

We offer our gratitude to the following individuals and organizations who made the Health Careers Exploration Shadow Day Programs and the MVU/UVM Field Trip such a success. Thank you!

Sarah Adams
 Michael Alavian
 Amy Benson, MPT
 Denise Bonyun
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 Martha Redpath, CNM
 Bill Roberts, MD
 Lavi Rohatgi, MD
 Janet Schwarz
 Brenda Shinosky
 Sonada Sokocevic
 Molly Wallner
 Champlain Valley Family Health
 Fletcher Allen Health Care (FAHC)
 FAHC Anesthesiology Department
 FAHC Orthopedic Unit

FAHC Pediatrics
 FAHC Cardiology Department—McClure 5
 FAHC Dermatology Outpatient Department
 FAHC Labor and Delivery Department
 FAHC PACU
 FAHC Pathology Residents
 FAHC Radiation Oncology Department
 FAHC Radiology—Inpatient and Outpatient (Ultrasound & CT Scan Departments)
 FAHC Rehab Services—Acute Care (PT and OT)
 FAHC Respiratory Therapy Department
 FAHC Surgical Pathology Department
 FAHC Women’s Services
 Middlebury Family Health
 Mousetrap Pediatrics
 Northwestern Medical Center (NMC)
 NMC Ambulatory Care Department
 NMC Family Birthing Center
 NMC Human Resources Department
 NMC ICU Department
 NMC Laboratory

NMC Medical Surgical Unit
 NMC PACU
 NMC Radiology Department
 NMC Rehab Services—Inpatient and Outpatient
 NMC Respiratory Therapy Department
 NMC Restaurant and Catering Services
 NMC Surgery Department
 Porter Medical Center (PMC)
 PMC Family Birthing Center
 PMC Food Services
 PMC Laboratory
 PMC Medical Surgical Unit
 PMC Pharmacy
 PMC Radiology Department
 PMC Rehab Services (PT/OT)
 PMC Stress Lab
 Rainbow Pediatrics
 UDS Catering—UVM
 University of Vermont (UVM)
 UVM Audiovisual Department
 UVM Rescue
 Vermont Interpreting & Translating Services

“It gave me helpful insight into the career. John and all the other professionals were very friendly and I enjoyed the experience.”

“The professional I shadowed was great. Very informative about her profession and very nice to allow me to spend the day with her.”

Mission

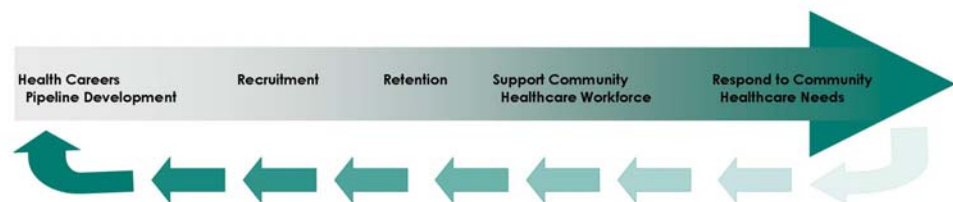
Statement:

The Champlain Valley AHEC improves access to quality health care by working with community and academic partners to support healthcare workforce development through recruitment, retention and continuing education of health care professionals.

The AHEC Health Career Pipeline

The AHEC Health Career Pipeline graphic serves as the visual story of our work. It starts with health careers awareness and exploration to interest young people in health careers, moves into recruitment and retention of professionals

into underserved areas, supporting that workforce, and then, through the workforce, responding to community healthcare needs. The current workforce in turn encourages and teaches the next generation in the pipeline.



Middle Schools Rock Health Careers

We concluded our first year of expanded services to help middle school youth develop health careers awareness with support from a Next Generations grant from the Vermont Department of Labor (VDOL). We are already planning for FY 2010 activities.

With our first year of VDOL support we adapted our existing presentation and career fair games to capture middle schoolers' imaginations. Our new presentation, ***There is a Health Career for ME!***, illustrates a menu of reasons to get excited about health careers. The discussion, PowerPoint and pictures emphasize broad opportunities in the industry through an interactive quiz that highlights how health careers improve lives in Vermont, the USA and throughout the world. The presentation concludes with tips on how middle schoolers can



Edmunds middle school students participating in the *Frontiers in Aging* presentation. The students breathe through straws to experience what it might be like to have reduced lung capacity or cardiac disease.

prepare now for health careers. Students take home worksheets, mood pencils (that remind students that it is common to be drawn to many different health careers before choosing one), key website links, and motivational calculators (school policies permitting). With student input from we also developed our first Career Catcher® paper exploration game and our first thematic exploration ***Frontiers in Aging***. *Frontiers in Aging* combines an awareness building review of geriatric health careers with activities adapted from the Aging Empathy Simulations developed at Rutgers University by Monica Deppen Wood.

