

Panel Questions & Answers

Panel Q1: 1. What's the biggest disconnect you see from HS to college to industry? What do we need to concentrate more on at each level?

Phil Geissinger A1: Improved understanding and use of reading/writing/math skills. The ability to put coherent/logical statements together in both written & verbal communications. 3 values: Patience, Thoroughness, Analytics. As new generations join the workforce, being skilled at conventional means of communication. Ability to compromise and execute skills at negotiation (i.e., prove and support your opinion, position or analyses).

1:19pm, by Megan Smith

Todd Redden A1: As students progress from HS to college to industry their critical thinking skills must improve along this journey. There seems to be a disconnect at each level regarding what is expected of them by their teacher/instructor vs their employer/supervisor. An inability to synthesize information and apply it to varying scenarios – This is an essential skill necessary in the workplace. This includes increasing their research skills and ability to mine data as well as honing their decision making skills.

Todd Redden A1: Fine line between holding students accountable & showing grace. Accountability is key.

1:57pm by Megan Smith

Disconnect with expectations between levels.

1:58pm by Megan Smith

Jeannine Humphrey A1: College curricula focuses on theory and we are not focused on practical application.

Daryle Adams A1: Align DPI curriculum with what job market is looking for. Do a better job as a school system partnering with businesses.

2:03pm by Megan Smith

Courses in high school is along nursing track. Doing injustice not exposing them to other jobs that are in health field. Redesign pathways.

2:03pm by Megan Smith

Better job of listening in education. We want to give answer, but not hearing what industry leaders are saying. Soft skills development K-12.

2:04pm by Megan Smith

Panel Q2: What professional development skills are needed for current employees? (Con-Ed)

Phil Geissinger A2: Written communication skills. Broader, more in-depth understanding of the business. Customer relationship management.

Todd Redden A2: Communication, diversity & inclusion, change management, leading vs managing, conflict resolution, and managing self, cultural competence. Managing complex patients.

Phil Geissinger A2: Need people to understand what the business is about and how it functions. Clinicians will be stronger with education.

Renee Bates A2: Competencies should have: attitude, compassion, caring, communication skills, developing as a leader, critical thinking, flexibility, humility, working hard, empathetic, respect, patient safety, clinical knowledge, and working as a team.

Todd Redden A2: Students don't understand challenges. They need to learn how to adjust and understand the realities of working and industry. We need to teach them how to better accommodate to the world.

Panel Q3: What certifications do HS students need that they can get while in high school that will make them more marketable to industries? And college health programs?

Todd Redden A3: Nursing Assistant, MS Office, Debate/negotiating skills.

Sherry Hamilton A3: Able to research, exude core values of college/industry, self-reflection of experiences/attributes.

Panel Q4: What would you like to see High School Health Academies doing that will help prepare them for the next level? What can you do at your level to support the academies?

Phil Geissinger A4: Provide a broad range of career pathways, identification and learnings, in healthcare not just the “care giver” aspects. Discuss technology. Get involved through Job Fair days; volunteer opportunities; discussion forums or webinars; Professional associations. Demonstrate how their studies (at all levels and subjects within their education) can, will, be applied during their career.

Todd Redden A4: Focus on accountability and professionalism in presentation, dress, writing, and other forms of communication. Introduce students to a professional environment by holding them to this standard as students.

Sherry Hamilton A4: tours at Cabarrus College of Health Sciences. Panel of current students for tours/presentations. Lunch and Learns.

Phil Geissinger A4: Think flexibly. Don't lock kids in.

Todd Redden A4: What makes your students stand out/different. CHS 2,000 jobs, but half a million applicants.

Panel Q5: How are you teaching soft skills in high schools and college (preparing the students for the workforce)?

Megan Smith A5: We are using the Conover Soft Skills credential in our Career Management courses. We also have middle school career activities that teach soft skills and employability skills.

A5: career skills day. Industry professionals hold sessions on interview skills, resume help, professional attire, marketability to univ/col

By PK

Wendy Barnhardt A5: RCCC offers an ACA course. Students in the pre-health program can take the course. Soft skills taught here.

Daryl Adams A5: Soft skills embedded in every course K-12.

Jeannine Humphrey A5: Have hiring employers teach students about what they are looking for and what they need. Resume review for students.

Sherry Hamilton A5: Students need to understand the importance of diversity and how to relate and communicate with that individual.

Panel Q6: What do the next 10 years look like in healthcare, what new skills are going to be needed.

