

The University of Kansas Health
System's (TUKHS) ELEVATE Intern
Student Program

Program Guide
Student Intern/ Affiliated School
Edition

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ELEVATE Intern Program

Engaging
Learners in
Education and
Vocational
Aspirations
Transition
Experiences

The Engaging Learners in Education and Vocational Aspiration Transition Experiences (ELEVATE) Program at the University of Kansas Health System provides an opportunity for high school students to explore careers in health care.

Student experiences:

- “This was one of my favorite things I've ever done in high school. It gave me insight into an organization I want to be a part of someday.”
-Edwardo, 16, NKC High School
- “The job shadow was so beneficial. I filled out a job application.” -Skye, 17,
Parkhill High School
- “The Health System gave me an opportunity to peel back the curtain that covered the medical profession, solidifying my decision to major in a healthcare profession.”
-Annika, 18, Shawnee Mission North High School

Healthcare leaders:

- “It was nice for us to sit down and tell them not only what we do, but WHY we do it.”
-Jeff, VP of Hospitality Services, Supply Manager
- “I appreciate having the opportunity to host students potentially interested in health care and our respective specialty. To be able to mentor them once or even network with them moving forward is rewarding as these are our future work force. It is imperative we role model for them what health care can offer them and how they can impact the world positively no matter what path they choose.”
-Sara, Ambulatory Nurse Manager

Definitions

- **Engaging Learners in Education and Vocational Aspirations Transition Experiences (ELEVATE):** Includes an on-site Internship experience in both clinical and non-clinical areas of the Health System.

The tasks do not include invasive procedures for patients (e.g., starting an IV or giving a shot) or any patient activity that requires a two-step patient identification (e.g., giving a medication).
- **Internship:** An unpaid, scheduled, observation/task experience for academic credit.
- **Intern:** Title given to the high school student in an active Internship
- **School Representative:** Title given to the high school contact for the ELEVATE Program
- **Academic Partner Community Outreach Program Manager (ELEVATE Program Manager or EPM):** Hannah Morales is the current EPM, or the Health System employee who manages the student placements and Internship process. Hannah can be reached at ELEVATE@kumc.edu.
- **Employee Liaison:** Employee of TUKHS who is the on-site supervisor for the student Intern.

Program Description

The Engaging Learners in Education and Vocational Aspirations Transition Experiences (ELEVATE) Program at the University of Kansas Health System, provides an opportunity for high school students to explore a variety of careers essential to the day-to-day operations of the health system. This internship enhances the student's understanding of various roles and the overall environment of health care. Every high school student deserves the right to discover and pursue their full potential. The ELEVATE program supports investment in tomorrow's workforce. Students who leave school with these market-value experiences are shown to be more likely to pursue further education and to be more successful in their future employment aspirations. One of the program's objectives is to create employment pipelines through strategic partnerships with school districts in the area.

The Programs goals:

- Introduce health care related careers to the workforce of tomorrow.
 - "High school students who have had workforce related experiences when they graduate, are more likely to pursue further education and to be more successful in their future employment" (Kauffman Foundation).
- Create an opportunity to observe the operations of our facilities, shadow employees in clinical and non-clinical areas, and learn more about possible health care career paths.
- Create an employment pipeline through strategic partnerships with area School Districts.

Scope

This policy applies to high school students seeking learning experiences in the University of Kansas Health System (TUKHS) who are enrolled in academic credit course a school district that has a current affiliation agreement with TUKHS.

Emergency Clause

In the event of an emergency situation requiring the students and faculty to leave the campus, the student and their faculty member will be promptly notified through the GALAXY software application with instructions regarding safely exiting the campus.

Purpose

The Engaging Learners in Education and Vocational Aspirations Transition Experiences (ELEVATE) program at the University of Kansas Health System provides an opportunity for eligible individuals to partner with an employee in various professions to understand the role and to support organizational needs. This will enhance the student's understanding various roles and the overall health care environment. Every high school student deserves the right to discover and pursue their full potential. The ELEVATE program believes in investing in the workforce of tomorrow. Students who leave school with these market value experiences are shown to be more likely to pursue further education and to be more successful in their future employment endeavors. A goal of the program is to create employment pipelines through strategic partnerships with area school systems.

Eligible individuals are high school students enrolled in their school's health careers or other career focused academic credit courses grades 11-12.

Program Opportunities:

With more than 100 locations in the region, The University of Kansas Health System (TUKHS) can provide observational opportunities in a variety of healthcare-related areas. This unique Intern experience provides the high school student the opportunity to observe and assist in limited hands-on tasks.

