



2009 Program Participants
(Students and Department Supervisors/Representatives)

MERCY WORKS, INC./SYNERGY PROFESSIONAL DEVELOPMENT PROGRAM AT UPSTATE MEDICAL UNIVERSITY

Mercy Works' SYNERGY program is a professional development program that provides goal-oriented college students from the urban community with an opportunity to learn skills that will not only advance them further in their academic and professional careers, but also contribute to the future of Central New York's workforce and community.

This strategic partnership with Upstate Medical University fosters the interest of under-represented minority students who are considering, or pursuing health careers; and for students pursuing other academic disciplines, such as business and have an interest in working in the healthcare industry in various capacities. The program provides summer employment, career awareness, and mentoring opportunities, and is open to undergraduate college students from the city of Syracuse.

Program participants will be offered paid, on-the-job experience for the summer and have an opportunity for mentoring and exploration of career options in the healthcare industry while immersed in the Upstate Medical University environment. Additionally, selected students will participate in SYNERGY's weekly professional development program, and other required activities.

Interested undergraduate college students must apply through Mercy Works' SYNERGY program by visiting <http://www.mercy-works.org/synergy.htm>. **SYNERGY'S application deadline is March 31, 2010.** Upstate Medical University internship opportunities through this program are open to technical and non-technical academic majors. Additionally, there are unique opportunities for students who have

an interest in human rights and human services. A full description of internship opportunities are on the following pages, 3 - 7.

For more information about Mercy Works' SYNERGY Program at Upstate Medical University, please contact Edgar Johnson, 464-4924, johnsone@upstate.edu or Latoya Sawyer, 435-6934, lsawyer@mercy-works.org.



Summary of Internships by Departments, Summer 2010

Breast Care and Endocrine Surgery Center

Selected intern will establish new patient medical records as needed; update and correct records and files; file and retrieve records; charge out records utilizing the SoftMed computerized system; retrieve, screen & review documents for completion, content and accuracy for messages and deliver to personnel; obtain and record medical record numbers on outside filing materials; thin/purge records as necessary; collect data for monthly medical record audit; receive records and process requests for medical records following Clinical Data Standards/HIPPA Guidelines; enter and retrieve computerized information; scan medical records utilizing the new medical records scanning system; and operate office equipment such as photocopier, fax, printer, and computer terminal. Qualifications include computer knowledge, ability to navigate through computerized patient information, ability to file in numerical and chronological order, ability to work as part of a team, and ability to demonstrate good customer service skills. Must have a strong sense of confidentiality for protecting patient information.

Center for Spiritual Care

Selected intern will serve as a Creative Arts intern with the Center for Spiritual Care. Duties will include: Visiting patients/families at the bedside and providing creative arts/music/singing as part of a spiritual care healing modality; perform clinical documentation of interventions in Spiritual Care Clintrac system; consult with other Chaplain interns and staff on spiritual needs of patients in order to provide appropriate creative arts interventions; have the opportunity to do literature research on creative arts and spirituality as well as participate in educational opportunities with Clinical Pastoral Education training program; and participate in special projects and opportunities (e.g. singing with Child Care Center children, appearing on HealthLink on Air, writing an article on internship experience, and videotaping working with patients). Qualifications include basic computer skills, the ability to work independently while being dependable and part of a larger team, ability to utilize supervision on a regular basis, possession of a caring, flexible, creative, courageous personality, a good singing voice (the ability to play a portable musical instrument such as guitar is desirable), skill and experience in the creative arts field, involvement in personal spiritual/religious life while respectful of diverse faith traditions, and the ability to tolerate acute care hospital setting/exposure to suffering, illness, and death. Must have a strong sense of confidentiality for protecting patient information.

Clinical Data Services (2 positions)

Selected interns will, under the supervision of the Associate Director, assign physician documentation deficiencies and contact physicians to fast-track completion, perform documentation reviews/audits, perform quality and productivity reviews, document work flow, use document imaging system to prepare and scan medical records, and process medical-legal record requests. Qualifications for both positions include computer knowledge, ability to navigate through computerized patient information, ability to file in numerical and chronological

order, ability to work as part of a team and ability to demonstrate good customer service skills. Must have a strong sense of confidentiality for protecting patient information.

Position 1 – Incomplete Records:

- Assemble and analyze newly discharged records.
- Record deficiencies in computerized deficiency management system.
- Contact physicians with delinquent records for timely completion.
- Perform documentation audits.
- Perform quality and productivity reviews of staff work completed.
- Assist in the preparation of records that are identified as medical legal cases, including flagging and duplicating of records.
- Perform work flow documentation.

