THE INSIDE SCOPE

Rotational Newsletter for UCLA Care Extenders

IMPORTANT DATES

November:
11/11 Fall 2019 Rotation Begins
   Veterans Day Holiday
11/13 Recruitment Committee
   Applications Open
11/18 Blood Drive at RRH
11/20 Extension Request Form
   Deadline
11/24 Preferences Sign Up Open
11/25 Recruitment Committee
   Applications Due
11/26 Blood Drive at CHS
11/28 Fall Holiday
11/30 Admissions Committee
   Applications Open Up

December:
12/07 Admission Committee
   Application Deadline
12/08 Preferences Sign Up Closes
12/09 UCLA Finals Begin
12/22 Hanukkah Begins
12/25 Christmas
12/31 New Year’s Eve

January:
1/1 New Year’s Day
1/6 UCLA Winter Quarter Begins
1/19 Winter Department
   Assignments and Meeting
   Information Posted
1/20 Martin Luther King Jr.
   Holiday
2/09 Training Day and Department
   Meetings
2/03 DCA Applications Open Up
2/16 Last day of Fall Rotation

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It's Flu Season!

Did you know?
There are two main types of the influenza (also known as the flu) virus: Type A and Type B. These two types are routinely responsible for the flu season epidemic every year. However, Type A tends to have more severe symptoms of a sudden onset fever, sore throat, fatigue, muscle aches, inflammation of mucous membranes, and a cough compared to Type B. Typically found only in humans with less severe symptoms, Type B should not be taken lightly- it's just as contagious! Don't forget that when you become aware of these symptoms, avoid direct contact with others in case of infection; it is important to note that adults may be able to infect 1 day before symptoms develop and up to 5-7 days after becoming sick. If you are sick, please make sure to stay at home to prevent the patients from getting the flu or any other contagious illnesses. Contact your Department Coordinator and department to notify them as soon as possible! Always remember to practice good habits and to remember to get that flu shot!

HOW YOU CAN FIGHT THE FLU

STEP 1: GET VACCINATED!
Getting vaccinated is the best way to protect yourself and those around you from the flu. The Center for Disease Control and Prevention (CDC) recommends that everyone 6 months of age and older get an annual influenza vaccination!

STEP 2: STAY HOME IF YOU'RE SICK
If you're starting to feel any flu symptoms, stay at home and rest! Not only will you prevent it from getting worse, but also you'll be helping to contain it and prevent further infection.

STEP 3: PRACTICE GOOD HEALTH HABITS
Wash your hands often and keep your hands clean, away from your face as much as possible. Always remember to wash hands with soap and warm water for 30 seconds! It's also helpful to carry hand sanitizer around.

WHEN IS FLU SEASON?
[OCTOBER - MAY]
The flu seasons lasts from fall to spring, with peak times being from late December to early March. Remember these three steps so that you and the people around you can be as healthy as possible!
What's New at UCLA Health?

**Ronald Reagan Hospital**

**Adopt-a-School Program**

Jessica Chavez vividly recalls sitting in homeroom in seventh grade, when two representatives from the UCLA School of Nursing made a presentation about a summer program on campus and gave everyone some forms to fill out if they were interested. The idea of riding the bus every day and getting free food had Chavez thinking, "why not?" Little did she know she would become a student at the UCLA School of Nursing 17 years later, with the help of the adopt-a-school program founded in 1992 following the LA Riots. The program showed students career options and pathways in nursing, such as working in a hospital or clinic or doing research. Faculty and staff from the nursing school volunteered to mentor the students, and the students in the program could choose to intern and help with tasks in their mentor’s offices. Chavez then received her acceptance letter to UCLA in 2018, 17 summers after coming to campus for the Bethune pro-

**Santa Monica Hospital**

**Call The Midwife**

The UCLA Health Nurse-Midwife Program, based at UCLA Medical Center, Santa Monica, is expanding its services to provide well-woman health care – including annual checkups, Pap smears, and new birth control options – for women 35 and younger. The Nurse-Midwives Program, started in 2002, is part of UCLA Health’s OB/GYN department. Nurse-midwives are available to women who plan their pregnancies and deliveries at The Birthplace at UCLA Medical Center, Santa Monica. Their role is to offer prenatal care, delivery, postpartum care, and emotional support. “No two women and no two families are alike. We take the time to get to know each of those in our care so we can best meet their wishes and needs. Our goal is to help women and families achieve the meaningful birth experience they desire.”
Special Interview: Osanna Tosunyan
Manager of the CE Program

Meet Osanna Tosunyan
Our New Manager of the Care Extender Program

What brought you to the UCLA Care Extender Program?
I am extremely passionate about supporting the growth of our future workforce specifically in the field of health care. In my past experience, I’ve managed similar programs and pioneered the implementation of a workforce development program at various health systems across Southern California, Hawaii and Washington states. To date, I have supported with over 50 plus hires from the program participants into the health systems stated above. The reason why I was drawn to the UCLA Care Extender Program is due to the large impact that our impressive number of over 900 Care Extenders provide to the overall patient experience. Care Extenders play a vital role not only to our patients but also to the patient care team. In my role, I hope to support the continued growth of the program and the students by cultivating a culture of learning and professional development.