To discuss an appearance at your middle school class or career fair during 2009-2010, contact Karin Hammer-Williamson at 802-527-1474 x11.

Wanted: Health Career Ambassadors

Are you a health care professional? We need you to consider becoming a health care ambassador. We are determined to



Health care professionals like Christina Galuzka, RT (left) at Northwestern Medical Center (with MedQuest student Sidney Hilker) make our Health Careers Exploration Programs a success.

recruit the next generation of the health care workforce so that you can retire with peace of mind. Help us by sharing your expertise with our Health Careers Awareness and Exploration Programs. Sign up now to:

- Join our trained staff at one or two local presentations to high school or middle school students.

- Make a longer presentation or join a panel at one of our “intensive” programs for high school youth (Shadow Days, MedQuest or our new regional daylong event).
- Donate items used in your occupation for one of our *Tools of the Trade* toolkits. Donations are tax deductible and make a wonderful way to honor a teacher, colleague or mentor.
- Host a student “shadow” for part of a morning or afternoon. *Students screened for their readiness for Shadow Day experiences, receive confidentiality and infection control training before they join you, and benefit from debriefing*

and follow-up support provided by Champlain Valley AHEC staff.

- Help us develop an interactive, engaging activity that we can incorporate in longer versions of our presentations.
- Refer a colleague with an unusual career, career path or has overcome obstacles to work as a health professional.



Health Career Ambassador Anne Klein, PA-C (right) spends time with Shadow Day Participant Angela Elcan at Fletcher Allen Health Care.

Hundreds of students in the Champlain Valley will benefit from your participation. Contact Kylee Ryan at 802-527-1474 x 14 or by email at

kryan@cvahec.org or Karin Hammer-Williamson at 802-527-1474 x 11 or by email at khammer@cvahec.org.

2008-2009 School Presentations To Date

With an increase in staff and funding for this year, we have been able to reach out to more schools, specifically middle schools. Between high schools and middle schools, Champlain Valley AHEC presented in a total of 40 schools in our Addison, Chittenden, Franklin and Grand Isle Counties. To date this school year, we have offered 84 presentations to a total of 3,671 sixth—twelfth grade students.

Attention Future Health Professionals Take Advantage of Summer—Volunteer!

Are you short on plans that can further your interest in health careers over summer vacation? Consider volunteering! Volunteering is a great way to serve the community and build the teamwork, community awareness, and healthy living skills you will need as a health care professional in any occupation.

Connect through the United Way. For information on Chittenden, Franklin and Grand Isle opportunities, contact the United Way of Chittenden County at 802-860-1677 or visit the website at www.unitedwaycc.org and click on “Volunteer NOW”, then click on “Youth age 17 and under.” Several opportunities are related to health, social services or



Addison County volunteer opportunities for youths and groups of youth, call Serena Eddy Moulton at the United Way of Addison County at 802-388-7044.

Sometimes community organizations have not listed all their opportunities, or a group that knows you may be willing to have you volunteer even though a position is not listed. Consider working with a parent or guardian to contact the following types of organizations in your area that often have volunteer opportunities for youth:

animal welfare. All build community connections and give you real life helping experience.

For information on

- Senior centers
- Food shelves
- Teen centers
- Churches, synagogues, temples, and other faith/ethics-based organizations
- Humane societies and animal rescue groups
- Summer camps or parks
- Organizations that help people with specific health conditions, such as American Cancer Society

If you are too young to volunteer at a hospital, clinic or emergency health clinic, many non-profit health organizations need assistance during summer fundraisers and outreach fairs. This can be a great way to meet health professionals and people affected by chronic health conditions.

Scavenger Hunt Activity for Middle Schoolers

Learn health care facts that are in the news! Explore the websites below to answer these questions. Stumped by a question or need a hint? Email Karin at khammer@cvahec.org.

- How can singing Happy Birthday or singing the ABCs twice help you stop the spread of germs? Visit the US Centers for

Disease Control at www.cdc.gov/germstopper/materials.htm. Scroll down to the Germ Stopper posters. Pick the poster in your language and read it to find the answer!



Bonus Question – What illness has been in the news this month that can be prevented by practicing hand washing and by other health manners?

Bonus Activity—Hear kids share information in English and in Spanish about how to stay away from this illness. Visit <http://www2a.cdc.gov/podcasts/index.asp> and click on the CDC Kidtastics podcasts in English and Spanish.