Position 2 – Release of Information (ROI):

- Process requests for copies of medical records for patient care.
- Look up medical record numbers needed to log requests.
- Answer phone and taking requests.
- Log requests in the request tracking log.
- Perform quality and productivity reviews of staff work completed.
- Assist in preparing records that are identified as medical legal cases including flagging & duplication of records.
- Perform documentation audits.

Contracts Office

Selected intern will assist with ongoing projects which will involve filing, database entry, organizing, documenting and storing of inactive records, and updating affiliation agreements and Certificates of Insurance. Summer months in this office are demanding, fast-paced, and busy. Qualifications include excellent office support skills to include working knowledge of computers, and excellent interpersonal, communication, and organizational skills.

Educational Communications - Video & Media Production

Selected intern will assist with video, audio, and multimedia production, camera operation, video and audio editing, lighting, and some scripting. Qualifications include familiarity with basic video and audio production terminology, and basic fundamental knowledge of the medium. Graphics, animation, and compositing skills are a plus. Must have great interpersonal, communication, and organizational skills.

Emergency Medicine

The Emergency Medicine Department of Upstate Medical University operates the Emergency Medicine Simulation, Technology, and Training (EMSTAT) for the training of medical personnel in a safe, immersive learning environment. Students (medical personnel) are trained using high fidelity computer-controlled mannequins in four audio-visually equipped simulation bays. To learn more about EMSTAT and take a virtual tour, visit www.upstate.edu/emergency/emstat:

Selected intern will assume the role of a simulation technician which include running simulations, developing medical scenarios, helping maintain lab equipment, and interacting with physicians, medical students, residents, paramedics, and other lab staff. Qualifications include good interpersonal skills, an eagerness to learn diverse skills in all aspects of medical simulation, computer/audiovisual and medical knowledge in order to operate simulation mannequins. Past experience in programming for scenario development, and past experience in theatre or public

speaking for voice acting within simulations are highly desirable. Great opportunity for students pursuing technology related degrees such as electrical engineering or computer science.

Employee & Student Health

Selected intern will provide clerical support to include data management for employee health information and immunization information; manage employee/student files to include assembling new employee charts, file charts, thin charts, and preparing charts for warehouse storage; prepare treatment rooms for patients to include folding gowns for exams, and preparing cold packs; and provide wellness material research to include researching assigned topics online for employee/student education, and preparing educational materials as directed. Qualifications include basic computer skills to perform online research and navigate through employee and student health information; ability to file in numerical and chronological order; and ability to work as a team player and be able to demonstrate good customer service skills. Must possess a strong sense of confidentiality for protecting employee and student health information. Medical terminology is helpful but not required.

Facilities Design (2 positions)

*These two positions can be alternated/interchanged to create variety of duties for the selected interns.

Position One: Selected intern will assist the department via scanning and logging of construction drawings of past Upstate projects, manuals, and related technical documents, and data input for Upstate's archive system.

Position Two: Selected intern will provide clerical/administrative/field assistance to Facilities Design staff for ongoing capital project work.

Qualifications for both positions include computer and communication skills, interest in working with others in an office environment as well as on a construction site, as active projects will be taking place at various sites on the campus, both in and out of the office. Additionally, must have some computer skills and an aptitude for picking up technical jargon/terminology quickly.

Family Medicine - Occupational Health Clinical Center (2 positions)

Position 1: Tall Tower Research and Action Project. The Occupational Health Clinical Center has developed a new project designed to assess workers' rates of injury and fatality on communication and cellular towers in New York State. Selected intern will build upon the clinic's research and outreach structure by maintaining and expanding databases, following up on phone and email inquiries, tracking news and online coverage of worker injury and fatality in the industries, and reviewing model legislation in the U.S. and abroad. The main goal is to generate policy recommendations based on the best scientific and medical information available to prevent worker injuries, harmful exposures, and fatalities. A possible subset of this project could be a literature review of what is known about the short- and long-term effects of non-ionizing radiation on people who work on towers. Qualifications include strong writing and communication skills, experience with online research and ability to organize information. Possible academic disciplines relevant to internship: journalism or communications, physics, biology, labor studies, or political science.

Position 2: Worker Health and Safety Standards in Nail Salons. Selected intern will investigate basic common exposures affecting skin, lungs, vision, and neurological function through literature reviews, material safety data sheets, field observations, and other strategies to

assess the adequacy of health and safety standards in this industry. During the first week of assignment, selected intern will become immersed in the indices of human trafficking since it is suspected that the physical exposures of this occupation are sometimes accompanied by the psychological damage of workers being held against their will in conditions of virtual slavery. The goal of this project is to learn what conditions exist for workers in this occupation in the county that affect both their physical and psychological health and well-being. Who engages in this work? What protections are in place? Are current health and safety regulations adequate? Do workers know the health effects of the substances they are working with? Qualifications include curiosity, strong writing, speaking, and interpersonal skills, ability to do online research and be able to translate what is learned to meet the goals of the project. Ability to work on an Excel spreadsheet, psychological maturity, keen observation, and a focus on facts will aid in the successful development of this project. The following academic disciplines might yield a good match for this project: psychology, chemistry, biology, journalism, labor studies, political science, human services, or public health.

