

THE INSIDE SCOPE

IMPORTANT DATES

May

5/20: New Rotation Starts

June

6/2: Preferences Sign Up Opens

6/15: Admissions Committee Applications Due

6/16: Preferences Sign Up Closes

August

8/11: Department Meetings
Recruitment Committee Applications Due

8/17: DCA Applications Due

8/18: Last Day of Rotation



A Message From Program Management

Dear Care Extenders,

We'd like to extend a warm welcome to all of our Care Extenders. Thank you for choosing to dedicate your time and energy to helping others in our community. Your generosity and compassion will make a positive impact on the lives of many, and we are grateful for your support. As a Care Extender, you are part of a team of volunteers who provide a variety of services and support to those in need. Whether you are assisting patients, families, or staff, your contributions are invaluable and greatly appreciated. We recognize that volunteering can be a demanding role, but it is also a rewarding one. Your commitment to making a difference in the lives of others is an inspiration to us all, and we look forward to working alongside you to create positive change in our community.

Thank you again for your dedication to our organization, and we are thrilled to have you as part of our team.

Sincerely,

Silva Thomas & Osanna Tosunyan

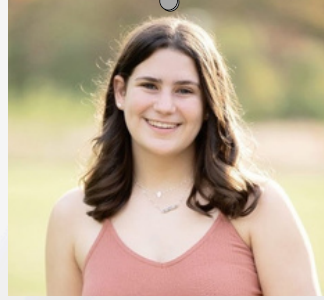


Care Extenders of the Rotation!

Summer 2023



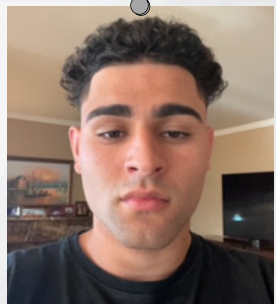
KALEN BUNCH
SMH - MED SURG 4MNP



LILY RUBIN
SMH - MED SURG SMNP



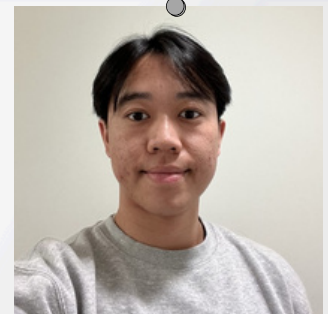
EKATERINA SAKHARTOVA
RRH - MICU



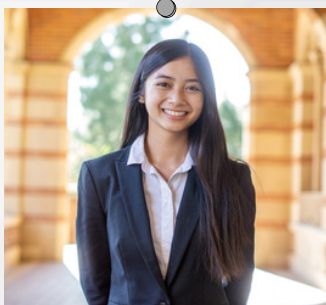
NICHOLAS SAEDI
SMH - SURGERY CENTER



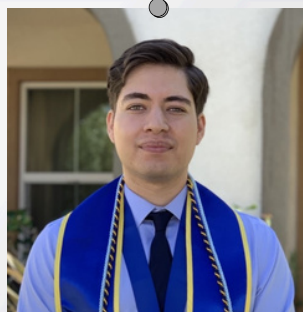
MARY TANG
SMH - GI LAB



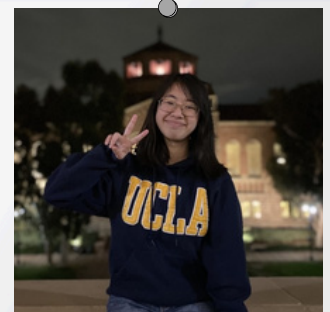
ALVIN LAI
RRH - GERIATRICS



ADELE NGUYEN
RRH - STEIN EYE INSTITUTE



JUAN ALVAREZ
SMH - ORTHOPAEDICS



CINDY LY
RRH - INTERVENTIONAL RADIOLOGY

Care Extenders of the Rotation!

