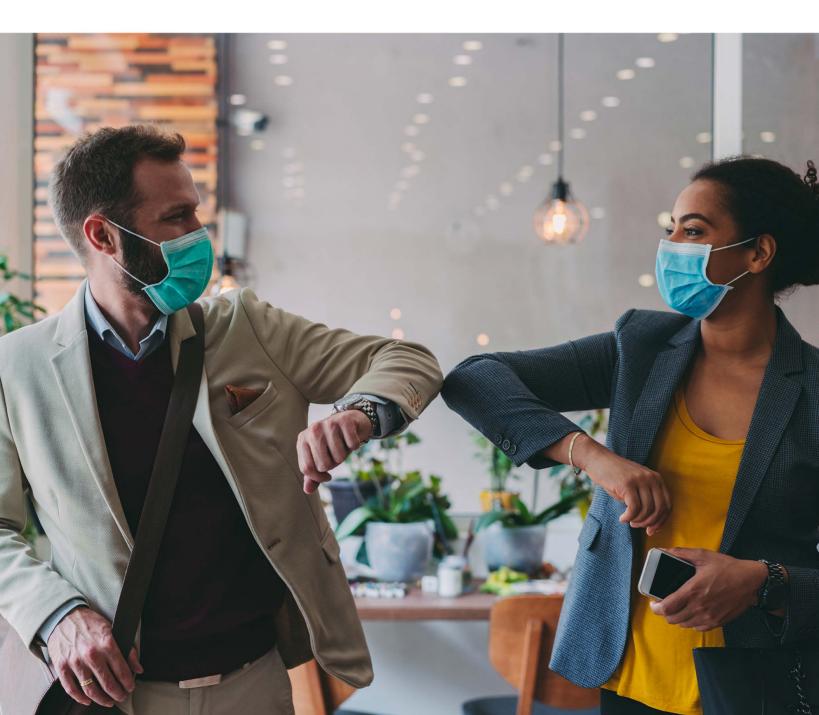# Spring 2020
Abstract Book

Internship Abstract

Traditional Internships

[Fieldwork Internships](#)

Title: Promotion of Health and Wellness Goals

Name: Emily Accardo

Preceptors: Direct and Project Supervisor: Christopher Fischer, MD, Agency Owner

Agency: Fischer Health & Rehab Center

Purpose: To draw awareness to the importance of a healthy recovery within the community and suggest treatment options for improving whole-body health through social media.

Significance: The chiropractic care helps restore the body's natural structure from an injury or accident. The spine is like the major highway of all of your nervous systems and any blockades can be detrimental to one's health (Wheeler, 2020). Having a misaligned spine not only could cause discomfort or pain but can also cause problems with other areas of your body. These problems occur when there are interruptions in the normal communication of information between the brain and the body, and chiropractic care can correct that. One Hundred million Americans suffer from chronic pain, many chiropractic care treatments can help people manage chronic pain caused by a neck or back pain (Wheeler, 2020). Educating the community on how to deal with pain caused by an injury or accident increases the likelihood of a healthy and full recovery. This project seeks to provide chiropractic care information through social media platforms to bring awareness to the importance of healthy recovery and improving whole-body health within the community.

Method/Approach: Instagram was used to promote content marketing and raise awareness of the importance of a healthy recovery after an accident/injury to local residents. Posts begin with the importance of chiropractic care and the reasons for getting treatment. Posts were made at least every other day over a month to signify the importance of chiropractic care and the reasons to obtain it.

Outcomes/Results: The Instagram page actively created 20 posts throughout a month that educated the followers on chiropractic care and the reasons to help heal the body. This resulted in more people being knowledgeable about how to take care of their bodies after an injury and/or accident. Many people wait too long to get the care they need and spreading awareness helps people to get better faster with proper care. The number of likes on each post will determine if the post was reachable and knowledgeable to the followers. The average number of likes on each post before the constant posting was 5. After posting 20 pictures with knowledge about ways to help heal the body and engaging with followers, the average number of likes on each post raised to 20 (300%). The number of followers the Instagram page had before the active posting was 82. The Instagram page now has a total of 155 followers (~89%). This proved that the active posting and engaging with the followers increased the Instagrams' activity and following.

Evaluation/Conclusion: A significant increase in posts was made about the importance of whole-body health, recovery, and why chiropractic care can help. To discover if the information posted was helpful to the followers, the number of likes each post received and the number of followers was tracked. The change of interaction and likes within the Instagram page determined that the active posts were successful in drawing awareness of a healthy recovery within the community. More people are following and engaging with the posts, which means they are gaining more knowledge about chiropractic care.

https://docs.google.com/document/d/1Cl5oBD-ZveVaeXMo7Yxk9yyHSEy16NGWQMkTPakA6zI/edit

Title: Footprints for Life™ Program Evaluation

Name: Valerie Acevedo

Preceptors: Executive Director, Ezra Helfand and Deputy Director, Helen Varvi

Agency: Wellspring Center for Prevention, East Brunswick New Jersey

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Purpose: To evaluate the effectiveness of the Footprints for Life™ program in Parkview Elementary School which educates students about healthy behaviors and helps build a strong foundation of life skills.

Significance: The number of elementary school students trying Alcohol, Tobacco, and other Drugs (ATOD) increases each year. Intentions of trying different substances increases with grade, with an increase between 3rd and 4th grade and a larger increase between 5th and 6th grade (Andrews et al., 2003). Wellspring Center for Prevention aims to reduce childhood substance abuse by providing a primary prevention program, Footprints for Life™, to 2nd and 3rd grade students in Middlesex County. This project evaluates how well the Footprints for Life™ program educates students about healthy behaviors and social skills to prevent early childhood use of alcohol and other drugs.

Method/Approach: The program began in October and ended mid-November. A prevention educator taught 2-3 classes a day for six weeks in Parkview Elementary School in Milltown, New Jersey. Each class lasted 40 minutes. The program aimed to help elementary school children build a foundation of life skills rooted in five core competencies: interpersonal skills, peaceful conflict resolution, planning and decision-making, resistance skills, and cultural competencies. Teacher pre- and post- surveys were collected to evaluate student learned behavior and overall outcomes.

Outcomes/Results: Of the five 3rd grade classrooms observed (n=5), post-survey results found that 60% of teachers believed their students were very likely to consider consequences before making decisions, 100% of teachers believed their students were very likely to express needs and feelings appropriately, 60% of teachers believed their students were very likely to resolve conflicts with peers in a peaceful manner, 60% of teachers thought their students were very likely to suggest alternate ideas when faced with negative peer pressure, and 100% of teachers thought their students appreciated what it is like to be "different" or left out. Teachers found that expressing needs and feelings appropriately was the most learned behavior trait, with an 80% increase from somewhat likely to very likely and a 20% increase from not at all likely to very likely. Lastly, 80% of teachers found that the alcohol, tobacco, and other drug information was understandable for their student's age.

Evaluation/Conclusion: In conclusion, teachers thought the Footprints for Life™ program was an effective tool for teaching foundational life skills. According to the survey results, 100% of teachers observed change in student behavior and thought it was a result of participating in the program. Teachers also reported that they re-enforced Footprints for Life™ lessons in their own curriculum, especially coping and conflict resolution strategies. Although students learned foundational life skills, these lessons need to be reinforced in order to maintain healthy relationships and avoid substance use. Future research should analyze if continuing education throughout middle school and high school could reinforce foundational lessons learned in elementary school.

https://docs.google.com/document/d/1C1yktp0UefXaPlE5SmmqurklIa5HZNqpQBdRH8hMcTY/edit

Title:	Education Policy Analysis: Approaches To Increase Teacher Effectiveness in NYC Public Schools
Name:	Oyinade Adebayo
Preceptors:	Michelle Ortega
Agency:	Office of Congressman Hakeem Jeffries

Purpose: To analyze current teacher effectiveness in NYC public schools and possible strategies, programs, and policies to increase teacher effectiveness.

Significance: Teacher effectiveness within U.S public schools is a significant determinant of a student's academic success, achievement, and post-secondary success. Studies to evaluate newly hired teachers in New York Public Schools have shown large and persistent differences in effectiveness among students. Methods to determine teacher effectiveness within the last decade have included testing, teacher preparation programs, and teacher evaluations. This evidence indicates a need for more comprehensive preparation programs, evaluations, and policies to prepare teachers for success within NY public schools. This research explores several options to improve teacher effectiveness within New York City Public Schools.

Method/Approach: To collect new methods of improving teacher effectiveness within NYC Public Schools, a literature review utilizing peer-reviewed articles from scholarly databases was conducted to gain a broader understanding of past and present actions the U.S Government has taken on teacher effectiveness. Research was also conducted to collect information on the past and present methods of evaluating teacher effectiveness within NYC Public Schools. Additionally, different methods used to combat low performing educators and evaluate their success rates were also studied.

Outcomes/Results: Five scholarly articles were examined for this analysis, 2 focused on ineffectiveness of programs, 3 discussed current approaches to evaluating effectiveness, and 2 discussed policy implementation. Outcomes showed the current five-point definition of effective teachers and revealed that many measures of teacher effectiveness heavily focused on classroom performance and observation. Issues with the common measurement of effectiveness included the revelation that student achievement is soundly measured but effectiveness is not. Teacher certification which has heavily been used to evaluate the effectiveness of teachers may not be as useful as previously thought. Studies uncovered issues on teachers' evaluation methods and determined systems for teacher ratings too low and needing a stronger scientific basis. Research conducted in NYC public schools concluded that policies intended to improve effectiveness have failed because of the lack in school leader engagement to implement them, stressing the importance of a principal's role in teacher evaluations and effectiveness.

Evaluation: An evaluation of the research helped in identifying the current issues to the methods used to determine teacher effectiveness within New York City Public Schools. Recommendations to improve teacher effectiveness in NYC public schools include the creation of a more performance based evaluation of teachers, pushing school leaders such as principals to be more involved in improving their teacher workforce, and the development of "Lift as we Climb" mentoring programs with proven effective and high achieving teachers leading the evaluations of new teachers.

Title: COVID Paper

Name: Maxine Agyare-Nkansah

Preceptors: Dr. Gloria Bachmann, Director, Women's Health Institute

Agency: Women's Health Institute at Robert Wood Johnson Barnabas Hospital

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Purpose: To show how this pandemic has not only negatively impacted the whole world but how hospitals and people (mothers) and women who have other OBGYN issues are greatly suffering this pandemic

Significance: COVID-19 has had a great effect on everyone worldwide. This deadly virus has made many organizations change how they operate on a regular basis. One of these organizations is the hospital. The importance of this paper is to point out the great effect this pandemic is having on the people coming to the Women's Health Institute for many different reasons like OBGYN consults, mothers- to-be, and other health issues women have. COVID-19 has killed many people and forced hospitals like RWJBH to stop visitors from coming to the hospital. Some healthcare workers are afraid to show up to work because of how infectious and scary this disease is. Patients are afraid as well.

Method/Approach: RWJBH's website, there is information on how they are trying to contain this virus. RWJBH's website states, "please also keep in mind that all approved visitors will be screened at the entrance prior to being given a visitor pass. If a visitor has had recent international or local travel to areas with widespread coronavirus infection or presents with cold or flu-like symptoms, that individual will not be allowed to visit or stay in the building" (RWJBH). The patients who used to come to my agency seem to be using telemedicine to communicate with their doctors and only coming to the hospital when it is needed or critical. Close observation shows that patients are not coming into the agency anymore.

Outcomes/Results: People in general nowadays do not feel safe leaving their houses. Information from news and media have made people afraid to be outside talk less of a hospital. Some doctors are not even available hence some of these women are unable to see their doctors.

Evaluation/Conclusion: In conclusion, this virus has forced healthcare workers to mainly focus on it. Surgeries have been stopped, only emergency surgeries are being performed. Many units are being converted into COVID units. Not to say the hospital doesn't care about the other units but COVID has caused a sense of priority over some units. Some of the women who visit the Women's Health Institute are pregnant women, women with different health conditions etc. In a time like this it is believed or assumed that some of these women cannot see their doctors due to the fact that the doctors are either unavailable or the women themselves are afraid to come to the hospital.

Title: Prevention on Reducing Clostridium Difficile Infection

Name: Kareen Ailey

Preceptors: Beverly Collins, RN, MS, CIC, FAPIC - Director of Infection Control
                        Allison Brown, MPH, Senior Infection Preventionist

Agency: University Hospital, Newark, New Jersey

Purpose: To observe individuals in contact with *Clostridium difficile* patients and assess techniques for preventing the spread of the infection within the hospital.

Significance: According to the Center for Disease Control, *Clostridium difficile* (*C. difficile*) causes almost half a million illnesses in the United States each year. It is a bacterium mostly related to antibiotic resistance but has become the most developed hospital-associated infection (HAI). The risk factors for acquiring *C. difficile* are patients who are exposed to antibiotics, hospitalized, 65 years and older, previously infected with *C. difficile*, and who are immune-compromised. *Clostridium difficile* causes gastrointestinal infections such as colitis (inflammation of the colon) and diarrhea that can become severe to life-threatening. The bacteria in *C. difficile* changes into spores that cannot be seen and survive on surfaces for up to five months. It can spread from inadequate hand hygiene and improper environmental cleaning in the hospital. Bleach disinfectant products must be used. It is recommended by the CDC that individuals wash their hands with soap and water after contact with a person confirmed or suspected with *C. difficile* to effectively remove the organism from hands thereby preventing the spread of infection.

Method/Approach: Data was collected through surveillance of healthcare workers (HCWs) interacting with known or suspected *C. difficile* patients to identify how the infection was acquired. The hospital implemented a *C. difficile* Bundle Checklist with observational components to reduce transmission of CDI (*Clostridium difficile* Infection). The checklist specifies if the appropriate preventative measures are followed. In the Isolation and Patient Placement Category per the hospital's policy, the components observed included: is the patient appropriately placed on Special Contact Precautions, are the correct signs placed on the infected patient's door, is PPE (personal protective equipment) readily available and is the patient placed in a private room with a dedicated bathroom. The hand hygiene assessment per hospital's policy of using hand sanitizer before entering any patient's room and washing hands with soap and water when exiting a *C. difficile* infected room. Included in the observational component checklist, bleach wipes are to be available for equipment and environmental cleaning.

Outcomes/Results: A total of 3 to 5 patient observations were done per week with confirmed or suspected C. difficile through observation using the C. difficile Bundle Checklist. Results showed that there was 100% compliance with the hospital's policy with placing patients on Special Contact Precautions, placing correct precaution signs on the door, the ready availability of PPE, and placement of patients in private rooms with bathrooms. In observation, 62% of staff were in compliance with the hospital's policy of hand hygiene, 13% were not effective, and 25% did not perform proper handwashing of soap and water when leaving a C.Difficile infected room.

Evaluation/Conclusion: Based on the data collected from the C. difficile Checklist for the 90 days, the underperformance of hand hygiene may have contributed to patients infection. However, other questions such as 1) was the infection community-acquired 2) did the patient receive multiple antibiotics causing infection 3) lack of environmental cleaning need to be assessed. More data need to be collected on these factors to establish the manner in which patients actually acquired the C. difficile infection.

Title: Neoadjuvant Rectal Case Outcomes

Name: Hira Alam

Preceptors: Direct Supervisor: Christina Laird, Administrative Director, Cancer Center Operations
                    Project Supervisor: Steven Brower, MD, Medical Director, Chief of Oncology

Agency: Englewood Health

Purpose: To analyze pathological response data to neoadjuvant chemotherapy in patients with rectal cancer and establish the association with postoperative outcomes for quality improvement.

Significance: Colorectal cancer is the second leading cause of cancer death for men and women in the United States. The current standard for advanced rectal cancer management involves an approach combining neoadjuvant chemotherapy (administered before surgery), surgery, and sometimes postoperative chemotherapy. A complete response to neoadjuvant chemotherapy is ideal and indicative of a good outcome in which recurrence rates are drastically reduced. Currently, at Englewood Health there is no existing documentation examining outcomes for such approaches. This project will involve creating a comprehensive platform for organizing this information in a meaningful way to identify the effectiveness of neoadjuvant chemotherapy and create a base for quality improvement.

Method/Approach: Surgical pathology reports identifying rectal cancer patients were collected from the years 2018 and 2019. A total of 24 cases were observed for this study. Relevant data including basic demographics (age, sex, ethnicity, race) and response data (tumor regression grade and treatment effect) were abstracted into an Excel spreadsheet. The tumor regression grade (TRG) assigned a grade from 0-3 to cases on the following basis: 0 - complete regression, 1 - near complete regression, 2 - moderate regression, and 3 - minimal regression. The treatment effects were reorganized in terms of a qualitative scale: no response, minimal response, mild response, partial response, near complete response, and complete response.

Outcomes/Results: The distribution of treatment effect responses for the sample of 24 cases follows accordingly: 2 patients (8.33%) exhibited a complete response, 2 patients (8.33%) exhibited a near complete response, 8 patients (33.33%) exhibited a partial response, 6 patients (25.00%) exhibited a mild response, 4 patients (16.67%) exhibited a minimal response, and 2 patients (8.33%) exhibited no response. The distribution of TRGs is as follows: 2 patients (8.33%) presented complete regression (TRG = 0), 2 patients (8.33%) presented near complete regression (TRG = 1), 14 patients (58.33%) presented moderate regression (TRG = 2), and 6 patients (25.00%) presented minimal regression (TRG = 3).

Evaluation/Conclusion: In this study, treatment effect specifically measures response to neoadjuvant chemotherapy. Opposingly, TRGs measure response to neoadjuvant chemotherapy and surgery by examining residual cancer/tumor cells. TRGs alongside treatment effects are good predictors for recurrence free survival (RFS) and a few of many indicators for post op outcomes. As both response data show, only a minority of patients completely responded to treatment. Thus, it can be concluded that the majority of patients found neoadjuvant chemotherapy ineffective and only a few may experience positive overall outcomes. These results can now be used by practitioners to identify trends and evaluate treatment plans for optimal benefits.

Title: Community Policing: Recruiting Locals to serve Bound Brook Police

Name: Cindy Aldana

Preceptors: Chief Vito Bet of Bound Brook Police

Agency: Bound Brook Police Department

Purpose: To analyze the importance of community policing within Bound Brook, the impact of recruiting locals to serve as law enforcement officers will be measured.

Significance: According to IRCP, in 2010, 532 agencies in New Jersey began to transform the attitude of their departments. The attitude change and structure meant that agencies within New Jersey were encouraged and promoted to work within communities in order to gain trust and development. This internal structure was coined as community policing, which positively encourages residents and law enforcement to engage with each other on positive terms. Therefore, around ten out of the 25 officers that serve within Bound Brook have attended the school system in their adolescence, have lived previously or live around the town, and have served other positions within the town such as coaches, and volunteer emergency services.

Method/Approach: To analyze the effectiveness of community policing, interviews were conducted both with the administration of the police department and the fellow officers who are assigned to the patrol unit. Surveying the patrol unit is effective as these individuals are the first on call and interact with the community the most. Therefore, studies from the IRCP and journals have proven that the community policing approach in which law enforcement engages with the public on a first-name basis helps lessen tensions. Therefore, the approach will be to conduct interviews, research statistics, and also observe when going on-call with law enforcement to study whether there is a gender impact in the field. The main approach in observation and conducting interviews will determine the level of communication that law enforcement has with community members, as well as assert the type of communication.

Outcomes/Results: According to the research and the UCR database, average communication levels when community policing is implemented rises by 20%. Calls ranging from crime related to emergency services and community policing remain consistent. The highest level of calls was asserted to be emergency services related, ranging from fire calls, and ambulance related assistance. As well, conducting interviews released critical information that hot spots such as restaurants and parks remain as the main source of communication between both parties. As well as the majority of officers are not referred to in a formal manner, but by first name basis, alike communicate on a Facebook page, which increased communication since the creation of the page from 30%. Research and interviews also revealed that the officer's personal upbringing and being raised in the town allows for officers to have a greater knowledge of the town.

Evaluation/Conclusion: To further analyze the study and documented results, further questions were found. Law enforcement individuals must make the attempt to expose themselves to community members outside mandated needs, yet factors such as town politics must also be examined. Town councils and law enforcement agencies must work together to lessen tensions. The UCR database will also serve as a database to determine which types of calls the Bound Brook police department receives, ranging from highest violent crimes to community policing calls.

Title: Increasing Patient Attendance: An Analysis of Treatment Completion Rates

Name: Tehreem Ali

Preceptors: Earl Lipphardt, Administrator

Agency: Journey to Wellness Inc.

Purpose: To analyze the successful program completion rates of patients with addiction who received treatment and propose ways to increase patient attendance and engagement.

Significance: In New Jersey, over seventy thousand residents are receiving addiction treatment, while three thousand residents die from addiction each year. About forty-two percent of people admitted to addiction treatment centers in the United States are discharged from their treatment plan due to non-compliance. At Journey to Wellness, patient attendance and engagement toward treatment is the highest priority. Journey to Wellness uses Zoobook Systems EHR to keep track of patient attendance and notes changes in patient engagement. This project aims to propose ways of further increasing patient attendance and engagement.

Method/Approach: For all of the patients that were discharged in the 6-month period from January 2019 to June 2019, patient data was extracted from Zoobook and compiled into a report. The data was put into a spreadsheet to find trends and correlations between time in treatment and treatment program completion rates to help improve patient outcomes at Journey to Wellness.

Outcomes/Results: Out of the 60 patients that were discharged from Journey to Wellness from January 2019 up to June 2019, 52% of patients successfully completed their treatment plan while 48% of patients were discharged due to non-compliance. A trend was analyzed among patients who received treatment for more than ninety days versus those who received treatment for less than ninety days. Seventy-seven percent of patients who attended treatment for less than ninety days were discharged without completing their treatment plan. However, 80% of patients who attended treatment for more than ninety days successfully completed their treatment plan. A Pearson correlation coefficient of 1.00 concluded that there is a strong positive correlation between "Length of Time in Treatment" and the "Discharge Reason". The longer a patient remains in treatment correlates to them being more likely to complete their treatment plan. Hence, increasing patient attendance to beyond the ninety-day mark will boost successful program completion rates of patients.

Evaluation/Conclusion: Currently, a mass text messaging system is under development which will deliver appointment reminders to patients in order to encourage patient attendance. Phone call reminders and attendance sheets have allowed counselors to keep track of patient engagement. Counselors have introduced ideas of raffles, lunches, and group activities in order to increase attendance and bolster completion rates. In the future, the discharge criteria need to be reevaluated so that fewer patients are leaving without completing their treatment plan.

Title: The Impact of COVID19 on the Center for Latino Arts and Culture

Name: Lizcary Amarante

Preceptors: Silismar Suriel, Program Coordinator

Agency: The Center for Latino Arts and Culture, Rutgers University (CLAC)

Purpose: To analyze the way in which COVID-19 has affected the Center for Latino Arts and Culture as well as the Latinx Community at Rutgers University

Significance: The Coronavirus has negatively affected Rutgers and its community. Students and institutions have reacted differently during this time of transition. It has caused a great amount of stress on both teachers and students alike. The Center for Latino Arts and Culture continues to support students and student organizations remotely. The data collected from the CLAC community shows how the students have been affected from the decisions made by Rutgers University and the resources that students need.

Method/Approach: A survey was created that would collect data on how the student body, more specifically the CLAC was affected. The survey consisted of six questions. The questions: How has COVID19 affected you personally? How would you rate your level of anxiety/ fear? (1 being slightly nervous 5 being panicked) What is the reason for your anxiety? What are your coping mechanisms? How have professors made this transition easier/ harder? What can Rutgers do for you during this time? What resources, if any do you need from Rutgers University?

Outcomes/Results: On March 17th when Rutgers University decided to cancel the rest of the Spring 2020 semester including commencement, it was devastating to all students. However, before this, Rutgers ordered all students to evacuate from their residence halls and gave them two two days to evacuate. Classes were to resume online. Of the 30 CLAC affiliated students that were given the survey, 17 students completed it. The results were as follows, 17.6% said their anxiety level was at a level 5 out of 5, 35.3% said that their anxiety was at a level 4 out of 5, 29.4% said their anxiety level was at a 3 out of 5, 11.8% said their anxiety level was a level 2 out of 5, and 5.9% said their anxiety level was at a 1 out of 5. The majority of students felt this way due to financial stressors and more importantly, their classes have become burdensome now that their classes are online. A Google assessment was used to create the survey, the name and email sections were optional so students felt more comfortable filling it out, however a Rutgers net id and password was needed to ensure that only Rutgers students were completing the assessment..

Evaluation/Conclusion: Many students may have unhealthy home environments or may not even have internet access. The mental and physical health of students and staff should be a priority right now. Many students live off campus and have no jobs but still have to pay rent on the first. Academics may be the last thing on a student's mind, at this time. Students requested online CAPS services as well as virtual Let's Talk from Rutgers Cultural Centers. The CLAC offered a Webex meeting on wellness and navigating life during COVID19 which was facilitated by CAPS and the office of Violence Prevention and Victim Assistance. Future plans include making social media more accessible and implementing ways to communicate with multiple community layers, as well as considering online services currently not offered.

Internship Abstract

Title: Medical field networking and redesigning company marketing tools

Name: Sonia Amarnani

Preceptors: Direct Supervisor: William Donald
Project Supervisor: Akanksha Patel

Agency: University Pain Medicine Center

Purpose: To understand the process of marketing and learn to connect with others to expand the business by redesigning the brochure and creating flyers for different areas of pain.

Significance: The Center for Disease Control Prevention reports that Americans spend at least $50 billion on pain management each year. The American Academy of Pain Medicine reports that pain is the leading condition compared to any other health condition in the United States. There are at least 116 million people as of 2019 suffering with pain every day with 3-4,000 pain specialists in the United States. By more patients coming into the practice, not only will the name of the company be known in the medical society but patients will get treated for their conditions. Personalized folders in each specialty will target each practice individually and lead to more patient flow.

Method/Approach: The updated brochure and flyers have been created and approved by the project lead. Procedures were categorized into specific conditions differentiated per body part. Separate folders were created which includes various flyers tailored for certain areas of pain along with a brochure. In the brochure, a brief statement from the head doctor is written along with an introduction of the 3 physicians and one physician assistant; there is a well designed inside which includes various new and old treatment options for different body pains. This will be distributed to doctor's offices to educate other physicians about the treatments offered tailored to individual medical specialties. The brochure was made with a certain picture on the front that has been used for many years for the company's previous flyers for physicians to remember that University Pain Medicine Center is still seeing patients while updating the physicians on any new procedures that are now being done.

Outcomes/Results: A folder for each specialty was produced by the end of this project. A template folder was created for 4 specialties each of which includes a general brochure and information about the most common procedures. Patients with pain can come get the help they deserve while educating more physicians about the work that is being done keeping them updated on the new procedures that are being offered which may be of interest to some of their patients. This way, if physicians want to recommend pain management to patients, this folder will remind them of UPMC. Patients will be presented with other options to help reduce their pain on a daily basis and live a higher quality of life. Folders will be sent out post COVID-19 restrictions. The product has been distributed within the marketing department.

Evaluation/Conclusion: On April 12, 2020, four flyers and a final brochure were presented to the preceptors of the project and was approved. In the future, a weekly referral sheet will indicate which doctor referred the most amount of patients. This way, the specialty that referred the most patients will show which templates worked the best. UPMC can then target these specialties for marketing. However, due to the travel restrictions, it is not safe at this time to go out and market. What went well during this internship was that all the work was completed on time and the brochure was distributed to the company's marketing department. Networking connections could have been improved throughout this project.

Title:	Online Fundraising Campaign Analysis
Name:	Casey S. Ambrosio
Preceptors:	Ginny Adams Kafka, Executive Director
Agency:	Central Jersey Diaper Bank

Purpose: To analyze different fundraising methods on online platforms such as Facebook and Patreon to help raise money for low-income families located in Middlesex County who cannot afford diapers and other essential baby products and to determine which method is the most effective within a certain time period.

Significance: One in three families in the United States find it difficult to supply clean diapers for their children which can cost up to $80 per month. Many low-income families end up having to choose between buying diapers and other household costs to make ends meet. By raising money through online fundraising campaigns, this will help increase awareness about diaper need and help lessen diaper insecurity across Middlesex County in New Jersey.

Method/Approach: A comparative analysis was conducted to assess fundraising campaigns on various platforms such as Patreon and Facebook. The Patreon campaign launched on March 3, 2020, and the Facebook fundraiser began on March 18, 2020 to raise money during COVID-19. Fundraising data were collected from these two websites and transferred onto LittleGreenLight, which is a donor management software program. The information observed and analyzed included donor history, amount donated or pledged, and total number of donors per campaign. Calculating the data will determine which fundraising method is the most effective to use.

Outcomes/Results: The goal of the Patreon campaign is to get 100 members to sign up by June 31st, 2020, and so far, 38 members subscribed, pledging donations ranging from $1 to $30 every month. The members' pledges added up to $308 in one month altogether, and in 12 months, the total would become $3,696. The goal of the Facebook COVID-19 campaign is to raise $12,500 by May 15, 2020. 56 donors donated a total of $7,345 towards the COVID-19 campaign. 32 out of the 56 Facebook donors have donated before to Central Jersey Diaper Bank. 16 out of the 38 Patreon members have donated to the diaper bank's previous campaigns. The fundraising campaigns on Facebook and Patreon remain ongoing and will continue to increase over time.

Evaluation/Conclusion: Of the two fundraisers, the Facebook COVID-19 campaign has proven to be more effective than the Patreon campaign. Facebook is a well-known social media platform and holding a campaign on this website reaches a wider audience. There are more Facebook donors than there are Patreon donors, and the goal of the Facebook campaign has almost been reached. Patreon is a lesser known fundraising platform and requires a monthly donation rather than a one-time payment like on Facebook. However, Patreon is helpful for achieving long-term goals through the years. Donating $3 per month on Patreon will provide around 20 diaper changes, $5 per month will provide around 30 diaper changes, and so on. Around half of the people who donated to each campaign have contributed in the past, and they consistently support many of the organized campaigns. Further monitoring of fundraising campaigns will continue to ensure that the targeted goals are achieved.

Internship Abstract

Title: Helping the Elderly Overcome Depression

Name: Tahreem Amjad

Preceptors: Lucy Ankrah, Nurse Practitioner

Agency: Trinitas Regional Medical Center

Purpose: To work with a Community Health Worker in order to help those who are suffering from severe depression.

Significance: Depression is a very common mental health diagnosis which is characterized by the feeling of sadness and despair. Community Health Workers are there to help those who suffer from severe depression. They work with community members along with healthcare providers to help deliver all types of health services to their communities. CHWs reach out to those individuals who experience difficulty in accessing healthcare services because of cultural, and language barriers. Community Health Workers also serve their communities by promoting health, wellness, and knowledge on ways to improve their health. Trinitas Medical Center allows Community Health Workers to make house visits to patients who suffer from severe depression. They give them company for a minimum of six months where they help the elderly take better care of their health, provide them with company, and also help them stay active.

Method/Approach: The Community Health Workers take Patient Health Questionnaires every two weeks to track the progress of their patients. In order to help with their depression, CHWs make visits to the patient's house. They educate the patients on how to improve their health, and also communicate with them with a friendly attitude. By doing the following, trust is developed between the patient and CHW which allows for the patient to comfortably talk out his or her problems. The study which was conducted concentrated on three patients who were observed on a weekly basis. There was progress which was expected on each visit made by the CHW. The questionnaires allowed Community Health Workers to track the patient's progress, if any was made. These patients' medical background was also researched to see if there is any relation between their past diseases to depression. Each patient would meet with a community health worker once a week. It was a form of communication, and contact with the outside world.

Outcomes/Results: As a result, it was found that all three patients suffered from chronic diseases or illnesses which contributed to their depression. Another factor which was common between them was the fact that they were all lonely. They were either living by themselves, or chose not to communicate with the other people in their household. They made little to no contact with the outside world especially in the beginning. They also had no form of physical activity. As weeks went by, the CHW saw a difference in behavior, and mood. With the help of the CHW, these individuals were starting to get physical activity in their day, and they were also maintaining a healthy diet as well. It was as if they had a new and improved outlook on life.

Evaluation/Conclusion: Depression is very common among the elderly especially if they have had traumatic experiences throughout life. The three individuals who were observed all had traumatic experiences in the past which led to their downfalls in life. They had no one there for them to help bring them back to loving life again; This is where the Community Health Worker came in. They were there to talk to these people and tried to the best of their abilities to help overcome their depression. The CHWs used different tactics such as playing games with them to help keep the mind busy. Playing music also showed changes in the mood. It allowed the energy level of the patients to be lifted.

Internship Abstract

Title: Precautionary and New Safety Procedures Preventing Spread of COVID-19

Name: Zoha Amjad

Preceptors: Pharmacist- Ragini Patel, RPH Pharmacy Manager- Satyen Shah, RPH

Agency: Walmart Pharmacy, Old Bridge

Purpose: To successfully implement and establish safe procedures and precautions during COVID-19 at a pharmacy in order for patients to still receive their medications.

Significance: As COVID-19 enters the new decade, cases have been exponentially growing in the United States with New Jersey having some of the highest numbers. In order to prevent new cases from increasing, pharmacies have had to take extra precaution and sanitation measures. The coronavirus can be spread from person to person through droplets from coughing, sneezing, saliva, or from the nose. Pharmacies can easily become crowded areas full of sick patients all eager to receive their prescriptions. Therefore, it's critical to institute changes inside the pharmacy, as well as outside to prevent spread of germs and cross-contamination.

Method/Approach: To prevent further exposure of the disease, Walmart has placed sneeze guards at all open areas between the pharmacy and the outside space where patients wait. The company has also developed a plan for patients who are positive, elderly, or immunocompromised to receive their medications without coming into the store and being exposed, called curbside pickup. This way, they can wait outside the store in their vehicle and a technician can bring their medication out to them. The pharmacy also began delivering medications through FedEx to patients who need their maintenance medications. The pharmacy technicians verify phone number, address, as well as all other crucial information linked to the patient. Lastly, the pharmacy has extended their hours on Tuesdays from 6am-7pm, giving the elderly three extra hours in the morning to come to the pharmacy before the main store is open to the public.

Outcomes/Results: Decreased population in the Pharmacy as more people are opting for curbside and FedEx delivery. During the month of March, the pharmacy did 366 curbside pickups for patients. The number of patients increased exponentially weekly as more people were made aware of the option. Average number of pharmacy fills a day: 296, curbside pickups: 12, and FedEx deliveries: 3.The total number of FedEx deliveries made during the month of March totalled to 66. Majority of the patients live out of state or in different towns. This number fluctuated throughout the weeks. Also, positive comments and reviews have been left on surveys regarding the safety measures taken by the pharmacy.

Evaluation/Conclusion: As the pandemic becomes a growing concern, Walmart Pharmacy has taken active measures to improve the safety of their patients. Adding sneeze guards, creating signs for the 6 ft rule, creating a curbside and delivery option, all serve as effective strategies to limit exposure. Patients have opted for curbside pickup more than delivery through FedEx. Ongoing safety measures will be undertaken to combat COVID-19 while also giving patients their medications, safely.

Works Cited:
Walmart Pharmacy COVID-19 FedEx and Curbside File 2020

Title: COVID-19 Impact on Agency

Name: Daniella Arias

Preceptors: Erica Braun, LHA

Agency: Alaris Health at Harborview

Purpose: To analyze and discuss the harsh impact COVID-19 has had on Alaris Health at Harborview, a skilled nursing facility in Jersey City NJ, while also suggesting preventative measures for future outbreaks.

Significance: Alaris Health at Harborview is one of two nursing homes in Jersey City a part of a chain of health centers within New Jersey aimed towards achieving high resident care and satisfaction. The facility is known for its innovative tactics and quality care ideals. However, the spread of COVID-19 has threatened the operations of the facility, and has had drastic effects on the entire organization.

Across the U.S., COVID-19 outbreaks in nursing homes are continuing to increase daily. With the bulk of nursing home populations being high risk individuals that are either elderly or have underlying medical conditions, COVID-19 has been of major concern within these facilities. Alaris Health at Harborview has witnessed first hand the terrifying outcomes of the virus. This has created a labor shortage, and has forced the administration team to take drastic measures in order to avoid further contamination. The future of nursing homes is unclear due to the effects of COVID-19.

Method/Approach: COVID-19 has been the most harmful for the vulnerable population that comprises nursing homes around the nation. By analyzing the dangers of the virus on the elderly and individuals with underlying medical conditions, one can understand why residents of Harborview have severely suffered. In order to adhere to the situation, the facility reacted to the virus in their own way creating both positive and negative future implications. Still, the nursing home continues to witness a labor shortage of their most essential workers as issues continue to develop. However, this is the first time the Alaris team has gone through something of this capacity, which only makes room for further growth and speculation when a similar situation was to occur.

Outcomes/Results: Preventative and active measures such as halting new admissions, releasing crucial information to important stakeholders (family, staff, CDC, etc.), increasing pay for crucial personnel, educating employees on infection control guidelines, and actively screening can make a huge difference in future outcomes. All these steps will keep viruses and other illnesses similar to COVID-19 at bay. The spread of the virus will be limited as necessary precautions are taken, which can be beneficial to the vulnerable population within the facility. Any legal consequences will be avoided as everyone becomes informed and employees are fairly treated and monitored throughout the entire process.

Evaluation/Conclusion: The central conclusion of the essay is to analyze the implications of COVID-19 on Alaris Health at Harborview. Additionally, preventative tactics and precautionary measures are discussed which can be of huge substance for the agency.

Internship Abstract

Title: Precision Medicine in Breast Cancer: Identifying possible disparities in minority groups

Name: Joseph Arriola

Preceptors: Frances Di Clemente, Program Analyst

Agency: Rutgers Cancer Institute of New Jersey

Purpose: Identify potential health disparities in minority groups, Non-Latino Blacks (NLB) and Latinos, specific to Precision Medicine Breast Cancer.

Significance: Rodriguez-Rodriguez found that Latino patients outlived their Non-Latino White (NLW) counterparts despite being diagnosed and treated at later stages at the Cancer Institute of New Jersey (CINJ) (2016). SEER data supports this research, as Latinos have lower breast cancer mortality rates at 13.4 per 10^4 people compared to NLW mortality rate of 20 per 10^4 people. In contrast to Latinos, NLB, during the same timeframe, has shown to be more susceptible to aggressive breast cancers and die at a higher rate with a mortality rate of 27.8 ^{per} 10^4 people. Early genomic testing may improve the health outcomes of Latinos resulting in larger health disparities between Hispanics and NLB.In order to see if precision medicine has an impact between minorities, this project seeks to determine if evidence shows a health gap between NLW, NLB, and Latinos at CINJ.

Method/Approach: A retrospective review studied patients from a bank of 1,100 cancer patients. From this bank, 33 breast cancer patients with rare tumors were identified from different ethnic groups: 13 NLB, 11 Latinos, and 9 NLW. An abstraction of data for these patients came from pathology and clinical reports, which provided information about their treatment, diagnosis, and outcomes. Then an analysis occurred which includes survival, tumor board recommendations, genomic testing, progression-free survival (PFS), and targeted therapy (TT). Overall survival, PFS, and TT were further broken down by race.

Outcomes/Results: This dataset conveyed that 64% of 14 patients who received precision medicine recommended therapies are still alive. Overall, 67% of the patients received options based on precision medicine analysis with 42% of this group receiving TT. Patients that received their genomic testing results within 200 days with less than two pretreatments may live longer than patients who did not meet these criteria. After using precision medicine measures, Latinos lived for significantly longer than their Non-Latino counterparts (NLC) (860 days vs 414 and 626 days). NLB lived for 263 days of PFS as opposed to NLW and Latino, 353 and 377 days respectively. Based on this dataset, only 39% of NLB received TT in contrast to the 45% of NLW and Latinos. However, NLB and Latinos had more patients receive TT compared to NLW (5 vs 4 respectively).

Evaluation/Conclusion: Based on the results of this study, there may not be a gap between various ethnic groups when offering treatment. In this study, breast cancer patients who received precision-based treatments earlier lived longer in all groups. A disparity in treatment response may be evident since NLB have lower PFS than Latinos and NLW in this study regardless of treatment type. In addition to this, Latinos perform better than their NLC when targeted treatment was given. This creates a potential disparity as groups react differently to TT. In future studies, using genomic analysis can identify if the cancer gene targets are different among various ethnic groups. The small sample size of this study only gives a snapshot of the population and cannot be truly validated without a larger sample size. Given that there are several limitations, only further study can verify if potential disparities exist.

Title: Main States Laws & Regulations Database for NAACCR

Name: Ikenna Asawabelem

Preceptors: Ann Marie Hill, Ruth Tetteh

Agency: North American Association of Central Cancer Registries (NAACCR)

Purpose: Identify and organize information on laws and regulations related to central cancer registries across the nation to be included in a national cancer registry database for states to update current policies and legal citations.

Significance: Cancer registries across the country are facing outdated laws and regulations that mandate them to report their cancer findings. In some states there is little to no information regarding how reporting is submitted. The North American Association of Central Cancer Registries will conduct a national database for cancer registries across the nation to reference for updating their laws and regulations. Formalizing a data bank with components such as legal citation, year data collection began, state registry location, reporting deadline, reporting entities equips NAACCR with the required information to formalize a national database that states can use as a source for updating their laws and regulations.

Method/Approach: Across the United States cancer registries were carefully analyzed focusing on administrative data and creating a format that provides states an ideal template for improving practices and restructuring state laws and regulations. An exploration of the major components which tailor to the ideal structure of reporting which includes reporting penalties, reporting entities, report deadlines, electronic and pathology reporting, data usage and special language used. Revision of legal documentation that impacted registries' approach to report data were closely observed. A collection of registry staff within select registries were then assembled via a social platform to clarify registries data and present new methods and approaches. A layout to assist states performance and reporting was formed.

Outcomes/Results: The collection of data from this report will be submitted to a national database provided by NAACCR which state registries will have access to keep up with the updated legislative improvements.

Evaluation/Conclusion: Once the national database is launched, states will be monitored annually for changes or additions to the database by NAACCR. In the coming weeks, key state registry leaders will be interviewed to gather additional information on laws and regulations that were identified as having a positive impact on registry operations.

Title: Third Party Risk Management

Name: Dahae Baik

Preceptors: Namasha Schelling, Operations and Special Projects Manager

Agency: DayOne NYC

Purpose: Access security risks and compliance in regards to all Information Technology vendors used by the non-profit organization.

Significance: Third party vendors are incredibly useful. They automate certain processes for companies such as payroll services. While the money, time and brainpower freed up by outsourcing tasks is a huge positive, third party vendors have their downsides. There must be a mutual agreement between all parties involved regarding security best practices. data breaches are happening in organizations of all sizes and in all industries. IT and security teams are searching for ways to be proactive in their cybersecurity plans.

Method/Approach: A questionnaire to determine security of each vendor was sent to 5 vendors. Results were collected in an Excel spreadsheet. The questionnaire included: Information usage, compliance with privacy laws and regulations, OS security updates, and personnel usage and access.

Outcomes/Results: Five third party vendors were audited on their security and protocols, which included Roundtable, our outsourced Information Technology department that handles everyday issues. Once the security risks and protocols were accessed we concluded that while all vendors were useful, we don't necessarily need 2 cloud databases to function as an organization. Day One's Administration and Operations team decided to merge both Google Drive and Egnyte together with the help of Roundtable and utilize only vendors that are necessary from this point forward.

Evaluation/Conclusion: The third-party risk management allows the operations manager and HR Manager effectively take a look at our information technology infrastructure and access and manage security risks. By determining which third party vendor is the most useful and which is utilized the most, Day One NY was able to shrink the number of third party vendors and merge multiple databases into one large database for the organization to utilize. The Excel sheet will require renewal and revision depending on the addition of new vendors and outsourcing of operations and administrative duties in the future. Ongoing monitoring of the system will continue to improve the communication among the managers and employees to fully utilize all vendors.

Title: Student Organization Sponsorship package

Name: Mariam Basta

Preceptors: Arpita Jindani, Manager of Education and Training

Agency: Rutgers Global Health Institute, New Brunswick

Purpose: To assess Rutgers' student organizations' interest in partnering and fundraising with Rutgers Global Health Institute and creating a Sponsorship Package for the future.

Significance: Rutgers Global Health Institute (RGHI) is dedicated to addressing the community needs and health concerns of the most vulnerable populations in New Jersey, especially now that they have been greatly exacerbated by the COVID-19 pandemic. Today, Middlesex County's most vulnerable populations require food for the senior community that do not have access to transportation, translational services to the immigrant community to be able to access reliable COVID-19 information in their preferred language, as well as prescription funds, mostly for insulin as Diabetes was identified as a pressing health concern by Eric B. Chandler Health Center in New Brunswick. Funding is needed to ensure such projects are delivered effectively, and one potential source is Rutgers multiple Student Organizations.