Phil Geissinger A6: Change will be a constant. Rapidity of improvement and innovation of technology driven tools. Innovation in care giving and service delivery methods/vehicles. Customer relationship management. Verticality in patient care (our transition from the prone to ambulatory patient and service modules).

Todd Redden A6: Technology, virtual care, understanding consumer-driven healthcare models, more specialized areas of focus for providers.

Phil Geissinger A6: Change will be constant and we need to be flexible. Improvement and innovation of technology. Students need to learn in all directions.

Todd Redden A6: Workers will have to be generalists, but need a niche. Will see micro specializations.

Panel Q7: How do we teach patients to help themselves? Do we need to incorporate self-care/healthy living/role-modeling into HS curricula?

Phil Geissinger A7: YES. Create learning tools. Understand the different levels of consumer knowledge and understanding about our services. Patient coaching and navigating.

Sherry Hamilton A7: Provide regular and sustained follow-up, disease specific illnesses.

Phil Geissinger A7: Relationship of age needs to be taught. Some have researched some need to be told what to do. Generation differences.

Panel Q8: What is community college doing to meet industry needs?

Renee Bates A8: If employers express needs, RCCC looks at accreditation, certificate, BS degree, etc. Then look at building a curriculum. RCCC offering Regenerative medicine technology is new program by 2017. Response to industry needs.

Panel Q9: Length of time it takes for new research to reach the classroom? Knowledge seems to take longer to get to classroom. What can be done to speed up the process of sharing of knowledge?

Wendy Barnhardt A9: Professional development is answer for faculty.

Jeannine Humphrey A9: Benefit of continuing education because there are less hoops. Can offer things quickly.

Panel Q10: Internship options and opportunities? Mentoring options?

Peter Kim A10: His kids have to be paid so he can raise money to pay kids for their work at RCCC.

Excellent panel of speakers, great information to know.
11:15am by Lewis

Additional Questions & Answers

What additional training do medical assistants need to be more efficient in data analysis?

9:33am, Thurs, Jun 30, 2016 by WB

Additional training needed by medical assistants – I suggest a basic statistics course could be part of curriculum

12:26am Fri Jul 1 Dari

How do we find out what skills are needed for new jobs?

9:55am, by Megan Smith

Dari: Have a list of everyone's job description in the healthcare system; what are education requirements so you can train to skills of job.

9:56am, by Megan Smith

Great presentation, Dari! Thank you!

9:57am, by Virginia

Great presentation Ms. Caldwell. Interesting new job ideas.

10:00am, by Attendee 1

What would you recommend high schools teach for health science besides nurse aid?

10:31am, by Kathy

High schools to teach: exposure to other healthcare fields besides just nursing – let the students know all the possibilities

12:29am Fri Jul 1 Dari

How will employees feel about the “staffing up” practice

10:39am, by Penny

I personally do not like the staffing up philosophy, but we have to be very creative in an era of nursing shortages and budget constraints

12:30am Fri Jul 1 Dari

Staffing up answer: It is about finding the right balance, which we aren't there just yet. Creating a teamwork environment is key to success.

11:06am, by Megan Smith

What are hospitals doing now to teach empathy?

10:56am, by Megan Smith

Dr. Ruhlen: We have stopped forgiving bad behaviors, but we still have a long way to go. Creating patient navigators, interfaces, etc. is going to be necessary for us.

10:57am, by Megan Smith

Empathy – at NRMC we teach a program called C3 which is Compassionate Connected Care and has specific tools that we teach our team members.

12:30am Fri Jul 1 Dari

Are there trends coming for care, expenses, etc. relating to Alzheimer's?

10:59am, by Megan Smith

Dr. Ruhlen: Focus on tasks of daily living. We are not well served for patients with dementia. Need more provision of care for individuals. All health systems are interested in finding a resolution, but it has to be federal, states that recognize problem to assist health systems. One solution will be in home services and providing alternate ways of care to decrease medical costs.

11:01am, Megan Smith

To answer q about Alzheimer's: there is a drug going through phase 3 clinical trials at the moment to treat early stage AD: "Azeliragon"

11:15am by PK

Which healthcare programs do the area public schools currently provide for public school students?

11:12am by TS

What is the career website Megan discussed? Is that only available to students or is there a public access link?

11:35am, by TS

Career Cruising does have an adult learner and community aspect as well. If you go to Careercruising.com you can learn more about those.

12:05am, Megan Smith