Summer 2023



JUSTIN SELBY
RRH - ER A



ARACELI HERNANDEZ
RRH - GREETERS C



PIERRA MOISE
SMH - LABOR AND DELIVERY



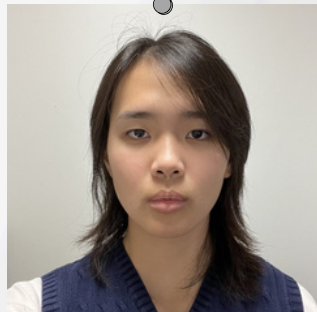
ANGELICA NALCHYAN
SMH - POSTPARTUM



RITA HAGE
SMH - 7 WEST CTU



BOBAK POURRAHIMI
RRH- GONDA



CAROLYN NGUYEN
RRH- 5 ICU



SARIN SARIJAN
RRH- GREETERS B

Advice from CEs of the Rotation

My best advice would be to establish a list of things you can do to help the department every single shift, as there is comfort in routine. Additionally, find one or two staff members in each department that you can become comfortable with. They will be your go to for any questions you may have during your rotation - Lily Rubin

Be curious and observant. Watch routines every shift and slowly try to be part of that routine every time you go to a shift. Predict what care partners and nurses will need and finish them before they're able to ask. Even though it may not be much, we are streamlining their work and any help we put in greatly reduces their workload for the rest of the day - Carolyn Nguyen

If there's anything you're dying to know, it never hurts to ask! Now is your chance to learn about the ins and outs of healthcare. When nurses and doctors are not busy they're almost always open to sharing their experiences - Kalen Bunch

Get to know as many healthcare staff as you can. Building these relationships is crucial to getting the most out of your experience as a Care Extender because you'll be even more excited to come to your shift, and it always feels good when the staff can recognize you by name. Establishing trust between staff members has allowed me to view procedures I probably wouldn't have otherwise seen and network with people I wouldn't have otherwise met, so be confident and say hello! - Justin Selby

For many, this may be your first time volunteering in a hospital so make the most of your time by engaging with healthcare staff. This is your opportunity to learn day to day operations in a hospital setting so don't be afraid to ask questions. Also it is important to demonstrate compassion as even small acts of kindness are greatly appreciated by patients - Juan Alvarez

To future Care Extenders I would say to always make every interaction count whether it's with staff or directly with patients. Your role as a Care Extender is important, as long as you go in with a positive attitude you are guaranteed to have a rewarding experience at the end of every shift - Araceli Hernandez

By truly listening and connecting with patients, I've come to realize that service is more than a mere act; it's like planting a garden of understanding. Remember, it's not just about doing- you need to listen and learn, so that one day, you can lead with the experience & knowledge you've nurtured. Put yourself out there instead of waiting for someone to tell you what to do. - Rita Hage

Being a Care Extender is the most humbling, exciting and a great environment to learn and grow on skills. Definitely introduce yourself to a new staff member every shift you volunteer. Always ask questions if you are unsure of something or just curious about something. Take this opportunity to get familiar with the specialty. Lastly, always stay proactive - Pierra Moise

Care Extenders of the Rotation!

Summer 2023



Kiran Singh
RRH- Geriatrics



Anisa Londhe
RRH- Stein Eye



Nomi Heidari
RRH- IR



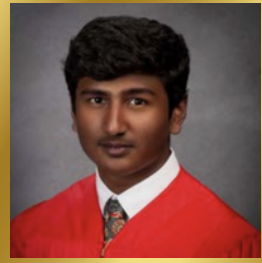
Julianne Sue
RRH- ER B



Lorena Gonzalez
RRH- Bowyer



Jessica Nguyen
RRH- Greeters C



Vikram Senthilkumar
RRH- 7 East



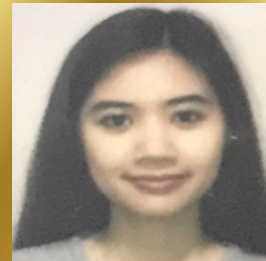
Yeranig Bastilian
SMH- Pediatrics



Evelyn Liu
RRH- 6 North



Michael Yacoub
RRH- 7 West CTU



Daryl Santos
RRH- 8 ICU

Advice from CEs of the Rotation

I try to make a schedule of all of the things that I can do during each hour, like helping at the front desk, stocking, writing the information for the whiteboards, waiting for patient calls and more. But I find the most meaningful experiences is by making the effort so that every nurse, care partner and member of the care team at least knows your face, so that they can ask you for help - Jessica Nguyen