Method/Approach: In order to assess which community needs require the most funding, individual meetings between the RGHI staff and potential stakeholders took place, as well as the Enhancing Care Initiative Virtual Roundtable Discussion, hosted by RGHI to discuss areas of care that required priority funding due to COVID-19. Meeting notes were taken and community needs were determined. In order to assess student organizations' interest, a survey of 6 questions was sent out to 40 student organizations whose mission statements related to the cause, inquiring about interest in a partnership with RGHI, what a partnership meant to them, if they would be able to fundraise, and how much they could raise annually. Additional questions included the foreseen benefits of the partnership, as well as reasons they answered "No" for any questions.

Outcomes/Results: As a result of the stakeholder meetings, the priority areas in need of funding were 1) Translational services for official information about COVID-19, 2) Prescription funds for chronic illnesses, particularly insulin, 3) Food insecurity, and 4) Providing resources to the community. These issues were highlighted on the survey to explain the need for funding. The survey results, based on a 17.5% response rate, were as such: 85.7% said they were interested in a partnership, while only 57.1% said they would be willing to fundraise, with 14.3% as maybe. The average amount students thought they could raise annually was $500. Benefits expected from the partnership included 1) Networking opportunities, 2) Mentorship, 3) Creating change in the community, and 4) Promoting events and initiatives. Finally, reasons stated for saying "No" to fundraising included 1) Having another partner to fundraise for, and 2) Doing other activities that do not include funding.

Evaluation/Conclusion: A Sponsorship Package was created reflecting an annual goal of $500 and listing the benefits included above. The Package will be sent out to Student Organizations upon returning to campus, possibly in Fall 2020. Contact details from the survey will be used to reach students who first expressed interest. This will allow RGHI to receive funding for local projects, a community shared by Rutgers students as well as residents.

Title: Survey of domestic workers in New Jersey

Name: Cassie Bolinger

Preceptors: Elaine Zundl- Research Director

Agency: Rutgers University - Center for Women and Work

Purpose: To analyze survey data about domestic workers in New Jersey for the National Domestic Workers Alliance.

Significance: Domestic workers such as house cleaners, in home child and elder care workers are vulnerable to labor rights violations and unfair working conditions. Many workers are uninformed about their rights, fear speaking out in support of their rights, and face discrimination and abuse in the workplace. This is due to the nature of private home workplaces as well as many worker's immigration statuses. The National Domestic Workers Association advocates on behalf of domestic worker's rights and seeks to implement a national Domestic Workers Bill of Rights to better protect these workers. Advocates for domestic worker's rights surveyed domestic workers across the state, the results of which are being analyzed by the Center for Women and Work. The survey will provide concrete data to inform policymakers and the public about the need for a Domestic Workers Bill of Right among domestic workers in New Jersey.

Method/Approach: National Domestic Workers Alliance wrote a survey with over 67 questions about domestic workers' labor experiences. Labor rights activists from organizations in New Jersey were trained to conduct the survey, and then surveyed domestic workers in New Jersey on paper survey forms. These forms were scanned and emailed to the Center for Women and Work. The survey responses were manually entered into a database. The data was cleaned and prepared for analysis. Stata was used to analyze survey results.

Outcomes/Results: Four hundred and fourteen surveys were analyzed. The population of domestic workers surveyed is almost entirely female (99.3%) and Latina/Hispanic (72%), but a portion of respondents are also Asian (22.7%). Most respondents are house cleaners (77.3%), and a large part also performs childcare work. Respondents face labor rights violations and unfair working conditions. For example, only 10.9% of respondents had a written contract or agreement with any of their employers. Nearly 30% of respondents answered that their request for paid sick time was refused, and nearly 30% of respondents answered that their request for unpaid sick time was refused. While only 14.24% of respondents received training on how to use cleaning and chemical products safely, 74% reported that they had sustained at least one of the following health issues as a result of their work: muscle or joint pain, skin or eye irritation, breathing difficulty, dizziness, or headaches.

Evaluation/Conclusion: The issues that these workers face regarding written contracts, sick leave, health and safety training, and many other worker's rights protections are addressed in the National Domestic Workers Bill of Rights. Policymakers should explore comprehensive policies like the Domestic Workers Bill of Rights to address these issues. Additionally, more funding is needed for community organizations to conduct additional surveys of this nature to reach domestic workers, as this population is not captured well in large scale surveys like the Census.

Internship Abstract

Title: COVID-19's Impact on Middlesex County Prosecutor's Office & Recommendations

Name: Annalise Burke

Preceptors: Sergeant James Napp
Sergeant Jeffrey Maroccia

Agency: Middlesex County Prosecutor's Office

Purpose: To identify and evaluate current MCPO response mechanisms to COVID-19 and review nationwide prosecution responses and identify the best practices for future pandemic outbreaks

Significance: As a result of limited hygienic practices and facilities being over capacity, prisoners are at a high risk of contracting COVID-19; in two Ohio prisons, around 80% of inmates have tested positive for the virus since the virus was first reported in the facility on March 29th (Zuckerman, 2020). Furthermore, compared with the general public, incarcerated inmates have an increased prevalence of immunodeficiency virus infection, hepatitis B virus infection, hepatitis C virus infection, syphilis, gonorrhea, chlamydia, and Mycobacterium tuberculosis infection. In addition, they also face an increased risk of catching blood-borne pathogens, sexually transmitted diseases, methicillin-resistant Staphylococcus aureus infection, and infection with airborne organisms, such as M. tuberculosis, influenza virus, and varicella-zoster virus while incarcerated (Bick, 2007). Given the Acting Prosecutor's oversight of trials, consideration of incoming inmates is crucial during a major public health crisis.

Method/Approach: A review of the actions of other prosecutor's offices nationwide were considered and applied to the context of Middlesex County. Four case studies, pulled from various states and varying political leanings, were reviewed in detail and policy outcomes, if available, were listed. Civil liberties group's recommendations, as well as their direct criticisms or praise of the case studies, were discussed. Additionally, comments and recommendations made by police groups and related advocacy channels were also evaluated and applied to case studies when available. Each case study was determined as either: 1) directly feasible, or 2) additional research needed.

Outcomes/Results: Of the four case studies, collected from Baltimore, King County (Washington), North Carolina, and Travis County (Texas), two were determined as directly feasible under current virus and administrative conditions: 1) extension of filing deadlines (North Carolina) and 2) delayed and / or virtual hearings (King County, Washington). The two remaining case studies were: 1) dismissal of minor crimes / shortened sentences (Baltimore, Maryland) and 2) warrant suspension for minor felonies (Travis County, Texas).

Evaluation/Conclusion: The aforementioned conclusions were made as a result of the pre-trial Public Safety Risk assessment which is utilized in all New Jersey counties that removed cash bail in lieu of jailing before trial occuring based on a defendant's risk of committing another crime or not appearing in court. An internal analysis should be conducted on the amount of immunocompromised convicts currently in New Jersey prisons in conjunction with the Public Safety Risk assessment to determine whether early release is a viable option.

Internship Abstract

Title:	Development of Educational Materials for Tuberculosis Patients
Name:	Giovanna Carrasco
Preceptors:	Rajita Bhavaraju, PhD, Deputy Director
Agency:	Rutgers Global Tuberculosis Institute

Purpose: To explore the learning needs of TB patients in order to create and provide visual and literature aids to increase patient understanding of research participation and LTBI treatment and management.

Significance: In 2019, 8,920 cases of TB were reported in the United States and up to 13 million people are estimated to be living with LTBI. In New Jersey, 291 cases of TB were reported in 2018. Health literacy is the degree to which an individual has the ability to obtain, read, and understand basic health information and services to make appropriate health decisions and follow instructions for treatment. Nine out of 10 adults struggle to understand and use health information when it is unfamiliar or complex. At the Waymon C. Lattimore Practice, staff and patient documented feedback illustrates a lack of knowledge and understanding from patients about their diagnosis, whether it is LTBI or TB, and a need for more research recruitment. Low health literacy is associated with poorer health outcomes and poorer use of health care services (Berkman ND, Sheridan SL, Donahue KE, et al, 2011, p.97).

Method/Approach: Patient-appropriate videos about participation in research and TB management were cataloged and assessed. Material that the agency and other agencies have created was also reviewed in order to develop and create an original video and pamphlet. A script for the video was written and information was collected from the agency website and staff to create a draft pamphlet. A Spanish version of the script was created. The pamphlet is for patients who are referred to the clinic to help them understand the reason for their referral. The staff revised a paper-based, open-ended survey that was created to get feedback for the videos. A Spanish version was created as well. After incorporating some staff revision, the videos were shown to patients for feedback. The feedback was used to improve the videos. Staff from University Hospital received the pamphlet for further development of its contents as well as appropriate branding as the clinic is affiliated with the hospital.

Outcomes/Results: Due to the COVID-19 pandemic, data collection was disrupted, so patient feedback was limited. Out of the eight individuals that watched the video, seven gave the video a perfect score and gave positive feedback. One individual gave a lower score and more constructive criticism because they felt the video could have been more informative. Five of the participants chose to answer the survey in English while the remainder chose the Spanish version. The pamphlet requires more feedback by referring providers and patients.

Evaluation/Conclusion: The responses on the survey showed that all of the individuals were able to recall a piece of information that was new or valuable to them from the video. A majority preferred learning through videos. The video and pamphlet are being further revised. Once finalized, the video will be posted on the agency website. In the future, feedback from a bigger sample size and through a web-based survey can determine the effectiveness of the video. The sample size is a huge limitation. Another limitation is the inability to measure the long-term success of the impact of these educational aids.

Title: How COVID-19 Affected the New Jersey State Government

Name: Stephen Cavallo

Preceptors: Direct and Project Supervisor: Antoinette Gingerelli, Chief of Staff

Agency: Legislative Office of Senator Gopal and Assembly Members Houghtaling and Downey

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Purpose: To explore the impacts of the COVID-19 pandemic, as well as the government's response, on the legislative office in District 11.

Significance: The COVID-19 pandemic has already had immeasurable consequences for people around the world. In addition to the health concerns, the virus has had tremendous economic, financial, and social impacts. This fact is especially true for Senator Gopal's district, New Jersey Legislative District 11. With the second confirmed case in New Jersey, LD-11 has been affected by the pandemic since it arrived in the United States. Moreover, with the modest federal response, the state government has had to take swift and decisive action to safeguard New Jerseyan from High Point to Cape May. This has meant assisting constituents and advising business owners, all while working remotely. Unlike many non-essential businesses, the state government had to remain fully operational. This has posed many challenges. Moreover, with the potential of a second wave increasing, quick solutions are a top priority.

Method/Approach: For Senator Gopal's office and the people of District 11, the impacts have been severe and far-reaching. With social distancing, business and office closures, and inconsistent federal and state responses, the legislative office has been hard pressed to fulfill its duties to the people of LD-11. With the implementation of social distancing, communication between staff and constituents has been difficult to maintain. As more and more businesses close, the usual functions of the office have all been diverted to managing the pandemic. Finally, with the patchwork of federal legislation and programs, many in the district have been left to fend for themselves. Seeing this, Governor Murphy and Senator Gopal have utilized the resources at their disposal to meet the needs of the people.

Outcomes/Results: Under such unique circumstances, the office has continued to meet the needs of the people of District 11. However, there is always room to learn from past mistakes and make improvements and preparations for the future. Within the office, there are several best practices that must be implemented in order to prepare for the next crisis. First, a secure online space for communication and collaboration would help staff stay in touch and keep the office connected to the constituency. Second, maintaining an active network with first responders across the district would help prevent another shortage of PPE in a future crisis. For more long-term preparations, the office should consider proposing a public option health insurance plan in the legislature. With so many out of work, uninsured rates have sharply increased, creating a nightmare-scenario for a pandemic.

Evaluation/Conclusion: With these historic circumstances, unforeseen challenges were inevitable. Rapidly implementing social distancing and closing non-essential businesses has saved lives, but at an economic and social cost. Meanwhile, the disconnect between the federal and state responses has only exacerbated these externalities. By implementing best practices and pushing for good policy, Senator Gopal and his staff can keep connected with each other and their constituency, while also preparing for the next crisis.

Title: COVID19 Paper

Name: Dana Chan

Preceptors: Direct and Project Supervisor: Glenn Ngan, DDS, Agency Owner

Agency: Chatham Square Dental Associate PC

Purpose: To evaluate the impact of COVID-19 on Chatham Square Dental Associate PC.

Significance: Novel Coronavirus (COVID-19) has affected healthcare systems and providers around the world. The COVID-19 pandemic has hit New York state the hardest in the United States, especially in the urban hub of New York City. Chatham Square Dental Associate PC is located in the heart of New York City's Chinatown and is staffed by Chinese employees. Chatham Square Dental Associate PC along with other dentist offices in New York have been asked to comply with the current guidance issued by the American Dental Association (ADA) New York State Dental Association (NYSDA) as of March 16, 2020: "At this time, it is recommended that dental offices provide only emergency dental care for patients. Elective and non-emergent services should be postponed for a minimum of three weeks." Following the expiry of this guidance on April 6, 2020 the ADA has issued new guidelines asking, "that dentists keep their offices closed to all but urgent and emergency procedures until April 30 at the earliest" (2020). COVID-19 poses severe risks to dental practitioners because of the nature of their work. Extensive research will be conducted to clearly identify risk factors and consequences of COVID-19 to Chatham Square Dental Associate PC, and recommendations for preventative steps to avoid similar interruptions from a similar crisis in the future.

Method/Approach: Background information about COVID-19 was obtained from reliable websites such as the Centers for Disease Control (CDC) and the New York State Department of Health. The recommendations from the ADA and NYSDA have been reviewed to fully understand the limitations posed to Chatham Square Dental Associate PC. The threat to patients' health during this pandemic has been identified and studied. Possible economic consequences due to closure of Chatham Square Dental Associate PC for this extensive time period have been calculated. A review into the anti-Chinese sentiment surrounding the COVID-19 pandemic was also made to evaluate if this poses any immediate threat to the agency.

Outcomes/Results: Several best practices have been suggested for Chatham Square Dental Associate PC. To minimize the impact of future epidemics, Chatham Square Dental Associate should first develop a disaster recovery plan. The next best practice is to adhere to government officials and dental associations' guidelines regarding practicing during an epidemic. In accordance with ADA guidelines, Chatham Square Dental Associate PC is currently closed. Upon review, there are serious health risks to patients and providers in the dentist office setting for which closure of the office serves as the best means of prevention. Reviews of scholarly articles and websites about safe work practices and preventative measures have been conducted to compile safe practices for Chatham Square Dental Associate PC.

Evaluation/Conclusion: The COVID-19 pandemic has highlighted a need for cautionary and comprehensive plans by all healthcare providers, including dentists. Listening to government health agencies is critical in a similar public health crisis, and extreme preventative measures should be taken by dental providers such as vaccination, adherence to PPE measures, and breaking the chain of infection.

Title: Graf Center for Integrative Medicine Newsletter Surveillance

Name: Navneet Cheema

Preceptors: Direct Supervisor: Christina Laird, Administrative Director of Cancer Center Operations
Project Supervisor: Cynthia Lewis-kroning, Program Manager of Graf Center

Agency: Englewood Health

Purpose: To observe and analyze trends from monthly newsletter campaigns and propose solutions to increase the receptivity of members and patients.

Significance: Integrative Medicine emphasizes the co-existence of holistic and allopathic treatments. There has been an incline in the use of these services to promote overall wellness. Newsletters allow individuals to receive emails regarding events and programs that the Graf Center is hosting and providing. Marketing techniques are utilized as methods to promote preventive holistic services. There are always positive changes and benefits associated with newsletters going out to community members. Investing time and effort into understanding these promotional services and trends is very critical in improving receptivity and engagement.

Method/Approach: Prior to data collection, scientific journals were utilized to gain insight into marketing techniques and public health promotion. By analyzing and compiling information about these specific techniques, the Communications Department was able to provide excel sheets containing statistics on tracking the receptivity of subscribers. Excel sheets from 2019 and 2020 were categorized into columns: drop dates/days, delivery time, total recipients, successful devices, total opens, etc. These classifications allow for all the information to be organized in one sheet to see the continuity, and differences amongst the different newsletters to determine the receptivity of the campaign. This process provides the foundation for understanding, tracking, and interpreting the marketing trends for 2019 and 2020.

Outcomes/Results: Surveillance of the newsletter campaigns allows the agency to better understand that for releasing newsletters to their subscribers, particular times and days of the week work better than others. In January 2019, the campaign had 33.8% of recipients open the newsletter, which signifies the increase in receptivity and engagement from our patients on a Wednesday. To ensure that there is consistency in the drop dates, newsletters were consecutively released on Wednesday starting in January 2020. As a result, there was a steady increase in the rate at which total recipients had opened the newsletter. By releasing the campaign mid-week patients have enough time to book events for the coming weeks allowing for patients to participate in services that are physically and mentally beneficial to them.

Evaluation/Conclusion: By analyzing the year of twenty-nineteen, there was a revelation that the distribution of newsletters on Wednesdays allows for more opportunities for the Graf Center to gain patients for events. Thus, for January and February newsletters were dropped on Wednesday at around 5-5:30 PM. As a result of these changes, there was a gradual decrease in unsubscriptions. Furthermore, A/B testing allows for the Graf Center to understand that subject line changes are correlated with open rates. Improvements can be made in A/B testing, once, the Graf Center is well-informed about the implications and benefits of these tests, and provided with comprehensive data throughout the systematic process.

Title: Pediatric Trauma Education Initiatives at Robert Wood Johnson University Hospital

Name: Ashley Chin

Preceptors: Internship Supervisor: Diana Starace, Injury Prevention Coordinator
                      Project Supervisor: Irene Sudah, Pediatric Trauma Program Manager

Agency: Robert Wood Johnson Trauma and Injury Prevention Department

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Purpose: To facilitate professional development initiatives for Robert Wood Johnson University Hospital pediatric staff.

Significance: Pediatric trauma can occur at any time and in any place. It includes unintentional injuries from situations such as motor vehicle crashes, suffocation, drowning, poisoning, burns, and falls. Starting from early childhood through middle age, trauma is a leading cause of death and disability in the United States (DiMaggio et al., 2016). Robert Wood Johnson University Hospital's Trauma Center looks at pediatric trauma as a serious health issue that can be addressed through education and prevention. With the use of Pediatric Staff Education Initiatives, such as educational PowerPoints, staff are provided with resources and information to increase awareness and knowledge for both Pediatric Massive Transfusion and Clinical Practice Guidelines for Pediatric Solid Organ Injuries. These initiatives for first responders, nurses, doctors, surgeons, administrators, and other medical staff improve care and outcomes for injured children at Bristol Myers Squibb Children's Hospital at Robert Wood Johnson University Hospital.

Method/Approach: By reviewing protocols that were created for Pediatric Massive Transfusion and Clinical Practice Guidelines for Pediatric Solid Organ Injuries, important aspects were selected for inclusion in two educational PowerPoints. Graphics from the internet and captured on camera of equipment assembled and used in simulation by a pediatric trauma nurse were placed in the presentation to provide strong and enhancing visuals for the intended audience. These PowerPoints serve as resources for staff to review so they can receive adequate education on these specific topics. Pediatric staff will have full access to these PowerPoints to ensure that all aspects of relevant education are covered and that protocols are being followed.

Outcomes/Results: Educational PowerPoints have been created for both Protocols. The Pediatric Massive Transfusion PowerPoint provided a definition of PMTP for RWJUH along with the procedures for both Push-Pull and Level 1 Rapid Infuser MTP delivery methods based on the patient's weight. The Clinical Practice Guidelines for Pediatric Solid Organ Injuries PowerPoint focused on blunt trauma and how the majority of these injuries can be managed non-operatively. The clinical staff at Bristol Myers Squibb Children's Hospital will have access to these PowerPoints once they are uploaded onto the electronic learning platform used at RWJ, called Healthstream.

Evaluation/Conclusion: COVID-19 has delayed dissemination of PowerPoints to clinical staff. They will be published on Healthstream in the future. The PowerPoints are clear, comprehensive, and convey important aspects of the protocols. Nurses and other staff members will be able to read and comprehend important information once viewed. Well-informed front line nurses are essential in caring for the traumatically injured pediatric population. Ongoing monitoring of Pediatric Massive Transfusion and Clinical Practice Guidelines for Pediatric Solid Organ Injuries will occur to make sure these PowerPoints are having a positive impact on care for pediatric trauma patients at Bristol Myers Squibb Children's Hospital. PowerPoint reevaluations will also occur in the future to make sure they are up to date.

Title: Developing, Standardizing and Revising Job Descriptions at Parker

Name: Charis Chukuka, HR & Talent Acquisition Intern

Preceptors: Lori MacIsaac, Director of Talent Acquisition and Candice Pietrzak, Talent
                     Management and Organizational Development Specialist

Agency: Parker Health group Inc.

Purpose: Developing a library of updated job descriptions and titles that reflect the current vision, mission and values.

Significance: Throughout the nation about 10.5 percent of businesses have expanded into franchises. With an increase in businesses growing and venturing out, the need to ensure that all job descriptions amongst all facilities are standardized and similar across all corporations becomes crucial. By standardizing all job descriptions at baseline, this enhances the structure of the corporation and adheres each position to its mission, vision and values. Standardization can improve the hiring process and give all future employees a clear understanding of what they should expect and the necessary qualifications. Within a nursing facility specifically, it is important to standardize each job position to ensure the level of care remains the same in each home.

Method/Approach: All job descriptions in Parker's database, a total of 195, were separated by location and inputted into different sheets in excel. Each sheet contained a column for Location, Department, Job Title, Date of Current Job Description, Revised Date and Commentary and were filled out by going through the shared database and contacting the head of certain departments. A comparison of an active employee list and the excel sheet was done to eliminate positions that were vacant or no longer existed. Once there was a final position list, the standardization of job descriptions began. The focus was on a specific department, at a time, across all locations. The evaluation was done by examining the job descriptions, for one job title, and looking for where there were similarities and differences amongst the minimum qualifications and essential duties for all locations. Once highlighted and noted, all job descriptions were transferred into a condensed job description template which included site specific needs and/or modifications. The template then waited for the Supervisor and HR Review.

Outcomes/Results: More than 4 departments were able to have their job descriptions standardized. These job descriptions are still waiting Supervisor and HR Review, due to Covid-19 in person meetings and evaluations were put on hold. Once reviewed, these departments, across all locations, can utilize the standardized job descriptions in their hiring process. Along with the standardized template, all locations have a shared essential duties and minimum qualifications tailored to them. This provides consistency of service across all locations and efficiency in the hiring process. These departments can easily access the updated description and do not need to create a job description after hiring an individual.

Evaluation/Conclusion: To ensure that the standardized descriptions were successful, evaluation forms can be distributed to a new hire once the hiring process is completed. Process evaluation forms can be tailored to see whether the job description was clearly worded and easily interpretable. This evaluation can be embedded in the current evaluation process where in 60 days, after being hired, a Stay Interview is conducted by a Talent team member to determine how the onboarding process was including role expectation based on the job description.

Title: "Eat Well" Healthier Restaurant Menu Initiative

Name: Mamadi Conteh

Preceptors: Direct Supervisor: Manuel Castaneda, Community Health Director

Agency: New Brunswick Tomorrow - New Brunswick, NJ

Purpose: Promote a culture of healthier eating in New Brunswick, NJ by increasing the availability of healthier food options in local restaurants by encouraging restaurant owners to increase the number of healthier menu options for patrons.

Significance: The Live Well - Vivir Bien New Brunswick™ mobile app comprehensively lists events, programs and activities, and provides the locations of various resources and services that relate to health and wellness. New Brunswick residents, Rutgers University students, and people that work in New Brunswick all take advantage of the information provided by the mobile app. The "Eat Well" section of the app is the most popular and frequently visited. Through this section, people are seeking out food resources such as farmer's markets and restaurants that offer healthier options that are located in New Brunswick and surrounding towns. For this reason, the campaign has created the "Eat Well" Healthier Restaurant Menu Initiative in order to meet this demand and promote a culture of healthier eating in New Brunswick.

Method/Approach: Restaurants were recruited to join and to participate in the initiative to expand the number of restaurants offering healthier meal options listed on the mobile app. Participating restaurants were prompted to take the following actions: choose 5-7 of their menu items and alter them to make them healthier using the Healthier Menu guidelines, indicate these menu items with the LW New Brunswick logo and display a LW New Brunswick logo decal on their storefront window or entrance. Those who chose to be a part of this initiative received the following benefits: menu inserts, advertisement on the mobile app as a restaurant that provides healthier meal options, and promotion on LW New Brunswick's social media outlets via Facebook, Twitter, and Instagram.

Outcomes/Results: Data was collected from a single restaurant, Harvest Moon Brewery & Cafe during the time period of 1/16/20 to 3/18/20. In January, Harvest Moon received 10 orders from the Healthier Menu and 18 orders in February seeing a 1.8% (18/10) increase. However, in March only 4 orders were made from the Healthier Menu, a 4.5% (18/4) decrease from February. During the time of promotion for the collaboration with Harvest Moon, LW New Brunswick's Instagram received 52 likes, Twitter received 9 likes and Facebook received 10 likes for those specific posts. With an overall total of 71 likes.

Evaluation/Conclusion: The use of technology contributed to the increase of orders. The restaurant incorporated the Healthier Menu into their digital menu, allowing for an easier browsing experience for customers. However, there were some limitations to this collaboration, including LW New Brunswick's limited access to advertising within the restaurant. Secondly, LW New Brunswick was not able to assure that all the orders have been accounted for and reported correctly. Lastly, the decline in orders in March could be due to the dine-in restrictions placed on restaurants because of a public health concern.

Title: COVID-19 PAPER

Name: Julie Cortes

Preceptors: Manuel Castañeda

Agency: New Brunswick Tomorrow

Purpose: To evaluate the impact of COVID-19 on the New Brunswick Tomorrow agency.

Significance: New Brunswick Tomorrow (NBT) is a non-profit agency located in the city of New Brunswick, in New Jersey. For more than 40 years, it has focused on the social revitalization of the city with its mission to take on the issues and challenges that affect its members, community and families. Founded in 1975 by John. J. Heldrich, its main focus has always been to improve the quality of life for its residents; with a focus on areas including education, employment, food, health, housing, and safety. NBT works alongside many dedicated partners such as Johnson & Johnson, Robert Wood Johnson University Hospital, Saint Peter's University Hospital, the Middlesex County Office of Health Services and others. Its mission is to help residents improve their quality of life. A comprehensive evaluation on New Brunswick Tomorrow can show the impact of COVID-19; the challenges and lessons, and future recommendations for the agency.

Method/Approach: The research includes an assessment on similar agencies, organizations and institutions to compare to NBT, to discover how the agency can remain active during the pandemic. Based on this research and experience, as an intern, future recommendations on areas that need improvement have been highlighted. Impacts on the success of the agency's health campaign have also been discussed.

Outcomes/Results: The agency remains open and has adopted some recommended preventive measures. such as social distancing, proper disinfection of surfaces and not coming into work if sick to avoid the spread of the virus. However, the agency lost its interns which led to a reduction in social media activity on its social platforms. The crisis serves as an opportunity to partner with existing and new agencies and businesses for the benefit of the community, especially during the pandemic. The agency is at risk of receiving less funding for their health campaign due to the suspension of community outreach that limits the promotion of the agency's services. Stricter hygiene measures are needed for the agency to operate safely during a pandemic.

Evaluation/Conclusion: New Brunswick Tomorrow serves a diverse audience in the city of New Brunswick. However, due to COVID-19 the agency's community outreach has been both physically and remotely impacted. This mostly affected residents who are poor or who lack other means to obtain timely and accurate health information. Future recommendations include the development and implementation of a remote protocol for similar public health crises. Also, the adaptation of ongoing projects to the current crisis, including a shift on its social media content or approach to fit the current situation; partner with other agencies and businesses to alleviate arising public health concerns, such as mental health issues; and offer or promote services, such as support groups or programs - for the benefit of the community.

Title: Integrating Creative Expression in Sexual & Domestic Violence Awareness Programming

Name: Sharlene Cubelo

Preceptors: Direct Supervisor: Loren Linscott, Director of VPVA

Agency: The Office for Violence Prevention and Victim Assistance - New Brunswick, NJ

Purpose: To combine educational approaches with creative expression as a means to advocate and educate on sexual & domestic violence at Rutgers University, while also encouraging engagement.

Significance: Evidence shows that college-age adults (between 18 and 24) are at an elevated risk for sexual violence (SV) and domestic violence (DV) with 1 in 5 women and 5% of men experiencing sexual assault or rape (Fisher, Cullen, & Turhern 2000). Students within marginalized subgroups such as minorities, LGBTQIA+ identities, and lower socioeconomic status are also at increased risk of victimization. Studies showed that 42% of victims and survivors on college campuses never reported, and as low as 5% of affected individuals did (CALCASA, 2003). These statistics indicate that there are severe disparities regarding SV/DV education, support, & advocacy. To address these issues, evidence-based educational approaches will combine with creative expression to develop effective programming.

Method/Approach: The process of development proceeded as: Assess needs, determine program goals, define target populations, outline timeline of deadlines, assign roles & responsibilities, collaborate with key groups & individuals, narrow educational & creative focus, schedule check-ups as needed, finalize master plan, ensure preparedness, and lastly, carry-out the event. Nonetheless, this process was flexible. Although it moved in this direction, re-visiting various steps was necessary as updates and changes were inevitable. As stated in the process, all program details were compiled and documented concisely on a master spreadsheet which outlined this program plan.

Outcomes/Results: The program was titled *The Expression*, with the intention of future implementation. At this entertainment-based and immersive event, violence awareness meets with artistic expression as inspiring performances from singers, musicians, poets, and dancers are devoted to SV/DV advocacy. The program also includes artwork displays from survivors & student advocates, and interactive tabling by on-campus social justice groups. Twenty-three conceptualized performances by various students and student groups were confirmed promoting the topics: friendship, empowering survivors, cultural diversity, LGBTQIA+ advocacy, women's empowerment, mental health, male engagement, and personal journeys. Highly respected staff and students were chosen as speakers, and paired with each performance category to provide context & education on the topic. The Nicholas Music Center (700+ seats) was determined as the ideal venue, and the itinerary ran from about 6:00-9:30PM. A network of educators, counselors, advocates, students, survivors, on/off-campus organizations & groups collaborated to formulate this plan.

Evaluation/Conclusion: *The Expression* creates a safe-space to freely express oneself, provides supportive resources, and inspires individuals to promote a violence-free community. New and engaging programming will fuel empowerment towards the entire community including students, faculty, families, friends, survivors, and victims. Furthermore, wide-spread collaboration is critical for successful engagement. Special programs like *The Expression* must continuously be developed to maintain community engagement, and address SV/DV on college campuses.

Internship Abstract

Title: Lunch and Learn Seminar-Nutrition

Name: Sophia Cuerquis

Preceptors: Evelyn Azcona, Manager; Melanie Ford, Director; Lisa Troulis, Social Worker

Agency: New Brunswick Senior Citizen Resource Center

Purpose: To educate and raise awareness to seniors regarding the topic of healthy eating and nutrition.

Significance: Nearly <u>1,100 senior centers</u> serve 1 million older adults aged 60+ every day. <u>Research</u> shows that compared with their peers, senior center participants have higher levels of health, social interaction, and life satisfaction. The New Brunswick Senior Citizen Resource Center serves as a gateway to the nation's aging network—connecting older adults to vital community services that can help them stay healthy and independent. The center will include new Lunch and Learn programs where the senior citizens will be able to learn more about healthy living, diets, and ways to promote a happy and healthy life.

Method/Approach: Research was conducted regarding nutrition, healthy eating, and proper diet. The data was collected from credible nutrition education and senior healthy living websites. During each month, a PowerPoint was created with facts about nutrition and ways to improve diet, health, and well-being. Pamphlets, infographics, or products were created to be handed out to give the seniors something to refer back to.

Outcomes/Results: The creation of 4 different Lunch and Learn Seminars within the topic of health and nutrition appeared to be very effective. Topics included: SuperFood Education, Benefits of Massage, Ways to Improve Sleep, and Ways to Increase Memory and Mental Health. Each seminar included visuals such as diagrams or charts that helped support facts promoting healthy living. Eighty-six percent of the seniors reported that they learned/benefited from the seminars. 8% weren't interested in the seminars or just were not satisfied. The remaining 6% did not attend.

Evaluation/Conclusion: In order to know if the Lunch and Learn seminars are lining up with the projected goals, it is important to conduct a survey. Another good question to ask would be if they enjoyed the seminar and if they would like it to be a regular/monthly event. Furthermore, each senior was asked to meet with the center's director where they were asked about their experience at the center and if they are having any issues during their time there. This would be a good opportunity to evaluate their attitudes towards the center and if they are providing positive feedback. The biggest challenge to finding the information was that not every senior comes to the center every day, so it was difficult to reach out to every individual.

Internship Abstract

Title:	The Relationship Between Endometrial Thickness and Outcomes of IUI in Infertility Patients
Name:	Hayley Davies
Preceptors:	Lauren Iodice, Clinical Assistant Manager
Agency:	Reproductive Medicine Associates of New Jersey - Basking Ridge, NJ

Purpose: To analyze transvaginal ultrasound results in patients with infertility to determine the existence of an association between endometrial thickness in the uterus after taking synthetic progesterone and outcomes of intrauterine insemination (IUI) in order to improve treatment of IUI patients.

Significance: Infertility is defined as the inability to become pregnant after having regular intercourse for at least one year without birth control (HHS, 2019). According to the Office of Women's Health, about 10 out of every 100 women aged 15-44 have difficulty becoming pregnant or staying pregnant. Reproductive Medicine Associates of New Jersey is on the forefront of research in infertility in order to combat these statistics. There are many factors that play a role in a woman's fertility including age, underlying conditions such as endometriosis or polycystic ovarian syndrome, genetic abnormalities, and endometrial thickness during the secretory phase of a menstrual cycle. However, with so many factors affecting a woman's fertility, which one is the most determinant of whether or not a woman can successfully conceive? According to the medical professionals at Reproductive Medicine Associates of New Jersey, the success rate of intrauterine insemination is approximately 10-15%, as opposed to approximately 70% for in-vitro fertilization (IVF). If an association between endometrial thickness just prior to a patient's IUI procedure and outcomes of that procedure can be established, then this information can be used to maximize the patient's chance of successfully conceiving following an IUI.

Method/Approach: Over the course of one month, data was collected from transvaginal ultrasounds in 30 randomly selected IUI patients during morning monitoring after the intake of progesterone, a hormone involved in the thickening of the endometrial lining of the uterus. The measurements of endometrial thickness in millimeters were recorded and compared to the outcomes of those patients following two IUI procedures: pregnant ongoing, pregnancy loss, and not pregnant. Patients over the age of 38 were excluded from data collection to avoid the impact of aneuploidy on the data, as patients over this age are considered to be at a higher risk for oocytes with abnormal chromosome numbers.

Outcomes/Results: Out of the sample cohort (n=30) that data was collected from: 9 had an ongoing pregnancy (30%), 18 were not pregnant (60%), and 3 had a pregnancy loss (10%) following two IUI procedures. The average endometrial thickness of patients that had an ongoing pregnancy outcome was 8.9 mm, the average thickness of patients that did not have a pregnancy outcome was 8.3 mm, and the average thickness of patients that had an outcome of a pregnancy loss was 5.6 mm.

Evaluation/Conclusion: The data demonstrated an association between lower endometrial thickness (< 8 mm) measurements and pregnancy loss, but discrepancies lie in the correlation between endometrial thickness and getting pregnant vs. not getting pregnant following an IUI due to how similar the average endometrial thickness measurements were in the "pregnant, ongoing" and "not pregnant" groups.

Citations and Supporting Materials

Title: Literature Review for "Transdisciplinary Practice" in Health Care

Name: Mikayla Davis

Preceptors: Direct Supervisor: Marsha Gordon, MPH, Research Administrator
Project Supervisors: Martin Chadwick, D.H.Sc, Harkness Fellow; Benjamin
Crabtree, Ph.D, Distinguished Professor, Jennifer Hemler, Ph.D, Qualitative Researcher

Agency: RWJMS- Department of Family Medicine and Community Health Research Division

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Purpose: To conduct a systematic literature review of the term "Transdisciplinary Practice" within the context of delivering healthcare services.

Significance: This project was part of a bigger research question that is looking to identify if systems that have successfully implemented integrated care have done so through a transdisciplinary model. The hypothesis is that this model enables professionals to best use their skills and expertise to most effectively provide medical needs. That research is looking at exemplary sites to see if and how the model could be used elsewhere. The aim of this systematic literature review was to clarify the terminology that is critical to that research question (transdisciplinary). This term often gets interchanged with similar sounding words. Additionally, it has a definition as a practice context and as a practice philosophy within literature.

Method/Approach: PubMed was the first database searched with the term "transdisciplinary practice." Nine results appeared; however, they were not relevant to this research. "Transdisciplinary care" was then used and 14 articles appeared; six were used. The second database searched was ProQuest Natural Science Selection with the term "transdisciplinary practice"; there were 7,525 results. The filters "full text" and "peer reviewed" were applied; then 4,777 articles were available. Next, "transdisciplinary practice" and "healthcare" were the search references which gave 1,010 entries. There were 93 results once these filters were also added: English, articles, dissertations/thesis, general info, review, lit review, news, conference, case study, report, and full text. One article was used, so those filters were unchecked. After reviewing the list of 1,010, 11 articles were used. The third database searched was Google Scholar with the term "transdisciplinary practice" and 1,340 results appeared. Next, "transdisciplinary practice" and "healthcare" were the search terms and 629 articles were provided. Access to all of the articles was limited so only 13 were used. Abstracts and conclusions were read to determine relevancy.

Outcomes/Results: Of the 32 articles used, 8 defined "transdisciplinary care" based on the practice context, 26 defined it in relation to the practice philosophy, and 8 incorporated both. It was found that the practice context was never solely part of the definition. Of the articles which provided definitions, one defined transdisciplinary differently than how the organization implemented their transdisciplinary practices and two articles had an inconsistency within the literature. Twenty-three articles referenced one or a combination of the following terms: discipline, unidisciplinary, multidisciplinary, interdisciplinary, and intradisciplinary; however, only 10 articles defined either one or a combination of the terms.

Evaluation/Conclusion: This literature further provided support that there is confusion and a lack of consistency with the language around the term transdisciplinary. This project provides a foundation for developing a clear, consistent, and working definition that could be understandable from an international perspective. The review demonstrated that a future definition would need to include the most common themes from the existing literature: blurring professional boundaries, communication, and teamwork.

Title: Homeless Projection through 2040 by Analyzing the Census

Name: Kimberly Delgado

Preceptors: Direct Supervisor: Frances O'Toole, Director of Programs
       Project Supervisor: Eileen O'Donnell, Executive Director

Agency: Coming Home of Middlesex County Inc. - New Brunswick, NJ

Purpose: To provide municipalities, within Middlesex County, an opportunity to solve homelessness with the data presented to them through the research and analysis obtained from the Census.

Significance: According to the 2019 Annual Homeless Assessment Report (AHAR) to Congress, roughly 568,000 people experienced homelessness in the United States on a single night in 2019. The total homelessness population in New Jersey was estimated to be 8,862. Coming Home of Middlesex aims to create a system to end homelessness in Middlesex County, NJ. So far, it has developed programs to locate the homeless population and tend to their needs. The organization partners with housing & developers, local government, healthcare, and social services to address the issue.

Method/Approach: Analyzing the Census data, we were able to make projections for Middlesex County. This research attempted to identify the amount of affordable housing needed in each municipality to avoid the rise of homelessness. Variables used were the median gross rent per household, median household income, and median housing value. Using data subsets from 2001-2018, these values were all projected to the year 2040. The solid data from the Census, American Community Survey, was from the years 2008-2018 and using the data, we created backward projections to the year 2001 utilizing linear regression trendline. The purpose of this approach was to keep a consistent method for the future projections and to keep a solid foundation of data. Combining the data we looked for the trend lines that would determine the median value of variable x. Once we had a trendline for each municipality, we used the equation of the trendline for the years 2001-2018 to create all future projections.

Outcomes/Results: Through the data analysis, we found that affluent municipalities could expect an increase in income, gross rent cost stagnation, and increases in home value. For the less affluent municipalities, income tended to decrease or stagnate, rents rose, and housing value decreased. For example, the median housing value for Cranbury, NJ in 2018 was $722,133, the median gross rent was $1,489, and the median household income was $158,879. Projections for 2040 showed the median housing value to be $727,814, the median gross rent to be $1,416, and the median household income to be $319,456. On the other hand, New Brunswick projections show much less satisfying numbers. Data from 2018 showed the median housing value was $265,122, the median gross rent $1,488, and the median household income $35,699. Projections for 2040 saw median housing value is expected to be $237,988, the median gross rent is expected to rise to $1,552, and the median household income is expected to decrease to $32,486.

Evaluation/Conclusion: The findings of the projections will help municipalities across Middlesex County determine how much funds should be allocated. The data is extremely important to pay attention to because it is a preventative approach in resolving homelessness. The number one reason for homelessness in the U.S is a lack of affordable housing. With the data presented to the mayors of each municipality, the local governments will have no choice but to respond with action.

Title: Planning for A Matter of Balance Coaches Training

Name: Dylan Dempsey

Preceptors: Direct/Project Supervisor: Diana Starace, Injury Prevention Coordinator

Agency: Robert Wood Johnson University Hospital- Trauma and Injury Prevention Department

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Purpose: To organize and plan A Matter of Balance coaches training class.

Significance: Falls are the leading cause of both fatal and non-fatal injuries for older Americans. Data collected by the Robert Wood Johnson Trauma and Injury Prevention Department shows that from January 1, 2013 to March 4, 2020, 2,048 patients ages 65 and older have been admitted to RWJ University Hospital from North Brunswick, East Brunswick, and New Brunswick after a fall in the home. In 2019 alone, 383 patients aged 65 and older were admitted due to falls in the home. A Matter of Balance Program is an evidence-based training program designed to reduce the fear of falling and increase the activity levels of older adults who have concerns about falls.

Method/Approach: In preparation for the future coaches training class which has been postponed until further notice due to Covid-19 (Novel Coronavirus) precautions, a survey monkey registration was created along with print and digital copies of the Matter of Balance flyer. The flyers were disseminated via social media and in-house marketing. A contact list to identify potential participants was created, and calls were made to 13 assisted living facilities and senior centers in the area. Coach training manuals were created to include the curriculum and resources for the class. Upon certification in the Matter of Balance program, coaches must commit to teaching two Matter of Balance classes within a year. During 8 two-hour classes, a certified coach will teach and guide participants to view falls and fear of falling as controllable, to set realistic goals for increasing activity levels, and to change their environment in the home to reduce fall risk factors.

Outcomes/Results: Due to Covid-19 restrictions, our coaches training class originally scheduled for April 23rd and April 24th will be conducted at a later date and time. Therefore, our outcomes are being forecasted. After the coaches training class is completed, the 8 participants who registered will be certified as coaches and appropriate locations will be established to direct the Matter of Balance program.

Evaluation/Conclusion: Pre and post evaluations will be reported back following the commencement of classes. These evaluations will then be analyzed and input into an Excel spreadsheet to determine the overall effectiveness of the program. Post evaluations will help to identify areas where improvement is necessary. A challenge encountered in reaching potential coaches included explaining what the program entailed over a phone call. Meeting in person with assisted living and senior center staff would have proved to be more efficient in recruiting participants in a timely manner.

Title: Is the Female Elected Class of 2018 Different from their Predecessors?

Name: Alyssa Desai

Preceptors: Project Supervisor: Dr. Debra Borie-Holtz, Principal Investigator

Agency: Edward J. Bloustein School of Planning and Public Policy

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Purpose: To create and administer a national survey that interprets the various aspects of gendered leadership in the United States and how they intersect with public opinion.

Significance: The increase seen in the number of women elected to the United States Congress, state legislatures, and governorships in 2018 portends many electoral "firsts". On average, these women are more educated in comparison to their predecessors while also being younger, having dependent children at home, and having served in military and intelligence roles. Of greater distinction, many have never run for office before and in doing so, they do not bear the linkage or baggage of the political pipeline. A census of top legislative leadership that served in the United States before 2010 found women Senate Presidents and House Speakers were more deliberative in their leadership styles, behaviors, and policy preferences as compared to their male counterparts (Borie-Holtz, 2011). Our research question explores whether more female members will influence the policy outcomes of the U.S. Congress.

Method/Approach: A census of the newly elected female leaders in the United States planned for June 2020 will examine differences in leadership styles and whether an increase in female members will influence the policy preferences of the electoral class of 2018. In order to conduct the fieldwork for the survey, a sample frame of members was created using biographical data available from official's government websites of the members. This data was augmented with public data from members' campaign sites in 2018, as well as data culled from social media accounts held by the members. Multiple levels of contact information were acquired in order to field a mix-mode design survey. A small qualitative analysis of the Pennsylvania Congressional delegation was conducted to observe differences in COVID-19 outreach efforts. From March to April of 2020, eight members of the Pennsylvania delegation were assessed, four of them being women and the other four being men. Information regarding their outreach efforts was obtained from their Congressional websites.

Outcomes/Results: Since the COVID-19 pandemic impacted the nation as a whole, we assessed the differences between the outreach tools distributed by the women and men in the Pennsylvania Congressional delegation. We found that the four female delegates distributed 66 press releases collectively, as opposed to the 33 press releases distributed by their four male counterparts, which indicates that the women produced resources at twice the rate of the men. Additionally, the information distributed by female members included more content about health and safety resources than their male counterparts, who focused on the economic crisis caused by the virus.