Ideally, Interns will gain valuable insight through real and relevant learning. Students are placed in both clinical and non-clinical areas.

Two options are available for placement. The school liaison will indicate the student's tier preference based upon their internship length. Every effort will be made to place students in their requested tier.

- Tier 1: An Internship scheduled with one profession.
- Tier 2: An Internship that includes up to three professions.

Student Eligibility Requirements:

- The student's high school has a current affiliation agreement in place with TUKHS.
- The student can make a semester-long commitment.
- The student is a junior or senior level student and is at least 16 years old.
- The student is enrolled in an academic credit course through their school. Additional requirements for the students include:
 - Have a general understanding of HIPAA regulations. Sign the Health System's HIPAA Agreement.
 - Current with required vaccinations, as outlined in their school's current affiliation agreement with TUKHS.

High School Liaison/School Process

Initiating the ELEVATE Program

The ELEVATE Program is based out of TUKHS's Nursing Practice, Research, and Professional Development (NPRPD) Department. To have student(s) placed at TUKHS, there must be an *Affiliation Agreement* between the high school and the Health System. To initiate the Affiliation Agreement, the School Representative will contact the EPM by email at ELEVATE@kumc.edu to initiate the process.

The School Representative will submit the following information:

- Name of School District and School Representative
- Name of class or program in which students will be enrolled for academic credit during their Internship
- Number of students anticipated each semester and program Tier

Once the Affiliation Agreement is in place:

- The School's Representative will:
 - a. Submit the number of students they would like to have placed in the Health System, and their preferred Tier.
- The ELEVATE Program Manager will:
 - a. Review request and determine placement locations
 - b. Coordinate locations and schedules for Internship opportunities with Employee Liaison from each placement location
 - c. Maintain the programs database of information in the Galaxy Software: Including but not limited to:
 1. Schools and School Representative names
 2. Student Interns emergency contact information
 3. Number of students with their assigned placement location
 4. Employee Liaison contact information
 - d. Provide guidance to the Employee liaison of each placement location to ensure each experience is well planned

Once the EPM has assigned the students

- School Representative and/or faculty will attend an orientation session prior to students starting in Health System locations. This orientation is coordinated by the EMP. This orientation will happen at annually in August and September. Students will get registered into the Galaxy program at this time.
- At least 15 business days prior to the first Internship day, the **School Representative** will provide the EPM:
 - a. the names of students (not to exceed the agreed upon number)
 - b. the proposed schedule for each student during the academic semester
 - c. the student's tier preference as outlined by their Internship length
 - d. Required documentation and training:
 - the attestation for each academic semester specific to the

students who will be participating in the learning experience

- Verification of completion of their virtual orientation materials
- Prior to the first Internship day, the **participating student Intern** will email the Employee Liaison and the EPM a headshot photo of themselves.
- Prior to the first Internship day, **participating student Intern** will email the Employee Liaison and the EPM their schedule information by using the following template

To: Employee Liaison

Cc: Their High School Representative, The EPM Hannah Morales

Body:

Hello,

My name is _____

I am from _____ high school

I am going to be your High School Intern as part of the TUKHS ELEVATE program.

My phone number is _____

The days of the week that I will be on your campus are _____

The times that I will be on your campus are _____

My Internship starts on this date _____

My Internship ends on this date _____

My School Representative is _____, he or she can be reached at this email _____

Thank you for giving me this Internship opportunity.

-Sincerely

(Student Intern Name)

Student Intern Experience

We hope this ELEVATE Program experience will be an impactful experience for you. It is a great opportunity for you to gain a real-world experience and valuable insight into how skill and passion come together to create a successful career.

The teams you will be interning with are excited to serve as your mentors for this semester. At the same time, they are business professionals that will expect you to behave in a professional manner.

Student Intern Expectations

Below is a list of expectations to ensure you have the best experience possible.

- **You will receive your assignment from your School Representative. The assignment will include the name and email of your Employee Liaison. Once you have your assignment, reach out to your Employee Liaison with the days and times you are scheduled for your Internship.**
 - Your Employee Liaison is expected to:
 - Provide you with their contact information and share with you the best way to reach them. This is important if you are ill or running late.
 - Tell you where to go and what time to arrive. Please note, they may need you to arrive at a different time. If this time conflicts with your school or extracurricular activities, please contact your School Representative for planning and guidance.
 - Any materials you may need to bring.
- **Consider researching your Employee Liaison's career or unit specialty** to better understand what they are responsible for and prepare you for the day. For example, your Internship may be in Supply Chain. You may want to research supply chain management careers.
- **Develop a list of specific, thoughtful questions** to ask your Employee Liaison. Potential topics include education background, career path, daily operation information, and how their department helps to support the Health System.
- **Consider your own career aspirations** and be prepared to answer questions about your personal interests and goals.
- **Make a positive first impression:** introduce yourself, shake hands, and make eye contact. You would be surprised at what a long way these small things can go!
- **Turn off your phone.** Be respectful of your Employee Liaison's time by giving them your full attention.
- **Strive to have a positive outlook** and make the most of your Internship experience. Show enthusiasm and appreciation for the opportunity.
- **If you need help or have any questions.** You can email the Program Manager at ELEVATE@kumc.edu as well as your School Representative and/or your

Employee Liaison.