Never underestimate how much you can learn from simply talking to others and connecting with them. Be proactive in lending a helping hand to the staff and let your curiosity guide your conversations about cases, treatments, and technology. Approaching every shift with an open mind helps me to learn more about both patient and staff experiences, helping me shape my outlook on patient care and overall perspective towards medicine - Julianne Sue

No matter how big or how small you believe your actions to be, you are always making some sort of impact on those receiving your help and support. Therefore, always come in with a positive mindset and attitude, ready to perform whatever task is of benefit to the patient, the healthcare team, and yourself. These are real people with unique stories and lives, treat others how you would like to be treated - Lorena Gonzalez

Care Extenders of the Rotation!

Winter 2024



Francesca Parodi
RRH- Greeters B



Presley Gauthier
SMH- Geriatrics



Rogelio Michel
RRH- Greeters B



Chun-Jong Shih
RRH- Bowyer Clinic



Vency Cai
RRH- Geriatrics



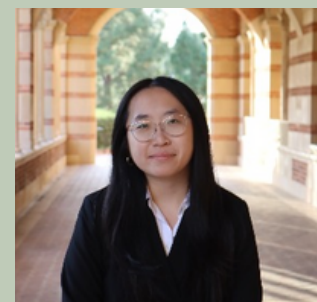
Hayden Kim
RRH- Stein Eye



Jaylin Hsu
RRH- Stein Eye



**Raghuram
Padmanabhuni**
RRH- 7 East



Nancy Li
RRH- Gonda

Care Extenders of the Rotation!

Winter 2024



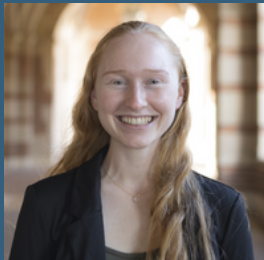
Ryan VanCamp
SMH- 4NW



Christy Lam
RRH- Peds B



Avantika Mohan
RRH- 8ICU



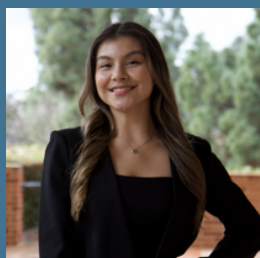
Kiersten Russ
RRH- 7W CTU



Nina Do
RRH- 6 North



Andre-Louis Picazo
SMH- 5MNP



Madison Rodriguez
SMH- Greeters A



Asher Kim
RRH- MICU B



Chloe Keshishian
SMH-Orthopaedics



Jay Bhatnagar
RRH- 5 East

Advice from CEs of the Rotation

Be proactive and have fun! Make the most out of your shift by engaging with staff and patients when given the opportunity! - Jaylin Hsu

Introduce yourself to someone new every shift and don't be afraid to ask questions! - Madison Rodriguez

I would advise all care extenders to proceed into every patient or staff interaction with kindness and openness, you will learn more and be able to provide better care - Presley Gauthier

Every interaction, experience, and even mistake is an opportunity for growth. Be proactive in helping and connecting with the staff and patients, and you will often find many experiences and opportunities opening up to you - Christy Lam

The CE Perspective

Q: How long have you been a Care Extender?

A: I have been a Care Extender since April 2022, so almost 2 years! I joined the first rotation back from COVID.

Q: What has been your favorite department so far?

A: My favorite departments have definitely been PEDS and Postpartum. Postpartum is such a great department because you get to see new life brought into the world. The patient population is great as well. I really like working with kids, so I also really enjoyed PEDS.

Q: What's your favorite part of the Care Extender program?

A: I liked how much of an insider-view I was able to see of healthcare. I've rotated in postpartum, IR, ER, PEDS, and GI, and each department was ran slightly differently. I've been able to see how a hospital runs as a whole, and how every member of the healthcare staff truly makes a difference to patient care.

Q: How has the Care Extender Program changed your view of healthcare?