Evaluation/Conclusion: In order to measure success, I will prepare a descriptive analysis of differences of new members in the 116th Congress compared to tenured members. In addition, I will be identifying the exogenous policy impact of the coronavirus on members' constituents to observe themes before fielding and analyzing Pennsylvania's member postings on COVID-19 for policy differences by gender. Additional variances in thematics regarding the pandemic will be evaluated prior to fielding.

Title: Changing Healthcare Practitioners Prescribing Habits

Name: Nisha Desai

Preceptors: Direct Supervisor: Anna Lundblad, Group Account Supervisor

Agency: BGB Group, New York City

Purpose: To evaluate data regarding nivolumab + ipilimumab, which are two drugs that treat metastatic melanoma in patients who have the *BRAF* mutant gene and compare their effectiveness against competitor drugs in order to propose tactics to change physician prescribing habits.

Significance: Metastatic melanoma is the deadliest type of skin cancer and one-half of patients who have metastatic melanoma harbor a mutation in the *BRAF* gene (Cheng, et Al. 2018), which is a gene that can cause a more rapid growth and spread of cancer cells. Patients who have metastatic melanoma with the *BRAF* mutant gene are usually prescribed targeted therapy, which produces brisk responses instead of immunotherapy such as nivolumab + ipilimumab. According to Atkins et. Al, immunotherapy containing nivolumab + ipilimumab has the greatest survival benefits over other targeted therapies such as BRAF + MEK inhibitors, which are typically prescribed to patients with the *BRAF* mutant gene (Atkins, et Al. 2019). Physician-prescribing habits should be refined to favor nivolumab + ipilimumab because immunotherapy has a more durable benefit than competitor targeted therapies.

Method/Approach: First, current nivolumab + ipilimumab statistics were collected based on published studies and clinical trials to evaluate the effectiveness of this treatment compared to its competitors. Then, physician prescribing habits amongst these patients were evaluated based on peer reviewed studies available online. Lastly, based on current data and physician prescribing habits, tactics were proposed to change physician-prescribing behavior.

Outcomes/Results: Physicians tend to prescribe therapies to metastatic melanoma patients that favor fixed survival instead of durable survival. Fixed survival treatments typically provide immediate relief of symptoms to patients. Treatments that produce durable survival can cause adverse effects at first, but produce greater overall survival rates at the end of treatment. Patients with metastatic melanoma who harbor the *BRAF* mutant gene have described their preference for treatments that favor durable survival despite the initial adverse effects of this treatment. Cancer patients are inclined to take risks so nivolumab + ipilimumab marketing tactics should appeal to the risk factor in cancer patients. There are two tactics which could change physician-prescribing habits: 1) Update the nivolumab + ipilimumab website to showcase efficacy data as all competitor websites display efficacy data. 2) Publish a patient brochure which will showcase how nivolumab + ipilimumab has greater overall survival rates in comparison to competitor drugs.

Evaluation/Conclusion: The website traffic can be measured through analytics reporting and the use of vanity URLs based on derivative tactics. The effectiveness of the patient brochure can be evaluated through patient requests and the amount of new scripts. Additionally, the overall effectiveness of both tactics can be measured through an analysis of sales regarding nivolumab + ipilimumab.

Title:	Evaluation of Preoperative Education Based on Anxiety Before Elective Surgery
Name:	Genesis Diaz
Preceptors:	Joint Care Coordinator: Kyala Pascual BSN, RN, ONC
Agency:	Robert Wood Johnson University Hospital - New Brunswick, NJ

Purpose: To analyze the changes in a patient's anxiety and stress levels before and after preoperative education in regards to their specific elective surgery.

Significance: There is evidence that shows that patients suffer due to inadequate preoperative preparations and lack of information about their postoperative course. With preoperative education courses/classes, levels of anxiety and fear of surgery are dropped by 95%. Kruzik (2009) and Reiter (2014) have found that with preoperative education they have greater patient satisfaction, more manageable perioperative period and postoperative recovery which maximize the benefits of surgery. Evidence – based information shows education lowers the anxiety and fear levels of patients which leads them to be more receptive to following instructions made by medical staff.

Method/Approach: The patients that are being assessed for the preoperative education class are both female and male between the ages of 40 to 90 years. These patients are given a surgical fear questionnaire (SFQ) before their preoperative education class to have an understanding of their anxiety/stress levels. Then they are given the same questionnaire directly after the class to see if their anxiety/stress got worse or better. Using this information, it can help demonstrate how it connects with their retention of patient education. The questionnaire contains 8 questions which are answered between the numbers of 0-10, 0 being not scared to 10 being extremely scared. Data based on 20 patients who participated has been compiled and exported to an excel sheet to be categorized into 4 groups: decreased, increased, and no change in low values (0-4), and no change in high values (5-10).

Outcomes/Results: Of the sample cohort (n=20), 10 patients (50%) had a decreased level of anxiety/stress, 8 patients (40%) had no change in their levels of anxiety/stress, and 2 patients (10%) had an increased level of anxiety/stress. Within the no change category which makes up for 40% of the data, 8 patients (100%) had no change in the low values (0-4) and 0 patients (0%) had no change in the high values. The 10% that experienced increased levels of anxiety had experienced adverse outcomes in previous surgeries.

Evaluation/Conclusion: The need for preoperative education classes for elective surgery is highly encouraged which leads to a better chance of a patient's ability to comply with their healthcare plan. Reiter (2014) showed that patients have a 92% satisfaction rate with both care and recovery due to their preoperative education classes. Consist use of SFQ's to patients before and after their preoperative education class as well as a follow-up survey immediately after their surgery and a further follow-up survey approximately 2-3 weeks into recovery to ensure they are following instructions. Due to COVID-19, there is no data on the follow-up surveys to ensure if the classes were further helped into recovery. Ongoing monitoring is needed to observe the long term effects that preoperative education has on postoperative recovery.

Citations

Title: The Significance of using Patient Centered care on a Radiation Oncology Floor

Name: Julia DiGiovanni

Preceptors: Jessika Edouard, Assistant Manager David H. Koch Center for Cancer Care
Andrea Troia, Team Lead David H. Koch Center for Cancer Care

Agency: Memorial Sloan Kettering Cancer Center

Purpose: To illustrate the importance of fostering an environment for an optimal patient experience from an employee perspective

Significance: Cancer can be one of the hardest battles that a person faces in their life. In this time of uncertainty and lack of control patients may feel powerless and this can cause added anxiety and stress, when the only thing that patients should be focusing on is winning their battle with cancer. MSK opened the David H. Koch Center for Cancer Care in January 2020. This new building has its own radiation oncology department that is fully equipped to be a "one stop shop". This allows patients to have multiple visits in a day without having to move from floor to floor. The unique thing about radiation oncology is the ability for staff to build relationships with their patients as they see them on a day to day basis.

Method/Approach: By following the All Care Together (ACT) initiative that MSK already implements it is important to start building a patient care relationship with the first point of contact with a patient undergoing radiation treatment. This project will analyze how the ACT principle of "meet individual needs" can help give patients a more positive experience during radiation treatments. Using a survey tool care coordinators were asked a series of questions about how they feel the workflow the floor uses can help foster exceptional patient care and relationships. The survey responses were on a sliding scale of 0 to 100, with 0 as strongly disagree, and 100 as strongly agree.

Outcomes/Results: After analyzing the results of the qualitative survey on average all respondents agree (numerical score of 87 out of 100) that building patient relationships was not only important to them, but also important to improving and individualizing patient centered care. Even during a time when all employees have limited patient interaction there was an overall agreement (mean score 89) that building relationships is equally as important to them now versus when they are onsite 5 days a week. Seeing patients on a daily basis isn't just beneficial to patients, it is also important for the staff. When staff answered about how building patient relationships aiding their efforts in meeting each patient's individual needs they ultimately agreed (average score 96). Helping patients through such a tough time in their life is extremely important and not only helps to foster patient relationships, but is also important to the staff working with the patients going through treatment.

Evaluation/Conclusion: During radiation treatments patients come in on a daily basis and see the same staff. By fostering patient relationships, it allows our patients to feel more comfortable and create a level of certainty that they will be greeted by a friendly face prior to treatment. Being amicable and fostering relationships with patients allows staff to meet each patient's individual needs to give them the best possible care experience. Patients relationships not only help give control back to patients, but also make the staff feel like they are making a difference in the lives of others. While care coordinators play a small role in the larger picture of a patient's journey, they can impact their experience tremendously.

Internship Abstract

Title: Maternal Cannabis Use and its Outcomes on Offspring

Name: Jordan Dixon

Preceptors: Supervisor: Dr. Gloria Bachmann, Director of Women's Health Institute

Agency: Women's Health Institute of Robert Wood Johnson Medical School -New Brunswick, NJ

Purpose: To conduct an evaluation of cannabis use among pregnant women and to see how maternal cannabis use affect the health outcomes of their children

Significance: The importance of this topic essentially stems from an increase in marijuana use among women. The growing social acceptability of cannabis due to the legalization of recreational use has contributed to the spike of usage. The self- reported prevalence of cannabis use during pregnancy ranges from three to five percent in a lot of studies. Thirty-four to sixty percent of marijuana users continue to use during pregnancy because some may believe that it is safe to use during pregnancy. Dispensaries have advertised marijuana as an effective means to treat morning sickness and other typical symptoms of pregnancy like low appetite. However, the concern with marijuana use among pregnant women is understandable considering that the major component of it (THC) has been shown to cross the placental barrier. As more women continue to use cannabis throughout their pregnancy, it is important to know and fully understand the risks associated with cannabis use so that pregnant women can make informed decisions regarding their health and the health of their baby.

Method/Approach: In order to determine the health outcomes of the mother's offspring, comprehensive research was done to evaluate the effects of maternal cannabis use. There are many variations of studies done on cannabis use during pregnancy and its physical, cognitive, and/or neurological effects on the child throughout their lifespan. There were three different studies that were chosen and evaluated and analyzed to determine the health outcomes of the child. The studies chosen for evaluation focused on how cannabis use in pregnancy led to reduced birth weight and other abnormalities. One study focused on the newborn's behavioral repertoire using NBAS.

Outcomes/Results: The studies evaluated suggested that cannabis use throughout pregnancy does not lead to adverse health outcomes. These findings conflict with other studies that suggest that maternal cannabis use is associated with low birth weight, congenital abnormalities, preterm delivery, etc. Furthermore, there is data from other studies that suggests that cannabis use in pregnancy may manifest into learning difficulties, developmental issues, impulsivity, etc. However, it is important to note that the studies evaluated in this review have confounding factors like tobacco, alcohol, and other illicit drugs that may be the leading cause of adverse health outcomes, not cannabis itself.

Evaluation/Conclusion: There is not enough data to know how cannabis affects the long-term health of pregnant women's children because there are many drawbacks from the research already completed. There needs to be more research dedicated to this topic itself since there is an increase of cannabis use among expecting mothers. However, with the conflict in findings and inconclusive evidence, pregnant women should discontinue the use of cannabis until there are more conclusive and definitive answers of how cannabis can impact their child's development.

Title: Analyzing Maternal Mortality Among Black Women

Name: Adji Fatou Drame

Preceptors: Direct Supervisor: Gloria Bachmann, MD, Director of Women's Health Institute

Agency: Women's Health Institute - Robert Wood Johnson Medical School

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Purpose: To analyze methods to improve maternal mortality among Black women in America.

Significance: In 2016, the number of pregnancy-related deaths per 100,000 live births was 16.9 in America (CDC, 2019). The maternal mortality ratio for Black women was reported to be 42.4 deaths per 100,000 live births, 2.5 times more than the national ratio (CDC, 2019). In addition, Black women are more likely to experience pregnancy-related complications and die from them. There is evidence that provides different measures that can be taken to improve the maternal health of Black women in America. This literature review will provide data to support different steps that can be taken by healthcare professionals and policymakers to improve maternal mortality among Black women.

Method/Approach: A literature review was done to collect information based on two components. First, research was gathered on factors contributing to the high maternal mortality rate among Black women to explain why this disparity exists. Then, information was collected on actions that can be taken to combat these issues. PubMed and Google Scholar were the search engines used to find journal articles. After the articles were analyzed, a comprehensive literature review was written addressing this issue.

Outcomes/Results: Quality of healthcare, lack of access to reproductive care, and racial discrimination are the three main factors contributing to the poorer maternal health outcomes of Black women (Dehlenlendorf et al., 2015; Howell, 2019; Nuru-Jeter et al., 2011). Seventy percent of Black women give birth in hospitals that predominantly serve black populations, and these hospitals have high rates of maternal complications. Black women experience high rates of unintended pregnancies, which is associated with adverse maternal behaviors such as inadequate prenatal care. Chronic stress due to experienced racism has made pregnancy riskier at a younger age for black women and has been linked with adverse birth outcomes. To address this problem there are a few actions that can be taken. Expanding access to insurance allows women to get reproductive care such as family planning, prenatal care, and contraceptives. Providing patient centered care specific to the needs of black women improves the quality of care and tackles matters such as discrimination in healthcare. Increasing services such as educational resources or community health providers give them more authority over their health and access to long term care.

Evaluation/Conclusion: Black women are disportionately dying when giving birth compared to any other racial group. Issues such as access to healthcare, quality of care received, and the effects of chronic stress due to racism are the main components driving this problem. Increased access to healthcare, especially reproductive care, comprehensive patient oriented care geared towards the experiences of Black women, and expanded variability in healthcare options, resources, and education should be implemented to better the maternal outcomes of Black women.

Title: RU Tobacco Free Film Screening

Name: Naresh Edala

Preceptors: Dmitriy Nikitin- Direct Supervisor
                  Michelle Kennedy- Program Coordinator
                  Kevin Schroth- PI

Agency: Center for Tobacco Studies, Rutgers, The State University

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Purpose: RU Tobacco-Free is a campaign by the Rutgers Center for Tobacco Studies with financial support from the American Cancer Society Tobacco-Free Generation Campus Initiative. The goal is to establish a tobacco-free campus.

Significance: Of the roughly twenty million college and university students in the United States, more than one million are projected to die prematurely from cigarette smoking. To combat this, the American Cancer Society launched the Tobacco-Free Generation Campus Initiative, and Rutgers was selected as a grant recipient through a competitive process. The goal is to implement a 100% tobacco-free policy for all of Rutgers' campuses.

Method/Approach: A compilation of tobacco policy enforcement measures, that other Big 10 Universities used for the implementation of their tobacco-free policies, was created to supplement research. Materials such as shirt and tote designs as well as a poster for the film screening, were created and reviewed by the Center for Tobacco Studies task force to determine and develop the plan of targeting the demographic needed to gauge interest. An online presence for "RU-Tobacco Free?" was created using Facebook and Twitter. The groundwork for educating students on the importance of creating a tobacco free campus was established via social media, posters, film screenings and giveaways.

Outcomes/Results: Due to Covid-19 pandemic, the events that the task force planned were cancelled. However, the campaign prepared a survey which will be used to gauge the interest among the Rutgers community about having a tobacco-free campus and identifying the products being used. Alongside the survey, there will be a greater presence in the use of social media. This is because 90% of smokers start before the age of 18 years old and because that age group uses social media for communication, updates, and trending news; this entails that the campaign needs to fortify social media in order to reach the target demographic. Due to the pandemic, this is a great chance to build the "RU-Tobacco Free?" brand. This is accomplished by posting information about how smoking can increase the risks of Covid-19 and other tobacco related concerns.

Evaluation/Conclusion: Building the RU-Tobacco Free brand on social media was decided as the best initiative in order to further the campaign. By building a greater social media platform, "RU Tobacco Free" will create awareness in spreading the word of the campaign. Once enough interest is generated among the students, a proposal is submitted to the Rutgers senate; the advisory and legislative body which represents the entire campus. Once it gets approved by the Senate, they will relay it to the president of the university to then approve Rutgers University as a tobacco free campus. By propagating student interest there can be future changes to build a healthier campus.

Title: Community-based Healthcare Awareness

Name: Jessica Elkhouri

Preceptors: Carole Soricelli, OTR Director

Agency: Trinitas Children's Therapy Services

Purpose: To increase the awareness of community-based healthcare organizations by new marketing and business development techniques.

Significance: Community-based healthcare organizations provide primary care and supportive services to those of the community based on their needs. Among those is Trinitas Children's Therapy Services, which provides occupational, physical, and speech therapy programs for children who need specific accommodations. One of the challenges these organizations face is awareness of their programs. Offering affordably priced workshops geared towards assisting parents, day care workers, and school personnel is one way to improve the visibility and critical entry to the organization. Thus, using new marketing and business techniques that may increase external funding to provide for these programs, it also raises public awareness to the available resources.

Method/Approach: First, therapists were consulted to identify important facts based on the programs. Second was to identify the best brochure templates on Microsoft Word to then create them for the upcoming workshops. The basis of each workshop Trinitas offers was written in a clear and concise form on the brochure. Along with the brochures, an evaluation was created to ask basic questions for the client to rate the workshop and ensure maximum benefit.

Outcomes/Results: Several brochures were made to fit each workshops' needs and pinpoint the main concepts to be learned. One thousand of the newly created brochures were handed out to schools, parents, and other child care professionals. The new evaluation consisted of questions that were most beneficial in acquiring feedback based on the program. The first workshop was held on January 16th which twenty-five people attended. The second workshop was held on February 11th which thirty people attended. The third workshop was held on March 10th which twenty-two people attended. The evaluations were distributed to each individual at the beginning of the workshop and collected at the end. Thirty-five percent of people said the new brochures were new and enticing. Twenty-five percent said the workshop programs were helpful. These were based on the first three workshop series before COVID-19 required these services to shutter temporarily on March 15, 2020.

Evaluation/Conclusion: The brochures were well received. More printed brochures were necessary to give out. Unfortunately, due to the COVID-19 this was not able to be continued since the rest of the workshop series were cancelled. At the conclusion of the workshop series it would have been calculated to see if there was an increase in people attending based on the new brochures handed out. Although the creation of the brochures and evaluation will be used for the future when these workshops resume.

Title: Health Impacts of Gentrification and Eviction

Name: Mariam Elsaker

Preceptors: Kathe Newman, Associate Professor, Program Director, Urban Planning and Policy Development and Director, Ralph W. Voorhees Center for Civic Engagement

Agency: Ralph W. Voorhees Center for Civic Engagement

Purpose: To conduct a literature review to explore the relationship between housing insecurity and health

Significance: Housing insecurity is when housing is unstable for many reasons such as unaffordability, loss of housing due to eviction, increasing prices, displacement or frequent moves. Housing insecurity affects the health of millions of individuals and families in the United States. Up to 15% of U.S households are housing insecure (Pew 2018). The focus of this project is to better understand the relationship between housing insecurity and human health. To narrow this down, housing insecurity related to: eviction and gentrification was explored. This is a literature review that looks at these two areas and their relationship to health. Literature about forms of housing insecurity and literature about the relationship of housing insecurity to health are the main sources of information used for this research. The Voorhees Center for Civic Engagement is looking to better understand housing insecurity and its relationship to health.

Method/Approach: The research method used was a literature review. This literature, especially related to housing insecurity, is found in urban journals; the literature about the relationship between housing insecurity and health is in a mix of urban, medical, and public health peer-reviewed journals. The articles, over 40 articles, used in this literature review come from different urban areas in the U.S and globally and are done in different years.

Outcomes/Results: Gentrification and eviction impact health in various ways. Gentrification contributes to displacement, a break of social ties, and stigma between residents in a community. This can cause stress and further mental problems. Eviction harms mental and physical health and greatly affects low-income women and people of color. An example of social exclusion, due to gentrification, can be seen in Bushwick, Brooklyn where residents felt "othered" by the moving in of young "hipsters" (Valli 2015). Gentrification also caused stress for families with children, due to an increase in police profiling (Betancur 2011). Displacement or the "threat of displacement" was a negative effect of gentrification as well (Valli 2015). In terms of eviction, low-income women and people of color suffered most from eviction and its mental and physical health effects. A Baltimore study found that the vast majority of tenants facing eviction were "poor black women" and in "marginal economic circumstances (Bezdek 1992)." Women who were evicted had a higher chance of experiencing depression, and PTSD. Eviction disproportionately affected people of color, such as Black Americans. Rising rents coincides with increased stress (Shmool et al. 2015). The possibility of homelessness, after eviction, has been found to contribute to morbidity from respiratory infections and activation of TB (Guzman, C., & Bhatia, R).

Evaluation/Conclusion: Gentrification impacts mental health by contributing to displacement, disrupting social fabric, and heightening social stigma in communities. Eviction was found to cause negative health outcomes mainly affecting low-income women and Black Americans. Both eviction and gentrification are correlated with mental and physical health effects, such as depression.

Internship Abstract

Title:	Long Term Adherence to Wearable Activity Monitors in African American Breast Cancer Survivors
Name:	Maxwell Emmanuel
Preceptors:	Direct Supervisor: Marsha Gordon, MPH, Research Administrator Project Supervisor: Jeanne Ferrante, MD, MPH, FAAFP
Agency:	RWJMS - Department of Family Medicine and Community Health Research Division

Purpose: To evaluate long term adherence to wearing physical activity monitors from 6-12 months in African American breast cancer survivors and to compare adherence, average steps, and average active minutes among different demographic subgroups.

Significance: Physical activity can help decrease morbidity and mortality in African American (AA) women who are breast cancer survivors. Compared to women of other racial/ethnic groups, this group of people are more susceptible to this issue. Activity monitors, such as Fitbit and SparkPeople, can be used to encourage and measure physical activity of these individuals. However, there is limited information on the long term use of these activity monitors among AA breast cancer survivors.

Method/Approach: A secondary analysis of a pilot 12-month randomized controlled weight loss trial in 34 AA women with breast cancer was conducted. The weight loss intervention consisted of a wrist worn physical activity monitor (Fitbit) and free commercial internet weight loss program (SparkPeople). Data on daily physical activity levels were downloaded from the Fitbit servers. New variables were created from individual data to summarize the average number of steps per day, fairly and very active minutes per week, and adherence per week. This data was then imported into SPSS for analysis. Independent sample t-tests/Analysis of Variance (ANOVA) were used to assess the significance of differences in steps between demographic subgroups. Mann Whitney U/Kruskall Wallis were used for active minutes and adherence. Spearman's rho was used to determine correlation between adherence and steps or active minutes, respectively. A significance level of 0.05 was used for all analyses.

Outcomes/Results: Overall, participants had high adherence to wearing Fitbits with mean days per week of 5.72 (SD 1.61) at 6-9 months and 5.48 (SD 1.87) at 9-12 months. Participants with a larger number of people in their household had lower adherence during 9-12 months (mean 3.64 days [4-5 people in household] vs. 6.22 days [2-3 people in household], p=0.012). Adherence was correlated with average steps (ρ=.417, p=.017) and active minutes (ρ=.442, p=.011) from 6-12 months. There were significant differences in activity by employment status and intervention group. Participants currently in the workforce had higher average steps than retired participants from 6-9 months (mean 8,527.52 steps [employed] vs. 5455.23 steps [retired], p=0.037). Participants in the intervention group had lower average active minutes compared to individuals in the control group from 6-12 months (mean 39.01 minutes [SparkPeople + Fitbit] vs. 112.35 minutes [Fitbit only], p=0.036).

Evaluation/Conclusion: Adherence remained high throughout the 12 months at 5-6 days per week (similar to 0-6 months). Encouraging the use of activity monitors among AA breast cancer survivors can help increase physical activity levels. Due to the small sample size of the study, multivariate analyses were unable to be conducted. Additional interventions for certain demographic subgroups may need to be instilled to ensure continued use of activity monitors.

Title: Measuring the Success of Peripheral IV Insertions for Infusion Care Experts, Inc.

Name: Monica Estrellado

Preceptors: Direct Supervisor: Leslie Stevens, Senior Director of Business Development
Project Supervisor: Daria Walker, RN, Nurse Educator

Agency: Infusion Care Experts, Inc.

Purpose: To perform an audit of quality assurance to measure and evaluate the success of intravenous catheter insertions placed by the nursing staff of Infusion Care Experts, Inc for IV therapy administration.

Significance: Infusion access and therapy is used for medication administration, chemotherapy, blood administration, and nutritional support. There are specific guidelines and procedures that nurses must follow given by the CDC and the INS for IV therapy. Successfully placed lines mean that the nurses are taking all necessary precautions and following these procedures. Infusion therapy is commonly used but it's also fraught with possibilities for complications at or near the infusion site, most commonly infiltration, extravasation, and phlebitis (Rosenthal, 2003). To avoid such complications, nurses should follow each step of IV insertion procedures from reviewing physician's orders to monitoring patient response to the therapy.

Method/Approach: Data was collected from the 2019 Quality Assurance report and written documentation from nursing staff. The two commonly used types of peripheral IV lines that were reviewed were peripherally inserted central catheters (PICC) and midlines. Data for the total amount of both PICC lines (n=3108) and midlines (n=7078) placed were exported onto a spreadsheet, and of those, 3052 PICC lines and 7057 midlines were successfully placed. Documentation from nursing staff was then evaluated which included 1) use of handbook, 2) successful insertion, and 3) patient's response to therapy.

Outcomes/Results: Out of the total amount of PICC lines placed, 3052 (98.2%) were successful and 13 (0.4%) were unsuccessful for various reasons. Out of the total number of midlines placed, 7057 (99.7%) were successful and 21 (0.3%) were unsuccessful for various reasons. In both cases of PICC and midlines, nursing staff reported no (0%) cases of infection at or near the infusion site. Finally, all members of the nursing staff reported to have previously used or referred to the Vascular Access and Complication Prevention handbook while working in the field. Changes were made to the handbook such as grammar checks, addition of graphs, and cross referencing with current INS guidelines.

Evaluation/Conclusion: Due to the fact that the success rate is so high (PICC= 98.2%, Midline= 99.7%) out of the total amount of requests, it is evident that the use of the handbook proves to be safe and successful. Further, the rate of infection at the site of insertion was nonexistent. By having clinical education literature up to date, nursing staff can be well equipped and knowledgeable about the importance of proper intravenous access procedures used for infusion therapy. The high success rate proves that the nursing and clinical staff are adhering to guidelines and procedures, step by step, to ensure proper medical care.

https://docs.google.com/document/d/15YtiuVgh69GRuUVfh_e2VBpIxaoVQl6_a-Rw6PenHDM/edit?usp=sharing

Title:	Reforming Subsidies for Employer-Based Health Insurance
Name:	Max Falk
Preceptors:	Direct Supervisor: Andrew Hurwitz, Data Scientist
Agency:	Mathematica, Inc.

Purpose: To propose further research and analysis for ways to generate evidence which may suggest options for reducing costs for Employer-Based Health Insurance (EHI), the biggest source of health insurance for the non-elderly population.

Significance: Roughly 60% of the non-elderly American population, around 158 million people, are enrolled in an EHI plan, which remains the largest source of health insurance for this population. Despite efforts to increase enrollment and cut costs for EHIs, Hamel, et. al (2019) found that 40% say they still face issues with paying the out-of-pocket costs (p.1). Despite high enrollment, millions have difficulties paying for their care, yet the government still plans to continue the current subsidy program for organizations that offer EHIs. Fritzsche, et al. (2019) write that the Congressional Budget Office budgeted for $287B in subsidies for 2019 and plan on budgeting for $567B in subsidies for 2029, a 97.56% increase in spending, totaling $4.2 trillion (p.17). Despite the predicted increase of enrollment and decrease in federal spending, there remains only one contemporary scholarly article on the subject of EHIs and subsidy reform. Conclusions derived from this project will be presented to a team at Mathematica for consideration about ways to expand the current research opportunities for EHIs.

Method/Approach: A lit review was conducted, with the core concepts researched being EHI's, risk pooling, subsidies, and federal spending. Due to limited research, it was necessary to research these topics individually and create a synthesis of common ideas across these subjects. Additionally, Mathematica tasked creating a report on the business offering they could seek from this research and identify potential investors. A written report and PowerPoint was created to report back the findings to the team.

Outcomes/Results: After extensive research, twelve scholarly articles were identified as relating to one or multiple topics in the scope of this search. Pashchenko and Porapakkarm (2012) estimate that offering young and healthy individuals subsidies for enrollment in their EHI could cut federal spending down to 34.6% of the current budget and increase enrollment by 2.9% (p. 3). Ahanger, et al. (2018) found risk pools "in health care reflect equity [...] and efficiency," emphasizing the benefits of enrolling low risk individuals into a group insurance plans (p. 124). The Agency for Healthcare Research and Quality (AHRQ) and Research America (RA) are identified as potential sponsors for Mathematica to fund further research. A secondary data analysis following Pashchenko and Porapakkarm's model which includes more recent data will be proposed.

Evaluation/Conclusion: A secondary data analysis is necessary to have an accurate idea of what the potential impact of this policy would be. Additional factors that need to be taken into account include the amount of subsidies offered and what proportion of the population should receive it. Reform is necessary for the current EHI system to address the issues of enrollment and federal spending.

References:
https://docs.google.com/document/d/1SokWx7mEHpZefwf14IvRkiNZkkIhwdl4vH5L60CIPlI/edit?usp=sharing

Internship Abstract

Title:	Updating and Enforcing New Agency Policy to Employed Certified Home Health Aids
Name:	Urooj Farooqi
Preceptors:	Elena Elkoun | Kevin Romero
Agency:	E&S Academy | Home Care Solutions

Purpose: To ensure that Certified Home Health Aids (CHHAs) active at E&S Home Care Solutions are in compliance with the agency's revised policy and procedures.

Significance: Compliance of healthcare organizations with state and federal laws requires any type of health agency that provides caregivers to develop complete and evolving policies and regulations. "Healthcare compliance covers numerous areas including, but not limited to, patient care, billing, reimbursement, managed care contracting, OSHA, Joint Commission on Accreditation of Healthcare Organizations, and HIPAA privacy and security to name a few" (Smith, 2007). In order to avoid fraud, obstruction, damages, or harm to any person/place, compliance of every level is mandatory in healthcare industries. To ensure that E&S is in compliance with all state and federal laws and regulations regarding the homecare to patients who need daily assistance in at-home settings, constant evaluation of policies and procedure are mandatory. The importance of keeping CHHAs in compliance with the agency's policies, along with state and federal laws, allows the agency to remain an accredited health care agency. Keeping CHHAs in compliance allows the agency to be in compliance, allowing greater patient care.

Method/Approach: In order to update active CHHA folders and employee records to keep them in compliance, each active and inactive CHHA records must be sifted through. This required diligent record keeping. At the Lawrenceville office site, there are 48 active CHHAs working with patients. Charts for CHHAs must have up-to-date medical records, including annual physicals and tuberculosis exams. Semi-annual and annual CHHA examination is required for all active employees for the duration of their employment. All forms must be filled and signed by the CHHA and a certified nurse conducting examinations. Each CHHA must be contacted if there are missing documents and called into the office for completion. For all inactive employees, incomplete documentation is removed from charts, noted into Rosemark software, an electronic medical record for patients and human resources records for employees.

Outcomes/Results: A total of 48 active files were analyzed. Of those, 43 CHHAs are in compliance with updated documentation and evaluations. 2 CHHAs have been contacted to complete documentation, but have not responded to the agency's request. 3 CHHAs have been removed from their cases and will not continue to work until proper documentation is provided.

Evaluation/Conclusion: CHHA employee records will be evaluated and audited and can be reviewed by the Division of Consumer Affairs Certified Homemaker-Home Health Aide Unit at any time. The New Jersey Office of Attorney General developed the "Best Practices for Health Care Service Firms" to assist in compliance records of CHHAs. E&S Home Care Solutions frequently reviews requirements set by the NJDCA.

Healthcare Compliance; **Certified Homemaker-Home Health Aides - Best Practices**

Title: Evaluation of Best Practices for Chronic Pain Treatment

Name: Cristian Fernandez

Preceptors: Direct Supervisor: Mary Jo Bronson, PT, DPT, Senior Physical Therapist
Project Supervisor: Aristotle Rivera, DPT, Physical Therapist

Agency: Robert Wood Johnson Barnabas Health (RWJBH) Outpatient Physical & Occupational
Therapy - New Brunswick

Purpose: To determine if physical therapy is the best practice management for chronic pain in comparison to opioid medication, acupuncture, and yoga therapy.

Significance: Pain is a unique sensation: people perceive and respond to pain differently. Chronic pain is denoted as a common reason why people seek hospital care. According to a National Health Interview Survey (2016), chronic pain prevalence in the United States was estimated to be approximately 50 million adults - roughly 20.4 percent of US adults. Approximately 19.6 million adults – roughly 8.0 percent - experienced severe pain that highly impacted activities of daily living and work activities. According to the Institute of Medicine, the cost of chronic pain is estimated between $560 billion to $635 billion annually (2011).

Method/ Approach: The initial step was to research background information on chronic pain. The epidemiology of chronic pain, statistics on chronic pain prevalence, populations at higher risk, disparities, and annual costs were recorded. The following step was to review literature regarding practice management for chronic pain (i.e., opioid medication, acupuncture, and yoga therapy). This procedure involved evaluating the efficacy and limitations of each practice management's approach to chronic pain. Resultantly, this led to a query of the best physical therapy practices and management for chronic pain. Subsequently, an inquiry on other agencies' recommended chronic pain procedures led to an evaluation of the best treatments for specific conditions.

Outcomes/ Results: Multiple meta-analyses regarding chronic pain treatment deemed physical therapy, yoga therapy, acupuncture, and opioid treatment to be efficacious in short-term pain relief. However, multiple agencies (e.g., American Pain Society) suggest short-term opioid treatment when other therapies fail. Furthermore, many agencies provide recommendations for physical therapy and exercise based on strong evidence. Physical therapy was considered the best practice management for fibromyalgia patients and patients with other neuromuscular/ musculoskeletal disorders. Physical and exercise therapies for chronic pain treatment vary: generally, treatment programs include exercises to improve range of motion and muscle conditioning. Consequently, the degree of stability, function, and pain control are improved.

Evaluation/ Conclusion: The findings are based on data collected from multiple meta-analyses. Literature that directly compared the efficacy of opioid treatment and physical therapy was nonexistent. Furthermore, most of the literature regarding acupuncture and yoga therapy reviewed was based on short-term findings (less than 12-weeks). Resultantly, it is difficult to consider which practice management is the best for chronic pain management long-term. Most people with chronic pain become deconditioned; thus, a graded exercise program is considered efficacious in the majority of the literature. The project includes a "formula" of exercises designed similarly to a graded exercise program with instructions and pictures.

https://docs.google.com/document/d/17vkNohchsSjiay9FC8gi9L3QYWLxR0QIUPYVFL24el8/edit

Title: Monthly Newsletter Lean Processing

Name: Ashley Finkelstein

Preceptor: Direct & Project Supervisor: Julie Patskin, Strategy Support and Communications Lead

Agency: Johnson & Johnson Supply Chain - Bridgewater, NJ

Purpose: To analyze the current Supply Chain Systems and Solutions Organization Newsletter process through lean fundamentals and utilize a newly designed platform to showcase articles, which in turn will improve cost, time efficiency, and most importantly, readership metrics of 120 global associates.

Significance: Lean thinking was developed around three decades ago and has transformed organizations by evolving its systems and ensuring value-added activities are present (Brunt & Taylor, 2001, p. 17). By utilizing this mindset, companies can foresee higher quality, lower costs, shorter timeframes, and continuous waste elimination. Each month, the Strategy Support and Communications Lead guided the Communications and Alignment team in gathering articles, working with a design company, and creating an internal Newsletter for $500, totaling to $6,000 per year. This process required roughly 25+ hours each month strictly devoted to the Newsletter process, which took a significant amount of time from other important base-business duties, totaling to approximately $29,000 in business time per year.

Method/Approach: While utilizing lean fundamentals, this project eliminated various wastes such as unnecessary costs, time consumed, lengthy processing, and low readership. The tools used were Project Charter, Stakeholder Communications and Involvement Plan, 5 Why's, Voice of Customer, and Value Process Mapping. These were developed by closely gauging readership through Google Analytics and a semi-annual survey, evaluating with lean principles and tools, planning the future state with process mapping and approvals, and partnering with the Communications and Alignment Team, SCSS Leadership, and Subject Matter Experts in order to create the most favorable, viable solution.

Outcomes/Results: Google Analytics reports (12 months) show that internal Newsletter readership views have decreased by 62 percent, and session duration has decreased by 52 percent. The program evaluation (semi-annual survey) consisted of 27 associates, in which 63 percent of the participants read 3 or less articles out of an average of 17 articles per edition. According to the survey, 11 percent had increased readership, 33 percent had a decrease in readership, and 56 percent had no change in their readership within the past year. Approximately 37 percent reported favorable current content.

Evaluation/Conclusion: It is evident that readership has remained low or decreased. Process mapping showed areas of opportunity to reduce consumed time and give associates exactly what they would like to see. Based on lean tool analysis and the program feedback, associates would like to see refreshed news content on a newly-designed internal platform. This platform will provide time efficiency to the Strategy Support and Communications Lead with more focused, concise articles and a submission form to review articles as they come in. Future plans include developing the platform and content starting in May 2020 and implementing by the beginning of July 2020. Although there may be an initial cost, the recurring cost each year will be eliminated. When the project is officially implemented, readership will be closely measured using Google Analytics and another Voice of Customer evaluation will be completed.

Title: Assessing the Success of the Opioid Call Back Survey for the PRAMS Research Project

Name: Amber Folnagy

Preceptors: Direct Supervisor: Vanessa Loyola, Research Project Coordinator

Agency: Bloustein Center for Survey Research

Purpose: To analyze the respondent's completion of the Opioid call-back survey (OCBS) compared to their response to the original Pregnancy Risk Assessment Monitoring System (PRAMS) questionnaire and determine the willingness to participate (opt-in or opt-out) in the project.

Significance: PRAMS is sponsored by the Centers for Disease Control and Prevention and state health departments. The PRAMS research project is being conducted to gather data from mothers who have recently given birth. The purpose of the OCBS is to build on the existing methodology from the Center for Disease Control and Prevention (CDC) PRAMS questionnaire to implement rapid surveillance of maternal behaviors and experiences related to use of prescription pain relievers and other opioids with more intensive follow-up in states with the highest burden of opioid-related hospitalizations and overdose deaths. Data from this effort will inform state health departments, clinical providers, CDC, and other federal agencies on programs and policies to mitigate the risk of opioid exposure during pregnancy, and ensure access to recommended clinical care.

Method/Approach: A sample of women is selected to participate in the Pennsylvania PRAMS research project. Five of the twelve PRAMS batches for the 2019 surveillance year were used to create the OCBS opt-in sample. The total PRAMS sample size was n=1,191. The data for this project is collected through mail surveys and telephone interviews while the baby is 2-9 months old. Respondents to the PRAMS project were asked on a mail card or telephone script to either opt-in or opt-out of the OCBS. The OCBS results will be compared to the original mode of completion of the PRAMS survey. Each respondent's outcome will be analyzed by the following: 1) Original form of completion (mail or phone), response to the OCBS (mom opted in, mom opted out), and result status of OCBS (complete or not complete). All data will be manually gathered to compare results and evaluate the success of the survey.

Outcomes/Results: Of the sample (n=1,191), 47% of the respondents completed the original Pennsylvania PRAMS research project through the mail surveys and 6% through telephone interviews. In total, 53% of the respondents completed the original Pennsylvania PRAMS research project. From the total 53% of the respondents who completed the original Pennsylvania Prams Research project, 75% of the respondents opted in and 25% opted out to the OCBS. Of that 75% of respondents who opted in to participating in the OCBS, 48% completed the OCBS through telephone interviews, and 52% did not.

Evaluation/Conclusion: From the data, it is evident that the Opioid call-back survey (OCBS) resulted in having a lower overall response rate when compared to the original Pregnancy Risk Assessment Monitoring System (PRAMS) questionnaire. The lower response rates to the OCBS shows that having telephone interviews as the only means for data collection and removing a mail option negatively affected the respondents participation compared to the original (PRAMS) questionnaire that had both modes for data collection. To improve the overall success and willingness to participate in the OBCS, future plans to implement a mail option will need to be accessed.

Internship Abstract

Title: Evaluating and Improving Mental Health Recovery Resources in New Jersey

Name: Julia Forman

Preceptors: Direct Supervisor: Jennifer Hughes, LCSW

Agency: The National Alliance on Mental Illness (NAMI)

Purpose: To evaluate mental health recovery programs in New Jersey and find new resources to benefit NAMI users.

Significance:
About 44 million Americans suffer from a mental illness every year and 56% of these individuals don't seek out treatment for their mental health condition (Howley 2019). Unfortunately, almost every person has experienced or knows someone who experienced a mental illness at some time in their life, yet there is still a stigma that surrounds having a mental health condition in The United States. The National Alliance on Mental Illness aims to help people understand mental illness better and confront the stigmas that exist around mental illness. They want to improve the lives of those being affected by mental health through education, support, and programming (NAMI NJ). This project aims to evaluate current recovery programs that NAMI NJ runs and identify/develop new resources for NAMI NJ users.

Method/Approach:
Data from 12 *In Our Own Voice* sessions were manually entered into a web-based survey system for analysis. The data was then exported onto a spreadsheet and sent to an analyst who could provide more meaningful information from the data that was gathered. Separate from this, one interview was conducted with a current NAMI volunteer to learn about his experience with the organization and his mental health journey. The interview was transcribed from a voice recording and reconstructed into an article. Finally, in an effort to update the NAMI NJ website resources, web-based research was conducted in order to find new resources for NAMI NJ users in the *State Resources* section.

Outcomes/Results:
Of the *In Our Own Voice* sample (n=237), the audience members' ages ranged from 16 to 64. Of the audience, 74% were women and 26% of audience members were men. Eighteen percent agreed or strongly agreed that they have little in common with people with mental health conditions. Sixty percent of participants wanted to receive more information from NAMI. Some of the comments that were made regarding the programs were that the presenters' personal stories were helpful and that attendees liked knowing that they are not alone when it comes to mental health. The interview article has been completed and will be posted to the NAMI NJ website in the coming weeks. New resources were identified and uploaded onto the NAMI NJ website.

Evaluation/Conclusion:
The analysis of the *In Our Own Voice* programs helped presenters understand how to accommodate their audience more. Unfortunately, the web-based survey site did not have a feature to individually analyze presentations. In the future, NAMI NJ hopes to convert paper evaluations from other NAMI NJ programs to a web-based survey in an effort to save time and money. They intend to continue interviewing NAMI volunteers who have a story to tell regarding mental health and identifying beneficial resources for their members.

Work Cited

Internship Abstract

Title: Curriculum Study of the Institute for Women's Leadership

Name: Christina Froelich

Preceptors: Sasha Taner, Program Director of Leadership Scholars
                 Julie Rajan, Professor of Women & Work Seminar

Agency: Leadership Scholars Program at the Institute for Women's Leadership

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Purpose: To analyze the need and role of a Peer Teacher, especially in a time of crisis, through feminist pedagogy, in order to create a specific structure for this role at the IWL moving forward.

Significance: The Leadership Scholars program at the Institute for Women's Leadership is a two-year honors program designed to help undergraduate students explore feminist praxis and social change through activism. The Peer Teacher is a current second-year scholar who supports the first-years scholars during their spring semester as they begin to develop their Social Action Projects, the culmination of the honors curriculum. Exit survey responses from the 2017 cohort felt the Peer Teacher role had been unclear and perhaps lacking in its benefit. The 2018 cohort completed the same exit survey with positive responses, but still hoping for improvement and clarity in purpose. Creating a clear and distinct structure for the Peer Teacher moving forward will allow the Peer Teacher to have a firm position in the classroom and with the students so everyone, including the professor of the Women and Work course, IWL faculty and staff, and the students, benefit more.

Method/Approach: Exit surveys from two previous cohorts with the Peer Teacher in 2017 and 2018 were evaluated, which included, but were not limited to, the following questions: "Suggestions for the role of the Peer Teacher, please share here.", "Do you have any suggestions for improving the spring semester of your first year in the program? Were there topics that you wish we had covered, or articles you would recommend?". Preparation for the 2020 Peer Teacher position, including discussions with the donor who makes the role possible, and previous peer teachers contributed to the understanding of the direction the role should go in. Feminist research examining the importance of the role, particularly during a time of crisis, were considered.

Outcomes/Results: The culmination of the research resulted in a detailed outline of the Peer Teacher role: specific purpose and responsibilities, recommendations for SAP development, guidelines for both the professor of the spring semester course and the peer teacher in order to collaborate most effectively for first year scholars, and recommendations for crisis outreach to students.

Evaluation/Conclusion: The exit surveys for the Leadership Scholars program will serve as one tool of evaluation for the Peer Teacher role during the 2021 spring semester. A survey for both the peer teacher and professor will be created to be filled out at the beginning and the end of the semester in order to understand if expectations were met, exceeded, or failed. This course has had faculty, staff, an administrative dean, and a PTL in this role so this work would also benefit the teacher's orientation, expectations, and ultimate collaboration and support of the peer teacher.