(Hint—Health scientists and epidemiologists believe this strain of the illness came from pigs. The same handwashing and health manners that protect people from common colds and illnesses prevent the spread of this illness too.)

- How much do you really know about becoming a nurse? Visit www.choosenursingvermont.org/becoming/games.php then click on Quiz to take this fast quiz.

Bonus activity – There is a menu bar on the left side of the screen. Click on “True Nurse Stories” and read nurses’ real stories. Remember, men are nurses, too!

- What’s your top score on MouthPower.org? Visit www.mouthpower.org to play the American Dental Association’s dental health game. Note – this site requires Adobe Flash Player. You can download it for free!



- How many Vermonters speak other languages? Would you guess more than 35,000? (US Census Bureau, 2000) Hear, see (sign language) and feel (Braille) how youth all over the world say hello. Visit **Say Hello to the World** at www.ipl.org/div/kidspace/hello. This month’s challenge—learn to say hello and the name of the language in 5 languages you don’t already know! We bet you can do it—invite a friend to take the challenge with you.

Freeman Students to Update Cultural Competency Resources for Health Care Practitioners

UVM College of Medicine students named Freeman Summer Scholars in Cultural Competency. Alex Folkl, Derek Huang, Laura LaRusso and Lindsay Nadeau have received Freeman summer opportunity awards to address the health information needs of new Vermonters and regional practitioners. Their work will be incorporated in the Fall 2009 update of Champlain Valley AHEC's *Cultural Competency for Health Care Practitioners* manual available on the Champlain Valley AHEC website at www.cvahec.org. We are grateful for support of the Freeman Program for student stipends and interpreter funding, and the



support of the VT Department of Health Refugee & Minority Health Committee, Jon Bourgo at Community Health Center of Burlington, Association of Africans Living in Vermont, Dr. Andrea Green, co-director of University Pediatrics International Pediatrics Clinic, and Dr. Mimi Reardon, Director of the Freeman Program for providing guidance, technical assistance, and academic mentoring.

Do you have suggestions for the next edition of the Cultural Competency manual? Contact Karin Hammer-Williamson, Education Resource Coordinator at 802-527-1474 x 11 or email khammer@cvahec.org.

Patient Health Resources in Multiple Languages

The spring H1N1 flu pandemic emphasized the benefits of being ready to quickly access patient information in multiple languages. Comprehensive resources to help practices and health care organizations develop systems and capacity are available at Speaking Together (www.speakingtogether.org). In Vermont a limited number of workshops about working with interpreters are offered through the Interpreter Task Force. Contact Tracey Tsugawa, VT Human Rights Commission at tracey.tsugawa@state.vt.us.

Vermont Department of Health MultiLingual Resource Page

The page includes print resources in

several languages, as well as *Stop Germs from Spreading* videos for download. <http://healthvermont.gov/panflu/multilingualresources.aspx>

I Speak Flashcard

Use this flashcard, developed to support the US Census, to identify if a patient reads any one of the 38 languages listed. Note: the root website – www.lep.gov – is a central access point for government resources for Limited English Proficiency persons. <http://www.lep.gov/ISpeakCards2004.pdf>

The 24 Languages Project

200 health information brochures in two

dozen languages. The project is sponsored by the Eccles Health Sciences Library in partnership with the Utah Dept of Health, the Immunization Action Coalition, the Association of Asian Pacific Community Health Organizations, and many others. <http://library.med.utah.edu/24languages/>

Universal Symbols in Health Care

Developed by Hablamos Juntos and Society for Environmental Graphic Design with support from the Pioneer Team at The Robert Wood Johnson Foundation. Click on “Signs that Work” for downloads of the symbols and a best practices workbook. <http://www.hablamosjuntos.org>

The Addison County Breastfeeding Coalition invites you to an evening with:

Dr. Audrey Naylor

Beyond “Breast is Best”: What they never told you about babies and breastfeeding.

Free event for all pediatricians, family practitioners and their office personnel, home health visiting nurses, breastfeeding peer counselors and anyone in the community involved in breastfeeding support.