Contact Osanna:
OTosunyan@mednet.ucla.edu or at the CE Office in SMH at the Sweezey Institute

What’s your favorite part about LA so far?
I was born and raised in the valley and being native to LA, I can safely say that my favorite part of LA is the food. We have such a diverse cuisine in all areas of Los Angeles. My husband and I are big time foodies and love to explore new restaurants and cafes that pop up around Los Angeles and the neighboring cities.

Do you have any advice you would like to give to our Care Extenders?
For every shift that you attend, do your best to set a learning goal. Spending 4-hours per shift on the units opens up a plethora of learning opportunities. Don’t just stand on the sidelines, assert yourself respectfully and set a goal to learn something new after every shift. This is your platform to network and understand what it takes to be a future health care professional.

Fun Fact?
I danced ballet for over 10 years, I’m an avid sky diver and I’ve been on the Zamboni during an LA Kings game.
Patient Memoirs Project

A Department Coordinator’s mission to go beyond the call of duty

Adam Guemidjian
SMH Oncology
Department Coordinator

What is your position in CE Staff and how long have you been in the program?
I am the Department Coordinator for the Santa Monica Hospital, Oncology Unit. I have been in the program for about two years and three months now, and have held my current position as a DC for about a year and two months now.

What is exactly the Patient Memoirs Project, and what inspired you to start it?
My current position as Department Coordinator inspired me to think about how I can improve and expand the Care Extender - Patient relationship and bring it to another level. After lots of brainstorming, I launched a project called Patient Memoirs as a second rotation DC, which documents every CE’s most memorable patient experience (about 6-8 sentences in length) on a google form. This has personal benefits for CE’s as well, as their submissions to Patient Memoirs project have potential to become personal statement excerpts in the future when they are applying to Medical, Dental, Pharmacy, and Nursing schools. The good thing is that they begin to document these experiences on their end because they are asked to submit it formally to me, so it allows them to capitalize on an opportunity to hang on to these experiences while they are fresh in their minds.

How did this become a reality?
I spoke to the nursing staff on the unit, and they welcome this idea with open arms. They thought the patients would really feel like they would be open to sharing their experiences and conversing with young adults pursuing careers in healthcare. Ever since Patient Memoirs has been active, both the patients and the CE’s have loved the idea behind sharing thoughts between each other.

What impact do you think the Patient Memories Project has for Care Extenders and patients?
I think it allowed oncology patients, many of them being terminally ill patients, to share moments from their lives, school, experiences, and reflect upon their lives so far. In turn, this allowed CE’s to portray empathy, compassion and understanding within that interaction and develop interpersonal skills that are so critical in healthcare.
What do you hope for the future of this program?

My vision for the future of this program comes from a very optimistic lens, as I have seen the growth of this program first-hand during my time here. The more we are able to work together, provide opportunities for our volunteers to grow, and show our support for each other's ideas, the further we will go as a program.

CARE EXTENDER EXCERPTS FROM PATIENT MEMOIRS

"My most memorable patient interaction also happens to be my longest interaction with a patient. The patient was unable to feed himself, so I helped him eat his dinner. He and I were talking so much that it took us a long time to finish his meal and I was in the room a lot longer than I should have been. He asked me about my studies and goals in life, so we spent a while talking about his experiences with neurologists and his hopes for me as a neurologist. The patient’s biggest piece of advice was to pursue and develop all of my interests outside of medicine, since he has had a lot of boring neurologists. Discussing medicine was a small part of a conversation that also covered literature, sports, and documentaries. He had CNN playing on the television, so we spent some time talking about politics, leading to a much longer discussion about American history and previous presidents. Our conversation reminded me that health care providers have a responsibility to provide for patient’s mental and emotional health in addition to physical. Taking the time to have a genuine conversation is a small way to let patients know that they are truly cared for as human beings."

"On the day of my shadowing experience, I met a female patient who has a bipolar disorder and a certain type of cancer. I do not know her cancer type, I did not ask as it may be a sore topic for some people. When I first met this patient she was in a manic state, talking a lot but not making much sense. I came by her room a few times, and by my third visit I decided that I will talk to her for a little bit. I found out that she had a broken leg, and was hospitalized for a long while. She told me her brother found her in the kitchen with a broken leg. She told me her life story, how she brought up three daughters, and she had a husband; how her husband paid $6,000 for her dentures. When her lunch came I helped her by feeding her. I told her “Happy Mother’s Day” as it was Mother’s Day week, and when I said it her beautiful smile became a sad frown. I asked what was wrong, and she told me that no one from her family has visited her. She was very upset over it. She told me how she raised them, how much she had sacrificed to give her daughters a good life but when she needed them she had no one. This made me really sad as I know from personal experience, most people, not all, tend to want to get rid of the person who has an illness and that is very difficult to deal with, because it puts them in an uncomfortable position. It made me realize that I want to be a friend to each patient that comes to the oncology unit and simply listen to them because sometimes those people have no one on their side. It made me also look at my own self and reflect on whether or not I can be of any use to cancer patients. In the end this encounter made me want to be part of the oncology team down the line so that I could be that one ear for all cancer patients who I come in contact with but more importantly I want to be a friend to those who have no one."
A Look at Research: 