Internship Abstract

Name:	Brianna Garcia
Position:	Care Coordinator Intern - Cardiology
Preceptor:	Shana Ellsbury
Agency:	Memorial Sloan Kettering Cancer Center, David H. Koch Center

Work Duties: As a Care Coordinator Intern for the Cardiology department, I support services such as medical testing, laboratory testing, head and neck surgery, pre-surgical testing, and more. My job involves checking patients into their appointments while also serving as a liaison between the patients, families, and the clinical team. More specifically, I greet and check in patients by collecting and distributing all necessary paperwork and inputting patients into the system as soon as they arrive to ensure clinic flow. In general, I act as a source of support during patient check-in.

Techniques: Patients are checked in using two main platforms: Epic and CIS. Epic is used to check patients into appointments, confirming their date of birth, and explaining the specific type of appointment. CIS is used to check patients specifically into the lab or vitals appointments. When patients are checked into the lab for EKG or Echo's, these orders must be released in order for patients to receive their treatments. If there is no order for EKG or Echos, the office of the doctor must be called so they can make one. My specific department sees around three hundred patients a day, so everything must be done consciously.

People Skills: This position requires strong communication skills, organization skills, teamwork skills, close attention to detail, and a great deal of patience. A care coordinator is the first point of interaction within the hospital; it is extremely important that they create a positive experience and environment for the patient. Continuing on this, a smooth process of completed check-in must also be ensured to make it the best possible experience for the patient, who is more than likely dealing with a horrible illness. I have personally seen both care coordinators and patients get frustrated and stressed when check-in becomes complicated, as working in a cancer hospital is a very emotional setting. In these situations, it is important to communicate what is specifically happening to the patient.

Results: As a person, I have become more empathetic, organized, and detail-orientated. Having direct interaction and communication with multiple patients every day allowed me to hear their perspectives on things such as their illnesses, treatments, and their likes and dislikes about the company as a whole. Personally, I learned to give each patient undivided attention when they began their check-in process. This allowed the patients to feel valued and allowed for a genuine and better check-in process.

Lessons Learned: Every action and position at Memorial Sloan Kettering Cancer Center carries great importance, no matter how small it is. Interns are just as valued and important as the doctors. Every action that an intern performs has a significant impact on the workflow of the day. From personal experience, an extra set of hands to complete check-ins was extremely helpful working on such a busy floor. When an intern or care coordinator was gone, it could certainly be seen throughout the pace of the workflow. I also learned the importance of teamwork and how rewarding it can be when working with a team. Personally, I had extremely helpful care coordinators alongside me that have helped me tremendously through my internship process, answering questions and being a helping hand when I needed it.

Internship Abstract

Title: Understanding Professional Applications of Tobacco Treatment Specialist Training

Name: Nicolette Garthe

Preceptors: Michael Steinberg, MD, MPH, FACP; Director
Heather Jordan, MPH, CPH, MCHES; Research Program Manager

Agency: Robert Wood Johnson Medical School / Center for Tobacco Studies

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Purpose: To understand how Screen NJ scholarship recipients apply content from the Rutgers Tobacco Dependence Program's Tobacco Treatment Specialist Training to their professional practices.

Significance: Information is needed on how participants use Rutgers Tobacco Treatment Specialist Training concepts. Programmatic impact of evidence-based tobacco treatment strategies, such as the 5 A's of tobacco treatment and the determination of lung cancer screening eligibility, have not yet been studied. Screen NJ, a statewide campaign dedicated to increasing cancer screening and tobacco treatment, connects health professionals to the training program and scholarships. Screen NJ requires organized information of scholarship recipients in order to specify scholarship criteria and plan education efforts.

Method/Approach: An IRB approved survey was programmed into Qualtrics data collection software. Survey questions assessed respondents' statuses of providing direct patient/client care and frequencies in which they determine patients/clients' tobacco use and lung cancer screening eligibility. Frequencies were measured using categorical Likert scale values of never, rarely, some of the time, most of the time, and always. Situational questions used Likert scale values of strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, and strongly disagree. The instrument was distributed electronically to a convenience sample of 34 Screen NJ Scholarship recipients who attended the 2019 Tobacco Treatment Specialist Trainings. Responses were analyzed using descriptive statistics and thematic analysis.

Outcomes/Results: The response rate is 47% (n=16). Of the respondents, 56% (n=9) provide direct patient/client care. Of providers, 78% always or most of the time ask patients/clients if they use tobacco or tobacco products, but only 33% use all 5 A's of tobacco treatment at the same frequency. Of providers, 55% always or most of the time determine patients/clients' eligibility for lung cancer screening, but just 22% demonstrate strong self-efficacy in doing so. If a patient/client is determined eligible for screening, 78% guide them to lung cancer screening services and 56% strongly agree they know where to refer them. Only 43% guide patients/clients to the advised Low-Dose Computed Tomography (LDCT) Scan. Results will be presented to the Screen NJ Steering Committee and at the Screen NJ Annual Conference.

Evaluation/Conclusion: A majority of Screen NJ scholarship recipients implement strategies from the Tobacco Treatment Specialist training, such as asking patients/clients about tobacco use and guiding them to screening services. However, few recipients demonstrate practices such as practicing all 5 A's of tobacco treatment, maintaining self-efficacy in determining lung cancer screening eligibility, and referring patients to the recommended LDCT scan. This limited application of concepts suggests educational opportunities for Screen NJ and the Rutgers Tobacco Dependence Program. Distributing resources about lung cancer screening and accredited screening sites would be beneficial in bridging disparities in provider practice. Limitations to the study include lost follow-up due to a change in employment and email address of certain participants, and an inability to participate due to COVID-19 response efforts.

Title: Process Management Intern - Patient Experience Ambassador Program

Name: Michelle Gebhardt

Preceptors: Direct Supervisor: Lydia Stockman, Vice President of Clinical Operations

Agency: Robert Wood Johnson University Hospital - New Brunswick

Purpose: To develop a patient experience ambassador volunteer program that assists in navigating patients and visitors, thus increasing patient satisfaction and improving patient experience.

Significance: Patient satisfaction is an important indicator in measuring the quality of care within health care facilities. As the healthcare industry moves toward more patient-centered models, providers must fully understand patient satisfaction measures and how they affect their practices through reimbursement and clinical outcomes. Each year, Robert Wood Johnson University Hospital has approximately 400,000 patients and visitors. Navigating around the 610-bed hospital can be challenging for both patients and visitors. Therefore, patient experience ambassador volunteers are trained to help navigate patients around the hospital to increase overall efficiency and patient satisfaction.

Method/Approach: An overview of previous research data regarding patients' and visitors' navigation experiences was needed prior to the development of the patient experience ambassador volunteer program. Through thorough research, it was found that of the sample size cohort (n=30), 25 people (83%) indicated that a staff member assisted them in the location of their desired destination. It was determined that patient ambassadors would be helpful in high traffic areas of the hospital, including portals of entry and parking deck locations. Additional research of current volunteer programs, at the organization and other top hospitals, was completed to determine efficient onboarding, necessary requirements and incentives. The plan was to develop a partnership with Rutgers Bloustein School, Greek life, and other undergraduate groups, in order to facilitate a recurring pipeline of volunteers for this program each year. After obtaining approval from all necessary personnel, the logistics of the patient experience ambassador volunteer program were determined.

Outcomes/Results: The locations in which patient ambassadors are stationed include the top 4 portals of entry; the main lobby, Children's Hospital, same day surgery help desk, and Plum Street parking deck entrance. The shifts were determined using the busiest hours from 8am to 4pm Monday through Friday, with two four hour shifts per location from 8am to 12pm and 12pm to 4pm. In total, there are 40 shifts that need to be covered each week. Volunteers are required to be currently enrolled in college, commit to 50 hours over the span of fifteen weeks (one semester), and attend the mandatory three-hour hospital orientation, in addition to the one-week specific program orientation. Other requirements include a criminal background check, medical clearance (physical and immunization records), and two references. The marketing implementation and recruitment for the volunteer program has been put on hold due to the COVID-19 pandemic.

Evaluation/Conclusion: Robert Wood Johnson University Hospital has suspended onsite interns therefore, all work for the project has been completed remotely for the rest of the semester. As a result of COVID-19, the implementation and piloting process of the patient experience ambassador volunteer program has been delayed until the Fall of 2020. The importance of improving patient navigation and increasing patient satisfaction scores are vital for the organization's quality and performance. In order to set up the next interns for successful implementation of the volunteer program, a complete orientation manual was created in conjunction with a complete project plan and marketing plan.

Title: Transportation Emissions Savings Quantification to Secure Funding

Name: Mathew Giladi

Preceptors: Jacob Scott, Sr. Analyst; Bhavin Patel, Sr. Manager

Agency: Johnson & Johnson - Skillman, NJ

Purpose: To quantify the reduction in carbon emissions the initiatives created as a result of transportation analytics efforts by April 2020 in order to include the figure in the Johnson & Johnson (J&J) end-of-year report and serve as a benchmark to gain $850k+ in capital relief for the department's 2020 projects.

Significance: This project helps the department record emissions savings, and build a benchmark for future capital relief funding from J&J. The department's work has been reducing the number of trucks on the road, but the emissions savings have yet to be captured. Though, as savings are being quantified, data shows that emissions have actually increased, despite a decrease in the number of trucks and total distance traveled and a stagnant total weight shipped. This is a problem because it creates an ethical dilemma for the company; optimize trucks for money or keep trucks on the road for emissions reductions. This project handles the entirety of this problem, and will also contribute to being able to secure capital relief for the department to continue optimizing trucks if findings show avoided extra emissions.

Method/Approach: To combat this problem the data is being explored to understand why emissions went up despite counter-logical premises and discover if the department has actually avoided emissions (prevented the emissions from increasing as high as it would've without the truck optimization). The exploration of data involved a collaborative and iterative approach with three repeated steps. First, a case structure was developed to outline all of the possible explanations for the counter-logical findings with a hypothesis for the most likely reason. Then, visualizations were created using Power BI to test the hypothesis. Findings were then corroborated with the logic of subject matter experts who could check the investigation methods as well as the compatibility of the interpretation of the data with the real world. After getting external feedback, the case structure would be adjusted and the process would restart with a redefined or strengthened hypothesis.

Outcomes/Results: The end result of this exploration was a logical explanation for the findings, as well as a way to report emissions avoidance (rather than savings) and a documented report of these findings. The emissions avoidance will be recorded as a J&J use-case for emissions-beneficial projects and potentially included in the J&J official emissions report. Finally, this serves as the credibility for the department to pursue 2020 capital relief from the J&J green fund, which the department is now in the process of pursuing.

Evaluation/Conclusion: Beyond the iterative check-ins with subject matter experts mentioned in "Method/Approach", the project's success is evaluated by the Environmental Health and Safety department at J&J that has to approve of the final findings and final report has already been reviewed and approved, with 1.6mm Kg of CO_2 emissions reportedly avoided. They have also agreed to field the request for 2020 capital relief. The limitation here is that there is bias involved, as there are few checks and balances beyond this department, and the department has incentives to report higher numbers of savings projects and emissions reductions. There will be an annual report on this topic done every March. The agreed-upon method of quantification will continue to be used and integrated into organization-wide analytics dashboards.

Internship Abstract

Title:	Research on Schistosomiasis and Hepatitis C's Combined Effect on Liver Disease Development
Name:	Devon Gillen
Preceptors:	Dr. Amy Abruzzi, Undergraduate Professor
Agency:	Rutgers - Bloustein Undergraduate Programs

Purpose: To collect, analyze, and conduct statistical tests on published research regarding schistosomiasis, hepatitis C, and the development of chronic liver disease to assess the possible presence of a synergistic relationship.

Significance: Chronic liver disease has been a growing problem globally, causing around 2 million deaths every year (Asrani, 2019). There has been research suggesting that the combination of schistosomiasis and hepatitis C, which is extremely prevalent in Egypt, increases the risk of liver disease. Many studies suggest this co-infection is important for progression of liver disease, however no publications assess this synergistic relationship. With that said, the goal of this research is to compare different published studies on this topic to assess the interaction between schistosomiasis and hepatitis C on chronic liver disease, and therefore increase awareness and interest in this global issue.

Method/Approach: This research involves a collection of various published studies and reviews discussing the relationship between schistosomiasis, hepatitis C, and liver disease. For this collection, sites such as Medline and Google Scholar are used. Once these publications are found, they are sorted into categories based on study design, health outcomes identified, and study groups used. Each study is then analyzed for health outcomes for four study groups: schistosomiasis only, hepatitis C only, schistosomiasis and hepatitis C co-infected, and the uninfected. Statistical tests to further identify this relationship will be created from this data.

Outcomes/Results: The outcome of this research project is to estimate the key indicators of synergy at the additive and multiplicative levels to assess this relationship. The final deliverable will be an analysis and written discussion of this synergistic interaction, as well as a larger dataset of studies that can be used for subsequent research. The overarching goal of this project is to aid in the development of prevention and treatment for the millions of individuals suffering worldwide, which will hopefully be accomplished with a future publication.

Evaluation/Conclusion: The prospective conclusion of this research is to assess the synergistic relationship between hepatitis C and schistosomiasis in the development of liver disease using statistical calculations. In the future, evaluation should occur to ensure that the research and conclusions are still relevant to the issue. Along with this, there should also be an evaluation of whether or not further research is required to keep the research up to date.

Citation Link: https://docs.google.com/document/d/1ysPLYFuEE-A49AL9pw2t-PphRzG67I_jTcmt2iajMWA/edit?usp=sharing

Title: New Employee Orientation

Name: Rachel Glazar

Preceptors: Manuel Gonzalez, SHRM - SCP and Courtney Dellecave, MS PHR

Agency: Robert Wood Johnson University Hospital (RWJUH)

Purpose: To refine and improve the current orientation for new employees.

Significance: New employee orientation is a key element of any onboarding process. Orientation provides important information on company rules, policies, and culture. New employee orientation contributes to a more effective workforce, promotes conversations between new employees and their supervisors, and improves employee retention. At RWJUH, the new employee orientation has been the same for the past 10 years. Some information was outdated, lengthy, tedious to present, and/or unengaging. New employee orientation currently takes over seven hours to complete. The goal of this project is to shorten, revise, and revamp the new employee orientation to better engage new employees and make the experience more enjoyable for presenters.

Method/Approach: On 1/21/2020, an assessment of the preexisting program was completed to identify which aspects needed improvement. The first goal was to reduce the seven-hour long orientation, which was measured during each presentation. The next goal was to improve the new employee orientation experience by making sessions more engaging and informative. This was measured by the attentiveness of the audience during presentations. The final goal was to improve the presenters' experiences, which were measured through informal conversations.

Outcomes/Results: Changes were made over a course of three new employee orientation presentations from 2/4/20 through 3/3/20 (6 weeks) and 157 new employees attending, N=157. For the first goal, a 20% reduction in slides (30/150) and an overall 7% time reduction (0.5/7) was achieved. An additional 25% time reduction (14% overall) was achieved by catering meal breaks and combining lunch with supplemental administrative tasks in the same room as orientation. For the second goal, a 50% reduction in Q&A (10/20) and time (15/30) was achieved by creating a customized new employee folder preemptively answering common employee questions. Orientation improvements made sessions more engaging and reduced the number of distracted participants by 83% (5/6). For the third goal, a 31% (4/13) improvement was achieved by changing the room set up to be more interactive and open. This also increased audience engagement and collaboration, which led to a more positive experience for presenters. A formal survey was created in order to measure presenter satisfaction in more detail but was interrupted due to COVID-19.

Evaluation/Conclusion: The new employee orientation is now shorter and updated due to the changes implemented from this project. New employees are more engaged and are more willing to participate in activities. Not only were there improvements with new employees, but presenters were also found to be more satisfied with orientation overall. Observations of orientation pointed to link the temperature of the room, the lighting, and the weather to audiences' participation and attentiveness. Further improvements should be made to the orientation to shorten it even further and to streamline critical processes like sign-in by incorporating Individual Statistic Quick Response (QR) codes.

Title: Inventory System Efficiency Assessment

Name: Alanna Gollotto

Preceptors: Ryan Pelle, Athletic Trainer

Agency: Rutgers Athletic Training

Purpose: To review the efficiency and cost benefit that putting an inventory system in place will have in a medical setting.

Significance: The Rutgers Athletic training room has over 500 different medical supplies varying from Medicine, Tape, Padding and Bracing, Wound care, Topicals, etc. Many of these supplies are being used and not being replaced. This is an issue because the Athletic Trainers are either overbuying supplies or running out of supplies when they are needed. This inventory system aims to help improve the cost effectiveness and the overall efficiency of the Rutgers Athletic Training room.

Method/Approach: The Athletic Training room had many different areas where they would store their supplies. Over the course of a few weeks we worked around the room opening all of the drawers and cabinets and counting the supplies inside. From there we would write down on a notepad all of the numbers. After this process the items were split up into eight different categories and made tabs of those categories on Microsoft Excel. I proceeded to put all of the items into their respective categories. Finally, Microsoft Excel a formula function was used to create an equation that takes the amount of items ordered, subtracts that by the used items. This gives the Athletic Trainer's an accurate representation of the inventory they have on hand and when they need to reorder select items.

Outcomes/Results: Due to the fact that this project was recently finished and COVID-19 is keeping everyone from going back into the Rutgers Athletic Center, there is no accurate reading of the outcomes and results. Now, the Athletic Trainers have a proper system, rather than an inefficient guess and check method, to keep track of their supplies. This is important because of the fact that it is a medical facility. Once the Athletic Training room opens, it is expected that this system will increase efficiency.

Evaluation/Conclusion: Evaluating this system shows that there will be an increased efficiency of inventory management. This inventory system will be displayed on an ipad in the Athletic Training room in order to increase the ease of use and accuracy of current inventory. This will also increase efficiency in ordering, which will result in a cost benefit. There will no longer be orders resulting in excess inventory, which in turn will save money that was previously wasted on products that have never been used. For example, the training room has 348 Foam Dynatron x5 electrodes, say could cost about $5 each, in total costing about $2000. If we had the right inventory for these we would be able to save that money. In conclusion, having an electronic inventory system is an effective way to increase the efficiency of inventory management and decrease the cost of expired inventory.

Internship Abstract

Title: How Varident is remaining resilient amidst the COVID-19 Pandemic

Name: Miriam Gonzales

Preceptors: Direct Supervisor and Project Supervisor: Stan Kang, CEO

Agency: Varident-Lebanon, NJ

Purpose: To investigate how to overcome the major environmental and fiscal strains COVID-19 has placed on small businesses such as Varident.

Significance: Varident is an inter and multi-disciplinary marketing agency that bridges the gap between technology and creative, traditional and unconventional, offering clients complete solutions for their unique challenges. In 2020, over 50% of all jobs require some degree of technology and digital skill. The U.S. Bureau of Labor Statistics estimates that employment of computer and information technology occupations is projected to grow 12 % from 2018 to 2028. This means that IT occupations are projected to add about 546,200 new jobs. Labor statistics also project that of those nearly 6 million jobs that require tech skills will have a candidate pool of only 3.2 million. The chamber of commerce estimates that as of 2018 there are 30.2 million small businesses operating in the United States. Since the President declared a national emergency the number of those unemployed has risen to 22 million in the United States.

Method/Approach: COVID-19 has forced many Americans to work remotely. The pandemic has impacted Varident clients differently, causing the entire team to re-engage once mature clients. Varident's most concentrated group of clients comes from education. Due to this, they anticipate a secondary impact to come over the summer as families wait to renew educational contracts. Thus, halting clients' ability to secure contracts with educators and vendors like Varident. Every marketing department has been working overtime to understand how best to market during COVID, which has led to an increase of volume of work and communications. However, due to the turbulent season, most organizations are taking on a conservative mindset.

Outcomes/Results: A large part of Varident's business is in professional services, but they would like to evolve by taking on more noble and scalable business models. They are working on expanding their marketing technology and marketing insights businesses to diversify their business. The foundation of their business is in their team. Varident does not anticipate the pandemic negatively impacting any present employee but watching the journey of other organizations that have had to furlough employees, as well as the challenged rollout of government stimulus programs, strengthens their resolve to stay financially healthy. One of the factors that have reduced the impact of COVID on Varident is the diversity they have in their portfolio of accounts.

Evaluation/Conclusion: To remain resilient amidst COVID-19 small businesses like Varident must plan for financial strength and stability and remain open to evolving the business and diversification. Varident and small businesses need to be more strategic partners for clients by finding ways to solve more significant problems for them. Lastly, they need to build the team's confidence in their ability and resolve. Allowing the team to look out for their success as a whole, and very carefully add to the team over time.

Title: *Their Voices:* Effective Marketing Strategy for the First-Year Fellowship Program

Name: Cassandra Gonzalez

Preceptors: Direct Supervisor: Laura Zottarelli, Graduate Intern
Project Supervisor: Jordan Shyi, M.A., Acting Director

Agency: Leadership & Experiential Learning Office, Rutgers University - New Brunswick, NJ

Purpose: To increase participation and enrollment in the First Year Fellowship program by evaluating and renovating its marketing plan using the voices of the participants in the program.

Significance: The First-Year Fellowship Program, under the Leadership & Experiential Learning Office, offers first-year and transfer students the opportunity to enroll in an 8-week, 1.5 leadership course. The course focuses on discussions around foundational leadership skills, gives them the opportunity to create change on campus using the social change model, and get involved in other organizations/departments. The program also matches fellows with undergraduate students who serve as their mentor to provide guidance and support through their first year of college. Since its inception, the marketing strategies of the First-Year Fellowship have not changed, leading to a decrease in enrollment and participation. To solve this problem, a Tumblr blog will be created and will be used as a marketing tool for the next cycle of applications and recognize past and current fellow's accomplishments.

Method/Approach: An optional assignment was sent out to the participants of the program to write their opinion on the following topics: skills gained from the program, their relationship with their mentor, and the impact of their required social change project. To solve privacy issues, a written statement was obtained from students allowing permission to use their name, major, picture, and written article for publication use in our blog. Students were notified that they were selected to be featured in our blog. An intern in the same office assisted in creating an aesthetic for the blog.

Outcomes/Results: Out of the 125 students that received this optional assignment, 8 students wrote a total amount of 13 articles. Overall, 5 articles/posts were published on the blog, 3 of them written by students. The logo design, including the color scheme, will be used for the remainder of the program's existence and serve as a trademark. To promote this blog, the office utilized their different social media platforms as well as sent emails to a listserv of students who are a part of the office or aspire to be more involved with the office.

Evaluation/Conclusion: Although Instagram and Facebook provide viewers with basic information about a program, blogging depicts the program's culture, gives participants a voice, and builds thought leadership. To ensure the success and original purpose of this blog, successors of the intern role must continue to publish articles and send out announcements of newly published material to a mailing list. The effectiveness of the blog will not be apparent until marketing starts in early September for the Fall 2020 cohort. The goal is for applications to increase in Fall 2020 by 15% and Spring 2021 by 25%.

Internship Abstract

Title: Toxins SOP at Rutgers New Brunswick

Name: Daniel Gordon

Preceptors: Peter Skeels, MPH, Manager of Health and Safety, Brian Eggert, MPH, Biosafety Officer & Tracy Pfromm, MPH, RBP, Senior Biosafety Officer

Agency: Rutgers Environmental Health and Safety

Purpose: To formulate a newer, stream-lined Standard Operating Procedure (SOP) for those working with Toxins at Rutgers New Brunswick.

Significance: Rutgers University is a major research institution. In 2019, there were 708 principal investigators (PIs) doing active research. Among this population of researchers, there were 70 PIs working with toxins. Toxins can be defined as an antigenic poison or venom of plant or animal origin, especially one produced by or derived from microorganisms and causing illness/disease when present at low concentration in the body. The main concerns and issues when working with these toxins are proper handling, worker protection, and inactivation/neutralization. At Rutgers Environmental of Health and Safety (REHS), they have a subdivision called the Biosafety group, that focuses on labs working with biological hazards including toxins. In doing so, they require researchers to register use of toxins in biosafety protocols, and they have standard operating procedures (SOPs) for toxins. However, the current SOPs are toxin-specific, despite many of the toxins have similar requirements for handling, worker protection, and inactivation. The issue is that having many SOPs is burdensome for both the researchers using the toxins and the safety staff who need to edit them when changes occur for emergency contact information, etc. The goal of this project is to conduct a literary review to see how other schools/institutions create and combine their SOPs for toxins, then based off of the information collected, streamline and consolidate the REHS toxin SOPs.

Methods/Approach: The methods and approach that were used for this project were to locate and then compare other toxin SOPs from colleges or other institutions such as the CDC's Biosafety and toxins pages and schools such as the University of Texas, that have combined multiple toxins into a single SOP. Afterwards make a comprehensive outline from the information gathered and utilize it to combine the multiple Rutgers toxin SOPs into a single, general SOP for the majority of the toxins that are commonly used by Rutgers PIs.

Outcome/Results: Through updating this information and creating a new general SOP for these toxins, certain common characteristics between these toxins were found. For example, only a limited number of toxins can be autoclaved, whereas many toxins can be chemically inactivated with Sodium Hypochlorite (NaOCl). The easiest format for consolidating this information is through tables comparing toxin inactivation methods. Also through reviewing Rutgers SOPs, it was apparent that lipopolysaccharide (LPS) guidance should be kept separate from the general SOP due to the nature of LPS and the fact that Rutgers IBC registration and review is not required for the use of LPS in the lab.

Evaluation/Conclusions: The creation of a new, combined SOP for handling toxins at Rutgers University is a benefit for the PI's and researchers who can now more conveniently identify the safety and disposal information for toxins. Additionally, it helps the REHS Biosafety group and Institutional Biosafety Committee (IBC) when they want to ensure that individuals working with toxins have received appropriate safety information and training and makes the task of updating SOPs less cumbersome when minor edits are needed (such as email and phone number changes).

Title: Outreach and Event Performance Assessment

Name: Ashley Granados

Preceptors: Brian Adams: Pastor; Supervisor

Agency: Chi Alpha Christian Fellowship

Purpose: To promote and improve students' health, through different events, conferences, and community gatherings.

Significance: The World Health Organization, or WHO, describes the four dimensions of health as physical, mental, social, and spiritual health. While often neglected, spiritual health and the practice of religion has been linked to both improved mental, social and physical health practices. National Chi Alpha's mission is to help students establish biblical understanding of their lives including their health, and help create authentic community, friendships, and networks. This is done through the implementation of different events, conferences, and gatherings that address the different dimensions of health through a biblical lense. The relationships and support systems formed attribute to improved health in all four dimensions of health.

Method/Approach: Through collaboration with other staff, events were planned targeting spiritual, mental, and social health. First, the database was re-organized to ensure accuracy and exported to a spreadsheet. Once the demographic was clear, ideas were strategized and approved by the preceptor for this internship/ campus pastor. The team sought out speakers, booked venues, and selected catering if necessary. In addition, it was necessary to budget expenses for speaker/ travel costs, food, decorations, attendance, giveaways, advertising. The internship also included coordinating with marketing and social media teams to spread awareness of events using Facebook, Instagram, Twitter, and email and increase online presence through scheduled posts, events, etc. The team worked to create event pages to track projected attendance for each event. Oversaw actual events, including set up, and ensure successful implementation. The impact of this organization's efforts was measured using a voluntary, self-reported survey.

Outcomes/Results: Approximately one in four students who are actively involved in this organization responded. Results showed that in all four dimensions of health, almost all participating students saw some significant increase (agree, or strongly agree). Some of the most impressive data was in improved safe health behaviors, in which 75% strongly agreed that they improved in this area and the remaining 25% agreed. There were no neutral or negative experiences. Regarding spiritual health, over 83% of participants strongly agreed that their spiritual health increased and the remaining 17 percent still agreed that there was increase. Approximately 75% also saw increases in both their physical health and mental health while 25% remained neutral in both categories. In social health, over 90% of responses stated a positive increase in their social health, with only one response remaining neutral.

Evaluation/Conclusion: These programs are making a significant impact on the health of college students in all four dimensions of health. I would recommend more frequent surveys or evaluation of events to hone which ones are successful and why. Student feedback for areas they feel like they need help in can inform future event planning.

Internship Abstract

Title: Annual Wellness Visits

Name: Julia Grimley

Preceptors: Elizabeth Nice, MS

Agency: Cooper University Hospital

Purpose: To increase the percentage of annual wellness visits (AWV) completed by physicians at Cooper Healthcare primary care offices.

Significance: The number of Americans 65 and older is expected to almost double by 2060 from 52 million to 95 million individuals. Healthcare organizations are focusing on taking preventative health measures to ensure these individuals are receiving the care they need to decrease their chances of becoming ill. Cooper University Healthcare is addressing this problem by creating an AWV Initiative. A Medicare AWV allows patients to create a personalized prevention plan, review medications with their doctor, and discuss their health history or any concerns they may have. The initiative sought to increase the number of individuals receiving an AWV from 2019 through 2020.

Method/Approach: As of February 1, 2019, 9,483 beneficiaries are members of the Accountable Care Organization within Cooper University Healthcare. These beneficiaries were eligible to receive an AWV if they have not received one in the last 365 days. Two projects were created to incentivize the beneficiaries to schedule an appointment with their respective physician. Two additional projects were created to incentivize physicians to promote AWV's. The four projects included: (A) AWV roadshows to primary care offices, (B) AWV pizza party competition, (C) group AWV's, and (D) AWV brochure.

Outcomes/Results: (A) The AWV roadshows occurred weekly with three to four primary care offices. Following a review of the AWV roadshow packet that included an AWV patient panel, the physicians of the offices were notified which beneficiaries have not received an AWV year to date. (B) Due to COVID-19, the AWV pizza party competition's start date has been postponed to Summer of 2020. A flyer for the competition was created. (C) No group AWV's occurred in the Spring of 2020 due to COVID-19. A group AWV phone script and flyer regarding group AWV's was designed. (D) The AWV brochure was completed and sent to the marketing team for approval.

Evaluation/Conclusion:
As of December 31, 2019, 2,465 annual wellness visits have been completed by a physician at a Cooper Healthcare primary care office. The Population Health Department's goal at Cooper University Healthcare is to schedule the remaining 7,018 beneficiaries by December 31, 2020. Due to COVID-19, the Population Health Team will not promote AWV's until Summer of 2020. The roadshows and group AWV's will resume following the COVID-19 pandemic and all marketing and informational material created in the Spring of 2020 will be used. The pizza party flyer will be sent out to Cooper's 22 primary care offices in the Summer of 2020. The group AWV material will be used as a resource for future interns. The AWV brochure will be introduced to primary care offices in the Summer of 2020 and expectantly, be an effective strategy to (a) educate individuals on what an AWV is (b) inform individuals how they can make an AWV appointment with their physician.

Title: An Examination of Employee Training Processes for GlaxoSmithKline Advisory Boards

Name: Surabhi Gupta

Preceptors: Angela Nurse, VP Group Account Supervisor

Agency: BGB Group

Purpose: To standardize Advisory Board training at BGB Group for employees executing Advisory Boards across GSK products.

Significance: Advisory boards serve to provide actionable deliverables and objectives to an organization in order to build valuable relationships with medical professionals. BGB Group plans and executes advisory boards for GSK to receive industry feedback on a topic. However, BGB Group currently lacks consistent formal employee training procedures for the development of an advisory board. This project will examine the knowledge retention of employees before and after participating in training activities for the execution of an advisory board, thus measuring the effectiveness of the training materials in attempt to standardize them for the future.

Method/Approach: To evaluate the current knowledge of employees on executing an advisory board, employees participated in a pre-training evaluation. The evaluation consisted of questions on the planning and execution of advisory boards as would apply to GSK. Training materials were then developed in the form of a slide deck that was distributed to all participating employees. The slide deck was reviewed individually by every employee. The employees were then subject to participate in a post-training evaluation. The goal was to measure the improvement or lack thereof in the knowledge retention of employees on the fundamentals of GSK advisory boards before and after the deployment of training materials.

Outcomes/Results: A total of 17 employees participated. The pre-training evaluation received an average score of 79% with a range between 31% to 100%. It was observed that participants received progressively lower scores as the questions became more difficult. The post-training evaluation received an average score of 86% with scores ranging from 69% to 100%. This shows an average improvement of 7% across all participating employees from pre-training to post-training. Additionally, there was noticeable improvement in questions across all levels of difficulty.

Evaluation/Conclusion: The results of this project will be useful for the agency moving forward as the project successfully demonstrated the importance and effectiveness of consistent and formal training procedures for BGB employees on GSK advisory boards as opposed to the current practice of experiential learning. In the future, the agency should develop standardized training procedures for executing advisory boards to achieve cost and time efficiency for both the agency and the client. In-person presentations in addition to the informational slide decks, as used in this project, can further supplement the training procedures in order to maximize employee knowledge retention.

Internship Abstract

Title: Healthy Smiles Program

Name: Melany Guzman

Preceptors: Direct supervisor: Serena Collado, Director of Community Health
Project supervisor: Katelyn Sheridan, Grant Coordinator

Agency: Robert Wood Johnson University Hospital Somerset

Purpose: To create an educational program centered around dental hygiene and nutrition, which will be presented to children in Pre-Kindergarten, Kindergarten, and First Grade.

Significance: Tooth decay is considered one of the most common chronic diseases among children living in the United States. About 1 in 5 children aged 5 to 11 years have at least one untreated decayed tooth (Centers for Disease Control and Prevention, 2019). Issues associated with tooth decay include: pain, infection, and trouble with eating and speaking (CDC, 2019). In addition, children with poor oral health are absent from school more frequently and receive lower grades than children with good oral health (CDC, 2019). Fortunately, tooth decay is preventable by brushing twice a day, flossing once a day, and eating healthy foods. Providing education to children regarding the importance of good oral health is the first step in decreasing the prevalence of tooth decay.

Method/Approach: Information pertaining to dental hygiene and nutrition was gathered and utilized in a 30-minute presentation. The presentation included demonstrations of proper brushing and flossing techniques as well as an open dialogue about nutritious foods. In addition, to reinforce key points and engage the audience, students were able to partake in activities. A Pre-Test and Post-Test was created to assess students' knowledge of dental hygiene and nutrition before and after the presentation. Also, teachers received an evaluation form in order to assess the impact of the *Healthy Smiles* program. Four elementary schools within Somerset County participated in the program; 447 students were reached.

Outcomes/Results: Of the sample size cohort (n = 447), for the question, "*how many times a day should you brush your teeth?*" on the pre-test 407 (91.1%) students answered correctly; on the post-test the number of students who answered correctly rose to 411 (92%). For the question, "*how long should you brush your teeth?*" on the pre-test 385 (86.1%) students answered correctly; on the post-test the number of students who answered correctly rose to 410 (91.7%). For the question, "*how many times a day should you floss?*" on the pre-test 103 (23%) students answered correctly; on the post-test the number of students who answered correctly rose to 358 (80.1%). Lastly, for the question, "*which foods are healthy?*" on the pre-test 402 (90%) students answered correctly; on the post-test the number of students who answered correctly rose to 416 (93%).

Evaluation/Conclusion: A significant increase in awareness of the importance of dental hygiene and nutrition was observed as a result of the *Healthy Smiles* program. In regards to the evaluation form for teachers (n = 28), for the statement, "*the information presented should heighten knowledge and skills about oral health in the students for long-term*" 23 (82%) teachers strongly agreed and 5 (18%) teachers agreed. The overall rating of the Healthy Smiles program among teachers was 4.8/5. All teachers (n = 28), would like for their classes to participate in the program next year.

https://docs.google.com/document/d/1I9bDBv9E0nDu-5Db1bFyHRiBcx6Ym91CeXwOiETHgBM/edit?usp=sharing

Title: Investigating Transplant Recipients' Financial Barriers for Treatment-Related Expenses

Name: Yassmine Habba

Preceptors: Charles Senteio, Professor

Agency: Rutgers School of Communication and Information

Purpose: To investigate the financial and racial barriers that end-stage renal disease patients (ESRD) face post-transplant, through examining their perceptions, attitudes, and barriers to fundraising.

Significance: The preferred treatment for ESRD patients is kidney transplantation because it increases the likelihood of survival, improves quality of life, and is less costly than dialysis (Tanriover, 2013). However, 70% of kidney transplant programs state that their transplant patients face extreme financial burden in paying for their medications leading to a lack of adherence to medications, and sometimes organ rejection, and death. (Evans, 2010). This suggests financial barriers pose a threat to survival\

Method/Approach: We conducted 25 individual semi-structured interviews with transplant center patients at various post-transplant stages. The individual interviews were transcribed, and the grounded theory approach was used to code, then summarize the data usingNVIVO. We are currently comparing the participants' medical record with their interview data to determine the degree to which the medical records reflect what they recall occurred concerning pre-transplant discussions and support for financial preparedness. . We will run comparative analysis using SPSS.

Outcomes/Results: The preliminary comparative analysis of their responses to the social worker notes reveals considerable discordance between the participants' recollections and perceptions and and the number and content of consultations in which fundraising goals are documented in the medical record. Our initial analysis suggests that transplanted patients face difficulty in understanding post-transplant costs, despite the record indicating that these consultations occurred. We posit that this gap contributes to the financial difficulty experienced by transplanted patients to meet post-transplant expenses.

Evaluation/Conclusion: Findings will elucidate a vital gap in the literature in understanding persistent barriers to survival for transplanted patients. Our final results will help inform policymakers and practitioners of opportunities to enhance preparation of ESRD patients pre-transplant in order to offer information and strategies to better support patients in following the recommended post-transplant care regimen. Findings from this study will provide pilot data for a larger study to implement an intervention to improve financial preparedness for transplant patients.

Title: Community Outreach for Survivors of Suicide Loss

Name: Emma Hartigan

Preceptors: Direct & Project Supervisor: Daniel Casselberry, MA, Group Facilitator

Agency: Pennington Survivors of Suicide Loss Support Group

Purpose: To increase community awareness of the suicide loss support group and provide more resources for survivors in order to maximize the support available to those bereaved by suicide in the Pennington area.

Significance: Each year, suicide takes the lives of approximately 44,965 Americans, and an estimated quarter of a million Americans become suicide survivors. Data from the Center for Disease Control and Prevention (CDC) shows that between 2000 and 2017 the number of suicide deaths in Hunterdon, Mercer, and Middlesex county were 220, 446, and 924, respectively. According to Tal Young et al. (2012), about 85% of Americans will know someone who has completed suicide. The grief experienced by suicide survivors is unique and often persistent, and suicide bereavement may increase the individual's risk of suicide. Support groups, such as the Pennington Survivors of Suicide Loss Support Group, can help suicide survivors by providing a community of peers who understand the emotional difficulties associated with grieving the loss of a loved one. Increasing community awareness of the Pennington SOS Group can increase the number of suicide survivors receiving adequate social support.

Method/Approach: The key method to increase awareness in the community was through the creation of a webpage for the support group. This is part of the current website for Carenet Counseling, LLC, which has worked with facilitators of the group in the past, due to the financial limitations of the group. This webpage contains both information about the group as well as relevant data to provide an educational aspect. The recommendations for resources provide further help for survivors of suicide loss. The updated brochure for the group can be provided local funeral homes so survivors are aware of the support group for people bereaved by suicide.

Outcomes/Results: The results of this project are the published webpage and the updated brochure for the Pennington Survivors of Suicide Loss Support Group. The new web page consists of 4 pages, there are 15 books for resource recommendations, and the updated brochure is the standard 2-page tri-fold brochure. Due to COVID-19, the printing and distribution of the brochures was delayed until July 2020, and the group will not hold meetings until the quarantine has ended. Since this project is based on long-term promotion for community awareness and providing information to survivors, the success of the outcomes must be continuously monitored in the future.

Evaluation/Conclusion: The results of this project serve as methods to raise the awareness of the support group in the surrounding community. The website hosting platform provides quantitative data for the webpage traffic and the number of times visitors interact with the various aspects of the website. In the future, evaluation of this project can be determined by distribution of the brochure, the website data, and monitoring the number of new group members. The main limitation of evaluation was the open-ended nature of the project, since the ultimate goal was to provide long term community awareness and promotion of social support for survivors of suicide over the course of many years.

Internship Abstract

Title:	Identifying HPV Related Healthcare Disparities within the LGBTQ+ New Brunswick community.
Name:	Emily Heidt
Preceptors:	Dr. Rita Musanti
Agency:	The Rutgers Cancer Institute of New Jersey

Purpose: Analyze and address HPV prevalence and screening disparities among the LGBTQ+ community in New Brunswick.

Significance: Human Papillomavirus (HPV) is a common virus passed through skin-to-skin contact and increases chances of developing cervical, anus, penis, vagina, vulva, and oropharynx cancers. An estimated 79 million Americans are currently infected with HPV with 14 million newly infected each year. HPV vaccination and screening measures significantly lower HPV prevalence rates, however; there is a concerning lack of LQBTQ+ affirmative services in the New Brunswick area creating a barrier to critical preventative care. Despite these disparities, few published research studies or outreach programs explore this issue.

Method/Approach: A research review of 20 peer reviewed articles from Google Scholar and the Center for Disease Control was conducted to assess which barriers to equitable healthcare services are most common among the LGBTQ+ community. It was found that individuals encounter numerous barriers to equitable health care services, including: Healthcare discrimination and mistreatment, lack of LGBTQ+ inclusive sexual education, lower rates of insurance, and lower income levels. Additional research found that nearly 45% of Lesbian and Bisexual women have received a dosage of the HPV vaccine compared to 51% of heterosexual women. Thirty percent of trans-female and trans-male individuals have received a dosage of the vaccine compared to 69.4% of those who identify as cisgender. HPV prevalence in the gay/bisexual male community is substantially higher than heterosexual men. It is found that 61% of gay/bisexual men (HIV-negative), 93% of gay/bisexual men (HIV-positive), and 50% or less of heterosexual men have shown HPV infection.

Outcomes/Results: Efforts were put in place to establish an LGBTQ+ affirmative clinic in the New Brunswick area to close these disparities. The clinic planned to focus heavily on administering continual provider training and education centered on LGBTQ+ inclusivity and awareness. The clinic would also provide free HPV related services that promote prevention and screening including vaccinations, pap tests, visual exams, HPV tests, and anal exams. This clinic would be coordinated among a network of community health experts, and directed by both Dr. Musanti, Director of Community Outreach and Engagement at CINJ, and Dr. Bachman an Obstetrics & Gynecology physician who specializes in LGBTQ+ care.

Evaluation/Conclusion: Due to the unforeseen set back of the COVID-19 epidemic, plans to initiate this clinic have been temporarily stalled. Instead efforts to educate and advocate for the LGBTQ+ community have been transitioned to an online Canvas site. Educational handouts were created to be handed out during partnered presentations in order to spread awareness of the LGBTQ+ healthcare issue.

Internship Abstract

Title: Support Preventive Medicine with Healthier Lifestyle Changes

Name: Elizabeth Hernandez

Preceptors: Katy Galton, Registered Dietitian

Agency: Interfaith Food Pantry and Resource Center

Purpose: To educate and bring awareness to healthy food options during food distribution and nutritional demonstrations to low-income families and the pantry's volunteers for the promotion of preventive medicine along with keeping health literacy in mind.

Significance: By 2020, chronic diseases will account for almost ¾ of all deaths worldwide. Diabetes will have a significant jump from 84 million in 1995 to 228 million by 2025. Also, the obesity level is quickly rising. In 2009-2012, nearly one in three youth ages 2 to 19 years were overweight or obese. Chronic disease levels among vulnerable communities can be lowered by bringing awareness to healthier lifestyle changes and behaviors. The Interfaith Food Pantry provides low-income families with food options to support food security as an attempt to decrease the values of chronic diseases. The pantry offers recipes on food demos done by the pantry's dietitian on a weekly basis.

Method/Approach: After analyzing the food distribution process at the pantry, volunteers were identified as the pinpoint for health information to be distributed to the clients. A PowerPoint that consisted of three chronic disease's definitions, health tips, label reading and recipes were decided as appropriate topics based on the 2015-2020 dietary guidelines from the US Department of Agriculture ChooseMyPlate and client data from the food pantry's client service's initial in-take questions. The three chronic diseases selected were high blood pressure, diabetes and heart disease. Food demos are related to each month's health topic which is decided by the pantry's dietitian. New recipes were selected based on thoughts of the pantry's available food options during food distribution.

Outcomes/Results: The approved PowerPoint consists of definitions, basic health tips and nutritional recommendations on three chronic diseases: diabetes, high blood pressure and heart disease. There is a slide that discusses label reading. A handout on this information was created for volunteers as well to use as a reference during food distribution. Six recipes from the American Heart Associates website were selected based on the pantry's available resources. The recipes were modified to include but not limit, vegetarian options, substituting ingredients with healthier choices and highlighting nutritional facts. Recipes were translated from English to Spanish. Clients are asked to take a picture of their attempt at making a healthy meal to be able to participate in the "Let's See What You Ate?" rewards program.

Evaluation/Conclusion: A rewards campaign, "Let's See What You Ate?" will be implemented in the future. Rewards are given to clients who choose to participate in the pantry's challenge. This was used to encourage them to try a healthy food option. Moving forward, a satisfaction survey will be given to clients on the "Let's See What You Ate?" rewards program to determine if it helped clients get motivated for healthier options as well as to continue with it. Data from both clients and volunteers can determine the need for the rewards program as well as how effective health information was distributed.