Free references for all MD offices in attendance:

- ILCA Clinician's Breastfeeding Triage Tool
- ILCA Pocket Guide to Clinical Guidelines for the Establishment of Exclusive Breastfeeding
- LLL Breastfeeding Answer Book Pocket Guide
- Academy of Breastfeeding Medicine's Clinical Guidelines
- Many more great handouts and resources from VDH's WIC and Loving Support Program

**Thursday,
June 4, 2009
5:30 p.m.—8:00 p.m.**
**Porter Medical Center
South Street
Middlebury
Conference Room A**

5:30–6:00 p.m. Potluck dinner, exhibit viewing
6:00–6:15 p.m. Introductory remarks from Vermont Department of Health (VDH), Addison County Breastfeeding Coalition
6:15–7:30 p.m. Presentation by Dr. Naylor
7:30–8:00 p.m. Community Resources Panel: Question and Answer Session

Please RSVP to Lori Dotolo, VDH, Middlebury District Office
802-388-4644 ldotolo@vdh.state.vt.us

Migrant Farm Worker Health on the Move

Mary Jo Dudley, director of Cornell University's 28-year-old Cornell Farmworker Program (CFP), made three presentations at Middlebury College on March 16 that were co-sponsored by the Alliance for Civic Engagement at Middlebury College and the Addison County Farm Worker Coalition. More than 50 people attended her sessions for community members, service providers and students.

Professor Dudley gave a comprehensive review that included the status of legal rights discussions, history of migrant patterns in the USA, and emergency planning for unauthorized persons. Because of migrant farm worker photography in her presentation we are not able to distribute copies of her work. However, much of the information is



available from her program website at <http://devsoc.cals.cornell.edu/cals/devsoc/outreach/cfp/index.cfm>.

The general consensus of attendees was that the Vermont and New York experience is similar - fear is a potent barrier to health care, services and community inclusion. Professor Dudley advised that risks mount when parents who do not have authorization to be in the country are detained or removed, leaving unattended minor children stranded (see "mixed status families" in professional literature). The Cornell Farmworker Program has developed emergency planning resources for workers around these issues and is ready to provide technical assistance about its experience to entities interested in

building their capacity to offer personal Emergency Planning workshops for workers. At the CFP website, click on "Emergency Planning and Preparation" to learn more.

Just In!

In late April, BiState Primary Care Association won a major, three year grant from the US Department of Health & Human Services, HRSA, Office of Rural Health Policy. This grant supports immigrant farm health clinics that will provide UVM College of Medicine students opportunities for learning and service in partnership with Open Door clinic, NOTCH clinics, and a third clinical partner to be selected. For information, contact Kate Simmons at ksimmons@bistatepca.org.

Welcome New Champlain Valley AHEC Board Members!

- **Carol Buck-Rolland, APRN, MS, PNP-C, WHNP-C** is a Clinical Assistant Professor at the UVM Department of Nursing. Since 1990 she has been a member of the Board of Directors of the Vermont Nurse Practitioner Association and currently serves as their treasurer.
- **Heather Danis, MPH, RD** is the Health Services District Director for the VT Department of Health's Burlington District Office. She has a Master of Public Health in nutrition from the University of North Carolina at Chapel Hill, and has been a registered dietician for over 16 years.
- **Heather B. Kidde, CNM** is currently employed at Tapestry Midwifery/Porter Hospital in Vergennes as a Certified Nurse-Midwife. She is UCSF-trained with full scope clinical experience in a large urban hospital and rural community clinic and hospital settings. She also worked as a domestic violence shelter manager and a domestic violence crisis hotline volunteer in Wyoming.
- **Robin Lessoff, MD** is a psychiatrist who is board certified in both general and child and adolescent psychiatry. She worked for eight years as a child psychiatrist in community mental health at the Counseling Service of Addison County in Middlebury. She currently is in private practice in Williston.
- **Megan Malgeri** is currently a student at the UVM College of Medicine, where she is a Vermont Freeman Scholar. She graduated from Dartmouth College in 2003 with a BA in environmental studies and psychology.
- **Albert J. Perry** has served as a Commissioned Officer in the US Navy and commanded a nuclear attack submarine, retiring from the Navy as Captain. He served as a member of the Vermont House of Representatives from 1993-2000 and 2003-2008, and has served on the board of directors of various community, regional and statewide organizations.
- **Maja Zimmerman, MD, FAAFP** is currently the Medical Director of Porter Practice Management and works at the Champlain Valley Family Health Associates of Porter Hospital. She has had a faculty appointment as Clinical Assistant Professor at the UVM College of Medicine since 1996, and has presented at Grand Rounds at Porter Hospital numerous times.



Champlain Valley Area Health Education Center

Champlain Valley Area
Health Education Center

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Fax: 802-527-1632
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Funding support for the Champlain Valley Area Health Education Center is provided by the University of Vermont College of Medicine through contributions from the Health Resources and Services Administration, Fletcher Allen Health Care, the University of Vermont, the State of Vermont, and community hospitals.

Vermont's AHEC Program is a statewide network of the Northeastern VT AHEC, the Champlain Valley AHEC, the Southern Vermont AHEC, and the UVM College of Medicine.