A: I came into Care Extenders thinking about becoming a physician, and it definitely solidified that plan for me. Because of my experience in post-partum, I'm definitely considering ob/gyn right now. Care Extenders also gave me the unique ability to see what in-patient healthcare is really like. It sounds corny, but it really is a team sport. At the end of the day, I've seen that it's the nurses that really keep the hospital going, and I greatly respect and appreciate everything they do in the hospital. Once I am a physician, getting this insight into what goes on when the physician isn't there will only increase my ability to lead a team and do what's best for my patients.



Q: What has been a particular shift/event that has been memorable for you?

A: I remember when I rotated in PEDS, there was a child whose parents needed to leave, and because the nurses didn't want him to be alone, I spent most of my shift hanging out with him. We played super mario kart and super smash bros and talked

about school, and it was really gratifying to see him laugh and smile since the hospital is such a scary place, especially for a kid.

Q: How long have you been a part of staff?

A: Since July 2023, so about 8 months.

Q: What experiences have you had as a staff member that you wouldn't have received as a general care extender?

A: For one, the community! Everyone on staff is so kind and welcoming, and it's full of great people. They make getting to Ronald Reagan at 7 AM on training days so much better. In addition, it's a great leadership experience to see how the program is run. Care Extenders is so big, and it takes so much work to run the program. It's very gratifying to help lead the program and make a difference for the hospital, the patients, and the volunteers.

Q: What skills has being a staff member given you?

A: I've gained time-management and communication skills. I work very closely with the other special event coordinators, and for all of us to do our jobs efficiently, we need to have great communication with one another. In addition, becoming a staff member necessitates a large time commitment, so I've needed to manage my school work and research around big events like interviews and training day.

Rebecca Brown is currently a fourth-year Microbiology, Immunology, and Molecular Genetics student at UCLA and the Special Events/Alumni Coordinator for the Care Extender Program

Outside the Unit- Physical/Occupational Therapy Shadowing

This past rotation, the Care Extender Program introduced their newest department option for 5th rotation+ care extenders: the inpatient rehabilitation services shadowing rotation.

The rehabilitation services rotation served as the program's first shadowing opportunity since the beginning of the COVID-19 pandemic, when shadowing in the UCLA Health system was forced to halt.

Tara Lam, the Care Extender shadowing coordinator, said the program chose physical/occupational therapy to be the first shadowing rotation implemented due to its multi-departmental nature. Because the occupational and physical therapists work in various departments within the hospital, care extenders could be exposed to multiple specialties all within one rotation.

According to Jennifer Evans, one of the Care Extenders who participated in the shadowing rotation, she was able to follow the therapists she shadowed into a wide variety of departments, such as the ICU, Liver Transplant, and Neurology.

Shadowing occupational and physical therapists also allowed care extenders to work with a diverse pool of patients with many different medical needs.

"Each day allowed me to observe new patient treatments," said Charlotte Mignon, one of the Care Extenders who participated in the shadowing rotation. "From supporting a 7-month-old as he sat up for the first time to assisting a three-year-old with a Berlin heart, an external heart pump for young children, to helping an elderly woman walk for the first time since a heart transplant, every encounter left a lasting impression."

Lam said she believes that shadowing is important for pre-health students because it inspires them to continue on their career path and helps them hone in on what specific careers or specialty they may be interested in pursuing.

"This rotation has solidified my passion for working within a hospital setting. I am genuinely eager

and excited for every single shift," Mignon said. "I even had the chance to discuss my future career goals with the department schedulers, and they thoughtfully paired me with therapists in both the neurology and pediatric units"

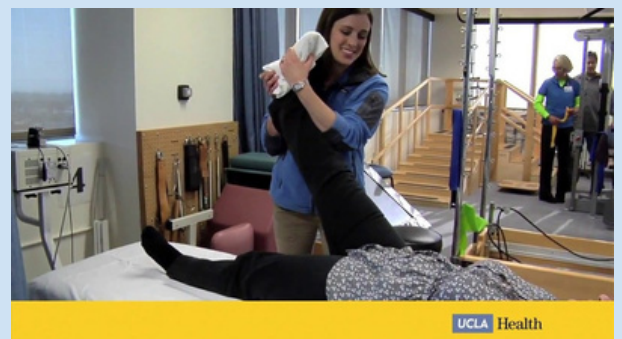
Shadowing can also help volunteers expose themselves to fields that pre-health students may not interact with much, as a whole, and spark their interest in working in that field. To explain, she cited a conversation she had with one of the professionals working with her to set up the program, who said that due to the lack of undergraduate shadowing, there was a lack of physicians going into pediatric oncology.