Geriatrics Medicine

Selected intern will pursue the following objectives: understand the skills important for providing medical care to an older adult; become familiar with the process of providing medical care in an outpatient practice; and cultivate an interest in a career in medicine.

Duties include assisting the nursing staff in chart preparation and patient care as needed, filing and other general office work, attending appropriate conferences and lectures, and shadowing geriatric faculty and fellows. Qualifications include computer knowledge, familiarity or knowledge of medical terminology, ability to navigate through computerized patient information, and ability to work as a team-player (great interpersonal skills). Must have a strong sense of confidentiality for protecting patient information.

Human Resources

Selected intern will work with all sections of the Human Resources Department: Recruitment & Appointments, Compensation & Performance Management, Employee/Labor Relations, Training and Development, Diversity & Affirmative Action, and Benefits. Duties will include but not be limited to checking references, reviewing applications for employment, closing out recruitment files, and other relevant tasks associated with the above sections of Human Resources.

Qualifications include working knowledge of computers which will include the ability to navigate through computerized employee information and the ability to work with and handle employee “confidential” information, office skills, and excellent interpersonal, communication, and customer service skills.

Information Management Technology (IMT) – Help Desk, Customer Services Support

Selected intern will collect and analyze data for all the network printers to see how IMT can become more “green” while cutting costs for paper, toner cartridges, and ink jet refills, and utilizing tools from Hewlett-Packard (HP) to assist in collecting this information. Additionally, selected intern will assist on other data gathering projects and may provide internship support to the Telecommunications section/division of IMT or other IMT areas as needed. Qualifications include initiative and independence, good analytical skills, excellent interpersonal and communication skills, and the ability to compile information into a report. Selected intern should be prepared to assist other areas of IMT. This is an excellent opportunity for students pursuing technology-related degrees.

Margaret L. Williams Developmental Evaluation Center (DEC) - Pediatrics

Selected intern will assist with the management of clinical files and processing of patients, gathering information on new referrals, assist with processing of patient charts through the DEC services and discharge, and assist in the management of DEC equipment and resources.

Qualifications include computer knowledge, ability to navigate through computerized patient information, ability to file in numerical and chronological order, ability to work as part of a team and ability to demonstrate good customer service skills. Great opportunity for students interested in pursuing careers working with pediatric patients who are at risk for or have developmental disabilities, autism, cerebral palsy, etc. Must have a strong sense of confidentiality for protecting patient information.

Neurosurgery

Selected intern will act as a summer research lab assistant in the brain tumor lab, performing lab research experiments; being trained on various lab experiment techniques; performing general lab responsibilities such as washing, drying, and autoclaving glassware; putting away clean glassware; filling pipet tip boxes and autoclave; restocking and ordering lab supplies; putting away incoming lab stock on shelves; refilling water baths and incubator water pans using dH₂O; performing general cleaning of the lab; updating the computer database; and making lab solutions. The brain tumor lab is a biomedical research lab that develops and tests new cancer therapies. Qualifications include being at least 18 years old, willingness to strictly follow all safety procedures, possession of computer knowledge, ability to organize items in alphabetical/numerical order, ability to work and communicate effectively with others.

Physical Medicine and Rehabilitation Therapy (2 positions)

Position 1: University Hospital (UH)

Position 2: Institute for Human Performance (IHP)

Selected interns for both positions will assist rehabilitation staff that includes Occupational and Physical Therapists in cleaning of treatment areas: place walkers/canes on racks in adaptive equipment room and/or equipment storage room, return weights to weight carts, return small equipment and gait belts to labeled drawers/shelves, wipe mat surfaces and tilt table, bolsters, balls, wedges and other equipment with TB-cide solution, and notify staff if paper cup, soap, or towel dispensers are empty; answer telephones and direct callers or take messages in a professional manner if requested. Additionally, the intern will transport patients to/from the appropriate nursing unit (except patients with IVs or supplemental oxygen), assist with patient programming as directed by the treating rehabilitation staff member, organize files or materials as directed by rehabilitation staff; perform other clerical tasks as directed by rehabilitation staff, assist with inventory of supplies and equipment, assist with the supervision of volunteers as directed by supervisor, and undertake other duties to be assigned by rehabilitation staff as the need arises. Qualifications include computer knowledge, ability to navigate through computerized patient information, ability to file in numerical and chronological order, ability to work as part of a team and ability to demonstrate good customer service skills. Must have a strong sense of confidentiality for protecting patient information.