



ABC's of Community Partnerships

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Introduction

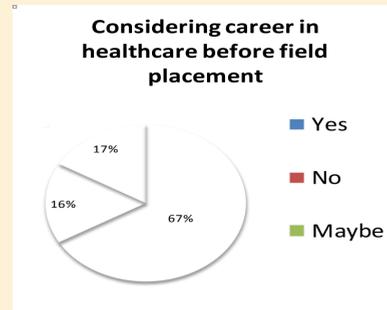
At Penn State Hershey Medical Center our Clinical, Academic, Research and Community missions are congruent with our organization's strategic plan. As an academic medical center and the only freestanding Children's Hospital in rural central Pennsylvania, we receive frequent requests from the community. The Children's Hospital leadership used these situations to operationalize our community mission by designing a formal service-academic partnership with Penn State University (PSU).

Planning

We identified and prioritized requests within the context of our Community mission. Subsequently, our Child Life program established a relationship with PSU to create student internships that met organizational needs as well as students' academic requirements. We focused on new space for sibling play and tour guides for the new building. These student opportunities exposed them to healthcare of children and potential opportunities for employment after graduation.

Results

Increase in community partnerships occurred while we exposed college students to new healthcare opportunities.

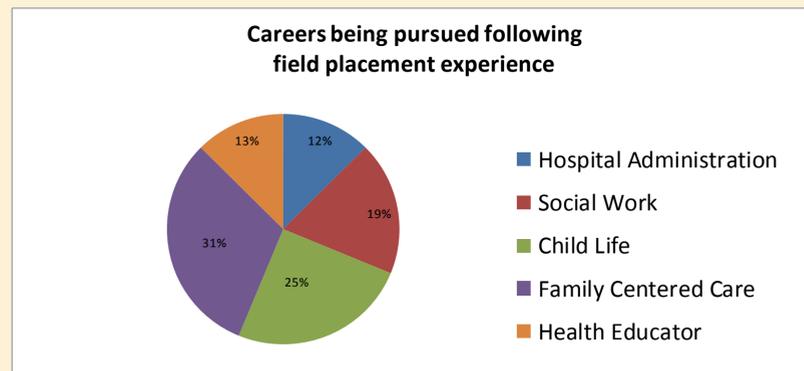


100% of students who answered the survey regarding their field placement experience were 'satisfied' or 'very satisfied' with their experience.

100% of students who answered the survey plan to pursue a career in healthcare as a direct result of their field placement experience.



21.79/hr (2011 national average for an hour of volunteer time) x 200 tour hours = \$4358



Sibling Play Area Creates Successful Discharge Preparation

Preparing families adequately for discharge is crucial and gaps arise due to lack of uninterrupted time families have to learn necessary care. A key interruption is the competing need to care for siblings. The partnership with Human Development and Family Studies students at PSU resulted in development of a successful sibling play program. This internship experience was designed for senior HDFs students who are supervised by Child Life leadership and staff. Together they plan age appropriate activities and work with trained Sibling Play volunteer.

Families or staff may reserve a 2-hour placement in the Sibling Play Area during a specified supervised time period. Students and volunteers develop daily plans and age-appropriate activities for children. Families complete a waiver and health screen for program participants. This structured play time allows the family to meet uninterrupted with their hospitalized child's healthcare team to discuss care needs and discharge preparation; or to accompany their child during a procedure.

Tour Guides Pave the Way

As we were preparing to move into our new children's hospital, we identified the need for tour guides. We developed a separate internship placement within our Patient and Family Centered Care program. This program engaged HDFs students in providing tours to Children's Hospital staff to assist with expanding their comfort in the building and assist with regulatory compliance. Students received field placement credit by assisting with 200 one-hour tours over a 3-week period. In addition, students had valuable exposure to multiple healthcare roles and opportunities.

Conclusions & Next Steps

The building of our new children's hospital created the opportunity for innovative partnerships with community groups. Our programs have been a positive experience for the hospital, families, patients, and students by:

- Enhancing family education and family-centered care.
- Organizational cost savings
- Promoting real world student educational opportunities.
- Increasing volunteer hours in our family resource center and family waiting room;
- Creating community partnership that have expanded needed services to patients and families.

Preliminary evidence suggests that an additional outcome is an increase in patient and family satisfaction with care. Relationships with other universities and colleges are being explored.

References

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