Title: Identifying Motivators to Implement for a Senior Walking Program

Name: Gloribel Hernandez

Preceptors: Supervisor: Yesenia Medina Hernandez, Program Coordinator

Agency: Robert Wood Johnson Community Health Promotions Program

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Purpose: To identify motivators for seniors to participate in a walking program.

Significance: Inactivity increases with age. By age 75, about one in three men and one in two women engage in no physical activity. According to the World Health Organization, older adults who exercise have lower rates of leading causes of death. RWJ offers a diabetic management support group in which many seniors are present and encouraged to engage in physical activity, but fail to do so. Despite education efforts concerning the benefits of exercise, along with free gym passes, compliance is low. This study looked at the effect of motivators on exercise. The WHO also suggests, "Older adults should do at least 150 minutes of moderate-intensity aerobic physical activity throughout the week"

Method/Approach: Data about motivators that encourage seniors to get active was collected. With any program, participants must be motivated and willing to participate. Analyzing an article titled "Adherence to Exercise Programs in Older Adults: Informative Report", revealed that exercise adherence is most important in any exercise program. Articles on social support on exercise behavior in older adults were also analyzed and documented. Secondary research was conducted on walking clinics and how to make them successful. All of this data was collected and analyzed.

Outcomes/Results: Articles revealed several ways to make a walking program successful. Brief advice from a healthcare professional, screenings, and a discussion of outline of the program should be done prior to the start of the program. In terms of assuring this walking program benefits all participants, there must be adherence. In order to achieve high adherence rates, there must be motivators put in place for participants, an automated voice system can be set up to remind participants when the program takes place and to remember to check in with the lead. Providing participants with pedometers so they can track their progress is also a great way to keep seniors motivated, physically seeing your progress helps you to keep going. A buddy system will allow participants to socialize, as depression is very common among older adults. This will also allow participants to hold each other accountable. Another motivator was cash prizes, however, if the purpose of this program is for seniors to invest in their health, a cash prize should be the last resort.

Evaluation/Conclusion: The evaluation and effectiveness of this study will require longitudinal evaluation and analysis. The motivators can be implemented one at a time to see which one is most effective. Before the walking program takes place, screenings should be done to ensure participants are healthy and do not push themselves more than they should. Once the walking program is implemented and the motivators are tested, further evaluation will need to take place in order to keep this program alive and consistently improving. Another aspect to take into consideration for this project is how to keep seniors engaged in a routine during the colder months when it will not be possible to have a walking program. To conclude, in the event that another situation similar to COVID-19 were to occur, what other options or directions would we have available to the senior population in these areas?

Title: Minimize Illness and Wait Time to Maximize Patient Satisfaction

Name: Thayna Horta

Preceptors: Kerri Illion, LPN

Agency: Brunswick Urgent Care

Purpose: To create a new sign-in system for patients to utilize in order to decrease the wait time and frustration in the waiting room as well as decrease the spread of illnesses.

Significance: According to the CDC, as many as 56,000 people die from the flu or flu-like symptoms yearly. In New Jersey, there are more than 300 cases of the flu reported weekly every year. Brunswick Urgent Care is always working hard to ensure patients have the best care possible. Patient satisfaction is something that is of highest priority because it is critical to the healthcare organization. By minimizing the wait time in the waiting room this will help to stop the spread of diseases and will allow patients to be more satisfied with their wait time. This sign-in device at the facility will allow patients to sign in through a phone, ipad, or computer and wait at home until it is their turn to be seen, rather than wait in a closed facility where there are other patients who might be ill.

Method/Approach: After observing and going through Brunswick Urgent Cares Google reviews and getting numerous questions and concerns regarding the wait time it was apparent that the wait time at the facility is a crucial aspect to healthcare overall. The facility operates like an emergency room and appointments are not an option, therefore the wait time is relatively longer than a primary care physician. Throughout the weeks, the facility keeps track of how many patients walk in on average, how many patients walk out without being seen by a physician due to the wait time, and how many patients would rather wait in their car due to other ill patients in the waiting room or lack of time. To combat this issue, a digital sign-in system was implemented where patients could sign in and secure their place through the phone or computer at home without having to come into the office. This minimizes patient interaction and the website will let patients know what the wait time is.

Outcomes/Results: Out of 150 phone calls daily, about 83 calls are regarding what the wait time is as well as other medical concerns. That is over 50% of patients who have a desire of coming into the office to be seen, but are concerned about the wait. Out of about 130 patients who walk in each day, about 10-15 patients walk out without being seen by a physician because the wait time is too lengthy for their liking. Out of 100 patients, seen by a physician each day, about 35 of them would rather wait in their car or at home because they are afraid of contracting anything from other patients in the lobby.

Evaluation/Conclusion: After testing the new sign-in system by observing the number of patient complaints face to face, counting the number of phone calls regarding the wait time and looking over the Google Reviews, there was a decrease in the number of patient complaints, phone calls. In addition, Google review rates went up and the overall patient satisfaction went up. Patients were explaining how much they loved the new system and how practical it was since they were allowed to sign in and run errands or stay home until their turn. In addition, there was more time for receptionists to collect copays, verify insurance, etc., without the high volume of patients asking about the wait time. Lastly, the physicians were treating more satisfied patients with less complaints since their frustration level decreased and was able to have more time focusing on the medical issue at hand.

Title:	Evaluating Trends in order to Increase Contrast Hours
Name:	Kristin Howard
Preceptors:	Carole D., Customer Service Manager Gabriel D., Customer Service Supervisor
Agency:	Healthcare Organization in New York City

Purpose: To evaluate trends to infer the need to increase contrast hours for Magnetic Resonance Imaging on weekdays.

Significance: Between the years of 1997 to 2006, the need for advanced imaging doubled for Magnetic Resonance Imaging (MRI) (Smith-Bindman, Miglioretti & Larson, 2008). With advancements in imaging techniques, doctors may order their patients examinations to include 'contrast dye' which provides clearer images leading to better results for the brain, spine, and heart. This healthcare organization is a renowned organization that schedules numerous contrast ordered examinations, however they have restricted time frames depending on the facility. A study conducted in 2013, analyzed the relationship between patient satisfaction and extended operational hours. It was concluded that by having a direct relationship, increasing operational hours resulted in an increase in patient satisfaction (Cowling, Harris, Majeed, 2017). In order to better serve all patients, the company should increase contrast administered exam hours at all sites.

Method/Approach: A retrospective review was completed by the administrative and data analytics staff at this organization of all contrast exams that occurred from October 2019 to December 2019. There were a total of 4,416 exams performed that included contrast dye, between two facilities, The Eastside facility (ESF) and the Financial District facility (FDF). ESF has contrast hours of 8am-10pm while FDF has hours of 8am-4pm. During those months, 1,467 of those exams were conducted in December and analyzed to complete this comparison.

Outcomes/Results: Of the sample size cohort (n=1,467), 197 exams (13%) were completed at FDF and 1,270 exams (87%) were completed at ESF, during the month of December. Since ESF has 4 machines, that total was divided by 4 to approximately calculate the number of exams completed on one machine, resulting in about 318 exams (22%) per machine. From that, an average weekday analysis was completed to compare the total amount of exams completed at each site. On Mondays, ESF completed an average of 57 exams, while FDF completed 45. Tuesdays, ESF completed an average of 43 exams while FDF completed 45. Wednesdays ESF completed an average of 37 exams while FDF completed 31. Thursdays, ESF completed an average of 47 exams compared to FDF's 39 exams. Lastly, on Fridays ESF completed an average of 38 exams while FDF completed 36.

Evaluation/Conclusion: On average, the ESF facility completed an average of 14% more exams than the FDF site during the month of December. It can be accurately inferred that this is due to the ESG site having an additional six hours of contrast-administered exam time. Exam time duration does not account for much difference to the average, however site preference may account for some of the discrepancy being that they are located in different regions in Manhattan. In totality, increasing contrast hours at the Financial District facility to 10pm would not only allow for more exams to be completed but also increase patient satisfaction due to increased time flexibility.

Title: Destigmatizing Mental Illness Within the African-American Community

Name: Olapade Ilori Jr.

Preceptors: Tolulope Kolawole, MSN, PMHNP, APN-C

Agency: Amity Healthcare Services, Union, New Jersey

Purpose: To analyze societal factors that inhibit members of the African-American community to seek psychiatric help in regards to mental illness.

Significance: Nearly one in five U.S. adults experience mental illness each year. Within the African-American community, 13.2% of the American population, 6.8 million black Americans possess a diagnosable mental illness. To put it into perspective, this whopping figure represents a population larger than the populace of the Chicago, Houston, and Philadelphia areas combined. To combat the issue, Amity Healthcare Services, a mental health provider based in Union, NJ, not only serves to help identify and combat risk factors attributing to mental illness but specifically help Medicaid beneficiaries, which is targeted to help low-income families. This project will employ surveys that will target the African-American community within New Jersey figuring out ways to combat and destigmatize mental illness with the black community.

Method/Approach: Over the course of the project, a survey was administered directly to African-Americans to assess societal factors that increase reluctance to access mental health care. This survey begins with selecting the county an individual resides within New Jersey, as well as their total household income. The ensuing inquiries go on to ask whether or not a form of health insurance was readily available, and if their upbringing played a role in whether or not there was distrust for health professionals present. Afterwards, it was asked if insufficient cultural competency from healthcare professionals made one more apprehensive to schedule an appointment. The final survey question would ask whether or not the presence of black healthcare professionals would change how they felt in regards to seeking professional help.

Outcomes/Results: Of the sample size cohort (n = 216), 78 (36.1%) of the respondents hailed from Union County, while the rest were primarily composed of the Essex (20.8%) and Middlesex (11.1%) counties. 26.4 % of all respondents reported an estimated household income between $50,000 to $99,000, the largest value within this inquiry. Of the 216 respondents, 70 people (32.4%) reported a lack of trust for health professionals attributed by 165 individuals (75%) claiming their upbringing has played a role in this. 75.7% of responders voted yes when deciding whether or not a lack of cultural competency by a health professional can be a deterrent when seeking help. 207 people (94.5%) voted yes when answering if race plays a role in the level of health care received. 69.4% of voters claimed that mental health was not discussed within their respective families and 90.2% of all voters felt as though the presence of black health care professionals would make them more comfortable.

Evaluation/Conclusion: A little more than 94% (n = 207) of the sample size cohort (n = 216), felt as though race plays a role in the level of healthcare administered. Psychiatric help through (a) in-person office visits, or through (b) telepsychiatry can serve to help the local black population by providing a safe space where they will not feel marginalized, while also prioritizing their needs and wants.

Internship Abstract

Title:	Recoding, Cleaning and Combining Datasets to Compile a Codebook
Name:	Zainab Jafri
Preceptors:	Kristen Krause, MPH, Executive Assistant
Agency:	Center for Health, Identity, Behavior and Prevention Studies (CHIBPS)

Purpose: To create a codebook for the variables within the datasets complied in the pilot research study (P18)

Significance: The LGBTQ community is more prone to substance abuse, risk of HIV, and mental health disparities. CHIBPS focuses its research to improve the lives of people affected with or by HIV, substance abuse, and mental health specifically in Newark, NJ. The purpose of the study, Syndemic Projection of Men who have sex with Men and Trans Women Ages 18-25 in New Jersey (P18), is to examine how one's sexual behaviors and the environment one lives and interacts in affects one's mental health and drug use. Analyzing and creating a codebook of the data conducted through the P18 study will help broaden the research on sexual and gender minorities in Newark.

Method/Approach: P18 V1 and V2 took place in NYC from 2009 to 2018 with participants coming in every 6 months. There were 14 waves of assessments starting from V1 Baseline to V1 36-month assessment and V2 Baseline to V2 36-month assessment, which means 14 datasets were combined into one big dataset. In order to create a concise codebook, we had to address the following issues: variables that were the same in V1 and V2 with different names so they did not merge properly, other variables that needed to be cleaned, SPSS missing discrete values did not work in SAS or in other software, and additional variables present in the dataset that were not in the codebook.

Outcomes/Results: Issues were addressed by going through the existing codebook and Excel variable file to find the same variables cleaning other variables using SPSS syntax, adding labels to variables with syntax, recoding discrete missing values as system missing values, convert SPSS dataset to SAS, and using SPSS codebook output and Microsoft word to create a complete codebook.

Evaluation/Conclusion: Creating a codebook of the P18 study now allows CHIBPS for further analysis and research on gender and sexual minorities. The codebook also allows researchers to understand the data of the P18 study more clearly. The organized data collection will allow for research assistants to start making connections and highlighting factors that are most prevalent within the LGBTQ community in Newark.

Title: Implementation of YMCA Health Messages

Name: Dylan Jew

Preceptors: Gina Stravic, Executive Director

Agency: Raritan Valley YMCA

Purpose: To deliver health and wellness information to Raritan Valley YMCA members and the community by employing marketing materials or promotional strategies

Significance: The general public needs to be aware of the importance of physical activity and wellness. Annually, 647,000 Americans die from heart disease and is the leading cause of death among men, women, and most ethnic groups (CDC, 2019). In New Jersey, almost 80% of adults do not engage in physical activity and approximately 25% of adults are obese; nearly 9% of New Jersey high school students are obese (New Jersey Department of Health, 2016). The Raritan Valley YMCA actively engages with the community to promote healthy lifestyles and youth development by holding or promoting various community health programs. Marketing mediums will incorporate health messages to increase enrollment in wellness events or the camp/preschool sponsored by the Raritan Valley YMCA and inform the public of the importance of maintaining a healthy lifestyle.

Method/Approach: This project was conducted by speaking with directors of the agency and creating promotional items or health messages. Google Analytics and Facebook Insights tracked online traffic of advertised wellness events, such as fitness classes, swim lessons, and summer camp. A social media calendar was created to post daily health messages on its Facebook page, which promote healthy living with a call to action to YMCA services.

Outcomes/Results: The traffic generated on the Raritan Valley YMCA's website via social media, primarily from Facebook, has increased. The period that is examined is from 1/1/2020 to 4/17/2020; the daily health messages began on 3/18/2020. Before the health messages were added, the average number of weekly session referrals from Facebook was 4.091. After posting the health messages, the average number of weekly session referrals from Facebook is 11.4. Once the health messages were included, session referrals via Facebook to the website increased 178.66%.

Evaluation/Conclusion: From 1/1/2020 to 4/17/2020, the Raritan Valley YMCA's online traffic generated from social media has experienced growth after inputting the health messages. Its Facebook page has seen an increase in the amount of followers and daily engagements. Stay-at-home orders may have also contributed to an increase in social media use. Due to the outbreak, enrollments in wellness events or classes have halted. In order to further assess this marketing campaign, the Raritan Valley YMCA needs to continue to increase engagements on its social media platforms. Then, new customers could be reached due to an increase of social media engagements. Finally, the Raritan Valley YMCA could increase brand awareness and revenue from new consumers.

Internship Abstract

Title: Bridging Incarceration Disparities Through Legal, Political, and Social Assessments

Name: Davon Johnson

Preceptors: Direct Supervisor: Frances Huskey, Career Law Clerk
Project Supervisor: Frances Huskey, Career Law Clerk

Agency: District Court of New Jersey

Purpose: To monitor and analyze the enforcement of the law in order to craft a series of legislative proposals to reform the landscape of enforceable laws that have perceived negative externalities.

Significance: With 2.3 million people incarcerated in 2016, the United States has the world's largest prison population (Sawyer, W., & Wagner, P., 2020, Chart 1). Often incorrectly conflated with the legislature, the court's role is to enforce the law, however, the onus is on lawmakers to define what laws are enforced and the sentencing guidelines which structure the judge's decision. In 2010, Hispanic and Blacks accounted for 59% of the prison population, while only accounting for 29% of the United States population (Sakala, L., 2014, Chart 1). Identifying what factors make these demographics more susceptible to incarceration could both help alleviate pressure on the prison population and create a more sustainable future for the afflicted cohorts.

Method/Approach: A holistic review of relevant data paired with immersive interaction with legal professionals was consolidated to assess incarceration disparities. Data was derived primarily from the United States Census and the United States Bureau of Justice Statistics. The data showed that New Jersey had the highest Black to white incarceration in the nation with 12.2 Black inmates for 1 of their White counterparts (United States Department of Justice, 2013). Informing the understanding of legal ramifications was in-depth discussions regarding cornerstone legal doctrines, as well as legal quandaries with professionals at the forefront of the carrying out of justice. Results from research came in many forms but were reduced to which factors endorsed the incarceration disparities.

Outcomes/Results: The current evidence is indicative of three sources of disparity; policies and practices that drive disparity, the role of implicit bias and stereotypes in decision making, and structural disadvantages. Highlighting adverse policy and practices is data showing Blacks and Whites using drugs at the same rate, but Blacks being 2.5 times more likely to be arrested for drug possession (Rothwell, 2015). This can be linked to over-policing in communities of color. With 75% of the public forming their opinions about crime from news, the distortion of infraction rates bolsters implicit biases (Dorfman & Schiraldi, 2001). Last, the structural disadvantages create an environment conducive to unstable family systems, exposure to familial/community violence, increased unemployment rates, and higher dropout rates. The factors combine to increase proclivity toward crime.

Evaluation/Conclusion: Results indicate structural disparities endorsing disproportionate incarceration rates for people of color. Addressing disparate policies and practices as seen with the unconstitutional stop, question, and frisk policy is vital. The endorsement of regular training on the impact of implicit bias for both citizens and lawmakers will pay dividends. Equally vital is a long-term solution that directs additional resources into socioeconomically disadvantaged communities, creating programs that help dismantle the factors that endorse proclivity to crime.

Title: Instagram Educational Campaign for the NJ Superior Court Clerk's Office

Name: Braelyn Jones

Preceptors: Direct Supervisor: Irene Komandis, Esq., Manager of Superior Court Operations
Project Supervisor: Michelle Smith, Esq., Clerk of the Superior Court

Agency: New Jersey Superior Court Clerk's Office (Trenton)

Purpose: To educate adults, ages 18 to 24, on the operations of the New Jersey Superior Court Clerk's Office through the utilization of social media, specifically Instagram.

Significance: An initial survey of 27 people, ages 18 to 24, asked respondents to rate how familiar they are with the services offered by the New Jersey Superior Court Clerk's Office. 70.4% of respondents indicated that they were "not familiar at all" and 25.9% were "somewhat familiar". Today, social media is a significant component of technology usage. One of the most popular social media platforms is Instagram, with over 500 million active users per day. According to the Pew Research Center, 71% of adults, ages 18 to 24, use Instagram and of those that do, 60% use it daily. Such frequent and widespread use of the platform makes Instagram an effective tool for educating this age demographic.

Method/Approach: First, an overview of NJCourts.gov, specifically of the section on the Superior Court Clerk's Office, was conducted to pinpoint important information. The Instagram page was then created and promoted. Photos to post were collected from NJCourts.gov and Google, with credit always given. The first post contained a link to the pre-survey, which 27 followers responded to. Respondents were asked how familiar they were with the services that the Superior Court Clerk's Office provides by choosing an answer on a scale from "not familiar at all" to "very familiar". Posts explained the office's history, the services offered, and the five major departments, which are Court Operations, Ombudsman, Records Management Services, Customer Access, and Pro Bono. A post-survey was sent out on the final two posts, asking those who responded initially to respond once more, to the same question as the pre-survey.

Outcomes/Results: The Instagram page contains 15 posts which educate followers on what the Superior Court Clerk's Office does and what specific services it offers. Those who follow the account have access to the educational information while simply scrolling through social media. Both the pre-survey and post-survey have 27 anonymous, voluntary responses. Posts average about 14 likes, providing evidence of engagement with the page. This campaign to educate adults ages 18 to 24 contributes to one of the Court's core missions, which is to keep the public informed on the services that are provided.

Evaluation/Conclusion: The quality of the Instagram page as an educational tool was evaluated by those who follow it. The pre-survey results indicated that 70.4% were "not familiar at all" with the services offered by the New Jersey Superior Court Clerk's Office, while 25.9% were "somewhat familiar", and 3.7% were "mostly familiar". Not one respondent, on the pre-survey, indicated that they were "very familiar". The post-survey was included on the final two posts, asking those who responded the first time to respond once more. The post-survey results indicated that, after reviewing the Instagram, 29.6% of respondents are "somewhat familiar", 55.6% of respondents are "mostly familiar", and 14.8% of respondents are "very familiar" with the services that the Superior Court Clerk's Office provides. Zero out of 27 respondents indicated that they were "not familiar at all" with services on the post-survey.

Title: Public Health Youth Emergency Preparedness Program

Name: Bill Jorge

Preceptors: Direct Supervisor/Intern Supervisor: Carrie Johnson

Agency: Middlesex County Public Health Department - East Brunswick, NJ

Purpose: To provide the youth population in the Middlesex County area with education on public health preparedness and track how much they've learned throughout the semester.

Significance: Yougov states that over 40 percent of the American population state that they are not prepared for any significant disaster and would not know what to do if one happened. In Middlesex County that number can rise to about 50 percent! The Middlesex County Health Department is combating this issue by developing a Youth Preparedness program where we teach students the basics of preparedness in case of any disaster. The goal is to teach the vulnerable population of the ages 18 and below and have them prepared, which in result will have their families prepared. The Middlesex County Health Department is also focusing on running practice events like PODs where we can practice in case of an emergency and get everyone prepared. My project has us reach out and go to schools in the Middlesex County area where we are able to teach students the necessities of preparedness in case of an emergency.

Method/Approach: A pretest was given to 94 students to understand the level of knowledge the general population of students had in public health preparedness. After students finished the pretest there was a subsequent informational presentation on public health preparedness that covers information that was covered on the pretest. Students then took a post test regarding the informational presentation to see what they remembered and learned. The pretest and post test data was then exported to a spreadsheet to compare the results.

Outcomes/Results: Of the sample size cohort for the pretest (n=94), only 1 student (1.1%) was able to answer all 6 pretest questions correctly. Six students (6%) were able to answer five out of the six pretest questions correctly. Nine students (9%) were able to answer four out of the six pretest questions correctly. Ten students (11%) were able to answer three out of the six pretest questions correctly. Thirty-one students (33%) were able to answer two out of the six pretest questions correctly. Thirty-four students (36%) were able to answer one out of the six pretest questions correctly. Three students (3%) were able to answer none of the pretest questions correctly. Of the sample cohort for the post test (n=53) forty students (75%) were able to answer all the questions correctly. Seven students (13%) received one answer incorrect on the post test. Six students (12%) received two or more questions incorrect on the post test.

Evaluation/Conclusion: The amount of students who were able to get all answers correct on the post test (40) compared to the pre test (1) increased by 39 students with a significantly smaller sample size. Evidently, the information session after the pretest informed students and prepared them well for the post test. This shows that the weekly class would increase students overall public health preparedness knowledge and prepare them well for any emergencies in the future. After the 6 intended informational classes, students would be presented with another post test to see the overall growth in knowledge on public health preparedness.

Title: Team-Building Events for Peer Educators

Name: Shayne Judge

Preceptors: Direct Supervisor: Mark Cruz

Agency: Health, Outreach, Promotion, and Education (HOPE)

Purpose: To utilize team-building wellness events in order to increase retention rates at Rutgers for HOPE's peer educators.

Significance: Peer education has become an effective way to distribute health and wellness information across college campuses in the United States. However, retaining peer educators year after year proves to be difficult. A study conducted in a hospital setting in 2005 demonstrated that team-building interventions have been used to increase a sense of cohesiveness in the workplace culture among nurses. After applying the team-building interventions, turnover rates effectively decreased from 9% to 6% (DiMeglio, et. al., 2005). This study provides an example of utilizing team-building interventions to increase retention rates for employees. By providing team-building wellness events to the peer educators at HOPE, student employees will have a greater sense of community and actively engage in HOPE activities throughout their undergraduate career.

Method/Approach: Due to COVID-19 interruptions, this project would have been conducted by hosting a team-building wellness event that had the peer educators plant a garden at HOPE. The steps involved in doing this included designing a team-building event that centered health and wellness with the guidance of the supervisor, choosing a date and time for the event, and choosing methods of outreach and promotion for the event. The next steps that would have been taken would have been ordering the gardening materials and ordering seeds/flowers/plants. Additional steps taken would have included creating a flyer for the advertisement of the event, as well as conducting a pre- and post- evaluation to collect data on the effectiveness of the event for increasing peer educator engagement.

Outcomes/Results: The results of this team-building wellness event could not be evaluated due to the change in university operating status surrounding COVID-19. As of 2019, the peer education program at Health, Outreach, Promotion and Education (HOPE) at Rutgers University - New Brunswick, has a retention rate of 35%. The goal for this project was to increase the peer educator retention rate by 10%, increasing it to 45%. The outcomes would be determined by delivering a survey evaluation to gage peer educator engagement immediately before and after the gardening event.

Evaluation/Conclusion: The effectiveness of this intervention would require longitudinal evaluation, which isn't possible at this time. Survey evaluation of the event's objectives would provide valuable feedback as for peer educator engagement, however, data would need to be collected for the 2020-2021 academic year on active peer educators to determine if there was an increase in retention.

Title: Cancer and the Veteran Population: *A Risk Analysis*

Name: Kurshad Juhal

Preceptors: Project Supervisor: Amy Sutton, CEO, Cancer Support Community Central New Jersey
Katherine Schaible, Manager, Outreach and Family Programs

Agency: Cancer Support Community Central New Jersey, Bedminister, New Jersey

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Purpose: To assess the cancer risks of active and inactive duty veterans of the United States, and be able to better serve the community.

Significance:
There has been a steady increase in the incidents of cancer among veterans since the year 2000. Certain cancers such as pancreatic cancers have increased by 96% while the general population has seen a steady decline in the rates of these cancers. Veterans get healthcare by Veteran Affairs (VA), which relies on the point-based rating system and since cancer develops after service it is hard to track, leading to thousands of sick veterans without proper care. At CSC Central New Jersey, the staff is trying to figure out how to mitigate problems and create solutions for this population where they can have a better understanding of the current situation. A risk analysis of this population will help determine better data of those affected. This paper should shed light on this issue with the veteran population and how we can deal with it so they are able to receive the care they need in a timely manner.

Method/Approach:
A literature review of several scholarly articles pertaining to the veteran population and the impact of their duty to their health in relation to cancer. The data utilized the Veteran Affairs Central Cancer Registry (VACCR) and Surveillance Epidemiology and End Results (SEER) of the NCI. The results were corroborated through cohort studies and meta-analysis to gauge the various disparities. The results showed the growth of cancer within the veteran population, and how to deal with it and any outside factors that can be alleviated so better care to the population are given.

Outcomes/Results:
The incidence rate for cancer within the United States is 155.9 per 100,000 in 2016 and decreased by 2.2% to 152.4 per 100,000 people in 2017. Yet, the veteran population had an overall cancer incidence rate of at 505.8 per 100,000. Risk factors such as their occupation exposed them to known carcinogens and lack of proper care. The data also revealed disparities within the veteran population to have an inadequate understanding of cancer. Educational barriers and a lack of community support made cancer detection much harder because veterans did not have a solid foundation on how to deal with it.

Evaluation/Conclusion:
Veterans deserve better care as they are limited to use the VA benefits which are restrictive to location and the amount they will cover in accordance with the veteran rating system. The population has several disparities ranging from low socioeconomics to lack of access. Veterans also suffer from PTSD from serving which can add to those affected with cancer. Having a strong support system that helps those veterans diagnosed with proper education and backing the population with effective screenings can help lower the incidence rate and eliminate barriers to care.

Title: Social Determinants of Health

Name: Rafid Kabir

Preceptors: Patricia Richards, Director of Value-Based Initiatives

Agency: Saint Peter's University Hospital (SPUH)

Purpose: To screen patients in order to identify social risks, provide resources on government programs and translate the survey information into z-codes that can be sent to health insurers.

Significance: Getting access to the right support systems can increase quality of life and life expectancy. Researchers from NYU Langhorne's School of Medicine found that the gap between the highest and lowest life expectancy by zip code in New York, NY was 27.4 years. This health disparity occurs in spite of the numerous social programs available. At the Social Determinants of Health (SDOH) program at Saint Peter's University Hospital (SPUH), individuals are screened and provided with customized information about initiatives and resources that are available to them. Moreover, the information about patients' economic status can be translated into "z-codes," i.e. a group of ICD-10 codes that report on factors that influence health status. The screener uses an algorithm to codify whether a patient falls into any of the following categories: food insecurity, inadequate housing, lack of transportation, poverty, and low income. This insight is invaluable in providing efficient preventative care.

Method/Approach: Medicaid and charity care patients were approached after they checked into their doctor's appointment. The purpose of the screener was explained and, if they agreed to participate, questions were asked about income, housing, and transportation expenses. At the conclusion of the screening, patients were provided with a list of programs they were eligible for and the dollar amount that it represented. Resources on how to access these benefits were also provided. On average, this process took about ten minutes. Some techniques that helped improve the number of screenings were to be approachable, friendly, and knowledgeable about the different programs available.

Outcomes/Results: Between January 16, 2020 and March 10, 2020, 65 completed and 55 partial surveys were collected. Every two weeks, this data was organized to display the most critical social gaps of the patient population. In total, over 50% of patients screened were found to be eligible for four or more government benefits and $865,222 in benefits and tax credits. In addition, over 60 Z-codes were added to patient bills.

Evaluation/Conclusion: There were some challenges to the program. Due to COVID-19, screenings were suspended on March 10, 2020. Despite the interruption, this initiative has been successful. The data collected can be used to help SPUH direct funds to programs that will benefit their constituents. Finally, our team successfully presented the SDOH data to a large health insurer, who has shown interest in helping provide resources for the Social Determinants of Health program. SPUH now has the potential to join efforts with payors and use this data for future social and care management initiatives.

Title: Techniques to Improve Patient Satisfaction

Name: Arshdeep Kaur

Preceptors: Direct Supervisor: Yaniris Garcia, Patient Advocate/Patient Experience Manager

Agency: Trinitas Regional Medical Center - Elizabeth, NJ

Purpose: To improve patient satisfaction by solving complaints and preventing them by emphasizing better communication skills to staff when discussing patient needs.

Significance: The primary goal of Trinitas Regional Medical Center is to provide excellent and compassionate care. As mandated by CMS (Centers for Medicare and Medicaid Services), HCAHPS (Hospital Consumer Assessment of Healthcare Providers and System) is a survey which measures patients experience and directly affects hospital reimbursement. Trinitas utilizes the NRC (National Research Corporation) Health to conduct the HCAHPS survey among all patients. Additionally, the Patient Advocate works together with patient/family and staff to solve complaints which strengthens communication between patient/family and provider. These conversations allow for appropriate service recovery to take place and focus on areas that are in need of improvement. By resolving complaints and improving communication, Trinitas hopes to increase their HCAHPS scores.

Method/Approach: To measure patient satisfaction, patients completed a telephone survey after their visit where they rate the hospital on HCAHPS dimensions. There are four quarters and as each one closes, the reports are compared to the prior quarters to see if the NRC Health benchmarks are met. Using this tactic, the HCAHPS scores from Quarter 1 (January to March) 2020 were observed and compared to Quarter 4 (October to December) 2019. Comparing quarters from the previous year to the NRC Health average allows the hospital to monitor their improvement in each area.

Outcomes/Results: For Q4 2019, the quality scores were 64.3 for communication about meds, 83.4 for communication with doctors, and 79.9 for communication with nurses. For Q1 2020 the scores were 71.2, 85.6, 80.2 respectively which all increased compared to Q4 2019. These Q1 2020 scores were all greater than the NRC average unlike Q4 2019 where communication about meds score was less than the average. There was a 10.7% increase in communication about meds, 2.6% in communication with doctors, and 0.4% in communication with nurses. Clearly, these scores validate improvement in each category.

Evaluation/Conclusion: During the first three months of the year, there was an increase in the HCAHPS scores in the communication dimensions such as communication about meds, communications with nurses and communication with doctors. Such increase validates the effectiveness of the education material distributed. Continuous implementation of the various initiatives will increase HCAHPS scores and hospital reimbursement. Among these initiatives are the newsletters created by the Customer Service Dept which focus on communication, empathy, professionalism, and customer service techniques that should be adapted and enforced by the staff. These monthly newsletters are sent to the entire staff as reminders of what is expected and how to avoid barriers such as language when it comes to communication to eliminate misunderstandings and resentments, which will help improve the quality scores more.

Title: The Effect of Marijuana Use on Teenagers Aged 13 to 19

Name: Shifa Khan

Preceptors: Gloria A. Bachmann, MD, Director of Women's Health Institute

Agency: Women's Health Institute at Robert Wood Johnson Hospital

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Purpose: To investigate the effects of the use of marijuana during the start of adolescence until the beginning of adulthood

Significance: Marijuana is the dried flowers and fruits and subtending leaves and stems of the female Cannabis sativa plant. Individuals use marijuana by rolling it into cigarettes, called joints. Other ways of using marijuana include vaping, using pipes, bongs, and as a food additive, which are also called edibles. The medical use and recreational use of marijuana is legal in states like California, Colorado, and Oregon, however, the regular use of marijuana is illegal in some states, such as New Jersey. The recreational use of marijuana can affect the population, more specifically teenagers when they are still developing. Research has shown that marijuana can harm the developing brain of a teenager. When teenagers are asked about their marijuana use, more than 1 in 5 students in 12th grade and nearly 1 in 5 students in 10th grade reported vaping marijuana in the past year (NIDA 2019). As the recreational use of marijuana may become legal in the future, the rates of students reporting to marijuana use will increase. Therefore, it is essential to determine how this can affect teenagers as they develop into a young adult.

Method/Approach: Pubmed and the Rutgers Database were used as search directories to research articles and journals pertaining to marijuana use in teenagers. These search catalogues were first used to search articles with important themes pertaining to adolescents, teens, and marijuana. After this part of the search was done, articles and journals with the themes containing marijuana, teens, and development of teenagers were collected. These articles were then put together for a literature review. 24 articles were used to conduct a literature review on this topic.

Outcomes/Results: Of the 24 articles collected, five of the articles focused on the background of marijuana, eight tested on cognitive and health effects, two articles tested on marijuana addiction, three articles focused on psychosis, three articles focused on schizophrenia, and three articles focused on prevention strategies for teens. The U.S. National Survey on Drug Use and Health (NSDUH) found that among those 18 to 25 years of age, 52% used marijuana, 32% used marijuana within the past year, and 19% had used in the past month (Sonon et al 2016). Adolescent marijuana exposure results in "acute and persistent impaired attentional capabilities, with global cognitive difficulties" (Mooney et al 2018). Studies have shown that adolescents who use marijuana before they turn to the age of 18 are four to seven times more likely than adults to develop a marijuana use disorder.

Evaluation/Conclusion: A child's brain does not fully develop until the age of 25. It is therefore important that teenagers get the proper nutrition and lifestyle techniques to properly maintain a healthy life and develop their brain fully. There were limited findings on prevention strategies towards marijuana use. To resolve this, the Women's Health Institute at RWJ Hospital will plan to provide educational programs towards these adolescents.

https://docs.google.com/document/d/1nxgCAKIxuiDa8zMVWC-7wG994JPptiffO8c9z1gLul0/edit?usp=sharing

Title:	An Evaluation of Self-Directed Care (SDC) Program and Potential Success in NY State
Name:	Zainab C. Khan
Preceptors:	Ana Stefancic, PhD, Associate Research Scientist; Daniela Tuda, LMSW
Agency:	Columbia University, Psychiatry Department

Purpose: To analyze the effectiveness of the SDC program and its potential success in New York State.

Significance: Person-centered care is considered the gold standard holistic approach to health care that is centered around choice, respect, and self-determination towards the patient and it aims to reduce the financial burden on qualifying individuals by offering use of public funds to purchase goods and services or hire service providers. Programs like SDC are specifically designed for Medicaid recipients who have significant behavioral health needs that are not being met. Every year, more than one in five New Yorkers exhibit symptoms of a mental health diagnosis. Many barriers to effective care exist such as stigma, discrimination, and a lack of comprehensive health insurance. Furthermore, the needs of these individuals with serious mental illnesses (SMI) vary greatly, and self directed care's primary purpose is to offer flexibility of care and resources. This literature review aims to explore studies examining the intervention variables and outcomes of previously evaluated SDC programs in hopes to better inform the New York State evaluation of its own SDC pilot program.

Method/Approach: This review of Self-Directed Care (SDC) consisted of identifying and examining both quantitative and qualitative studies. Chosen studies were not limited to a specific publication period. Using title and keyword functions, the following search terms were inputted into advanced search engines (Google Scholar and Pubmed): "self directed care" or "SDC" or "self direction programs" or "mental health care". Several articles were excluded that lacked relevance, with a total of five studies remaining.

Outcomes/Results: Of the five identified studies, one study utilized surveys (n= 46) and interviews (n= 17), two solely utilized interviews (n= 30), one was a participatory action research study, and the last was a randomized controlled trial where clients were randomly assigned to self-directed care (n=114) versus a service as usual (n=102) control group. Two of the studies assessed recovery and self- direction and corroborated a strong positive relationship between physical wellness, substance use recovery, social recovery, and functional recovery after using self directed care. One study was a randomized controlled trial that examined effects on participant outcomes, service costs, and user satisfaction among adults with serious mental illness. Both the RCT and two additional qualitative studies reported participants enrolled in SDC had significantly improved over time in coping mastery and autonomy support. Additionally, the budget-neutral self-directed care model achieved better client outcomes and greater satisfaction with mental health care when compared with services as usual. Themes and keywords throughout all five studies included engagement, recovery, autonomy, mental health and substance use recovery, and client satisfaction.

Evaluation/Conclusion: Overall, Self-Directed Care (SDC) has exhibited a strong potential to advance mental-health service quality, support well-being, provide community-based support, and even reduce the use of emergency inpatient services. Some voiced concerns and potential limitations of SDC include competing agency priorities, provider resistance, and administrative challenges. Thus, the future NYS SDC evaluation should explore ways to address these challenges and continue to work towards the implementation of effective person-centered care.

References

Internship Abstract

Title: Promoting Physical Activity in School-Age Children and Teens

Name: Amanda Khatab

Preceptors: Christopher Rogers, Dr. Ciara A. Torres

Agency: Accountable Health Communities Program at Hackensack Meridian Health

Purpose: To develop an educational brochure for children and teenagers on the importance of physical activity. With the implementation of this brochure, we may promote increased physical activity in Medicaid beneficiaries in Hudson and Bergen counties in New Jersey by providing them with education and additional resources.

Significance: Obesity has become an increasingly prevalent issue in our society. According to the World Health Organization, in 2016 alone, more than 1.9 billion people were overweight and 650 million were obese. Physical activity in school age children and teens is important for the prevention of heart disease, diabetes, hypertension and obesity. The Center for Disease Control, however, reports that less than 24% of children aged 6-17 engage in 60 minutes of physical activity each day. In New Jersey only 1 in 5 children participate in enough physical activity to meet the national guidelines. The integration of high-intensity physical activities daily can help prevent children from becoming overweight. Children with limited resources, including Medicaid recipients are especially vulnerable. Therefore, we focus on this population of Medicaid beneficiaries in Bergen and Hudson counties served by the Accountable Health Communities (AHC) program at Hackensack Meridian Health.

Method/Approach: We conducted a literature review to inform the creation of an educational brochure regarding the importance of physical activity in children and teens. The ultimate goal will be to send the brochure to eligible Medicaid beneficiaries to educate them about the long-term risks of physical inactivity and connect them with nearby facilities they may be interested in using. To determine eligibility, a two-part question will be asked as part of the AHC personal interview tool: "Are you physically active?" and "If yes, are you physically active at least 60 minutes a day?". If the beneficiary states no to both questions or to the second one only, the brochure intervention will be considered. AHC Patient Navigators will follow-up with the beneficiary to aid the beneficiary with changes in their lifestyle in regards to physical activity.

Outcomes/Results: The overall goal of this intervention is to make eligible Medicaid beneficiaries aware of the importance of physical activity. Asking this population about their physical activity will not only make us aware of where the community stands in this important area but address a need for those interested in including physical activity as part of their wellness.

Evaluation/Conclusion: By this project's conclusion, we will have finalized choosing the physical activity assessment questions and the educational brochure. Moreover, future evaluation through a satisfaction survey will be useful in determining whether or not the information on the brochure was useful for eligible patients. Our long-term goal is to help Medicaid beneficiaries make appropriate changes in their lifestyle starting at a young age to prevent obesity and its associated health effects.

Internship Abstract

Title:	RWJUH Somerset Tackles COVID-19 Despite Weaknesses in U.S. Healthcare System
Name:	Kelly M. Kimbo, Intern Community Health Department
Preceptors:	Tamara Swedberg, Professor Professional Practice Internship
Agency:	RWJ University Hospital Somerset - Community Health

Purpose: To analyze the weaknesses of the United States healthcare system and public health infrastructure and its impact on New Jersey hospitals during the COVID-19 pandemic. Moreover, to propose best practice recommendations to avoid interruption from crises in the future.

Significance: There are many existing and unforeseen challenges that impact healthcare systems, hospitals, and health departments. The United States is known to have one of the worst health care systems among developed economies. This evidence relates to medical debt from high costs and uninsured individuals, preventable deaths from medical errors, and medical shortages in nurses, beds, and supplies. In addition to issues in the healthcare system, there is also a vulnerable public health infrastructure. This evidence relates to a lack of a system-wide change to stabilize the public health workforce, low U.S. preparedness funding, and an underpaid and overworked public health workforce. Policy and procedure implementations, and better methods of communication will address the challenges to avoid future crises.

Method/Approach: Internal and external research was conducted to assess the areas of weakness in the U.S. healthcare system and public health infrastructure. This information was used to discover causes of COVID-19 impact on hospitals and healthcare facilities. Direct impacts of COVID-19 were unemployment, lack of emergency crisis procedures and policy, and shortage of medical supplies and equipment. Impacts were a result of disconnection by communication between local, state, and federal government, unpreparedness, and lack of funding for emergency crises.

Outcomes/Results: After analyzing the weaknesses in the healthcare system and public health infrastructure that caused detrimental impacts on hospitals and healthcare facilities during the COVID-19 pandemic, three recommendations for future best practices were made. Recommendations included a more secure role of government in healthcare, improvements in global supply chain, and increased accessibility to telemedicine. All were a result of lessons learned for preventative steps to avoid interruption of service in the future, given another emergency crisis.

Evaluation/Conclusion: These ideas should influence policymakers to establish emergency response and preparedness policies for the future. This will ensure that residents of Somerset county and patients that RWJUH Somerset serve are healthy, safe, and receiving high quality, equitable care.

Title: Community Outreach for LGBTQ+ Community Facing Cancer in Central New Jersey

Name: Ezgi Kiris Student

Preceptors: Direct supervisor Hiral Shukla, Outreach Coordinator
                  Project supervisor: Katherine Schaible, Manager, Outreach & Family Programs

Agency: Cancer Support Community Central New Jersey, Bedminster, NJ

Purpose: To compile information via literature review to develop a more culturally competent LGBTQ+ outreach program for psychosocial cancer support services in central New Jersey.

Significance: Cancer Support Community Central New Jersey (CSCCNJ) is a nonprofit that provides psychosocial support services to cancer patients, survivors, their caregivers and their families, to address the emotional and social impact of cancer. Aside from the physical toll cancer has on individuals, patients and their loved ones go through immense mental distress. Cancer is a leading cause of death among the LGBTQ+ population of the United States. Despite being an underserved population, there is lack of information available on specific incidence, and mortality rates of cancer among sexual minorities. From the scarce amount of research available on this topic, it is evident that the LGBTQ+ community has increased risk of certain cancers, increased mental health problems due to discrimination, and minority stress ("LGBTQ Psychosocial Oncology Community Needs Assessment", 2019).

Method/Approach: Although CSCCNJ provides services for the general population affected by cancer, the organization has decided to expand their focus on the LGBTQ+ community which faces major health disparities. An extensive literature review was completed that identified the national, and New Jersey demographics, incidence and prevalence rates, barriers to care, and health disparities faced by the LGBTQ+ population. Cancer statistics were collected from the National Cancer Institute, CDC, American Cancer Society and others. The literature review will be used to create evidence-based outreach programs tailored to the LGBTQ+ community of New Jersey. To promote the services provided by CSCCNJ flyers were posted in oncology offices, salons, and libraries. CSCCNJ partnered with Sister2Sister to host A Day of Wellness event at Robert Wood Johnson Hospital Somerset to provide health screening and education for minorities, on March 28th which was not attended (due to COVID-19).

Outcomes/Results: The extensive research indicated that cancer is one of the three leading causes of death in the LGBTQ+ population in New Jersey. Although there isn't widespread statistics about the LGBTQ+community in New Jersey it is evident that they are greatly underserved in health care and face incredible disparities and barriers to care. There is adequate research to show that people of the LGBTQ+ community face disproportionate cancer burdens due to unique risk factors leading them to have both greater cancer incidence and later stage diagnoses (The National Cancer Institute).

