

Woodhull Emergency Clinical Aide, Research & Educational (WE-CARE) Program

Overview:

WE-CARE is an innovative volunteer program for enthusiastic and inspired college and post-baccalaureate students. Created by the Woodhull Medical & Mental Health Center Emergency Department, WE-CARE allows students an opportunity to experience and observe many different aspects of healthcare. The program is comprised of several weekly rotations which are based in the Emergency Department (ED). It offers the committed student a unique healthcare experience, which is intended to furnish a wealth of knowledge about the numerous options for a career in healthcare. Primarily serving as a clinical program exposing students to the healthcare environment, it is expected that as the Department matures, a program comprising of ED research projects and clinical education will also be offered to accepted students.

Eligibility:

WECARE participants must be older than 18 at the time of application and are required to commit to volunteering for a minimum of one academic year or a minimum of 100 hours. The time commitment is one five-hour daytime shift per week, or on eight-hour overnight shift every two weeks, plus one one-hour monthly meeting. In general, the following blocks of time are available for volunteer shifts seven days per week:

Five hour shifts: 7am-12pm, 12pm-5pm, 4pm-9pm, 7pm-12am

Eight hour shift: 12am-8am

Please consider that all rules and attendance requirements for the program will be strictly enforced. Failure to abide by the rules will result in participants' termination from the program.

Application Process:

WECARE runs year round. We begin accepting applications in June for the following Fall and applications are accepted on a rolling basis until the program is full. **Currently, we are accepting applications for the 2017 summer semester.** Interested applicants will fill out an application form and undergo a thorough mandatory evaluation by the Woodhull Hospital Volunteer and Emergency Departments which includes but is not limited to:

- 1) Background check
- 2) Pre-placement Interview
- 3) Occupational Health Service Exam
- 4) Woodhull North Brooklyn Network Regulatory Requirement Self Study and Test
- 5) One day New Volunteer Hospital Orientation
- 6) Woodhull Volunteer Department Application
- 7) WECARE Emergency Department Application

Interested applicants should email jasmine.oquendo@woodhullhc.nychhc.org or call 718-963-8440 and request an application.

Responsibilities:

During shifts, participants are expected to perform structured tasks that will assist doctors, nurses, social workers, patients, and administrators. These tasks include, but are not limited to, making up stretchers, stocking supplies, and patient transport. In addition, volunteers act as patient advocates, performing such duties as making phone calls on behalf of patients, monitoring the patient's length of stay, interpreting this data and assisting the team in the overall care of patients. At times the participants may be asked to spend a shift collecting data for quality assurance research projects. All of these tasks provide an invaluable service to Woodhull, while at the same time offering students the unparalleled opportunity to observe and assist in clinical care.

Specific Responsibilities:

- 1) The volunteer will introduce his/herself to the Staff on the team which they are assigned (this includes attending physicians, nurses, etc) identifying themselves as the Aide for the team.
- 2) Clinical Aides will approach each patient bedside both observing these interactions and retrieving any items the providers may request, and also assist with select procedures listed below.
- 3) Clinical Aide duties include:
 - a) Paging physicians and/or consults
 - b) To page, pick up the phone in the ED, dial 22*, the number you need (identified on laminated cards which will be provided) and the callback number (generally, the main ED number at 8443).
 - c) Printing discharge instructions
 - c) Transporting patients to certain rooms, radiology.
 - d) Gathering supplies for specific procedures
 - e) Obtaining forms or paperwork (consents, times outs, transfer forms)
 - f) Answering phone calls
- 4) Clinical Aides cannot perform any invasive procedures, but may observe and assist in the following procedures:
 - a) Laceration repair
 - b) Cast and Splint Application
 - c) ECGs
 - d) IV placement
 - e) Lumbar Punctures
 - f) Simple wound cleaning
 - g) Dressing changes
- 5) Clinical Aides may NOT:
 - a) Perform any invasive procedures
 - b) Perform procedures without the clear instruction of a physician

Attire: Volunteers will be given a Purple Coat to wear during these shifts to distinguish you from other members of the ED staff. Closed toe comfortable shoes should be worn. Your attire should be appropriate and professional. Scrubs can be worn but will not be provided.