Moving forward, the program plans on opening up shadowing rotations in other departments, all of which will be available for Care Extenders who have completed their 250 hours requirement to apply for.

For the application, Lam recommended that curious care extenders clearly explain why they're interested in shadowing for that specific department. For example, for the PT/OT rotation application, Lam looked for whether applicants expressed interest in going to PT or OT school.

She also recommended that applicants display their curiosity and willingness to learn, as well as elucidate how their previous experiences have built skills such as patient interaction and interpersonal communication.

"I highly recommend [the PT/OT shadowing rotation] to any other Care Extender who is provided with this opportunity," Evans said.



Department Highlights

SMH- Pediatrics



One of the most desired departments to shift in within the Care Extender Program is the Pediatrics Department, which is available both in Santa Monica and Ronald Reagan. In the Pediatrics department, care is delivered to children of all ages, who have a wide range of medical needs.

For Care Extenders, the Pediatrics department in Santa Monica offers an unique experience, as they're allowed to work closely with the child life specialists to provide companionship and entertainment to the patients, said Yunxi Li, department coordinator. She added that the specialists are also willing to answer any questions that the volunteers may have, making the rotation a great chance to gain mentorship.

"Whenever I would visit the department, one of the child life specialists would remember every single one of [the volunteers], and she would remember when they typically shift and other details about them, showing how closely she worked together with them" Li said.

Yeranig Bastilian, a care extender currently in the department, said that her favorite part of Pediatrics is the high level of direct patient interaction; during almost every shift, she was able to spend time with the patients and assist them in any way they needed, she added.

During a typical shift, care extenders will first go into the playroom and speak to the child life specialists, who will give them a list of tasks/patients, Bastilian said. From there, volunteers will visit patient rooms, sometimes spending whole shifts with just one patient.

"There's been times where I walked into a patient room and they wanted to hang out," she said. "So I'll sit there for four hours of my shift and I'll play card games, uno, battleship with them and just spend time with them."

Bastilian said that volunteering in the department helped her become more comfortable with interacting with patients, especially when it comes to pediatric patients. She explained that her shifts taught her how to work with children in a way that provides a sense of normalcy in the midst of a potentially distressing situation and that she learned much about child development.

Those interested in working with children should volunteer in the department, Li said. In addition, those willing actively learn from the specialists would gain much from working in the department, she added.

Being able to remain patient and positive, even when your own day may not have been going well is also important for Care Extenders in the department, Bastilian said.

"It's really rewarding [to work here], especially when at the end of this shift, patients say, please don't leave or are you gonna be here tomorrow." Bastilian said. "It makes you feel really good and it makes you feel like you're actually making an impact."

Care Extenders on their third+ rotation may shift in the Pediatrics department. To start volunteering, care extenders must first perform child life training at their assigned hospital. Shifts are available Sunday to Saturday, 7am-11pm.

Maternal-Fetal Medicine

Maternal-fetal medicine is a subspecialty of medicine that deals with the health of both mother and fetus. MFM physicians will work with the mother before, during and after pregnancy. Often, they will work with high-risk pregnancies or those experiencing pregnancy complications to ensure a healthy and safe birth.

History

Maternal fetal medicine emerged in the 1960's, when technology began to allow for the diagnosis and treatment of fetal complications during pregnancy. Before, congenital defects could only be treated after birth and there were few ways to test the health of a fetus. Currently, the field is continuing to evolve, with new interventions being developed and tested

Education and Training

Those interested in becoming MFM subspecialists must first receive their medical degree and complete a residency in obstetrics and gynecology. Afterwards, they must complete a fellowship in MFM. A qualifying exam must also be passed to begin practicing as a MFM subspecialist.