Evaluation/Conclusion: There were several limitations to this outreach project due to disinterest and delayed responses from physicians, and other organizations. Due to increased mental health issues and stigma that this community faces, outreach programs providing psychosocial support were difficult to receive interest from the community. Increased Day of Wellness events in settings that aren't a hospital could be effective in comforting patients of the LGBTQ+ population.

https://docs.google.com/document/d/1NBjYCgGglb_sr9WwGqYqNzUcTjvq2LS2vgsC8fVSfbE/edit?usp=sharing

Title: Reducing Racial Disparities in Maternal Morbidity and Mortality

Name: Glenda G Labbe

Preceptors: Direct Supervisor: Margaret Drozd, Director of Community Health Services
Project Supervisor: Robert LaForgia, Coordinator of Healthier Middlesex

Agency: Saint Peter's University Hospital Community Health Services

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Purpose: To analyze maternal morbidity/mortality in ethnic minorities and the best practices to reduce maternal health disparities.

Significance: There is a significant disparity in maternal morbidity and mortality among racial and ethnic minority groups in the United States. Black women are three to four times more likely to die a pregnancy-related death than white women (Howell 2018). However, in New Jersey, black women are five times more likely to die from pregnancy complications than their white counterparts. New Jersey has a maternal mortality rate that is more than double the national average, making it one of the highest rates in the country. Between 2009 and 2013, women of color accounted for nearly 60 percent of these pregnancy-related deaths (NJ MMCRT 2013). Over the last six years, this percentage may have increased, but no additional maternal mortality reports have been released since 2013. In order to reduce maternal mortality rates, healthcare workers, communities and individuals need to address the underlying factors that are behind these alarming rates.

Method/Approach: An extensive literature review was conducted to identify the causes of racial and ethnic disparities in maternal morbidity and mortality. Solutions to help reduce these disparities were also researched. Various search engines were utilized such as Google Scholar, PubMed, and ClinicalKey to find relevant sources. The key phrases used included: "maternal health disparity," and "maternal mortality morbidity." Articles were limited to those published within the last seven years. 15 articles were individually reviewed and analyzed.

Outcomes/Results: Research yielded a range of factors related to race and ethnicity that may be behind the disparities in maternal morbidity and mortality including patient, provider, system and community/neighborhood factors. Patient factors included socio-demographics, knowledge, health behaviors and psychosocial. Provider factors consisted of knowledge, experience, implicit bias, cultural competence and communication. System factors involved access to high quality care, transportation, structural racism and policy. Community/neighborhood factors such as social network, crime, poverty, housing and the built environment seemed to have the smallest effect on maternal morbidity and mortality.

Evaluation/Conclusion: Research and knowledge on racial and ethnic disparities in maternal morbidity and mortality is quite extensive. However, the rate of pregnancy-related deaths has still been on the rise. Healthcare providers, government officials, communities and individuals need to implement the necessary policies and training as well as remove bias towards patients in order to address these disparities effectively. This literature review highlights the policies and procedures that can be used to improve these maternal health outcomes.

https://docs.google.com/document/d/1LK5-dEzwLivV8AT2LxwFW2u6xXY_HLvVypcveyHdIyk/edit?usp=sharing

Title: Uncovering Optimal Pediatric Positioning and Campaign Strategy for Blincyto

Name: Marissa Lalama

Preceptors: Direct Supervisor: Danielle Hamburg

Agency: BGB Group

Purpose: To conduct a competitive analysis of pediatric tools and messaging to provide a recommendation for Blincyto positioning and campaign strategy for pediatric patients.

Significance: Acute Lymphoblastic Leukemia (ALL) accounts for approximately one quarter of cancer diagnoses in children in the United States. Despite advances in chemotherapy, many patients with ALL relapse and suffer high mortality rates. Minimal residual disease (MRD) has been proven to be a powerful prognostic indicator for detecting potential relapse in patients. Being MRD-negative has been proven to increase the likelihood of better long-term outcomes. Blincyto is the first and only therapy approved for MRD+ B-cell precursor ALL in adults and pediatrics. Historically, BLINCYTO has focused most of its promotional efforts on the adult population due to strong efficacy data. In light of recent publications, BLINCYTO now has strong efficacy data to support its use in pediatric patients, which support the opportunity to shift marketing efforts to focus on pediatric patients. BGB group develops marketing strategies, campaigns and promotional materials to help educate on the product and the impactful efficacy data. This drives to more physicians' awareness of the product and helps more patients. A thorough analysis of Blincyto competitors will help identify opportunities and market gaps which will help to define the ideal positioning and campaign strategy for pediatric materials.

Method/Approach: First, current Blincyto tools and messaging tactics for the pediatric patient population were reviewed and recorded. Next, its competitor's, Kymriah, strategies were assessed through materials available on the website. These two strategies were compared in a graph to highlight similarities and differences. A SWOT analysis was conducted to determine the areas for improvement and optimal marketing strategies for Blincyto, as well as potential threats and limitations.

Outcomes/Results: Current Blincyto materials available for pediatric patients include a pediatric brochure and welcome folder that consists of 4 major components: A leaving the hospital contact sheet, treatment calendar, doctor discussion guide, what to expect, and talking together about Blincyto. Kymriah's website revealed more of a patient-centered marketing strategy with a patient brochure, as well as Kymriah story testimonials and a section specifically for children called 'Kymriah for Kids.' The SWOT analysis revealed data to make a recommendation for Blincyto pediatric materials. 3 recommendations include: 1) New campaign to include major highlights and new data. 2) Shift the focus to educate physicians and patients through peer-to-peer education. 3) Create an infographic to be displayed in pediatricians' offices or treatment centers.

Evaluation/Conclusion: This new campaign, new messaging, and new materials can be measured through quarterly research that is done to help understand how physicians are perceiving the brand. The website and materials can be evaluated through google analytics metrics that are recorded to see how many users are visiting the website, how long they stay on a particular page, and how many downloads the materials are getting.

Internship Abstract

Title: COVID-19 planning and updates

Name: Jonathan Lee

Preceptors: Supervisor:Devangi Patel, Deputy Health Officer

Agency: Montgomery Township Health Department

Purpose: To analyze, summarize and update informational resources on the COVID-19 response for the health department with targeted intervention to specific groups.

Significance: Over the course of a few months COVID-19 has been rapidly infecting and killing many individuals in the 60 plus range as well as those who are immunocompromised. Even though there is increased detection due to testing there is still not enough PPE (personal protective equipment), testing kits, or beds to combat the disease in its entirety. By addressing and updating the public on the latest guidance on COVID-19, it has allowed the department to reduce the number of cases and protect those that have the potential of developing severe symptoms.

Method/Approach: Starting March 3rd, 2020 documents were reviewed from multiple organizations such as the Center for Disease Control (CDC), the World Health Organization (WHO), and the New Jersey Department of Health (NJDOH). Upon reviewing the latest information regarding "Novel Coronavirus", the Health Department made the decision to quickly convene first responders, medical providers, school district staff, elected officials, and administrative staff to brief them and provide the initial technical guidance coming out of these organizations. It was important to constantly update the community and stakeholders on the best practices to protect against sickness and what to do if they got sick. Steps involved in updating guidance documents for the township health department, which included creating summaries of any updates from any updated documents from the CDC, WHO, and NJDOH. In addition to creating summaries, scripts for videos, daily news updates, and updating the website were included in this project.

Outcomes/Results: Twelve summaries were provided two to three times a week between March 10 and April 10 from a variety of news sources, four scripts were created for the township which included washing hands, what to do when you got sick, social distancing, and what the township was doing to combat COVID-19. Website updates included creating a dedicated COVID-19 webpage that includes information on testing, special populations, information for businesses, how to protect yourself, what to do if you're sick, preparing your family, and preparing for self isolation. Disseminating information as quickly as possible has also allowed the Health Department to combat misinformation and prevent the downplaying of the dangerous symptoms of this virus.

Evaluation/Conclusion: The community is better informed of the rapidly changing situation and the health department is prepared to continually respond in an efficient and structured manner utilizing not only WHO, CDC, NJDOH guidance, but also resources from academic institutions, the National Network of Public Health Institutes, the Bloomberg Harvard City Leadership Initiative and more. As the situation continues to unravel, the department will continue to research best practices and embrace thinking outside of the box to rapidly troubleshoot and problem solve issues by engaging in and creating public-private partnerships which will be critical in moving forward to effectively respond to the COVID-19 crisis.

Title: COVID-19 and its Impact on Nursing Research

Name: Rachel Ley

Preceptors: Direct Supervisor: Millie Kowalski, PhD, RN, Head Nurse of Research

Agency: Morristown Medical Center, Center of Nursing Innovation and Research

Purpose: To analyze the causation and impact of the COVID-19, coronavirus, in regards to Morristown Medical's Center of Nursing Innovation and Research and its future to modern medicine.

Significance: Since the start of the COVID-19 pandemic spreading rapidly in the month March of 2020, there have been almost two million reported cases of the well better known name "coronavirus". This global crisis is not only very easily contractible, but there is currently no vaccine or cure to the virus, which if an individual has any type of immune disorder, could result in hospitalization or even death. Unfortunately, the United States is leading the way with cases and deaths now with over 612,380 reported cases and 25,949 people dead. With this heavy number of deaths, the US Government has put out travel bans to other countries as well as advised to work from home, stay six feet away from strangers and to not interact in groups more than ten. Because of this many corporations are currently shut down. While hospitals and other care areas may be open to help the ill patients, the CNIR at MMC is unable to properly gather information for their specific purpose of conducting proper journalistic research at this time.

Method/Approach: A retrospective review using medical literature website was conducted to find out information on how global pandemics were contained and procedures are taken to ensure the safety of the people. Using history in different scenarios can help produce results quicker as well as maybe different outcomes when it pertains to contamination and death. Findings will then be able to show the impact of the coronavirus on research facilities around the US, such as the CNIR. Finally, assessing the effects and how the CNIR can use this experience to now conduct new research studies in the hospital will help move this tragedy into a lighter surface.

Outcomes/Results: While this pandemic is far from being over, there are some bright sides to every situation. Research will significantly increase in ways to help prevent another outbreak, to find a vaccine that is 100% effective and to eradicate this specific virus. There will be multiple vaccines to be able to fight the different strands of the COVID-19, if it does end up mutating at some point. The CNIR specifically should get more funding to conduct research in this area of uncertainty. While the nursing research I was helping to conduct specifically wasn't in this area, I believe that there will be studies being conducted out of Morristown Medical's hospital from the CNIR involving the coronavirus and methods of helping eradicate the virus. In a more general stance, healthcare safety will increase globally. Once this pandemic dies down, the world will definitely behave very differently than before, things of this manner always follow people around.

Evaluation/Conclusion: The results of the data conclude that while research, in general, will be happening at this time, all the research projects at MMC have been postponed. They may be working on studies pertaining to COVID-19 but since I am no longer on-site, I have no knowledge of anything actually happening as of now in the CNIR department. Nursing research in the bigger picture will be working on a vaccine that will take 18 to 24 months to conduct trials and testing before releasing to the public.

Title: Remote COVID-19 Resources for Vulnerable, High-Risk Families Initiative

Name: Maria Lopez Brena

Preceptors: Direct Supervisor: Manuelli Rodriguez, Family & Disability Advocate

Agency: Acelero Learning Inc., Middlesex/Monmouth County

Purpose: To educate and inform vulnerable families about remote resources (Food & Nutrition, Health, Technology & Employment) in English and Spanish during the COVID-19 Pandemic in two online workshops and the Remind: School Communication digital application.

Significance: When measuring the impact and adverse consequences of the COVID-19 pandemic, communities of color are more likely to experience health and financial hurdles. Research in health and health care disparities consistently demonstrated evidence that minorities are more likely to have underlying health conditions, have the least access to care, and are more likely to have employment in service industries exposing them to COVID-19 than their white counterparts (Artiga 2020). The loss of resources, social isolation, and education's abrupt transition to a remote and digital space are stressors and can affect family structure for low-income families. When examining the relationship between stressors and economic hardship in Early Head Start families, these stressors can have an impact on a child's future academic achievement, and socioemotional and gross motor skills (Hustedt 2017). Acelero Learning provides Head Start[1] and early childhood education services to underserved, income-qualifying, and vulnerable families and children aged 3-5 years old. The adverse consequences of the COVID-19 pandemic are most likely to affect these families.

Method/Approach: After conducting a Family Needs Assessment for all 60 families, two online workshops will be hosted to present three digital pamphlets regarding three categories: Food and Nutrition, Health, and Technology and Employment. These pamphlets will be available on the Remind: School Communication application for parents to access in English and Spanish. Pamphlets will be created remotely with local community and county-wide resources tailored for the center's demographics and based on answers from the Family Needs Assessment.

Outcomes/Results: A total of 60 families were interviewed with a Family Needs Assessment regarding categories: Food & Nutrition, Health, and Employment. Of the 60 families, 45 of them had no immediate needs and 15 did. Two families tested positive for COVID-19 and two families have COVID-19 symptoms. Based on needs, six digital pamphlets were designed with resources designated for each category in English and Spanish. A workshop will be conducted in the morning and in the evening. Attendance will be taken and questions and answer (Q&A) section will take place after the webinar for engagement. The first morning workshop had an attendance of zero. The second evening workshop had an attendance of two persons.

Evaluation/Conclusion: These two workshops and the digital compilation of resources were condensed from six workshops organized prior to COVID-19. The majority of families do not have immediate needs. Promotion of the workshops and families' attendance was limited due to lack of technology, lack of immediate need for resources, or other personal conflicts. An additional limitation would be not having a method to quantify or determine engagement on the Remind: School communication application. The New Brunswick Public Schools district has ensured that community resources are updated daily and have been attentive to families' needs as well.

Title:	Assessment of group-based counseling with pharmacotherapy among incarcerated male smokers
Name:	Sarah H. Malarkey
Preceptors:	Pamela Valera, Ph.D., and Nick Acuna, MPH
Agency:	Cancer Health Justice Lab (CHJL)

Purpose: To analyze the self-efficacy scores and expectations of a group-based counseling with pharmacotherapy program on smoking cessation treatment for incarcerated smokers.

Significance: Incarcerated individuals have higher smoking rates which range from 50-83% compared to the general U.S. population rate of 14%. Group-based counseling is helpful with smoking cessation in general adult populations, but its efficacy remains undetermined within correctional facilities. Therefore, it is necessary to explore the effectiveness of group-based counseling in prison facilities and understand the factors that impact incarcerated smokers' success ability to quitting smoking.

Method/Approach: In the Summer of 2019, the CHJL conducted a 6-week group-based counseling with pharmacotherapy program, in the form of nicotine patches, for smoking cessation treatment in seven state maximum prison facilities in the Northeast regions of the U.S. The present data for this research project includes inmates who completed the program, which is defined as those who did not miss more than two sessions (n=102). To determine whether participants abstain from smoking at the completion of intervention, a CO level of 6 ppm was used as the cut-off point to assign participants to two groups: non-smoker (n=54) versus smoker (n=48). Using these two groups, bivariate analyses were calculated for sociodemographic variables, which included: race/ethnicity, employment status, education level, marital status, and language spoken at home. Bivariate analyses were conducted of how baseline self-efficacy scores and program expectations impact smoking abstinence. The covariates of interest included: interest in quitting, confidence in quitting, motivation to quit, support from family/friends in quitting, and expectations that group-based counseling and nicotine patches will help them quit. Covariates of interest were reported on a 5-point Likert scale. All reported p-values are two-sided, and $p<0.05$ was considered statistically significant. Analyses were performed using SPSS version 26 and SAS version 9.4.

Outcomes/Results: Among enrolled inmates, the majority were Caucasian/White (64.71%) followed by African American/Black (26.47%), Hispanic/Latino (3.92%), and the remaining classified as Other (4.92%). There was a significant difference in age between nonsmokers (M=40.64, standard deviation (SD)= 10.10) and smokers (M=44.93, SD=10.889, p= 0.046). However, there was no statistical difference between smoker and non-smokers for quit attempts (p=0.209), interest in quitting (p=0.568), confidence in quitting (p=0.833), motivation to quit (p=0.837), support from family/friends in quitting (p=0.589), and expectations that group-based counseling (p=0.468) and nicotine patches (p=0.433). The preliminary bivariate analyses demonstrated that regardless of smoking status at the end of the intervention, incarcerated men show high interest (M=4.68, SD=0.77), confidence (M=4.17, SD=1.05), and motivation (M=4.34, SD=0.99) to quit smoking at baseline.

Evaluation/Conclusion: Further action will require to run logistic and linear regression models to control for age, race, years smoked, and nicotine dependence to determine the effectiveness of this program. In addition, it is necessary to use a conceptual self-efficacy model to determine to what extent self-efficacy and expectations of the program impact abstaining from smoking at the completion of the intervention.

Title: RWJMS Healthcare Revenue Cycle Management

Name: Ahsen Malik

Preceptors: Professor O-Brien-Richardson, Internship Coordinator

Agency: RWJMS Department of Revenue and Reimbursement

Purpose: To help reduce overall costs to increase economic efficiency for RWJMS to allow healthcare to become more accessible

Significance: Healthcare revenue cycle management is the key financial process that allows healthcare to become more accessible to patients through methods that involve claims processing, payment and revenue generation. Without proper revenue cycle management, healthcare systems cannot function properly to carry out patient services. Proper revenue cycle management's main goal is to focus on allowing an organization to be paid in full amount for the services provided so there are no expenses that exceed revenue. An organization can then provide more healthcare opportunities and become more accessible once cash flow is efficient and unnecessary costs are eliminated and removed.

Method/Approach: Claims processing, data inspection and multiple databases created were used to conduct the project. Throughout the system, there are numerous patient claims that have not been paid or are misplaced by the doctors, being unsuccessful in reporting the correct charge amount. Sorting the claims through the processor, the date was able to be placed into their proper platforms allowing further processing. Data inspection was conducted to confirm doctors were listed underneath proper insurance providers to ensure they were receiving payment for services upon proper time. Office information was also checked for each doctor and provider to remove unnecessary information such as unused phone numbers to be disconnected or change of address. Databases were created to be able to confirm that deadlines were being met on time, to record doctors and providers information and to record which claims were processed correctly or incorrectly.

Outcomes/Results: With the elimination of waste, we can see a change in efficiency allowing for upstate in more services. Having claims being processed correctly at a rate of 100%, the efficiency was able to increase tenfold. Since charges were billed appropriately, the department was able to collect full payments from patients and insurance companies. Once unused office phone numbers were identified and shut off, the department was also able to save money. Each line cost about $40 a month to keep active, and about 104 numbers were inactive numbers, saving the department almost $4,160 a month. Databases also confirmed that doctors were being paid on time, avoiding any unnecessary fees.

Evaluation/Conclusion: The three main methods used, claims processing, data inspection and the creation of databases, allowed the economic efficiency for RWJMS to grow, saving the organization money in numerous areas, creating a pathway for RWJMS to eventually offer more services and accessible healthcare. Other methods which could have been implemented to help overall efficiency could be department meetings where problems and challenges coworkers were facing could be discussed. Also new software programs could be implemented which would help data to be more organized and accessible. With the methodology having a positive impact on the final results, it can be evaluated that the project did help reduce overall costs and increase economic efficiency for RWJMS.

Title:	Education on Osteoporosis
Name:	Faith Manon-og
Preceptors:	Direct Supervisor: Margaret Drozd, MSN, RN, APRN-BC, Director CHS
Agency:	Saint Peter's University Hospital: Community Health Services

Purpose: To increase awareness and measure education regarding risk factors, prevention, and treatment of osteoporosis.

Significance: Osteoporosis is a medical condition where the bone loses density and becomes more porous. Osteoporosis is accountable for $19 billion in medical costs that are attributed to falls, fractures, or any other bone-related morbidity (NOF, n.d.). By increasing awareness of bone density in certain populations, individuals can be motivated to get future bone-density screening and assess their risk of osteoporosis. Saint Peter's University Hospital's Community Health Services currently provides free, point of care, bone density screenings that immediately give participants their test results on site. The screenings work towards raising awareness and providing education about osteoporosis.

Method/Approach: To increase awareness of osteoporosis, a poster board was created to educate participants during a bone density screening for the adult population. To measure education, a 6 question pre-test/post-test was created based on the information on the poster. When participants registered for the screening, they also filled out a pre-test. After the pre-test, a nurse tested for bone density with an ultrasound bone densitometer and discussed the results with the participant. The participants are then educated about osteoporosis, risk factors, prevention, screening, and treatment methods. After education, the participants take their post-test. A total of 34 tests were administered on March 4th, 2020.

Outcomes/Results: Of the 34 participants, the results of the pre-test were: 13 received 100% (6/6), 14 received 83% (5/6), 6 received 67% (4/6), and 1 received 50% (3/6). Of the 34 participants, 27 passed the pre-test with at least 83%. The average test score was 88.6% (5.3/6). For the post-test, all 34 participants received 100% (6/6). In the pre-test, the question most participants were getting wrong was "What does your T-score tell you?" 44.11% (15/34). After the screening, 15 participants from that site sent back an anonymous Client Evaluation Form, which rates CHS provided services. Under the question "as a result of our recommendations, what will you do to improve your health (check all that apply,)" 10 participants responded that they will increase physical activity, 7 participants responded that they will follow a healthy diet and 6 participants said they will take vitamins.

Evaluation/Conclusion: The outcome of the pre-test showed that the majority participants were knowledgeable about osteoporosis. The remaining participants that did not pass the pre-test showed that there was knowledge gained because after the education was administered, every posttest received 100%. The results from the Client Evaluation Form noted that after education, they would make behavioral changes to make healthier lifestyle changes. During education, there was an emphasis on increasing weight bearing exercise and intake of Vitamin D and calcium. This was reflected in the Client Evaluation Form responses when they stated they will take vitamins, increase physical activity, and follow a healthy diet.

Citation

Title: Patient Education: Medication Side Effect Project (Metabolic Unit)

Name: Adriana Mantilla

Preceptors: Mallory Cowan BSN: Metabolic Unit Nurse Manager

Agency: Saint Peter's University Hospital- New Brunswick, NJ

Purpose: The purpose of this intervention was to improve the metabolic unit's patients' understanding of their prescriptions as well as the side-effects and interactions they may cause.

Significance: The importance of patients understanding their medication side-effects is crucial. The medication side-effect survey results for the metabolic unit at Saint Peter's University Hospital was below the standard for the last year. Out of 100 discharged patients who were surveyed, 28 (28%) said they were educated on their medication side effects, 26 of those patients (26%) said they were not educated on their medication side effects. 46 (46%) fell under the non-applicable category. Medication side-effect interactions can create new medical issues for a patient, cause life threatening complications and even result in death. It is vital for caregivers to ensure their patients are aware of what pharmaceuticals they are ingesting, how they may negatively react with their existing medications, how addictive a prescription can be and what side-effects may occur. The metabolic unit has reinforced existing education tactics as well as implemented new techniques to increase the level of education. It is the unit's mission to raise patients' awareness of medication side-effects.

Method/Approach: Patient education scores regarding medication side-effects were compiled from discharged patient surveys. In attempts to raise these scores the metabolic unit has implemented/ re-enforced the following, medication side effect boards in each patient room, registered nurses explaining informative literature about prescribed medications, and patients being 'prescribed' TIGR educational videos to watch in their hospital room. Personal responsibilities included ensuring the RNs on the unit were utilizing these tactics, gathering data before and after implementations, creating the side effect boards for patient rooms, assembling a list of TIGR video channels that pertained to the unit's patient population, and attending meetings to discuss updates on the progress of the project.

Outcomes/Results: Of the sample size cohort (n=100), 40 of the patients (40%) who were discharged from the metabolic unit said they were educated about their medication side-effects. Twelve of those patients (12%) said they were not educated on their discharge medication side effects. Forty-eight of those patients (48%) fell under the non-applicable category. This is due to the fact that a portion of the patients were not discharged with any prescriptions, while others chose not to participate in the survey. In addition to these reasons, some patients were discharged to long-term patient care facilities, the unit does not call to survey these patients because they are under the care of medical professionals.

Evaluation/Conclusion: Prior to the metabolic unit implementing/ re-enforcing these education tactics, the number of patients who claimed to be educated on their medication side-effects nearly matched the number of patients who claimed they did not receive this education. After intervention, the discharged patient survey results improved through the efforts of the metabolic unit, (n=28) educated patients grew to (n=40) patients educated. The unit would like to continue this intervention for the metabolic unit as well as have other units at SPUH adopt this education intervention. Therefore, the hospital can teach as many patients as possible about their medication side-effects in order to prevent any negative interactions in the future.

Title: Effects of the EPIC Medical Program

Name: Jhoselyn Marin

Preceptors: Direct Supervisor: Dr. Daniel Okoro, APN
Project Supervisor: Kathy Howie, LCSW

Agency: Trinitas Regional Medical Center Behavioral Health and Psychiatry - Elizabeth, NJ

Purpose: To study and analyze the effects of the Excellence Primary Integrated Care (EPIC) program in the Behavioral Health and Psychiatry Department and why it should continue.

Significance: Many studies have shown that individuals with mental health disorders are at higher risk of suffering from premature death. This has to do with the increasing amount of barriers those with mental health illnesses have to undergo. According to Horvitz-Lennon et al. (2006) "adults with severe mental illnesses have poorer access to...general health." This shows how bridges must be made between general healthcare and mental healthcare. By having primary health services in the same building as the behavioral health services, patients will have easier access to all these types of care. EPIC seeks to lessen barriers mental health patients have.

Method/Approach: A data analysis was conducted to show the effects of the EPIC program on mental health patients who have been enrolled in the program for 18 months or more. The difference in health variables across 18 months were analyzed. Some of the variables that described overall health and wellness for each group were blood pressure, breath CO, HgA1c and HDL. Ethnicity was also reviewed to show which subpopulation needed the most attention regarding language barriers.

Outcomes/Results: Of the sample size (n=649), 350 clients were Hispanic, 182 African-American, 78 Non-Hispanic White and 39 were Other, which included Native American, Native Hawaiian or Asian. The percentage of people in the hypertensive category fell from 20% to 13%. The mean reading for participants' breath CO levels fell from 13.7 to 2.8. Ten percent of the participants moved from prediabetic to normal; however, eight percent changed from normal to prediabetic, another eight percent moved to prediabetic to diabetic. Finally, the average HDL levels for participants went from 47 to 52, showing improvement and decreasing the risk of Coronary Artery Disease from 40% to 20%.

Evaluation/Conclusion: The EPIC program has shown significant improvement in the mental health patients' overall wellness and health as shown by the data therefore, it should remain. However, the HbA1c readings showed negative results. This result could be because some of the SPARS data may be inaccurate due to multiple changes in data entry personnel. After evaluation, one method to improve results of this program would be to identify individuals that have worsened and begin more intensive treatments. Along with that, continue telephone counseling, appointment reminders, and health groups to encourage healthier lifestyles.

Title: The Health Needs of the LGBTQ+ Community

Name: Jocilyn Martinez

Preceptors: Yesenia Hernandez, Program Coordinator

Agency: Robert Wood Johnson New Brunswick Community Health Promotion Program

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Purpose: To obtain a better understanding of the health issues and needs of the LGBTQ community from their own perspective, with data that potentially could be used for planning of more focused health fairs and information sessions in the future.

Significance: The LGBTQ community as a whole faces many health disparities. About "a sixth of LGBTQ adults have experienced discrimination at the doctor's office or in another health care setting [...]" (Powell, 2018). When a gay man shares his sexual orientation with his healthcare provider, they automatically want to do HIV testing which is a good thing but that's not the only part of their health they should be concerned with. A number of gay men choose to go to public healthcare services instead of primary care providers because they feel more comfortable talking about their sexuality without feeling discriminated against. As for lesbians, many of their healthcare needs are not being met like pap smear testing and breast exams due to the similar reasons of discrimination but also from not affording healthcare. LGBTQ centers are a way for this community to feel a part of something and feel comfortable opening up about their concerns about anything and in return can offer ways for this community to seek medical help.

Method/Approach: Initially, looking for health concerns within the LGBTQ community as a general was the first step. While searching, the LGBTQ community all together is a big community, narrowing it down to focusing on 18 years old or older became the primary search. Evidence-based programs, like Healthy People 2020, gave knowledge to what needs to be addressed within this community. A LGBTQ center called the Pride Center was called to see if they would take part in developing a project that will allow their members to speak openly about their concerns in health care. After contacting the center, creating a proposal will give the staff a better understanding of what this session would look like. The plan is to address the various and diverse populations attending the Pride Center to get their perspective on these issues/questions about health care.

Outcomes/Results: A proposal was made for the Pride Center explaining what is to be expected in this project. This proposal had everything from the background information about the LGBTQ community and the healthcare system to proposing a project where a focus group can be administered and the results can ultimately help with future planning for informational sessions and/or fairs. The person conducting this focus group will have conversions asking questions like "What are some health topics that you would like to learn more about? How would you like to learn about these topics?" This project has not been finished due to the recent pandemic closing the center temporarily.

Evaluation/Conclusion: To determine if this project will be effective, a focus group will be conducted and the information given will have made way for a session and/or a health fair. If a health fair and/or session is to come out of this, this would allow for this community to get screened and get their answers to any questions they might have, as well as help and explain the importance of keeping up with their health needs. From this health fair and/or session, having the community reach out and find providers they feel comfortable with is one of the main goals.

Title: Evaluation of HARP and HCBS Programs in New York State

Name: Namitha Mathew

Preceptors: Direct Supervisor: Ana Stefancic, PhD, Associate Research Scientist
Direct Supervisor: Daniela Tuda, LMSW

Agency: Columbia University - Department of Psychiatry

Purpose: To conduct a formal evaluation of the Health and Recovery Plans and Home and Community Based Services currently implemented throughout the state of New York.

Significance: In the United States, many Medicaid members do not have adequate access to behavioral health services, such as community-based mental health and substance use treatment. Specifically, in New York State, the structure of funding and healthcare systems have been associated with higher costs for treating Medicaid members with serious mental illness (SMI) but not necessarily positive outcomes (Castillo et al., 2017). Through the implementation of HARP and HCBS, Medicaid members have increased access to community-based services, less dependence on inpatient services and the ability to achieve life goals (Haggerty, 2018). A qualitative program evaluation to assess the effectiveness of the HARP and HCBS programs in New York State helps indicate if members have experienced improved health, behavioral health and social functioning outcomes as well as determine if HCBS services are focused on recovery, social functioning and community integration. Findings from the evaluation in New York State help advance the understanding of program successes and challenges, as well as adaptations that may be needed for further expansion.

Method/Approach: The qualitative evaluation consisted of background research and key informant interviews with stakeholders such as policymakers, managed care organizations, health homes, service providers and clients. Interview questions sought to understand how the HARP program, including HCBS, operates, the benefits provided, membership eligibility, service accessibility, and how care is coordinated. Interviews were conducted by phone, audio-recorded, and transcribed verbatim. Transcripts were then analyzed to identify benefits of having the program, as well as challenges and potential solutions in each domain assessed above.

Outcomes/Results: Preliminary findings showed that the program provides enhanced access to new behavioral health benefits for individuals with SMI and substance use disorders (SUD). Early interviews indicated that enrollees report positive experiences with HCBS services provided, have access to a wider range of services, and acquired the knowledge and tools needed to navigate the system independently. The lack of effective interagency coordination has resulted in challenges with client enrollment and engagement, billing services, and service authorizations. Additionally, there have been issues related to enrollment with individuals who want services but are not eligible and individuals who feel forced to participate because they are. Moreover, some individuals have been rejected services because they have already used up their HCBS services for the year.

Evaluation/Conclusion: HARP and HCBS programs provide a lot of help to individuals with SMI and SUD in the state of New York. Nevertheless, there are still areas of improvement for the program such as increasing membership; removing lengthy assessments; improving communication among agencies; and ensuring that members are receiving the services that they need.

References

Title: Informational Brochure for Melinated Moms to Generate Member Interest

Name: Danielle McCarthy

Preceptors: CEO/Project Supervisor: Jaye Wilson

Agency: Melinated Moms

Purpose: To provide a brief overview of who the agency is, what they do, and the overall vision of the agency to generate interest in becoming a member of the organization.

Significance: Mothers of color in the United States are a vulnerable population due to a variety of reasons. This demographic of women tend to have poor access to quality reproductive health information, face discrimination from the healthcare system in the form of disrespect and abuse, live in poverty, and experience high levels of stress. Melinated Moms is a community-based membership that is for women and mothers of color. The agency offers programs and services such as: Support Groups/Focus Groups, Self-Sufficiency Coaching, Community Engagement Activities, Advocacy Committee, Community Outreach & Education. There needs to be a way for the agency to provide quick facts about who they are and what they do for different events the organization participates in, such as the Moms Congress, as well as their monthly meetings with new members.

Method/Approach: To produce a quality brochure that accurately reflects the purpose and vision of the agency, referring to the agency's website to be consistent with the agency's brand. Additionally, the brochure will refer to requested PowerPoint presentations, used by the supervisor in previous presentations, to highlight specific details about the agency. The supervisor, who is also the CEO of the agency, will be in constant communication regarding what information she would like to be featured in the brochure. To remain on the right track in terms of design, drafts of the brochure to the supervisor to get feedback on what is working and what is not. The software used to create this brochure will be Canva, the features on the site allow the user to produce original content from scratch.

Outcomes/Results: The outcome for this project, is the final product version of the brochure. The brochure will include who the team members are, the five principles of engagement, the mission, and the paid membership. The baseline cost for membership is $15 with the following benefits: a monthly newsletter, birthday shoutout, discounts on in person events, discounts on merchandise, quarterly mom boxes (the included offers are based on the season). Additionally, for members who are interested in additional activities, they will receive a 10% discounted rate. Some activities include, but are not limited to: self-sufficiency coaching, Melinated moms University, workshops, events, etc.

Evaluation/Conclusion: This brochure could be used to provide current and updated information about the agency. By using Canva, members of the agency would easily be able to access a pdf version of the brochure and update the information accordingly. Additionally, the brochure could be featured on the website to provide a quick snapshot of what the agency offers. Furthermore, because the supervisor is constantly attending events, she could use this brochure to provide people with a tangible item to remember the agency. In essence, the brochure can be used to spread the word about Melinated Moms and provide mothers of color access to the services of an agency caters specifically to them, as well as contact information.

Title:	Bridging the Digital Divide in Senior Citizens
Name:	Nicole Meckler
Preceptors:	Melanie Ford, Director
Agency:	New Brunswick Senior Citizen Resource Center

Purpose: Implement a new program for introduction to computers, smartphones, and apps in order to educate seniors.

Significance: Many seniors fear technology and think they are incapable of learning how to use it at their age. In order to combat this problem, the New Brunswick Senior Center has implemented an initiative to educate seniors on various levels of technology through one on one sessions. These sessions range from introductory beginner levels to more advanced levels. Through this approach, the center hopes to help bridge the digital divide in senior citizens.

Method/Approach: Originally, the plan was to instruct a computer class every other week to seniors interested in attending. Upon seeing that no one had signed up to attend the introductory computer class, I began to conduct both primary and secondary research about seniors and technology. The research concluded that the approach the center had originally wanted me to take was not going to be effective to the population at hand. There were several reasons why seniors did not sign up for the class which included: fear of technology, not having the right attitude to learn new skills, feeling as though they are a bother to staff, and the inability to learn at the same pace as someone else. With this information, the class was transformed into one-on-one sessions in order to best encourage the willingness of seniors to sign up for a session. Recruiting was also a key component. This was done in order to inform and persuade seniors to step out of their comfort zone. They also needed to be reminded that this was something that staff members were passionate and eager to teach. With proper advertisement and recruitment this method appeared to be a much stronger approach as seniors began signing up.

Outcomes/Results: The new approach of individual lessons appeared to be a lot more effective. It allowed the session to be designed based on the individual's wants and needs. Individual sign ups were offered between January 27, 2020 and March 10, 2020. Some seniors came in with specific questions, while others came in with little to no experience looking for some basic instruction. Seniors began asking miniscule questions followed by apologizing for being an inconvenience. It was crucial to emphasize eagerness and willingness to help them no matter how big or small the question at hand was. About 50% of the questions involved cell phone settings (brightness, flashlight, volume, voicemail), 20% related to installing and using certain applications, 15% involved social media and email inquiries, 5% related to operating system and software questions, and the remaining 10% centered around using the internet more efficiently. For a total of ~25 appointments.

Evaluation/Conclusion: The seniors at the center are very much aware of how influential technology is on the world we live in today, however, some feel complacent in their lives without it. Only after taking that initial step did they learn how beneficial technology can be for them, especially with regards to communication and online shopping as many of them do not have access to a car. Seniors are capable of learning the current technology and eliminating the digital divide as long as they are willing to step out of their comfort zone.

Title: In-person and Mobile Recruitment Evaluation and Manual

Name: Ezekiel Medina

Preceptors: Direct Supervisor: Kristen Krause, Executive Assistant to Dean of School of Public Health, Center Manager; Project Supervisor: Richard Martino, Data Manager

Agency: Center for Health, Identity, Behavior and Prevention Studies (CHIBPS)- Newark, NJ

Purpose: To evaluate in-person and mobile recruitment strategies for paid research studies in the Greater Newark area and develop a manual for best practices to add to the CHIBPS operations manual.

Significance: Health behaviors among young men who have sex with men (YMSM) and transgender women are of interest in studying the production of syndemics over time. Syndemics are behaviors related to the burden affecting vulnerable populations (Halkitis et al. 2014). They include mental health burden, sexual risk-taking, and illicit drug use. In describing these syndemics, researchers aspire to expose the ways in which these behaviors take hold and the factors of the environment that predispose individuals to these behaviors.

Method/Approach: In order to create best practices for recruitment for CHIBPS research studies, I reviewed the current ways recruitment is being done. By meeting with project and center supervisors, I was able to gather more information on the ways in which CHIBPS interns go about the actual recruiting process. CHIBPS does recruitment via online apps (mobile), calling eligible participants, events and partnerships with community entities (in-person), and by leaving physical fliers in areas that are accessible to eligible participants. There exists no formal data on which mobile apps have yielded the most participants, but trends suggest Grindr and Scruff to be most fruitful. Community partnerships assist most directly by recruiting eligible patients. I was unable to attend any events-based recruiting efforts as they happen more often during the Summer months.

Outcomes/Results: Due to the ongoing Covid-19 pandemic, recruitment protocols are put on pause until further notice.

Evaluation/Conclusion: The most effective methods of research study participant recruitment are in-person, through community partnerships, and through dating apps like Grindr and Scruff. Having a formal recruitment manual with guidelines on best practices is vital to successfully completing research studies that have viable, diverse, and valid samples. CHIBPS interns should be adaptive, kind, and compassionate when participating in recruitment, making sure to use the correct pronouns when appropriate. Inclusive speech and kind gestures all help to increase participation. For mobile recruitment, interns should feel confident in using the recruitment manual for initiating messages, responding with accurate and appropriate information, and safety protocols. For in-person recruitment, the manual shall also guide interns in making the most informed decisions for safety, engagement, and study participation. In continuing to be accessible to potential research study participants, CHIBPS is successful at completing its studies to further the knowledge base on behaviors and people.

Title: Hypofractionated Radiation Therapy Assessment

Name: Paula Medina

Preceptors: Direct Supervisor: Clarissa Henson, MD. Chair, Department of Radiation Oncology

Agency: Trinitas Comprehensive Cancer Center - Elizabeth, NJ 07207

Purpose: To analyze the use of different breast radiation techniques used in breast cancer patients from 2017 to 2019 in accordance with the 2018 ASTRO guidelines to understand barriers in treatment options.

Significance: It is estimated that in 2020, about 276,480 women will be diagnosed with invasive breast cancer (ACS, 2020). During breast radiation treatment, female patients experience fatigue, skin irritation, nausea, and toxicity. With hypofractionated radiation therapy (HFRT), breast cancer patients are able to receive treatment in fewer sessions at a higher dosage compared to the conventional fractionated radiation therapy (CFRT) that occurs at lower dosages with longer sessions. The ASTRO 2018 guidelines expanded the population of patients recommended to receive HFRT to provide more female breast cancer patients with a more cost-effective convenient treatment that reduces toxicity in breast cancer patients with fewer treatment schedules.

Method/Approach: A retrospective review was completed of breast cancer female patients treated by Clarissa F. Henson, MD, who received breast conservation therapy (BCT) from January 2017 to December 2019 at Trinitas Comprehensive Cancer Center. Data from 112 breast cancer patients were collected from patient charts into an excel sheet for analysis; including demographics such as BMI, patient age, and insurance status. The type of radiation therapy used was categorized by HFRT, CFRT, and accelerated partial breast irradiation (APBI). The analysis of the three years was used to see trends in the use of HFRT in the Trinitas Comprehensive Cancer Center. Research was then conducted to understand barriers in using HFRT as treatment options in patients in the United States compared to other countries, such as Canada, which use HFRT as the main breast radiation treatment.

Outcomes/Results: The analysis of the three years was conducted of the sample cohort (n=112) of breast cancer patients. From January 2017 to December 2019, 70 patients (62.5%) received CFRT, 33 patients (29.5%) received HFRT, and 9 patients (8%) received APBI. The data was then analyzed to see trends from 2017 to 2019 in the use of HFRT. In 2017, 10.5% of patients received HFRT. In 2018, 20% of patients received HFRT. Finally, in 2019, 61.8% of patients received HFRT. There was a total of 13 patients who were uninsured, 15% received HFRT while 0% received APBI. For insured patients, 31% received HFRT while 9% received APBI. The median age for HFRT use was 60.8 while the median age for CFRT was 58.2. The average BMI in HFRT patients was 30.7 while the average BMI in CFRT patients was 30.2.

Evaluation/Conclusion: It is evident that the change in guidelines by ASTRO in 2018 was followed to increase the eligibility of breast cancer patients to receive a higher dosage and fewer treatment schedules from HFRT. However, it is important to understand that the use of HFRT is still low in breast cancer patients in the United States compared to other countries, such as Canada. Further research needs to be conducted to address the disparities in HFRT in uninsured breast cancer patients. Cancer centers in the United States need to increase protocols for doctors to use HFRT among breast cancer patients in the hopes of improving patient convenience and healthcare costs.

https://docs.google.com/document/d/1W1WKSlQB04eDQmOChEeLbCdf2yXqXDVIplZNZiE49PE/edit?usp=sharing

Internship Abstract

Title: Colorectal Screening Initiative

Name: Sarah Meighan

Preceptors: Evelyn Robles-Rodriguez, DNP, APN, AOCN

Agency: MD Anderson Cancer Center at Cooper

Purpose: To educate individuals in the Camden County area, as well as Cooper University Hospital staff on the importance of colorectal cancer screening to increase rates of colorectal cancer screening.

Significance: Colorectal cancer is the third most common cancer in both men and women (The American Cancer Society, 2020). The American Cancer Society recommends individuals at average risk of colorectal cancer to start regular screenings at the age of 45. Colorectal cancer is highly treatable or preventable with proper colorectal cancer screenings, such as a fecal immunochemical test (FIT) or a colonoscopy. However, many individuals face limitations to proper screening for colorectal cancer, due to being uneducated, uninsured, or underinsured. Limitations heighten in communities that primarily speak a different language, as there is a language barrier between patient and physician.

Method/Approach: A colorectal cancer initiative was developed by Cooper University Hospital staff from MD Anderson Cancer Center and Population Health. This was aimed to educate individuals on the importance of colorectal cancer screenings through verbal and written education, as well as distributing FIT kits to those over the age of 45 that had not received a colonoscopy in 5 years, or not used a FIT kit in the past year or to individuals with a family history of colorectal cancer. Data collected from 100 individuals were entered into a spreadsheet to keep track of the individuals who accepted a FIT kit and the results of those who returned the kits. If the FIT kit was returned, the spreadsheet kept track of 1) date of return 2) positive or negative result, and 3) date notice was sent out informing the individual of the results. If positive, a colonoscopy is recommended as a diagnostic follow-up to access the source of bleeding.

Outcomes/Results: Of the sample size cohort (n=100), 31 individuals returned the FIT kit. Out of the 31 individuals that returned the FIT Kit, 100% were negative, indicating that there was no blood found in the stool. Due to the outbreak of COVID-19, seven of the twelve outreach events had to be canceled. The data collected was from five outreach events, one in the community and four at Cooper University Hospital locations.

Evaluation/Conclusion: Due to the outbreak of COVID-19, all of the events scheduled did not happen, giving minimal data. With the data collected, it is important that future events within the community are more informed of the events happening. It is also important to reach out to more facilities for outreach. With the cancellation of events, for the safety of individuals being compromised, it cannot be certain if this event was effective. Further investigation needs to address the low return rate in this population and the barriers to the return of the kits.

Title: Closing the Gap between Honest Broker and Data Management

Name: Naema Meilad

Preceptors: Frances Di Clemente, Program Analyst

Agency: Rutgers Cancer Institute of New Jersey

Purpose: Create a plan to analyze Precision Medicine Oncology research data management plans and improve data use tracking.