Alzheimer's Disease in Latinx Communities

Studies have shown that Alzheimer’s Disease (AD) is becoming more prevalent in the underrepresented minority populations. Though not yet widely understood, researchers have specifically looked into the different Latino populations to analyze the intersectionality of genetic factors and social determinants that goes into diagnosing AD in these communities.

With the aging population in the United States consistently increasing, neurodegenerative diseases continue to take more prevalence as they become more people become affected. In particular, Alzheimer's Disease (AD) is the most common type of dementia among people aged 65 years or older, and the rate is expected to triple by the year of 2050. Therefore, there have been efforts to look at the study of AD with socioeconomic status and ethnicity in mind, which is an important especially as the country continues to diversify. The specific factors include differences in traditions, socioeconomics, education, migration status, and others. These all influence the individual ability to seek appropriate healthcare and navigate the healthcare system, contributing to healthcare disparities that lead to increased risk. Thus, it is important to consider the impact that social determinant factors have on the higher risk of AD among the Latino population. Additionally, the identification of endemic genetic factors that contribute to higher risk and familial AD among Latinos indicates that ethnicity also plays an important role. Research has found a higher percentage of Latino seniors with AD once past the age of 75; it is important to establish the identified founder mutations as well as to the identification of genetic factors that are linked to increased AD risk within the Latino population. Establishing effective health promotion and disease prevention strategies is also equally important in order to understand the influence of social determinants of health among the specific populations or ethnic groups that are being targeted. Using neuroethical approaches will help to address these issues in a manner that honors the values and social complexities of the Latino community and delivers culturally appropriate information about risk factors, diagnosis, and treatment options. Hopefully, these efforts will improve Latino engagement with healthcare services and lead to earlier interventions that lower the likelihood for dementia, addressing healthcare and health disparities is a matter of social justice.

**REMINDERS:**

1. **SLEEP**
   Make sure that you give yourself time to rest! Memory consolidation can only happen during your sleep, making you more energized but also more likely to ace that test!

2. **EAT HEALTHY**
   Though that Taco Bell run sounds like a good plan, make sure that you’re also getting all your vitamins and nutrients in other parts of your diet as well.

3. **TAKE BREAKS**
   Exercise that Pomodoro technique! Our brains can only intake so much at once; remember to give yourself a break in between activities of studying, working, etc.

4. **MEDITATE**
   Even just a few minutes out of your day to meditate is great for getting that mental clarity. Try some meditation apps if you need some guidance to make sense of the chaos you might be feeling.

5. **EXERCISE**
   Physical activity can get your endorphins going, making you happy naturally but also getting your blood pumping!

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**Mind Your Health:**
How You Can Be Happy and Healthy

**As a Care Extender,**

It’s important that you take care of yourself. It’s important to make sure that you make time for yourself, especially with so many crazy things going on in your life! In order to perform at your best, it is truly essential to also feel your best. Maintaining an optimal level of wellness is absolutely crucial in living that higher quality of life. Wellness matters, as we care about your wellness!

Everything we do and every emotion we feel relates to our well-being. In turn, our well-being directly affects our actions and emotions. It’s an ongoing circle. Therefore, it is important for everyone to achieve optimal wellness in order to subdue stress, reduce the risk of illness and ensure positive interactions. There are eight, equally important dimensions of wellness: occupational, emotional, spiritual, environmental, financial, physical, social, and intellectual. Each dimension of wellness is interrelated with another, and each dimension is equally vital in the pursuit of optimum health. One can reach an optimal level of wellness by understanding how to maintain and optimize each of the dimensions of wellness. In your time as a student or employee, or other occupational status, life can seem chaotic with so many things going on! Speak up if you need to talk and reach out because your mental health and wellness are of the utmost importance to us.

You are appreciated!
Congratulations
Care Extenders of the Rotation!

SMH Geriatrics & Greeters A
Ji-Hyun Lee

RRH NICU
Isabella Sanzi

SMH 4MNP
Sarah Mishael-Kashani

RRH Gonda Unit
Lesli Gutierrez

SMH 5MNP
Jene Price

RRH Greeters B
Raffef Khleif

SMH 4NW
Wright Ranaya

SMH FM IPS
Erica Chen

SMH ER B
Carly Clark

SMH Orthopaedics
Nicole Zamora
Helen Liang

Thank you for your exemplary service as a Care Extender!

Any questions, comments, or concerns? Contact Giselle Kim at GiselleKim@mednet.ucla.edu for more information.