Procedures Performed

MFM subspecialists can perform a wide range of procedures. This includes consulting with patients who are at risk for complications during pregnancy, treating fetal defects such as spinal bifida, administering exams such as amniotic fluid testing, and caring for postpartum complications

Maternal-Fetal Medicine Q&A



Sarah Lee is MFM physician at Obstetrix.

How long have you been working in maternal-fetal medicine?

I was out of training in 2010 so I've been officially practicing for 14 years now.

Why did you choose to go into maternal-fetal medicine?

During my first medical volunteer experience, I was assigned me to the postpartum mother-baby unit and I just loved it. In the nurseries, you could see babies and you could see the moms holding them. It's corny but it was like beautiful to me. When I was in med school and saw the ob-gyn lifestyle [at the time], however, I thought this was no way to have a family. That was twenty, thirty years ago so things have changed now in terms of lifestyle options, though. So I went into residency seriously thinking about other fields, like radiology, but I was reminded by my husband, you've been working this hard. After getting into ob-gyn, I was attracted to how it combined surgery with primary care and MFM allowed me to specialize, which my personality needs.

What kind of settings do you practice in?

After I graduated from fellowship, I joined a private practice. Basically, there were three options for a MFM: private practice, academia, and Kaiser. I wanted some degree of independence and I wanted to make my own way, so that's why I chose private practice. Most MFMs' work is primarily outpatient. I see patients in my clinic and then I have consults that can be inpatient or outpatient.

What are some common procedures and tasks you do as a MFM?

I spend five days a week doing a lot of ultrasounds on pregnant patients and when I do rounds at the hospital, I see patients that are admitted to the hospital. I also see consults on an outpatient basis; these include pregnant patients with complications or even preconception consults like older women or women with medical issues.

What are some of the conditions you see as a MFM?

One of the most common conditions I see is complications from diabetes, like kidney failure. But I can see anything that's going to impact a pregnancy. We have patients with thyroid cancer who've just gotten their thyroids removed, and patients with autoimmune diseases, like lupus. You're expected to be a specialist in how those conditions will impact pregnancy and how pregnancy will impact those conditions.

What advice would you have for pre-medical students?

Medicine is constantly changing and you will have to make tough choices [in your medical career]. Right now, going into medicine is so expensive and you're going to have to make practical decisions with finance in mind. But, ultimately, you should always make a decision about what you want to do in medicine based on what you love. You have to have to have a passion for it. You can't just choose a field because it's going to be lucrative. When you start doing it, you yourself will change and the field will change. If someone had told me when I was in residency that the field of MFM was going to explode, that the lifestyle is going to change, that you're going to have a much more outpatient-based lifestyle, I would have said, "what the heck are you talking about? That's not how it is right now." But that's how it changed and nobody could have predicted it was going to evolve this way.

HOW TO SLEEP WELL



Avoid going to sleep while feeling hungry or stuffed. Also, avoid caffeine, alcohol and nicotine before sleeping



Exercise regular during the day, as this can improve your sleep quality. However, don't work out too close to your bedtime.



Don't use electronics too close to when you go to sleep. The emitted blue light could potentially interfere with your sleep quality.



Have a ritual you do before going to sleep. This could include bathing, listening to music, meditating, journaling, etc.

Dealing with Testing Anxiety

1. Have a pre-testing ritual, whether this be listening to music or going for a short walk before the exam. This allows time for your brain to calm down and get you in the zone, which can stop you from spiraling when you start the exam. Test out different rituals and see which one works best to get you in the right mindset!

2. Once you open the exam and read the directions, immediately start writing something down. It doesn't have to be 100% right and can just be simple notes on how to start the problem or some things you remember that are related to the question. The longer you stare at a blank page, the harder it will be to write something down.

3. During the exam, try to utilize techniques that keep you grounded in the moment. It can be easy to spiral into "what if" and get lost in your own thoughts, which will worsen your performance, so it's important to only focus on what's in front of you. Some common focusing techniques include taking deep breaths, chewing gum, and body tapping.

4. Don't be afraid to seek professional help! Even if you think that your testing anxiety isn't serious, it can be useful to talk to someone about managing your anxiety. In addition, testing anxiety may be caused by a larger mental health problem or learning disability, which a professional could help diagnose and help you manage.