Significance: A centralized database that supports research needs is an important priority for many institutions such as the Cancer Institute of New Jersey (CINJ). A database optimizes data management and sharing for better workflow practices. However, the Precision Medicine Oncology department (PMO) at CINJ has yet to establish such a database. PMO honest brokers (HB), who deidentify data for research, have no way of tracking and prioritizing data. By introducing the PMO Honest Broker Ticketing System (PMO HB TS), PMO HB's will be able to track all data requests until publication on a single database. The TS would have researchers register onto the ticket site and accept to acknowledge CINJ in all presentations and publications. Outcomes expected include tracking shared data until its publication. This TS also addresses the issues of pre-publication management and allows research transparency to continue.

Method/Approach: Current data management methods were reviewed to determine HB efficiency. An analysis of management efficiency was conducted based on three measures: data request documentation, ability to share data, and ability to track data. Next, an interview with the PMO HB determined improvements needed to current data management efforts. A web-based Ticket System (TS) was deduced as the most appropriate course of action. It will provide a single site for data management/tracking to take place. Finally, an evaluation of the TS's efficiency was conducted along with creation and implementation cost analysis.

Outcomes/Results: The PMO HB TS is a web based platform for data request submission, sharing, tracking, and publication review. The site will be accessed through its own weblink. The team required to build this system consist of a Project Manager, an IT Manager, and an IT Specialist. The Project Manager will assign work and manage the budget. IT Manager and IT Specialist will create the web-based system. The implementation team will consist of two HB's, an HB Administrator, and a Project Coordinator. HB Administrator will process data requests while the Project Coordinator consents patients and provides access to data. The team of HB's will deidentify data requested. The system also features a built-in pre-publication review, activity log, deadline reminder, and ticket status tracker. Registration and acceptance of terms of agreement is required prior to access by researchers to request data.

Evaluation/Conclusion: Prior to the TS, data management/tracking was predominantly done by a single individual. The TS would divide tasks amongst a team for improved accuracy and time management. Other benefits include decreased publication errors and increased CINJ citations in published work. As exemplified by other data management platforms (e.g. YODA Program), having a data management system increases data integrity and subject privacy. The same results are expected at CINJ once the TS is implemented. While all expectations are positive, funding must be addressed. Web development costs are estimated at $27,017. Staffing costs are estimated to approximately $101k per year, with an expected net revenue of $66k. Once funding has been allocated, the design and fundamentals of the TS has been developed to ensure a useful system for the HB department at CINJ PMO.

Title: Applicant Tracking System Analysis

Name: Selasi Mensah

Preceptor: Direct Supervisor-Ms Joyce Bautista HR Coordinator

Agency: Aculabs Inc. - East Brunswick, NJ

Purpose: To analyze Aculabs Inc.'s applicant tracking software metrics data, and make recommendations to lower turnover rates and improve the recruiting and hiring processes.

Significance: The impact of high turnover is significant across the continuum of healthcare in the U.S. Employment of healthcare occupations is projected to grow 14% from 2018 to 2028, much faster than the average for all occupations, adding about 1.9 million new jobs. The blend of high turnover and growth is creating staffing gaps which have an impact on a healthcare organization's bottom line. Market analysts say that healthcare's turnover is second worst, only to hospitality. According to a study by National Healthcare Retention & RN Staffing Report, the average turnover rate in 2017 was 18.2%, which is the highest recorded turnover in the industry for almost a decade. Since 2013, the average hospital has turned over 85.2% of its workforce. The cost of turnover at one major medical center represented a loss of more than 5% of the total annual operating budget, according to an article in Health Care Management Review." Every time an employee leaves, there is a negative effect on care quality, patient experience, and organizational operations.

Method/Approach: The applicant tracking system analysis began with identifying and defining ranking metrics of current job postings. Further analysis of individual job postings was done to identify reasons for the ranking score. Some missing information found in the low-ranking job postings included missing job descriptions and clarity of required job qualifications were lacking. Some of these discrepancies were corrected and others were brought to the attention of the direct supervisor. It was also identified that the response rating of the company was low, and sending automated thank you messages and acceptance or rejection messages to applicants increased the rating. A comparison of job postings and hiring processes of organizations similar to Aculabs in terms of organizational structure, size, location, and organization type was conducted to figure out what needs to be improved. A sample of employees were selected based on several factors (including length of employment and rank in the company) to participate in a survey/questionnaire about the company's recruitment and retention processes. Five participants were selected (n=5), one from each department of the company.

Outcomes/Results: By making all the necessary corrections and with constant monitoring, some low ranking jobs had a boost in performance. Some employees were unable to complete the survey due to COVID-19 related absences. Aside from writing impactful job descriptions, another recommendation that was made to increase the effectiveness of the recruiting, hiring, and retention processes included making the company's brand clear by giving applicants a clear picture of what to expect and what is expected of them before taking the job.

Evaluation/Conclusion: The outcome of this project was to recommend strategies and ways to improve the hiring, recruiting and retention processes of the company which will reduce the company's high turnover rate in the long run. If the recommended strategies are implemented and executed, the desired results will be achieved.

Title: Analytical Investigation of Opioid Prescription Practices Post-Elective Hip and Knee Arthroplasty

Name: Magdalena Mezynski

Preceptors: Direct Supervisor: Kyala Pascual, BSN, RN, ONC, CJCP, Joint Care Coordinator

Agency: Robert Wood Johnson University Hospital - New Brunswick

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Purpose: To analyze opioid prescription practices post-elective hip and knee replacement and investigate logistical and behavioral components of opioid usage to ultimately help providers better understand patients' demand for narcotics post-surgical discharge.

Significance: Last year Americans filled over 245 million prescriptions for opioid pain relievers, making them one the most frequently prescribed medication in the United States. According to the National Institute on Drug Abuse, patients should be prescribed a quantity for the duration of severe pain, usually 3 days or fewer. In reality, patients on average were discharged with a script meant for a minimum of 30 days. Prescription opioids commonly serve as a gateway to substance abuse and addiction. Opioids must be seriously reconsidered for clinical use if there is hope to reverse the opioid epidemic in this country (Nakada & McGovern, 2017). RWJUH practices a multi-modal pain relief approach, which comprises a diversity of medications and physical modes of pain relief, to reduce heavy reliance on narcotics. Although widely prescribed by surgeons postoperatively, they are seldom aware of how the script is utilized by the patient- how much of the script is being consumed versus how many pills are left-over that could potentially end up contributing to an opioid addiction?

Method/Approach: Interviews via telephone were conducted with a random sample of patients whose procedures were done in the month of December 2019 and January 2020. Patient's responses were recorded, and the following questions were tabulated in excel to produce metrics: 1) Did you fill your script for narcotics? If so, record dosage and number of pills. 2) When was the medication taken? (Before therapy, bed, Q4, as needed) 3) Did you concurrently use other pain medication? (Tylenol, Tramadol, On-Q catheter, Other) 4) Did you need to call for more narcotics prior to your follow-up appointment? If yes, record refill amount. If no, record the amount of script left over. 5) Disposal: Disposed excess pills properly in accordance with New Jersey's Project Medicine Drop (NJPMD) guidelines? If not, info given on nearest location. 6) Suggestions to future presents about managing pain?

Outcomes/Results: Of the sample size cohort size (n= 26), 43% of patients utilized less than 20% of their narcotic script (average = 2%), while 40% of patients used more than 81% of their script (average = 93%). Four patients (17%) used between 21 to 80 percent of their script (average = 54%). Three patients did not receive a script or use narcotics post-surgical discharge (excluded from data analysis).

Evaluation/Conclusion: A little less than half (n=9, 40%) of patients used the majority of their narcotic script (93% on average), while a little less than half (n=10, 43%) used very little of their total script (2% on average). Data trends favor two extremes: either using most of the script and needing to call in for a refill, or barely using any and having over 98% of their script unused. Only 1 patient had disposed of excess opioids as per NJPDM guidelines. Thorough consultation with patients regarding post-surgical pain expectations and standardization of opioid prescription practices can contribute to finding an appropriate standard to ultimately decrease the number of unused narcotics left in patients' homes.

Title: The Impacts of COVID-19 on Non-profit Organizations

Name: Mohraeel Mikhail

Preceptors: Dr. O'Brien Richardson

Agency: NAMI New Jersey, North Brunswick

Purpose: To analyze the impact of COVID-19 on the agency and its programs and the limitation it has caused in providing support for individuals with mental health disorders.

Significance: Research has proven that 10 million people have lost their jobs and they are depending on non-profit organizations for relief and support. The significance of non-profits has increased since individuals became financially unstable. NAMI is a non-profit organization that is committed to improving the lives of individuals who suffer from a mental illness. Advocating for NAMI during this time is crucial especially since individuals are suffering more from mental health disorders. Research has associated social isolation and loneliness to poor mental health also it shows that job loss is linked to the increase of anxiety, depression, distress and substance abuse.

Method/Approach: COVID-19 has had one of the most disruptive effects on nonprofit organizations. This pandemic put a hold on all NAMI's programs which support the well-being of many individuals suffering from a mental disorder. Also, this virus put a restraint on employee relations, preventing them from working together and communicating physically.

Outcomes/Results: The recommendations were made to provide support for the agency and the people in the community during this time. The first recommendation was to advocate for the agency. Without collective nonprofit advocacy, the agency would be left out of the major federal relief legislation. The second recommendation is to host virtual programs for individuals who need support and encouragement. Virtual events have succeeded in the past for other non-profit organizations and NAMI can adopt the same ideas.

Evaluation/Conclusion:
In conclusion, taking care of NAMI employees is also part of the agenda. NAMI must reinforce health hygiene practices and social distancing as followed by the CDC. Also, NAMI needs to consider the security of its employees by taking out a loan to cover payroll and other expenses. Lastly, a new policy would have to be created to support the recommendation of virtual programs.

Title: Cancer Support Outreach to Multicultural Populations

Name: Hillary Montesdeoca

Preceptors: Direct Supervisor: Katherine Schaible, Manager of Family and Outreach Programs

Agency: Cancer Support Community

Purpose: To increase outreach efforts within Middlesex and Union County to bring awareness of our organization to a Hispanic/ Latino population.

Significance: Cancer is a leading cause of death amongst the Hispanic / Latino population in the United States. Compared to non-Hispanic whites, Hispanic whites have a higher risk for cancers associated with the liver, stomach, and cervix (2018). Unfortunately, Hispanics are also likely to face language and financial barriers that prevent them from seeking out treatment or psychosocial support. Our organization seeks to focus more on the patients themselves in order to provide emotional and psychosocial support for patients, families and anyone being affected by cancer.

Method/Approach: Through adequate research and the use of reliable sources, a list of appropriate cancer resources was compiled and organized into a spreadsheet. Through research, demographic information was gathered on the Hispanic population for various counties in NJ. We held one-on-one meetings and focus groups with cancer patients, survivors, family and caregivers while implementing the "needs-assessment-tool". From this, our team has gathered important feedback and information that helps us to identify and discuss the unique needs of the Hispanic / Latino Community.

Outcomes/Results: The Hispanic / Latino population makes up about 20.6% of New Jersey residents. Looking at individual counties, the Hispanic / Latino population makes up 21.6% of Middlesex County and makes up 32.3% of Union County. Furthermore, in 2016 it was found that about 20% of Hispanics aged between 6 to 75 were uninsured. Some insurance plans do not cover the range of costly expenses that come with a cancer diagnosis which means more than 20% of Hispanics may need financial assistance. The number one concern that patients and family members had reported surrounded nutrition. This is significant because malnutrition occurs in at least 40% of cancer patients. In addition, although still unmeasured, we have recently come to realize that many patients also struggle with finding adequate transportation to and from doctor appointments, support groups, grocery stores, and other necessary locations. This is very important and yet insurances may not cover this type of service.

Evaluation/Conclusion: The list of cancer resources acts as a guide for individuals to reflect on what resources are available nationally, in New Jersey and in their local communities. This will also assist our outreach efforts to spread word about CSCCNJ and create partnerships with other corporations. Our nutrition workshops will teach how to properly nourish the body while undergoing treatment. CSCCNJ also works to help those with unmet needs by partnering with other organizations to make sure those needs are being met. Our organization has been able to set up an unmet needs fund specific to pediatric families which will help to cover the costs for expressed needs such as groceries and household bills. By collaborating with other businesses we can also help provide transportation services for free. Transportation companies, such as Lyft, team up with cancer organizations to give free rides to cancer patients.

Title: Quality Improvement of Diabetes and HbA1c Testing

Name: Masooma Moosavi

Preceptors: Caelin McCallum, M.S, Project Administrator

Agency: Visiting Nurses Association of Central Jersey at Freehold Family Health Center

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Purpose: To lower the percentage of patients, 18-75 years of age, living with uncontrolled diabetes, through increasing HbA1c testing and providing health education.

Significance: In the United States, 34.2 million Americans (10.5%) currently have diabetes, either diagnosed or undiagnosed (CDC). In New Jersey, 12% of the adult population had diabetes in 2019 (ADA), which is worse than the national average. The Freehold Family Health Clinic is working to improve diabetes for their patients. Primarily, the health clinic is increasing HbA1c testing on patients to ensure that their diabetes is controlled. Patients that are characterized as having uncontrolled diabetes have an HbA1c test result greater than 9.0 (HRSA). To improve their results, the clinic instituted a public health intervention that involves increased follow-up appointments for patients with uncontrolled diabetes and provision of health education.

Method/Approach: Baseline statistics were established by reviewing data for diabetic patients, 18-75 years of age, who visited the clinic within the previous 6 months. A report was generated with the electronic medical records (EMR) system and was exported to a spreadsheet. From July 2019 to January 2020, 423 patients, with Type I and Type II diabetes, visited the clinic. Each patient chart was examined for an HbA1c test result, and for the date that this test was performed. Patients were grouped into four categories: 1) HbA1c result less than or equal to 9.0, 2) HbA1c result greater than 9.0, 3) HbA1c performed longer than 6 months previous, 4) No HbA1c performed. After baseline data was established, reasons for poor results were identified and a project plan was created to address these issues. The data was again reviewed for diabetic patients who visited the clinic in February 2020 to observe if a change in trend occurred.

Outcomes/Results: Of the population studied (n=423), 234 patients (55%) had an HbA1c less than or equal to 9.0, 101 patients (24%) had an HbA1c greater than 9.0, 56 patients (13%) were not tested within the 6 months of interest (7/31/2019- 1/31/2020), and 32 patients (8%) were never tested. After fixing data discrepancies and addressing relevant issues, the information changed drastically. In the same sample (n=423), the data was corrected to: 256 patients (60.5%) had an HbA1c less than or equal to 9.0, 117 patients (28%) had an HbA1c greater than 9.0, 35 patients (8%) were not tested within 6 months, and 15 patients (3.5%) were never tested.

Evaluation/Conclusion: There were many data discrepancies because staff was not inputting results in the correct location within the EMR system, and tests that were performed in outside laboratories were not filed properly. The technical issues were corrected easily through increased staff training. To address patients who have uncontrolled diabetes (HbA1c > 9.0), follow-up appointments were scheduled to provide patients with health education and counseling. Diabetic patients were also closely observed to determine when they need to be re-tested, and that the date of their last test does not exceed the 6-month timeframe. Patients will continue to be monitored for improvement, and proper procedure for inputting results will be sustained. The clinic has seen a decrease in patients with uncontrolled diabetes and in those who are untested. This trend will continue to improve through continued utilization of these methods.

Title: Analyzing Merit-Based Incentive Payment System in Private Practice

Name: Zainab Moosavi

Preceptors: Sakina Jaffari, Director of Operations

Agency: Jersey Shore ENT

Purpose: To analyze the practice regarding the Merit-Based Incentive Payment System (MIPS) and creating solutions to increase its efficiency.

Significance: The Centers for Medicare and Medicaid Services require medical practices to complete a performance-based payment system which consists of four categories: quality, promoting interoperability, improvement, and cost. The practice administrator and clinicians choose the measures most relevant to them. This is important to improve efficiency and health outcomes. Many medical practices also want to implement cost-efficient procedures while improving patient care. By determining how many times a certain code has been utilized, the practice can analyze meeting cost-efficient methods. At Jersey Shore ENT, interoperability was determined to be an area of improvement Increasing interoperability improved patient communication with the practice in regard to their care. Jersey Shore ENT is planning to be acquired by a hospital within the next year, as the doctor is hoping to retire soon. Thus, it was crucial for the practice to have such data tracked and organized.

Method/Approach: Reports of the past three years were run with the information from the electronic medical records. The data was analyzed and pivot tables were created to determine what patients were being seen for. The procedure codes were selected based on what the practice was focusing on. To increase interoperability, the practice improved the patients' access to the health portal so patients could directly communicate with staff about their appointments. Patient emails were extracted from their records to see how many patients needed to be contacted to obtain their emails.

Outcomes/Results: After analyzing the dataset, only 34.5% of patient emails were collected which later increased to 43% of patient emails collected. However, the CMS requirement for data collection is 80%. After collecting information on insurance types and payment methods, a data set of the number of patients seen per respective medical code was organized. There was minor overlap in the data due to some patients who had more than one insurance which led to the code being entered twice. Furthermore, the practice implemented a software to help communicate with patients more effectively and on a larger scale.

Evaluation/Conclusion: The information of the Merit-Based Incentive Payment System is typically sent to the Centers for Medicare and Medicaid Services by the end of March, but due to COVID-19, on April 20th, CMS came out with a new ruling that MIPS data is not required. The practice, which would report as an individual clinician, will not be submitting the MIPS data for 2019 and will automatically receive a neutral payment adjustment. Hence, there is no penalty for not submitting the data for 2019 due to Covid-19. This practice will still be tracking their progress throughout 2020 based on five clinical metrics that they have chosen as performance indicators. Interoperability with patients has become increasingly critical due to the COVID-19 circumstances. Implementation of the patient access to the health portal and telemedicine has become especially important as the practice has been providing care virtually.

Internship Abstract

Title: COVID-19 Impact on Italy

Name: Zoe Moran

Preceptors: Direct Supervisor: Nadia Neytcheva

Agency: Doctors in Italy

Purpose: Research and determine the impact of COVID-19 in Italy.

Significance: Education, health care systems, and society were affected most by the Covid-19 outbreak in Italy between January and April, 2020. Italy became the largest outbreak outside of Asia. People that were 65 years old and above made up 21.69% of the Italian demographic profile in 2019. Also, obesity in Italy affected 19.9% of the population. This abstract is to provide important measures that are necessary to contain and combat the spread of the COVID-19.

Method/Approach: COVID-19 has shown that the importance of social solidarity is just as important as social distancing. Emphasizing the importance of personal hygiene, such as washing hands and the preferred method of sneezing and coughing is also crucial. Following the guidelines of the state of emergency and national lockdown will help prevent the spread.

Outcomes/Results: With these practices, Italy's number of recorded new cases has decreased while leaving the level of recoveries to increase. The decrease in the number of newly reported cases can largely be attributed to the intense lockdown measures implemented by the Italian government, which has shut down most establishments as well as non-essential production and has restricted all unnecessary movement throughout the country.

Evaluation/Conclusion: The transmission of the virus, delayed the peak of the epidemic, reduced its size, and spread cases over a more extended period to allow the health system to prepare and better manage symptomatic cases accurately. Ongoing monitoring of social distancing, stay at home orders, and state of emergencies will be undertaken to ensure continued improvement in the future.

Internship Abstract

Title: BMI indications

Name: Lauren Moss

Preceptors: Dr. Nashed Botros and Office Managers Marissa and Lacey

Agency: Consultant in Digestive and Liver Diseases

Purpose: To analyze how patients' BMI can give rise to certain gastrointestinal diseases, specifically Gastroesophageal Reflux Disease (GERD), Fatty Liver Disease, and Barrett's Esophagus

Significance: Over 1 billion adults, people ages 18 and older are overweight (Camilleri 2017). Body mass index is an index tool which society uses to classify overweight and obese adults. Obesity has a powerful negative effect on gastrointestinal health and overall health. There are many gastrointestinal diseases in which obesity is a direct cause including Gastroesophageal Reflux Disease (GERD), Fatty Liver Disease, and Barrett's Esophagus.

Method/Approach: Data throughout the past few months was collected by the doctor and other staff. There are charts developed for every patient that enters our office. BMI is based on one's height and weight which is distinguished in a chart. The chart is shown to have different colors and various sections indicating whether someone is underweight, healthy, overweight, obese, or extremely obese. Adults with a BMI of 30 or higher is considered obese. This information was taken from male and females ages 18 to 78 years old, over a 4-month period. The 38 new patients were all obese or extremely overweight and were diagnosed with GERD, Fatty Liver Disease, or Barrett's Esophagus.

Outcomes/Results: These results were taken from their charts based on their BMI and the obesity diagnosis code of E66.9. Information that was taken was checked over and the patients' BMIs that were included in this method included patients who were obese and extremely obese. All 38 of these patients were scheduled to have an upper endoscopy procedure in the office and these results were analyzed by the doctor. 12 out of the 38 patients (31.6%) were diagnosed with GERD, 17 out of the 38 patients (44.7%) were diagnosed with both GERD and Barrett's Esophagus, and 9 out of the 38 patients (23.67%) were diagnosed with Fatty Liver Disease.

Evaluation/Conclusion: The results gathered show that most of the 38 patients have both GERD and Barrett's Esophagus. This is common because Barrett's Esophagus is one complication of GERD. Obesity is a catalyst for the development of gastrointestinal diseases and in fact contributes to digestive problems and most frequently in the diseases that were seen in all 38 patients. It is important to learn about these individuals and communicate to them that diet and exercise are crucial to their longevity. Ongoing appointments and monitoring of these patients is significant as long as they continue to want to put in the effort themselves to better their health.

Internship Abstract

Title: Demographics of Hispanic Communities in New Jersey for Focus Group Intervention

Name: Ryan Moulton

Preceptors: Rita Musanti, PhD, ANP-BC, AOCNP, Assistant Director, Community Outreach & Engagement

Agency: Rutgers Cancer Institute of New Jersey

Purpose: To understand where Hispanic populations and sub-ethnicities exist in the state so that community organizations can be identified for the formation of focus groups.

Significance: Many Hispanic/Latino men and women face challenges to accessing cancer screening tests. Certain aspects of Hispanic/Latino ethnicity and culture have the potential to influence and interact with social, physiological, environmental, and health care factors that influence cancer-related outcomes (Yanez et. al., 2016). In New Jersey, Hispanics have relatively low rates of cancer screening and high rates of late detection of cancer compared to non-Hispanic whites. The Rutgers Cancer Institute of New Jersey works to provide free cancer screenings and information about getting screened for cancer to Hispanic/Latino populations across the state and aims to increase the rates of cancer screenings and early detection of cancer in both populations. This project will form focus groups that will identify barriers to cancer screenings in Hispanic/Latino populations so that recommendations to overcome these barriers can be made.

Method/Approach: What started with a literary review of the Hispanic/Latino populations in New Jersey for the formation of focus groups had to be shifted when COVID-19 hit. In response to moving from a live to virtual platform, the team created an online program via Canvas for community members to use for Citizen Scientist training. Citizen Scientists are groups of diverse community members that represent different ages, genders, cultures, and ethnicities that engage with researchers and represent their local community. Members of the team were responsible for creating an online course with modules, videos, and print materials to help train community members into Citizen Scientists.

Outcomes/Results: The deliverables for the completed project include a completed literary review of the Hispanic/Latino populations and sub-ethnicities in New Jersey as well as a completed website for community members to use for Citizen Scientist training. This website will be the first of its kind in New Jersey. Using Canvas, an easy to use website was developed in which anyone can access to participate in Citizen Scientist training/future research projects in the community.

Evaluation/Conclusion: In order to evaluate the success of our project, the number of community members that participate in Citizen Scientist training will be evaluated. Once they are trained, they will be used for the formation of diverse focus groups that represent all demographics of the community. The Citizen Scientists will help local and state researchers to learn more about community members so that they can better cater to their specific needs. Suspected limitations for focus group formation and intervention would pertain to the COVID-19 outbreak and the timeframe of the stay-at-home order implemented in New Jersey, which would prevent in-person meetings.

Title:	Rutgers Student Engagement with the Live Well Mobile Application
Name:	Mahum I. Mujeeb
Preceptors:	Direct Supervisor: Manuel Castañeda, Director of Community Health
Agency:	New Brunswick Tomorrow - Live Well Vivir Bien Campaign

Purpose: To evaluate the results of the Rutgers Student Body Live Well Mobile Application Questionnaire and propose recommendations to increase student engagement with the application.

Significance: The Live Well Vivir Bien Mobile Application would like to diversify user engagement and increase downloads by targeting the Rutgers Student population in New Brunswick. The application was created in 2016 to connect the New Brunswick community with resources to better their health and well-being. As Rutgers students fall under the New Brunswick community, ensuring that they are partaking in healthy activities and engaging with healthy resources is very important to the Live Well Vivir Bien initiative. According to a study done by Al-Amari and Al-Khamees (2015), students who engage in healthy activities not only build confidence but also reduce stress and improve an individual's mental health. Engagement with the Live Well Vivir Bien Mobile Application should be increased for students as it allows them to engage with the community and improve their well-being. This project will analyze the results of the Rutgers Student Body Live Well Mobile Application Questionnaire to create strategies and recommendations for reaching the Rutgers population.

Method/Approach: A ten-question questionnaire was developed and sent out to undergraduate students at Rutgers via different streams of social media, from March 3rd, 2020 to March 27th, 2020. Questions were based on general information regarding a student's event preferences and their preferences for the Live Well's Mobile Application sections (events, pictures, a profile, and a social feed). All questions were multiple-choice, yes/no, with an "other" input option for additional feedback. Data was taken from the online form and placed onto a spreadsheet, where proper analysis was run.

Results/Outcomes: Based on the current sample (N=103), from the results catered to the mobile application, for the "Events" section, students would like to see a monthly calendar of events (86%), set up notifications (74%), and be able to bookmark and favorite (71%). For the "Pictures" section, students would like pictures of events (78%), flyers of events (66%), and a link to an event from the pictures posted (58%). If students had to create a "Profile," they would want to have event suggestions (73%), notifications for their bookmarked events (62%), and be able to share with friends (59%). If the mobile application had a "Social" section, students would want pictures/videos of events happening (71%), be able to share/comment/like posts (70%) and be able to have separate feeds for the public and their friends (67%). When asked if students would download a mobile application that had all their preferences listed, 94% said yes, and 6% said no.

Evaluation/Conclusion: Per the analysis conducted, 94% of students said they would download the Live Well Mobile Application. Many of the functions students would want already exist in the Live Well application; it is just a matter of understanding why they will not download the application. For further analysis, a focus group should be created in which students can examine the application and let Live Well know what they like and dislike so adjustments can be made moving forward.

Title: Covid19 Awareness Testing and Marketing

Name: Moksha Naik

Preceptors: Medical Director- Dr. Adeel Zia, Preceptor Supervisor- Ms. Nilbeliza Castro

Agency: MyInstaDoc UrgentCare

Purpose: To successfully plan and execute a drive-thru service that will spread awareness of the newly erupted virus, test the public for Covid19 and market for the company.

Significance: Urgent Cares are the new upcoming fast paced emergency rooms; however, they are fairly new in the healthcare community. They provide all the necessary options and most updated technology. Urgent Care clinics provide care for all age groups from geriatric to pediatric. Patients with both non-life threatening issues and patients with injuries can come to the urgent care for treatment. Services that these clinics include are DOT physicals, illnesses, workers' compensation, employer services, occupational medicine, trauma and wound care, corporate care, etc. The urgent care clinics are set up to help the public get their respective attention they need for their sickness, while avoiding the horrific long hours of the emergency rooms.

Method/Approach: A tent was set up outside of the clinic with three tables assembled in a line. The first table was where the registration was set up, the second was the vital station, and the last with the physician's equipment. A tent was set up outside of the clinic with three tables assembled in a line. The first table was set up for registration, the second was set up for the vitals, and the last with the physician's equipment. The three types of results included positive, negative, or different viruses detected. With every test done, a packet with information on Covid-19 as well as information about Myinstadoc Urgent Care and the services provided by the company.

Outcomes/Results: There were 1328 tests performed. 1224 results were returned (n=1224). 439 patients tested positive for the SARS Covid-19. 785 patients tested negative or were detected for another virus such as rhinovirus/enterovirus. The percentage of positive results was 35.87%. About 631 patients were given pamphlets with more information on Myinstadoc Urgent Care and the services provided by the company (47.5%).

Evaluation/Conclusion: Less than half (n = 439, 35.8%) of the patients from the sample size cohort (n = 1224), or 33% from the full cohort (n = 1328), were tested positive for the SARS Covid-19. About half (n=631, 47.5%) of patients were given the pamphlets about the Urgent Care which served as a marketing tool. More measures are being drafted up to make sure the percentage rate for the amount of pamphlets given out increases from 47.5% to 80%.

Title: Bill to Streamline New Jersey's Prior Authorization Process

Name: Sanjna Namasivayam

Preceptors: Jessica Murray, Deputy Chief of Staff
Robert Zuckerman, Chief of Staff

Agency: The Office of Assemblywoman Nancy Pinkin

Purpose: To propose policy recommendations that improve the prior authorization process for patients, physicians, and health insurance companies.

Significance:
Prior authorization (PA) is a cost-control process used by health insurance companies to determine if they will cover a prescribed procedure, service, or medication. The process requires physicians to obtain approval from insurance companies prior to delivering the prescribed treatment, test, or medication to the patient. Due to the tedious process, it takes providers on average 14.6 hours to complete these requests. The lack of regulation on PA contributes to 92% of care delays; and over one-third of the time patients give up and abandon treatment (AMA, 2017). The Office of Assemblywoman Nancy Pinkin has introduced legislation that would pose regulations on health insurance companies that streamlines this process to save time, resources, and improve access to care. Through further research and amendments, the bill will have a stronger chance of being heard and passed out of the Assembly Health Committee.

Method/Approach: A thorough review of the existing bill text from the 2018-2019 legislative session was completed to understand what the ideal criteria and expectations are for insurance companies approving treatments. Research was done on what the American Medical Association and insurance companies recommend providing for safe, timely, and efficient care. Additional research was done to see what successful legislative efforts were taken in other states and at the federal level. Using the new information and clinical data, recommendations were made to the bill text to make the prior authorization process more efficient.

Outcomes/Results: The original bill was modified and additional bills were drafted to address the following recommendations: annually reviewing treatments that require PA, improving timeliness and transparency, adopting an electronic PA system, centralizing the PA process, and curbing step therapy regulations. Based on a model in Milwaukee, PA turnaround times were cut by 50% and at least 75% of PAs were resolved by the next day. By adopting electronic PA, insurance companies can save $420 million per year, with providers recouping $280 million; that is about $4 per transaction. This also led to higher dispense rates and stronger medical adherence. By mirroring current laws in 10 states, enacting regulations on step therapy ensures timely access to the medications health care providers prescribe. Similar bipartisan legislation was introduced in the U.S. House of Representatives.

Evaluation/Conclusion: A research document was created and presented to the Assemblywoman's chief of staff and deputy chief of staff. It was determined that the policy recommendations were viable. Due to the COVID-19 crisis, the next Assembly Health Committee meeting is postponed until further notice; thus, the bills will not be heard in committee. In the interim, the office will continue researching what successful legislative efforts were done in other states. Hopefully the significant amendments made to this bill will be the first step forward in arriving at a legislative compromise.

Title: PrimeCare Medical Group: EPIC EMR data analysis of cancellations and no shows

Name: Sara Nesbitt

Preceptors: Supervisor: Amy Stephen

Agency: Prime Care Medical Group JFK Associates

Purpose: To analyze why patients cancel appointments and why there were no shows and to improve better communication between the patients and providers from June and December of 2019.

Significance: Within the time period of June to December of 2019 there were a number of patients who canceled or did not show up for their appointments. We usually do confirmation calls daily for the following day. Our old system used to do automated voice messages but now our office has to physically call each patient. It is important for our patients to keep their appointments for a number of reasons. One reason is that your body changes over time and it is important for the doctors to understand if your body is changing to make the right diagnosis. Another reason is it can be an inconvenience to the office because someone else could have had that time slot. It changes the schedule for the provider and now has to reschedule. It is the office's job to make sure the patients are satisfied and helped with but it can be a hassle when patients are not being considerate to their providers and not letting them know that they are not coming.

Method/Approach: Records were accessed from June and December of 2019. The Number of shows and cancellations were recorded. If a cancellation note was present, it was added to the spreadsheet. Finally, the cancellation reasons were coded for analysis. Patients who left after arriving and did not see the doctor were also coded.

Outcomes/Results: Between June and December there were a total of 1,177 of no shows. The worst time of the year for now shows were from July to the beginning of August. There were 1,057 of cancellations. The greatest amount of no shows for each month are: June, December, and July. The greatest amount of cancellations during each month are:The top reasons for cancellations were patient requests (58.1%); error (33.4%) and physicians' requests (5.2%).

Evaluation/Conclusion: The numbers changed drastically between certain months for no shows. To prevent the cancellations and no shows we do confirmation calls the day before. Right now it is hard to come up with a system only because the office has a small number of patients that come in due to the COVD-19 outbreak. The EMR program at the office has now come out with a system that does automated voice messaging and texts to the patients.

Internship Abstract

Title: Identifying Diagnostic Biomarkers for Detection of *Onchocerca volvulus* Early Infections

Name: Tiago Neto

Preceptor: Direct Supervisor: Nancy Tricoche, MS, Senior Research Assistant
Preceptor: Sara Lustigman, PhD, Head, Laboratory of Molecular Parasitology

Agency: Lindsley F. Kimball Research Institute, New York Blood Center

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Purpose: To identify *Onchocerca volvulus* antigens that may serve as diagnostic markers of exposure and early infection in naturally infected animal models.

Significance: River blindness is caused by the nematode *Onchocerca volvulus* and is diagnosed through microscopy for the presence of microfilariae in skin-snip and/or serodiagnosis using the Ov16 antigen. The project includes the identification of additional parasite antigens in order to perform sensitive serodiagnosis to detect exposure and early infections, especially in the context of clinical trials of prophylactic vaccines, and/or to certify elimination of transmission after multiple years of mass drug administration. The current standard, Ov16, only identifies <80% of infected individuals.

Method/Approach: Enzyme-Linked Immunosorbent Assays were conducted to quantify the presence of *O. volvulus* antigen-specific antibodies in the serum of infected dogs (N = 5), experimentally infected once with *Dirofilaria immitis*. Serum was collected before, during infection, and from non-infected (N= 6) as a control. Antigens compared were OvB20, OvCPI-2, Ov103, and OvRAL-2. Antibodies were compared to the gold standard diagnostic antigen, Ov16. These antigens are also expressed by the dog filarial parasite and have more than 80% identity in amino acid compositions.

Outcomes/Results: For Ov16, at a 1µg/ml antigen concentration and a 1:100 serum dilution, 2 out of 5 dogs responded above pooled negative control level and only at day 89 post-infection. For OvB20 at the same concentration and dilution the recognition of the antigen was in 4 out of 5 subjects (above negative control) and started already on day 27. By day 89, all 5 were above negative control, but none increased significantly over time. The antigen OvCPI-2 displayed a similar seroreactivity but only 3 out of 5 dogs were positive early (day 27) and later (day 89). In comparison, antibody responses to Ov103 and OvRAL2 antigens displayed high sensitivity early on (almost all 5 dogs were seroreactive on day 27), and responses increased impressively between day 58 and day 89 post-infection after adult worms started to develop, but negligible increases between day 27 and day 58 post-infection.

Evaluation/Conclusion: OvB20, OvCPI-2, and Ov16 need to be optimized further due to uncompelling results, possibly using native Dirofilarial antigens. Ov103 and OvRAL-2 reliably indicated early infection, development of adult worms, and possible patency between 2-3 months post-infection. Further tests should aim to narrow this window and optimize reactivity to detect earlier infections. More control for confounders is needed, perhaps measuring responses to 2 proteins at once, such as in Bennuru et al. J Infect Dis (2019). Next steps also include using stage 4 larvae crude extracts as a positive antigen source.

Title: Promoting Awareness About Intimate Partner Violence Through Communications and Infographics

Name: Kristine Nguyen

Preceptors: Alexandra Boscolo, Communications and Development Coordinator

Agency: Day One NY

Purpose: To create engaging and meaningful content for the Day One NY website and establish a purpose for ongoing processes.

Significance: About 25% of women and 10% of men in the United States have experienced intimate partner violence (IPV) in their lifetime (Centers for Disease Control and Prevention, 2019). For New York City high schoolers, about 10% have experienced physical dating violence and about 15% have experienced sexual dating violence in the last year alone (Centers for Disease Control and Prevention, 2017). Day One provides education and services to the New York City community in its mission to end dating abuse. This project will increase awareness about IPV through infographics, in order to help educate the public. With education comes prevention and attitude change, both of which will contribute to ending dating violence and promoting Day One as a resource.

Method/Approach: First, a recommendation about data communication was written by consulting best practices and literature; this recommendation suggested the use of infographics. Then, a review of the literature was conducted in order to update information about intimate partner violence (IPV) and ensure the use of the most accurate and timely statistics. Next, by consulting with the preceptor, a framework was developed for the infographics.

Outcomes/Results: Three infographics were developed, one of which remodeled statistics about IPV from Day One's website. Two of the three infographics were focused on brain injury, one of which was accompanied by a blog post; the initial infographic included basic information about brain injury, such as its definition, statistics, causes, and symptoms. Another infographic included guidance on actions to take if an individual believes that he or she has a brain injury, as well as self-management tips and resources. The blog post detailed brain injury's link to IPV and explained why this connection matters. The introduction of brain injury as a topic of communication involved the creation of pre-test surveys, post-test surveys, and a focus group for staff. These activities informed Day One's need for services and communication about brain injury and provided feedback on Day One's use of infographics. The infographics served to inform those who are interested in learning about IPV in a more digestible format, using graphics, colors, and concise information.

Evaluation/Conclusion: After the infographics were posted, feedback from the focus group was gathered and suggested that the infographic was easily read and appropriately paired with the blog post. The focus group highlighted a need for education and information about brain injury and IPV, which has the potential to be met by connecting with legal services and community outreach. The survey results indicated that the infographic may have helped to increase awareness about the connection between brain injury and IPV. Future content can be created with these results in mind to improve the effectiveness of IPV prevention and education.

Title: Building New Brunswick Students Through Professional Networking

Name: Dennis Nkanga

Preceptors: Emmanuel Ford, Executive Director

Agency: New Brunswick Education Foundation

Purpose: To help coordination and implementation of the New Brunswick Education Foundations' mentorship program.

Significance: Growing up in a community with low class income poses many challenges on an individual striving to gain a higher education. It is reported by the National Center for Education Statistics that only about 16 percent of low-income college students graduate, compared to 60 percent of students who come from a higher income family. What the New Brunswick Education Foundation aims to do is both fund, as well as create and administer, programs for the youth, through workshops, and college scholarships for New Brunswick High School (NBHS) and New Brunswick Health Sciences Technology High School (NBHSTHS) graduates. With the implementation of NBEF's College and Young professional network, high school students are paired with young professionals in careers that they aspire to pursue. This is done so they have a mentor to console and gain advice, while continuing the challenging journey towards a higher education and various careers. Students also have an incentive to continue their education if they are awarded scholarship money towards their college education, which is the opportunity NBEF has been providing for the past 13 years, awarding a total of $561,600.00 to graduates of NBHS and NBHSTHS.

Method/Approach: Students are paired with professionals within the mentorship program, which is done based on those sharing similar majors or school. A mentor survey was included toward the conclusion of the program asking about their educational background, intended career path, and the connection shared with their pair. This program keeps current students and those turned to young professionals connected to the network, while giving students a resource to use, in an effort to land their intended career path. The professional workshop trains students to prepare for mock interviews, elevator speeches, and resume/cover letter writing to develop them as professionals.

Outcomes/Results: At the end, what will be shown is the percentage breakdown of network individuals determined by school attended and major. This approach will analyze which majors are most prevalent within the network. In turn, it will determine which specific majors require the most mentorship. Through surveys, feedback will be given on how the mentor program is going, as well as additional ways the foundation can help students pursue their career paths.

Evaluation/Conclusion: In order to determine if the project is a success, the project's growth will be observed over a three-year plan. The first year involves use of a 3rd Party E-Mentoring Software Package, involving 100 participants: matching 50 mentors with 50 mentees. The second year is where NBEF enhances the use of the same mentoring software and doubles the amount to 200 participants. Year three will aim to roll out NBEF's very own E-Mentoring System (designed by Emmanuel Johnson), including provisions that match NBEF's objectives with capacity for unlimited numbers of mentor/mentee relationships.

Title:	Conquering Health Disparities In LGBTQ Community Through Peer Education
Name:	Samantha Orefice
Preceptor:	Ariana Nuñez, Program Coordinator
Agency:	Central Jersey Family Health Consortium (CJFHC)

Purpose: To expand the education of future health care professionals, specifically in health outcomes of gender & sexual minority individuals.

Significance: In 2019, 33 % of U.S. high school students who identify as lesbian, gay, or bisexual reported being bullied at school and 27.1% reported being cyberbullied. In 2018, twenty-eight transgender individuals were murdered due to hate crimes. The LGBT population is heavily underrepresented in health statistics. "Nearly a sixth of LGBTQ adults have experienced discrimination at the doctor's office or in another health care setting. A fifth says they have avoided seeking medical care out of fear of discrimination" (Sholes,2018). This evidence indicates a gap in educating non-LGBT community members of this minority population. Evidence-based peer education will address this gap to improve the treatment of this community in the health sector. Resources specific to this community are given to CJFHC peer educators.

Method/Approach: Educational based training was offered at universities to expand the knowledge of future health care professionals. The training honed in on the importance of peer education in the sectors including lifespan health, nutrition, sexual health, prenatal & postnatal health, & marginalized groups. Training on marginalized individuals included African American women during pregnancy & LGBTQ individuals. By using qualitative & quantitative data, the training was tailored to the unmet needs of students at the universities. Upon completion of the multiple in-person trainings, 95 peer educators attended the sessions and became certified. Ages of the attendees were not documented.

Outcomes/Results: More than 75 college-aged students became certified in peer education. CJFHC held three in-person trainings. The first being at Rutgers University School of Public Health, where 42 attendees scored an average of 54% on the pre-survey questions and then 86% on the post-survey questions. The average increase in knowledge for SPH was 65.8%. The second training was held at Rutgers University Health Outreach Promotion & Education, where 13 students scored an average of 49% on the pre-survey questions and then 93.4% on the post-survey questions. The average increase in knowledge was 88%. The final in-person training was held at Middlesex Community College, where 32 students scored an average of 56% on the pre-survey & then 97% on the post-survey questions. The average increase in knowledge was 91.2%. The expansion of knowledge can be attributed to the creation of a PowerPoint dedicated to LGBTQ health as well as age-appropriate scenarios.

Evaluation/Conclusion: Using SPSS, data was recorded from each attendees' response pertaining to the training. Attendees ages were reported as: 0 -17 (1), 18-24 (51), 25- 34 (13), 35- 44 (5), 45-64 (2) , & not specified (4). Out of the responses recorded for the Lifespan & Health presentation, 30 were very satisfied with their training & 11 were satisfied with their training, two were neither satisfied nor dissatisfied, & one was dissatisfied. The increase in the knowledge mean is 81.6 %. The data showing that per each training, the attendees learned & retained a significant amount of information to carry out through their peer education.

Title: Trajectory of Homelessness in Middlesex County

Name: Eunice Osei-Wusu

Preceptors: Project Supervisor: Frances O'Toole, Assistant Director, Programs

Agency: Coming Home of Middlesex County, Inc. Middlesex County Department of Planning

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Purpose: To analyze past data to predict the trajectory of homelessness so municipal officials in Middlesex County can adequately prepare to address the future of homeless within the County.

Significance: Homelessness is a growing disparity in Middlesex County. Based on the information gathered from HUD's Point-In-Time Survey, homelessness has been steadily increasing since (2016). In (2016) the number of persons experiencing homeless was 457, and in (2018) the number has spiked to 597. As the County of Middlesex constructs their 2040 Master Plan, a database for the projection of homelessness can help inform Mayors and Council members of the anticipated need for affordable housing developments within their municipalities. The data will help analyze the severity of homelessness which may surface in Middlesex County and ensure planning projects are being allocated in advance, so those who might endure homelessness can attain proper housing to meet their needs.

Method/Approach: An elaborate database was constructed by two interns to assess the projection of homelessness in Middlesex County from (2020) to (2040). A master data sheet previously organized twenty-three unique demographics of municipalities in Middlesex County labeled as variables/indicators. In order to formulate a new database, five indicators were selected from the master data sheet. Those four indicators were 1.) Median Housing Value 2.) Median Gross Rent 3.) Median Household Income and 4.) Education. U.S Census.gov was used to collect all 2018 (5) year estimate data for each indicator which was transferred to a Microsoft Excel data sheet. After data was found for each indicator based on the municipality, the median trend line was graphed and calculated to find the proper equation necessary to perform the 20-year forward projections of homelessness in Middlesex County and the 20-year backward projections for homelessness in Middlesex County. (i.e. the projections will range from (2001)-(2020).