- **Say thank you.** After completing your experience, send a thank you email within 24 hours of your Internship debrief or mail a handwritten note.

Internship daily expectations

The Student Intern is expected to arrive to their assigned area on time, dressed appropriately, and prepared to engage in the activities of the area. You are expected to act professionally. Any inappropriate behavior or actions may result in you being asked to leave the location. The School Representative will be immediately notified of any student behavioral issues.

The Student Intern will:

1. Stop by one of the two identified check in desk to claim parking voucher each day of your Internship experience if you are at one of the placements on the main campus.
2. Arrive on time. If you cannot make the scheduled time or date, communicate with your school and unit/department Employee Liaison.
3. Check in and out via your galaxy program application.
4. Recognize that you are an ambassador for your school.
5. Recognize that you are an ambassador for the Health System, while in the work setting.
6. Student professional dress code:
 - a. Clean polo shirt
 - b. Black or khaki pants (no shorts, jeans, scrubs, leggings, or sweatpants).
 - c. Closed-toe shoes. You may wear clean sneakers. You may be standing or walking frequently, shoes should be comfortable.
 - d. Hair tidy: pulled back if it hangs below shoulders.
4. Wear their school photo ID as well as a badge tag that reads High School ELEVATES Intern at all times while on the TUKHS campus.
7. IF not specified by your school's curriculum, you are required to complete a 1-page typed reflection paper per each shadow rotation.
8. Email your school project OR reflection paper to ELEVATE@kumc.edu prior to attending the debriefing session.
9. Complete a debriefing session with the EPM upon completion of your experience. Your feedback about the program is important. We value your comments and ideas.

High School Intern Activities List

The program goals include introducing health care related careers to the workforce of tomorrow. This is done by:

- Observing roles in the organization. Interns should spend around 90% of the Internship in observational roles.
- Assisting in appropriately delegated and supervised activities. See list below.
- Completing the approved unit/department-based safety project.

Approved Activities:

Student Interns can assist in activities within the department. Activities/projects include, but are not limited to:

- Organize storage areas
- Enhance/assist with creating bulletin boards
- Hang up decorations/take them down
- Wipe down/sanitize common access areas such as- break rooms, family rooms, countertops, etc.
- Remove unused supplies/equipment and return to appropriate locations
- Clerical duties such as laminating, making copies, faxing, or filing
- Stocking/organizing supplies
- Apply clean linens to bed
- Help complete the TJC Survey Readiness Checklist. Click [here for check list](#). (Intranet access only)
- Transport patients via wheelchair with guidance from clinician
- Observe clinical procedures, with approval from staff member and patient
- Engage patients with conversation or activities such as reading or board games, etc.
- Assemble patient education packets
- Perform pre-survey checks such as fire safety: checking for cords, making sure hallways and exits are clear

Unapproved Activities:

Student Interns are in an observational role while in the Health System. If you do not feel comfortable with an assigned activity, please speak up. The Intern may ask for clarification. What can high school students not do?

- Cannot perform any procedures with patients (e.g., drawing blood)
- Any procedure that would require patient identification. See [Patient Identification](#) policy
- Answering of call lights or answering unit phones (in case of emergency)
- Contact with blood or any other bodily fluid
- Work in isolation areas

Examples of Interning Areas

Patient Facing W/Degree

- Nursing
- Chaplain
- Lab
- Radiology
- Social Work
- PT
- RT
- Pharmacy
- Business Operations/Finance

Patient Facing W/out Degree/Cert

- PSR
- Transport
- Culinary
- Security
- Facilities
- HITS
- Biomed
- Sterile Processing
- Valet

Approved List of 1 Day Observations (that dept/ unit liaison will schedule)

- Transport
- Housekeeping
- Dietary
- Food Service
- Energy Center
- Roasteries
- Admitting
- Magnet
- Regulatory
- Risk
- Quality and Safety
- Patient Relations
- Chaplain/ Spiritual Care
- Proton Center
- Sim Lab