

Patient Care Support Assistants

FORT LOUDOUN MEDICAL CENTER



Bio

- Tami McClain
 - Human Resource Operations Specialist - Fort Loudoun Medical Center
- 38 years Human Resources experience
 - 20 years Retail HR Manager (did a lot of work with minors)
 - 18 years HR in Healthcare

- Staffing Challenge Discussions

- How can we get the next generation introduced to healthcare?
- How can we provide patient care assistance to nursing staff?

Staffing our hospital...



Creative thinking...



High School Partnership

TAMI MCCLAIN, HR SPECIALIST



Creating Relationships

- Met with local school officials - FLMC's four new programs
 - Job shadowing groups
 - \$15,000 in college scholarships for high school seniors
 - Junior Volunteer Program – ages 14 to 17
 - New position – Patient Care Support Assistant
 - Employing students, ages 16 to 17, providing hands on patient care

Patient Care Support Assistant (PCSA)

Creation of the PCSA position

- Combining several jobs into one
 - Patient Care Assistant
 - ER Tech
 - Housekeeping
 - Sitter (non-behavioral health)
 - Transporter
 - Registration

PCSA Badge Backer

Dial "66" and ask the operator to page RRT -

Code Stroke to Room _____ for any patient with:

- Acute unexplained change in LOC
- Acute change in speaking ability/comprehension
- Sudden onset of incoordination or gait difficulty
- Acute visual changes
- Acute change in strength/sensation on one side of face/body

Order CT electronically with "CODE STROKE."

We need to know:

1. Vital signs and blood glucose
2. Last seen normal
3. Current symptoms
4. Medications
5. Surgeries within last 3 months

PATIENT CARE

SUPPORT ASSISTANT



Patient Care Support Assistant

Restrictions due to age:

- Cannot load, unload, or use the compactor or baler.
- Cannot use any type of power-driven hoisting apparatus.
- Cannot use personal or company vehicle to make any type of deliveries or run errands while on or off the clock.
- Sitter – Cannot sit for behavioral health or suicidal patients.
- Unable to work in the Radiation department (only allowed to transport patients).
- Unable to work during school hours and must be clocked out and off property by 10pm.



Patient Care Support Assistant (PCSA)

- Interviews Conducted
- Parent Meet-n-Greet night
 - Job details
 - Expectations - ours, students and parents
- Orientations
 - Extra orientations and training classes provided by our Educator
- 30 Day follow-up interviews

Our Amazing Patient Care Support Assistant's



The Numbers

- 13 - \$1,000 scholarships to high school seniors (3 schools)
- 8 Patient Care Support Assistant positions filled
- 3 Additional HS students over 18 hired into existing vacant positions
- Improved call light response times
- Improved number of call lights
- Improved Patient Satisfaction

Sophomore Year Plans

- Recruitment video
- Work-based learning expansion
- Middle School showcase
- Third grade field trips
- **Dream Bigger!!**

thank you