Outcomes/Results: The majority of the municipalities had a trend line that had to be measured using a poly 2 and power equations (i.e. this simply shows the consistency in the data). The majority of the indicators have not yet been found due to the internship suspension due to the Coronavirus Pandemic. The current results the interns found based on the Median Household Income indicator which was the only indicator completed with full forward and backward projections from 2001 – 2040 show a slow decline in Median household income. Although Median Household Value is being projected but not yet complete the data is showing a steady increase in the value of homes over the next twenty years.

Evaluation/Conclusion: Overall, it is difficult to evaluate a project that is not yet complete. The organization's goal was to create a detailed database documenting the projections of homelessness in municipalities within Middlesex County. Based on the data gathered income is projected to fairly remain the same as the value of homes will increase. This narrative implies that homelessness will begin to increase over time and it is imperative for municipalities to be prepared. Many municipalities haven't met their affordable housing requirements, and if there aren't enough affordable housing units built within the county to meet the demand of the residents, Middlesex County will be faced with a growing homeless population.

Title:	Anxiety and Major Depressive Disorders: Self-Management for Medicaid Beneficiaries
Name:	Isabelle F. Padre
Preceptors:	Christopher Rogers, Dr. Ciara A. Torres
Agency:	Hackensack Meridian Health - Accountable Health Communities (AHC)

Purpose: To develop and implement health education brochures and resource guides promoting self-management of anxiety and depression for Medicaid beneficiaries in Hudson and Bergen County of New Jersey.

Significance: According to the World Health Organization, common behavioral health conditions, such as anxiety and major depressive disorders, are heavily associated with the strain of serious difficulties in work and home life and social inequalities. These conditions affect a substantial number of people in the United States and are especially common among people with low incomes. Medicaid is the largest single payer of health insurance for this population. The Accountable Health Communities Program (AHC) at Hackensack Meridian Health addresses health-related social needs of Medicaid beneficiaries living in Hudson and Bergen County through community-based organizations to improve health outcomes. Helping this group achieve optimal health status, however, includes assisting in improving mental health self-care and well-being through health education and advocacy.

Method/Approach: Literature was reviewed to gather information on anxiety and major depressive disorders and what self-management practices would be beneficial to patients. Based on the findings and recommendations, educational brochures were created for beneficiaries who face such behavioral health conditions. Moreover, resource guides were created for anxiety and depression support relying on partnered organizations that serve Hudson and Bergen County beneficiaries. Finally, a training presentation was then completed to instruct the AHC team on screening for behavioral health conditions and to educate and familiarize them with the self-management practices and referrals on the brochures and resource guides with the ultimate goal of implementation.

Outcomes/Results: All high-risk beneficiaries that self-report a diagnosis of anxiety and major depressive disorders are provided with health education brochures and resource guides. If patients have not been clinically diagnosed but believe they may have symptoms of such disorders are also provided with the materials.

Evaluation/Conclusion: Successful implementation of health education brochures and resource guides is intended to significantly improve the mental health and well-being of Medicaid beneficiaries. AHC Navigators will create an action plan with high-risk beneficiaries and further maintain communication to ensure that mental health services and needs are being met.

Internship Abstract

Title: Domestic Worker Inequities in New Jersey

Name: Kristen D. Pagar

Preceptors: Elaine Zundl, Research Director

Agency: Center for Women and Work

Purpose: To analyze survey response data from domestic workers in New Jersey and provide evidence to policy advocates.

Significance: In the United States, there are over 2 million people who work as domestic workers in private households as house cleaners, nannies, and care workers. This form of care work is both physically and emotionally demanding, yet it is an occupation that is undervalued in comparison to others (NDWA 2020). Domestic workers are omitted from basic labor rights and are susceptible to wage theft, and poor working conditions. Recently, there have been movements in other states to increase protections for domestic workers. Research shows that these protections also benefit the people who use their services (Smith 2004). Analyzing survey response data from domestic workers in New Jersey will bring attention to their plight and provide the evidence needed for policy implementation in this occupation within the state.

Method/Approach: Surveys were distributed by several social advocacy organizations to domestic workers between August 2019 through November 2019, and given to the Center for Women and Work for analysis. This non-probability sample was used to learn more about domestic workers, a difficult to reach population. Surveys were manually inputted into a database that corresponded to each question on the survey. After successful completion of survey data input, the Excel spreadsheet was imported into STATA Statistical Software for analysis on wage theft and economic hardship. Summary statistics were generated on variables of interest to produce these results.

Outcomes/Results: A total of 414 surveys were inputted and used for analysis. Domestic workers across occupations had experienced a form of wage theft: 21% of workers had been paid late, 13% paid less than agreed to for work completed, 8% paid with a bad check, and 6% had deductions taken from their pay without consent. Contracts and pay statements were not provided to workers, where only 10% had a written contract or work agreement with an employer, 14% received regular pay statements documenting hours and payments made, and 21% personally recorded hours worked and payments received. Wage theft can push already vulnerable low-income workers into dire economic conditions. Domestic workers across occupations had experienced economic hardship, including hunger, housing insecurity, and inability to afford medical care. In the past 12 months, 20% of workers were unable to pay their rent, 9% reported someone in their household going hungry because they did not have enough money to buy food, and 10% went without the medical care they needed because they could not afford it.

Evaluation/Conclusion: Across all occupations, wage theft and economic hardship negatively impact the lives of domestic workers. In late 2019, the New Jersey Wage Theft Act was signed into law which expanded liabilities and penalties for employers actively participating in wage theft. Although this act has addressed the issues of wage theft, domestic workers still experience a variety of challenges in this line of work. This data can be utilized by policy advocates as evidence in their campaign for legislation to sign a Bill of Rights for Domestic Workers in New Jersey.

Title:	Project Management Intern
Name:	Jesika Pandya
Preceptors:	Mr. Gaurang Pandya, VP of Quality Control/Quality Assurance
Agency:	Advanced Analytical Testing Laboratory

Purpose: To improve the efficiency of the lab by providing forecasting and giving clients a realistic turnaround time based on the complexity and length of the test procedure.

Significance: Quality assurance and quality control are extremely important in the pharmaceutical industry to maintain safety and validity of a product. Advanced Analytical Testing Laboratory performs chemistry and microbiological testing on products that are received from various pharmaceutical and cosmetic companies. This lab has a group of skilled employees who performs testing, generates test results and provides a final report back to the clients. For the clients to be satisfied with the services we provide, it's important to ensure that the testing is performed in the compliant way, results are generated with high accuracy and testing is completed as per expected turnaround time. This lab receives about 8000 samples in a year for various types of chemistry and microbiological tests. Historically, this lab has offered standard turnaround time of 5-10 business days for every type of testing irrespective of test length or complexity. Due to fixed standard turnaround time, clients start inquiring about the results just after 7 days and many samples were yet under testing. This project has used project management tools and tactics to provide visibility to lab management about the expected test completion date of each individual sample.

Method/Approach: Based on the historical data of turnaround time, all incoming samples were segregated into following three categories. This categorization has considered various factors such as, complexity of test procedure, length of test procedure, availability of lab instruments and reagents and periodic review of testing schedule of laboratory staff. Category-1: 1 to 5 days (70% of incoming samples), Category-2: 5 to 10 days (20% of incoming samples), Category-3: 10 to 30 days (10% of incoming samples). The above analysis has provided a very good visibility to lab management about typical turnaround time of each individual incoming sample. Accordingly, clients were informed in advance about the expected turnaround time for their individual sample instead of standard turnaround time.

Outcomes/Results: Based on the methods used, the company was able to identify individual categories of the samples depending on the turnaround time. This was conveyed to the clients which improved understanding and coordination between clients and the company. This is quantitative metrics because the results contained the exact turnaround time and the number of samples that the company could test at a better efficiency. The results showed that, on average, the company received a Category 1 sample took approximately 3-4 days to test, a Category 2 sample took 7-8 days to test, and a Category 3 sample took 15-20 days to test.

Evaluation/Conclusion: When specimens were received from the different pharma companies, the results were given back in an accurate and ethical manner. By following the above methods and taking the appropriate approaches. For future projects, satisfaction surveys will be given out to the companies so that areas of improvement can be acknowledged. Process evaluations will also be conducted to comparatively measure how well the project followed the established strategy.

Title: Ovarian Cancer Clinical Trial Research Time Frame for Patients

Name: Ani Panossian

Preceptors: Gilbert Baez M.Ed. Manager, Oncology Support Services
Katlyn Germani, Clinical Research Associate III, Oncology Research

Agency: Carol G. Simon Cancer Center, Morristown Medical Center

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Purpose: To analyze clinical data, identify patients' demographics, and look at trends.

Significance: Nearly 1 in 78 women born in the US develop ovarian cancer, and 1 in 108 dies of it. It is more common among women ages 50 to 60. Ovarian cancer often goes undetected until it is spread to the pelvis and abdomen, making it difficult to treat. While early stages of ovarian cancer are easier to treat, it shows no symptoms, and currently, there are no practical tests to detect it. Researchers in this study evaluated a blood (CA-125) test to determine an effective way in the early detection of ovarian cancer in healthy postmenopausal women. Participants received ovarian cancer screening tests at no cost and contributed valuable information to medical research which may benefit future generations.

Method/Approach: A self-serving survey tool in Epic, called SlicerDicer, was used to customize and explore clinical data. Discrete data were chosen on medications, previous diagnosis, race, age, and medical procedures, allowing a comparison of patient subgroups by applying a filter. Patients were divided into groups based on the previous categories to compare their ovarian cancer outcome. The inclusion criteria for the research participants were being a postmenopausal woman aged 50-74 who had not received cancer treatment for at least 12 months. The exclusion criteria excluded any woman who had done oophorectomy to remove both ovaries or developed ovarian cancer during the trial.

Outcomes/Results: This methodology narrowed the population number from the original sample size cohort (n=1,000) participants in the Atlantic Health System down to about 300. The different variations applied to this method changed the outcome by combining and applying: 1) Age with race. 2) Zip code. 3) Medical history and procedures. 4) Abdominal pain and bleeding. As a result, a system was implemented to use SlicerDicer to identify eligible women as potential candidates for the trial effectively. This helped to create streamlined and targeted strategies to work with physicians' offices.

Evaluation/Conclusion: This data was useful for predictive analytics to find out what characteristics of participants were associated with higher rates of developing ovarian cancer. It allowed for finding trends which indicated an increased risk of ovarian cancer. This data was used for recruiting new patients to participate in the trial by 1) Contacting doctors whose offices are in the same residential zip codes as those who fit the qualifications of the trial. 2) Mailing flyers to areas which were under-represented in the trial. 3) Contacting qualified patients by calling them and asking if they wanted to take part in the trial.

Internship Abstract

Title: Driving Efficiency and Consistency Across OPDIVO Promotional Projects

Name: Payal Parekh

Preceptors: Direct Supervisor: Kristie Pimentel, Group Account Supervisor

Agency: BGB Group

Purpose: To analyze existing project briefs for common project types (leave behinds, interactive visual aids [IVA], and dual decks) and use them to create associated project brief templates for teams to utilize as a starting point when kicking off new projects.

Significance: BGB develops project briefs at the initiation of a new workstream to outline assumptions and guidance, ensuring client direction is clear across the team. OPDIVO is a medication used to treat many cancer types and represents one team within the agency. At BGB there are many sub-teams across OPDIVO that work on different indications for the drug. Each team develops similar projects throughout the year, but creates project briefs for these tactics from scratch each time which leads to inefficiencies and inconsistencies. With a template for each project type that can be leveraged across the sub-teams, BGB will be able to increase productivity and cost savings for clients by completing briefs in a timelier manner. This will also result in a robust brief to ensure teams are doing the best work possible for clients.

Method/Approach: To measure the effectiveness of the project brief templates and its impact on each sub-team across OPDIVO, data was collected on the amount of time saved by teams utilizing the new brief template. The individual templates were created using the existing approved BGB project brief template. Examples of briefs were gathered from team leads across OPDIVO indications, which were then analyzed for common language or inconsistencies. Some key points included in the project briefs were project objective, target audience, required content, and key milestones. These were then used to address changes and develop a new specialized template for each project type. A finalized project brief template was housed in a central location along with other resources for teams to access. The estimated time it took to complete a project brief from scratch was calculated and compared to the estimated time it took using the templates created. Data was calculated and compared for each individual project type.

Outcomes/Results: When billing the client, the total number of hours spent working on a project brief is calculated into the final time sheet. At initiation, it took an estimated 90 minutes to complete a project brief for an IVA, 60 minutes for a leave behind, and 60 minutes for a dual deck. These values were then multiplied by the number of projects created annually across all indications. On average, there were about 20 IVA project briefs created across the OPDIVO team each year, which resulted in 1800 minutes spent on brief development. After implementation of the templates, the time spent across the team decreased to 1400 minutes, which resulted in a 22.2% time savings for the agency. The team also created an estimated 17 leave behind project briefs annually, which resulted in a total of 1020 minutes spent. After the implementation of the templates, there was a 33.3% time savings which resulted in 680 minutes spent on leave behind project briefs. Lastly, there were an average of 6 dual deck briefs created annually across the OPDIVO team, which resulted in 360 minutes being spent on brief development. Post-implementation of the templates, the time spent decreased to 240 minutes which displayed a 33.3% time savings.

Evaluation/Conclusion: The implementation of these project brief templates allowed the OPDIVO teams to operate more efficiently, have robust starting points for projects, and increase cost savings for clients.

Title: Marketing Analytics Intern

Name: Bindi Parikh

Preceptors: Khoa Nguyen, Commercial Business Unit

Agency: Horizon Blue Cross Blue Shield of New Jersey

Purpose: To collect data to better understand the spending habits and interests of our members and prospective members.

Significance: With marketing taking a more modern approach and expanding to different online channels, marketing teams in all sorts of companies are changing the ways they reach their customers. Not only is online marketing the more modern way to advertise, but it is also the most cost-effective way. It is important for companies to make this switch and keep track of their progress and how effective they have been in reaching customers and potential customers with their emails and other digital marketing tactics. Horizon BCBSNJ looks at open rates, click-through rates, unsubscribe rates along with many other factors. This information is taken and reported to the sales team at the enterprise so they can serve the members and prospective members more effectively. The information is brought to higher-ups in the company so they can make the most informed decisions in order to serve the member's best interests.

Method/Approach: Analysis of data was collected from 2017-2019 and reports were formed on monthly email newsletters to understand what topics members were interested in learning about and the psychology behind where they were clicking on specific newsletter topics. After the analysis was completed and the report was formed, it was taken to upper management, and the team collectively identified solutions to reach members and prospects most effectively.

Outcomes/Results: The marketing analytics team formed a report on the performance of monthly email newsletters for 2019 and compared them with ones from 2017 and 2018. After presenting to upper management, managers decided to remove certain topics and bring up others more frequently. The marketing team as a whole, decided to target certain groups less than others as it was not the best use of the enterprise's resources and time. Another major change was including fewer links and images in the emails to change the aesthetics and to reduce the size of the images that were included in the emails. This was found to be a part of the best practices for the department because it was beneficial to the reader of the email. The reader of the email was shown to scroll less because most users were viewing the email from mobile devices where the viewer would have to scroll in order to view most of the email, every part of the email needed to be changed in order to ensure the viewer could see pertinent information without having to scroll while also still being aesthetically pleased and not overwhelmed.

Evaluation/Conclusion: Overall, the presentation and the analysis were received very well. The marketing team is now working with vendors to create a content calendar that best fits the newly assessed needs and they are slowly integrating the changes. Consequently, the analytics team also saw a rise in open and click-through rates of 0.8% and 0.7% respectively. The team believes the increase in rates is driven by the changes being implemented.

Title: The Organization Of Social Skills Activities for Children With ASD

Name: Alyssa Pascoguin

Preceptors: Direct Supervisor: Lindsay Hilsen, Program Director of Sunny Days Sunshine Center
                           Edison Center Supervisors: Nicole Gott & Anna Richardella, BCBA's

Agency: Sunny Days Sunshine Center

Purpose: To design and gather activities for ABA therapists to use during social skills classes for patients with Autism Spectrum Disorder in effort to strengthen their social, learning and communication skills and also to make planning easier for the group therapy leaders.

Significance: Autism spectrum disorder is a complex developmental disorder that can affect the way a person communicates and interacts with others. The CDC's Autism and Developmental Disabilities Monitoring (ADDM) Network found that 1 in 54 children is diagnosed with ASD in the U.S. (CDC, 2020). According to the Autism Speaks Organization, ABA therapy can help increase language and communication skills, improve social skills, attention and academics and decrease problem behaviors (Autism Speaks, 2020). Sunny Day Sunshine Center provides developmental services such as ABA therapy to increase quality of life and enable individuality. The designed social skills activities will be used by ABA therapists to help children with ASD improve and gain different skills.

Method/Approach: For this project, collaboration with colleagues and participation in Social Skills classes were needed in order to identify appropriate activities for the children. Activities that were created were made in effort to strengthen social skills that can further enhance motor, cognitive, and language development. The different Social Skills groups were recognized and organized by the children's age and level of functioning and thus, a variety of activities were gathered to complement each group. Online Google drive folders were constructed for group leaders to easily access documents with a list of the activities and all the materials needed for the class. Each folder is named a specific theme and contains activities relating to that theme. Material was either created by hand, designed using Microsoft applications, or found online. A satisfaction survey was created to obtain feedback from therapists.

Outcomes/Results: The 8 themed social skills folders containing activity ideas and material are shared with the ABA therapists at Sunny Days Sunshine Center. With access to the folders, group leaders can pick several activities they are interested in and utilize the shared material contained in the folder. The activities designed allow children to work on their social skills by interacting with other children through games and learning activities. Results from the satisfaction survey reveal that therapists who have used the material marked that children were able to participate and interact with the material and that their planning time for their sessions were reduced.

Evaluation/Conclusion: In order to evaluate the success of the social skills activities created, a satisfaction survey was completed by ABA therapists. Out of the 12 therapists that responded, all 12 of them (100%) marked that they are very satisfied with the deliverable and that the materials will help to improve the children's social skills. 10 of the therapists (83%) marked that they have not used the materials but are planning to use them in the future. These materials will continue to be used as more social skills classes are provided and folders will be updated as more material is made.

Internship Abstract

Title:	Community Service Learning Program
Name:	Anisha Patel
Preceptors:	Dr. Michal Herman
Agency:	KinderSmile Foundation

Purpose: To analyze the disruptive impact of COVID-19 on KinderSmile Foundation, a community oral health center, and provide recommendations for best practices in a similar crisis in the future.

Significance: COVID-19 has rapidly spread through the country, with New Jersey reporting the second highest number of cases. Despite social distancing measures in place, New Jersey has over 70,000 positive cases as of April 15, 2020, and the number will continue to grow as testing becomes more available. Though dentist offices are considered essential businesses, it is impossible to continue to operate clinics as they had prior to the pandemic (*COVID 19 Resource Hub).* Untreated decay (cavities) can cause pain, problems with eating, and difficulty speaking, but can be easily prevented with proper oral hygiene. Pediatric patients often have tooth decay that remains untreated. About 20% of children ages 5 to 11 years have an untreated cavity, and the prevalence of cavities doubles for children of low-income families compared to children of high-income families ("Children's Oral Health"). This research will highlight how COVID-19 has impacted dental care and how clinics can prepare for a similar crisis in the future to maintain patient care.

Method/Approach: Research was conducted to understand the impact of COVID-19 on the population that KinderSmile Foundation serves, which is mostly low-income and uninsured patients. A literature review was conducted to analyze scholarly journals and reputable sources, including the American Dental Association (ADA), New Jersey Dental Association (NJDA), and Centers for Disease Control and Prevention (CDC). Recommendations were reviewed for applicability to the KinderSmile Foundation Dental Home and its patient population.

Outcomes/Results: Dental care requires close proximity to droplets that may carry the virus, therefore it is imperative that care providers avoid aerosol-generating procedures. Procedures should be categorized by the treatment they require and care provided only in emergency cases and urgent cases that may be treated with minimally invasive procedures. Though KinderSmile Foundation treats only pediatric patients, their guardians may be at high risk due to age. Patients and their guardians should be screened for COVID-19 symptoms at first contact. Personal Protection Equipment for the dental providers and staff will need to be updated to include N-95 masks, face shields, disposable isolation gowns, and more. The organization may also consider online educational resources to continue health education outreach and promote preventative behaviors.

Evaluation/Conclusion: Due to the high-risk nature of dental procedures, it is extremely important that healthcare providers treat only the most urgent cases and take the necessary precautions to avoid spreading COVID-19. These practices will ensure that the healthcare providers, patients, and the patients' guardians are safe.

Works Cited

Title: RWJBH- Physical Therapy COVID-19 Implications & Future Practices

Name: Ashika Patel

Preceptors: Brian Borer - Site Supervisor

Agency: Robert Wood Johnson Barnabas Health- Sports Physical Therapy in Hillsborough

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Purpose: To consider the disruptive impact of COVID on an outpatient facility clinic and provide recommendations for future best practices.

Significance: COVID-19 has not only caused a major impact on small businesses but also caused a worldwide pandemic. This virus has taken the lives of many, while also causing others to be severely sick. Essential outpatient facilities, such as RWJBH Sports Physical Therapy center, have been making the proper adjustments to provide proper safety, even with the lack of proper personal protective equipment (PPE) available. This project is to gather information from credible sources such as the CDC and WHO, and highlight the ramifications that COVID-19 has caused on both individuals and businesses, as well as how to ensure better protection and safety of those entering and leaving the facility.

Method/Approach: It's important to first look at the causes of the widespread impact that COVID-19 has caused on individuals, essential businesses, as well as on a grander scale (such as NJ). Then, research should be performed on the proper prevention methods that facilities in the United States are practicing, and compare it to how RWJBH is treating this pandemic. Lastly, recommendations should be put in place to prevent the spread of this virus amongst patients and healthcare workers, as well as how to keep this essential outpatient facility safe and protected as much as possible.

Outcomes/Results: With the current state of COVID-19, there are many rules and regulations that are taking place that should be followed carefully and properly. The American Physical Therapy Association (APTA) is providing critical advice from the CDC and CMS to help prevent the spread of the disease, in order to make each facility be as safe as possible. There are many resources and learning opportunities in place that physical therapists can look at. Additionally, physical therapists are being encouraged to use their professional judgment to determine when, where, and how to provide proper care in the environment that they're practicing in. Facilities are practicing prevention methods, such as limiting the number of individuals in the facility at a time by only allowing essential patients and healthcare providers to come, while also practicing proper protection and hygiene.

Evaluation/Conclusion: With the American Physical Therapy Association constantly updating their statistics and recommendations, physical therapists all around are able to use that advice to the best of their abilities. Every individual in the facility is to wear a mask and gloves, wash their hands very frequently, and limit their one on one contact with each other. The community is well informed about the rapid spread of this virus, as they are only coming in contact with each other when it's essential. By continuing to practice safely and following the proper guidelines, this outpatient clinic can help prevent the spread of this virus.

Title: SWOT Analysis for Golden Era Medical Adult Day Care Center

Name: Chan Patel

Preceptors: Falguni Patel, RN, DON

Agency: Golden Era Medical Adult Day Care Center

Purpose: To evaluate and identify the strengths, weaknesses, opportunities, and threats of Golden Era Medical Adult Day Care Center and to provide strategies for improvement and expansion.

Significance: Adult medical day care centers offer older adults with a safe environment where they can spend their day and engage with other older adults. It provides them with medical support as well as improves their mental and physical health. One-to-one counseling at the center assists them with the best help and services needed. It also offers them enjoyable activities which can improve their cognition.

Method/Approach: Working at Golden Era Adult Day Care Center provided information on how these organizations operated. As an intern there, clients were assisted by confirming appointments, following up on prescription refills, filling out paperwork and also faxing medical records to physicians' offices and therapy centers. With this experience, a SWOT analysis table was created to highlight the areas that Golden Era Adult Day Care exceeds and areas that need improvement.

Outcomes/Results:

Strengths	Weaknesses
• Capacity to serve over 150 clients • Various services (nursing, transportation) • Management • Client/Staff relationship	• High staffing and operating costs • Administration/Organization • Marketing/Advertising • No online resources
Opportunities	**Threats**
• Additional locations • Partnering with other adult day cares • Potential of growth • Creates jobs	• Competition • Operational risks • Policy changes • Fluctuation of attendance

Evaluation/Conclusion: Golden Era Medical Adult Day Care Center has been around for over 13 years and has maintained to serve their clients with complete care and attention. However, there is always room for improvement in these types of organizations. Improvement at Golden Era Adult Day Care should start by increasing marketing strategies. Additionally, incorporating unique services will increase their productivity. Once they show improvement and reach their potential, they should consider partnering with other agencies or even opening an additional location. These improvements and recommendations would help Golden Era Medical Adult Day Care Center decrease their weaknesses and achieve better results.

Title: Analysis and Reorganization of the Grants Management System

Name: Dhara Patel

Preceptors: Namasha Schelling. Operations and Special Projects Manager

Agency: Day One, NY

Purpose: To create an effective grants management system for Day One in order to maximize the effectiveness of their grant funding.

Significance:
Non-profits get the majority of their funds from grants; grants can be from foundations or governments. With the funding from these grants, non-profits are able to provide benefits and salaries to their employees, finance their programs, and continue to create awareness for issues in their communities. In the United States, on average, $50 billion is awarded through grants to non-profits annually. In order for these grants to be managed effectively, non-profits must have an organized system to input details about each grant, so they can be overseen, in terms of their deadlines and length of the grant term. After the system is made, it should be able to be shared into the Google Calendar accounts of employees to be accessible when required.

Method/Approach:
Through a qualitative observation approach, the data on the current grants being awarded to Day One was analyzed. It was determined that there needed to be a system to track grants and their timelines because using a large spreadsheet became cumbersome to read and deadlines were being missed. An organized list of the various deadline dates for each grant was compiled, which included grant term start date, grant term end date, renewal application deadline, interim report deadline, and final report deadline. There were ten foundation grants and ten government grants that needed to be managed for this fiscal year. Data for each grant was exported into a calendar, along with a four-week and two-week reminder for each deadline, which was also color-coordinated.

Outcomes/Results:
The calendar created for the grants helped to improve the effectiveness of the grants management system. There were two calendars produced: one for foundation-based grants and one for government-based grants. Once the two calendars were created, they were shared and integrated into the calendars of the Director of Finance and the Director of Development. The twenty grants and the respective deadlines were easily accessible and color-coordinated; each type of deadline was assigned a specific color for a visually appealing and easily identifiable system.

Evaluation/Conclusion:
The grants management system was significantly improved and positive feedback was received after its integration. The system will require renewal and revision depending on the addition of new grants and new deadline information. On-going monitoring of the system will continue to improve communication between the directors and employees that require grant information.

Title: Enhancing Online Presence of the Live Well Vivir Bien New Brunswick Campaign

Name: Dipali Patel

Preceptor: Manuel Castañeda, Director, Community Health

Agency: New Brunswick Tomorrow

Purpose: To increase membership on social media platforms and mobile application in order to enhance the online presence of the Live Well Vivir Bien campaign.

Significance: According to the Community Health Needs Assessment conducted by RWJBH in 2019, New Brunswick has the highest Community Need Index (CNI) Score. CNI scores are determined by various socioeconomic barriers including income, education, culture, insurance and housing. A goal of the Live Well Vivir Bien Campaign is to connect New Brunswick residents to low-cost or free resources that will help them overcome these barriers. Currently, these resources are being showcased through weekly social media posts and on the Live Well free mobile application. Despite the constant availability of new content, there is a lack of engagement with followers/users. Improving membership count across all platforms can lead to increased engagement, interaction and awareness of the available resources.

Method/Approach: Individual Static Quick Response (QR) codes were developed using a free generator for the Live Well Vivir Bien campaign's Facebook, Twitter, Instagram and YouTube pages. Static QR codes were also made for the Apple App Store and Google Play Store that linked to the Live Well mobile application. The Live Well Tabling Metrics form was redesigned to include data from the codes. These were then taken to outreach tabling events within the New Brunswick community. Those who were interested in following a social media page and/or downloading the app were prompted to open their camera application on their mobile phone. They were then asked to hover over the respective code, which redirected to the appropriate landing page. All scans were tallied on the Tabling Metrics Form. This data was cross-referenced with the metrics collected by the application development page and HootSuite social media management platforms.

Outcomes/Results: Data was collected from 5 outreach events during the time period of 2/24/20 to 3/12/20. There were a total of 82 individuals who expressed interest in downloading the mobile application using the QR codes. 97.56% (80/82) of individuals were able to successfully use the codes, while 2.44% (2/82) were unsuccessful. As a result, there were a total of 55 mobile application downloads, comprising from 69.09% iOS users and 30.91% Android users. Also within the 18-day period, there was a 1.36% increase in Twitter followers, 1.95% increase in Facebook page likes, 1.67% increase in Instagram followers and 16.67% increase in YouTube subscribers.

Evaluation/Conclusion: A large majority of residents were able to scan and utilize the Static QR codes with their mobile phones. This provided a more streamlined process overall, as people would be redirected to the intended page with a simple scan. As people realized how easy it was to use the codes, they were more likely to follow through with the download/follow. Two major limitations included the small number of outreach events to bring the codes to and not providing emphasis on the social media platforms. Transitioning to Dynamic QR codes can provide a more enhanced experience versus basic Static QR codes. This will eliminate the need for separate codes, as multiple links can be integrated within a Dynamic code, and can be designed to match the brand of the Live Well campaign.

Internship Abstract

Title: Advancing the Development of the School Start Times Task Force

Name: Jenna Patel

Preceptors: Marcela Betzer, Program Director, Mental Health Collaborative

Agency: New Jersey Chapter, American Academy of Pediatrics (NJAAP)

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**Purpose:** To advance the development of a School Start Times (SST) Task Force that promotes the collaboration of physicians, school officials, parents and other stakeholders in advocating for later NJ district school start times.

Significance: Considering there is a natural shift in circadian rhythms once an individual reaches adolescence, adolescent students are not receiving an adequate amount of sleep as a result of early school start times. Adolescents require 8-10 hours of sleep to maintain an optimal level of physical and mental health, which is difficult to achieve in states like New Jersey where 86% of schools start before 8:30 am. Students acquiring minimal sleep are more likely to experience heightened mental health challenges, negative impacts on academic performance, increased risk of obesity and substance abuse, as well as greater risk of sports injury, among others. The development of a SST Task Force, composed of a diverse set of stakeholders, will allow for effective advocacy in pushing NJ district middle and high school start times to 8:30 or later and ultimately prioritizing adolescent health and wellbeing.

Method/Approach: In order to disseminate the most essential information regarding the impacts of early and later school start times, 15 scholarly articles from various academic journals and independent studies were reviewed, including articles published by the Journal of Sleep Medicine & Disorders and Pediatrics. Case studies of districts across the country that have already implemented later school start times were also examined. Attendance of monthly NJAAP and SST Task Force meetings was necessary to broaden task members' understanding of the impact that sleep and school start times have on an adolescent's overall health and wellbeing, as well as advocacy strategies utilized by school districts with already-implemented later start times.

Outcomes/Results: To expand our level of reach in our advocacy efforts, a variety of advocacy tools were created: a physician-focused and parent-focused webinar, the NJAAP Chapter's Position Statement on school start times, and a SST web page accessible through the NJAAP website. Additionally, to increase awareness of both webinars, flyers were made and posted to various social media platforms.

Evaluation/Conclusion: By providing resources and information highlighting the benefits of later school start times, while simultaneously addressing the technical concerns or doubts of various stakeholders including athletic directors and parents, the Task Force can serve as a model for solving some of the most complex public health dilemmas certain localities face. Since COVID-19 contributed to interruptions in NJAAP's webinar schedule, and thus the release of the NJAAP's Chapter Position Statement on school start times and SST web page, an evaluation of webinar attendance and quality is unable to be conducted until further notice.

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Title:	Home Exercises for Continuing Treatment
Name:	Jessica Patel
Preceptors:	Krishna Patel, DPT, Director
Agency:	Sportscare Physical Therapy

Purpose: To create a home exercise program(HEP), which is a series of exercises that patients complete at home after being discharged to maintain strength and increase therapeutic gains.

Significance: In 2011, only about 11.7 million adults took advantage of outpatient physical therapy services (WebPT 2019). Many times, patients need physical therapy but do not take the time out to go and get treatment. In New Jersey, only 35% of patients fully adhere to their physical therapy plans of care. This shows that 65% of patients may regress their healing by not following through with the treatment (WebPT 2020). Sportscare physical therapy works to combat this lack of follow through of treatment by providing home exercise programs.

Method/Approach: Patients in a sample size cohort (n=8) were observed by the therapy staff when they were receiving treatment. The focus was on what exercises were helping them and what guidance they needed to complete exercise regimens. As patients thoroughly do their exercises, their injury heals better and the body gets stronger. 4 patients were asked how their living conditions and schedules were at home. This helped understand what exercises worked for the patient and what further steps were needed to create to accommodate the specific situations. After observing and asking the 4 patients when they came to the clinic, it allowed for a good understanding on what to include in their home exercise program. Another 4 patients were given generic home exercise programs and the previously observed 4 patients were given the personalized home exercises programs. Then, all the patients were followed up with 3 weeks after discharge to record their progress.

Outcomes/Results: When patients were given a generic home exercise program, they tended not to follow it or it did not help them with their recovery. Some patients either returned for more treatment or went to their doctor and reported pain and discomfort. When the patients received personalized home exercise programs, there was a higher success rate in the way that they were keeping up with their exercises and their pain was subsiding. 100% of the patients who used the personalized program were still doing them when followed up with them a few weeks after discharge. 50% of patients were still doing the generic home exercise program when followed up with.

Evaluation/Conclusion: It was observed that patients are more inclined to do home exercise programs when it is catered to their personal situation. The personalized programs had specific instructions that the patient could read easily and had exercises they have done in the clinic. It included places in their homes where they could perform these exercises and at what times they can do them. This helped give the 100% success rate for the personalized HEP. If patients understand the benefits and ease of doing exercises at home, they will perform their workouts more consistently and continue healing.

Citations:
https://docs.google.com/document/d/1yrDQjnbMlFWhccqtlhVuiVYXDmHmi4vBZaNsK0fVAy8/edit?usp=sharing

Internship Abstract

Title:	Implementing an Educational Program on Pediatric Obesity
Name:	Shachi Patel
Preceptors:	Dr. Vrinda Shah, MD, FAAP
Agency:	Heal and Care Pediatrics, PA

Purpose: To educate parents and patients about pediatric obesity in order to promote healthier lifestyle choices.

Significance: According to the Centers for Disease Control and Prevention, the prevalence of obesity between the ages of 2-19 is 18.5% and impacts over 13.7 million people in this age group. Among Hispanics, childhood obesity rates are 25.8% and non-Hispanics are at 22%. Compared to this cohort, their non-Hispanic white counterparts have obesity rates of 14.1%. The rates of obesity are dependent on various factors such as education and socioeconomic status. As the level of education of the household head increases, the prevalence of obesity decreases. Compared to the rates in the United States, in New Jersey, 14.2% of adolescents were overweight while 10.3% were obese. Children between the ages of 2-5, 17.0% were overweight and 17.3% were obese. Through education and awareness of resources available to the population, the obesity rates seen in patients can be reduced.

Method/Approach: Using the electronic medical record system, data on patient BMI was collected from January 1, 2020, until March 31, 2020. The report was run based on ICD codes for BMI of patients that fell between the 5th-85th percentile, between 85%-95%, and over 95%. Once this data was collected, encounter notes from the most recent well visits were looked at to obtain information on their eating habits and physical activity levels. Once that information was gathered, research using the Rutgers Database was done on healthy interventions that work in promoting healthier lifestyles in children.

Outcomes/Results: Of the 388 patients seen in the Hightstown office in the last three months, 214 patients (55%) were a healthy weight, 72 patients (19%) were overweight, and 102 patients (26%) were obese. Of the 419 patients seen in the Freehold office, 277 patients (66%) were a healthy weight, 67 patients (16%) were overweight, and 75 patients (18%) were obese. Socioeconomic status can be attributed to the difference in data at the two offices. Compared to Freehold, Hightstown has a higher Hispanic population with lower SES. For this reason, resources and access to certain aspects of health and fitness may be limited to certain populations more than others. In Hightstown, more children had diets consisting of larger portions, junk food, and sugary drinks along with more screen time and less physical activity. Even through proper exercise and diet education given during physical examinations, if parents do not play an active role in adhering to these regimens, little change is seen. Parental involvement has proven to be one of the most effective strategies in losing weight and maintaining a healthy lifestyle (Wilfley et al., 2011).

Evaluation/Conclusion: Educating the pediatric patients on living a healthier lifestyle is a team effort that involves the patient, the parents, and the physician. Parents want to be involved, but oftentimes do not know what steps to take. Taking the time to educate parents on resources and healthy choices they can make along with their child will result in better outcomes than just educating the child on healthy choices. Displaying resources in the exam rooms along with reminders to eat healthily and be active will also serve as a reminder for the patients and parents each time they are in the office instead of once a year during their physical exams.

[Citations](#)

Internship Abstract

Title: Educating Students about Communicable Disease Prevention

Name: Shivani Patel

Preceptors: Direct Supervisor: Gina Stravic, Executive Director
Project Supervisor: Preeti Srivastava, Senior Program Director (Child Care)

Agency: Raritan Valley YMCA

Purpose: To educate students about ways to prevent communicable diseases, which can help them to more effectively stay safe and enhance their knowledge.

Significance: In 2018 an estimated 6.2 million children and adolescents under the age of 15 years died, mostly from preventable causes, such as measles and mumps. (WHO, 2019.) Informing students about communicable diseases and techniques such as washing hands, getting vaccinated, using antibiotics, and improving personal hygiene can help them improve classroom safety overall. As a young child, it is not only important to be educationally inclined, but also to have friends that help improve your confidence. Even though at Raritan Valley YMCA some hygiene methods have become routine, there are many more techniques that still need to be utilized.

Method/Approach: A set of pre and post observations were completed to assess the many concepts related to preventing diseases for children between the ages of 3-5 years. Three categories were tested throughout the internship, the first was to perceive an event by observing which disease prevention methods the children were not applying. After observing the students, disease prevention practices were applied and taught with the help of lesson plans to the children. Then lesson plans were made according to the data gathered, when due to COVID-19 face-to-face interactions were not possible, videos were made and posted online for the children to watch and learn from. To make engaging lesson plans online resources were used, ranging from Center of Disease Control and Prevention and National Institutes of Health to Pinterest. Lastly, post-observations were made using the same criteria, observing how well the children are utilizing what they have learned.

Outcomes/Results: Impressive results were demonstrated by the participants (N=20). From the eight disease prevention lesson plans, four lessons (washing hands (before), washing hands (after), daily exercise, and eating healthy) generated a 100% success rate. Moreover, two lesson plans which were (getting vaccinated and covering mouth when coughing) produced a 95% success rate. Lastly, one lesson (not sharing personal items such as chapsticks) yielded an 85% success rate.

Evaluation/Conclusion: The positive results concluded from administering the lesson plans, prompt the effectiveness of having a Disease Prevention program amongst young preschool children. The comparison of the pre and post observations support the effectiveness of the lesson plans. Many limitations were faced when going through with this project some children had learning disabilities, and short attention. While some other students were not always present in class, and others were shy to participate. But with time each difficulty was conquered with the help of Preeti, the Project Supervisor, who had many learning styles ready to employ. This project was successful for this set of preschoolers, but to determine the success rate for the future other educational programs should implement these lesson plans and produce similar results. If similar positive results are produced, then the positive success rate of the lesson plans is assured.

Title: SWOT Analysis of Sunny Days Adult Day Care Center

Name: Smitkumar Patel

Preceptors: Miki Patel, ADON

Agency: Sunny Days Adult Day Care Center

Purpose: To identify and evaluate the strengths, weaknesses, opportunities, and threats of Sunny Days Adult Day Care Center to help improve and expand the organization by providing effective strategies.

Significance: Adult Day Care facilities offer many services such as regular checkups, emotional support, wound care, counseling, etc. Sunny Days offers older adults with a safe and active environment where they can spend their time and engage with other older adults. This facility has a lot of room for potential and providing a SWOT chart will help this facility grow and become successful.

Method/Approach: Working at Sunny Days Adult Day Care Center made it accessible to observe and gather information on how the facility operated. The organization was investigated for the following variables: customer service, management, efficiency, marketing, interpersonal relationships, and accessibility. After collecting sufficient data, a SWOT analysis was conducted to highlight areas where Sunny Days Adult Day Care exceeds and areas that need improvement.

Outcomes/Results:

Strengths	Weaknesses
• Patient/Staff Relationships • Various services such as nursing, recreational activities, transportation, etc. • Personal/Professional Connections • Management • Enrollment growth	• Marketing (Advertisement) • Online presence (Website) • No health benefits for staff • Only accepts Medicaid • Organization
Opportunities	**Threats**
• Growth • Additional locations • Additional services/resources • Partnerships • Opening on weekends	• Competition • Finding qualified staff such as nurses and social workers • Lack of diversity (mainly serves the Indian population due to location)

Evaluation/Conclusion: Sunny Days has developed into a trusted and reliable facility as it has served for more than 10 years to satisfied clients who have kept this facility still operating. Sunny Days should start by improving the organization internally by adding a new business model and making renovations. Then, it should create effective marketing/advertisement strategies to attract clients and talented workers. Lastly, it should consider opening a new location or partnering with other organizations. These changes will help Sunny Days maximize its full potential by growing and expanding its business to the next level.

Title:	Promoting Hygiene Through Packages
Name:	Urusha Patel
Preceptors:	John El-Maraghy, Founder of ARM
Agency:	Archangel Raphael's Mission (ARM)

Purpose: Assembling and distributing care packages to homeless individuals across Middlesex County.

Significance: As of January 2019, there was an estimate of 8,862 people experiencing homelessness in the state of New Jersey. New Brunswick is one of the cities in the state of New Jersey to have the highest number of homeless individuals. Despite such a large number of homeless people, New Brunswick has four significant homeless shelters and social service centers where people can seek assistance. A research study in New Brunswick portrayed the desperate need for hygiene and sanitation supplies. Archangel Raphael Mission is a non-profit organization dedicated to providing necessary resources to homeless individuals throughout New Jersey, especially New Brunswick.

Method/Approach: ARM created a service-oriented event designed to focus on the issue of the lack of hygiene products and safe sanitation. House The Hub is an ARM affiliated organization led by a group of students supplies needed were calculated by the team. Our goal was to gather volunteers and assemble 200 care packages, flyers and social media were used to promote the drive.

Outcomes/Results: House The Hub collaborated with Eta Sigma Gamma, a Health Education Honorary Society at Rutgers University. In spring 2019, a basketball tournament was held in partnership with House the Hub, ZBT and Delta Phi, student organizations at Rutgers and $570 were raised through this event. House The Hub bought care package supplies worth approximately $200. The members of Eta Sigma Gamma donated supplies worth about $150. Both the organizations came together to make 250+ care packages for distribution. Each package contained travel sized shampoo, body wash/soap, deodorant, tooth brush, tooth paste, shaving cream, a razor, hand sanitizer wipes, band aids, q-tips, and pads/tampons. These packages were distributed during a hair-cut event that was organized by ARM for the homeless community on 02/22/2020. Some will be distributed during the Annual Community Dinner organized by ARM for the homeless community in New Brunswick.

Evaluation/Conclusion: This was the first time two student organizations collaborated for an event. This collaboration was the reason the event exceeded the expectations and goals the executive board members had from this event. Even though our mission and goals were to make 200 care packages we ended up making 300 in 1 hour and 30 minutes. By collaborating with other organizations, House The Hub can advocate for the importance of eliminating homelessness in New Brunswick city.

Title: Patient Experience Ambassador Program

Name: Lesly Penagos Sanchez

Preceptors: Lydia Stockman, Senior Vice President of Clinical Operations

Agency: Robert Wood Johnson University Hospital- New Brunswick

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Purpose: To create and market the Patient Experience Ambassador Volunteer program that will improve patient experience and navigation along with patient satisfaction for patients, guests, and visitors throughout the hospital organization.

Significance: Patient satisfaction and experience are always critical in healthcare organizations. Many patients, visitors, and guests have expectations that include time efficiency, navigation, and convenience. Robert Wood Johnson University Hospital has about 20,000 patients and visitors check-in every two weeks at the hospital. However, data gathered previously from the fall 2019 interns, has shown that patients find it difficult to navigate to their destination once they arrive at the hospital on their own. The patient experience begins the moment the patient arrives at the hospital and leaves the hospital. Henceforth, patient satisfaction can be improved by RWJ's Patient Experience Ambassador program to assist with navigation for all patients and visitors.

Method/Approach: Research was conducted previously in which data concluded that the experience patients and visitors had ranked low on self-navigation throughout the hospital. It demonstrated the need to have Patient ambassadors' help in highly populated areas of the hospital which included entrances and parking level decks. To develop the marketing portion for the program a flyer was created to target the right candidates. Also, a seven-question questionnaire was developed and sent out to undergraduate students at Rutgers via social media to the Future Health Administration group for a span of one week. Questions were based on general information regarding a student's preferences and their willingness to participate in the program. Only 17 responses were recorded from the survey in which 94% stated to be interested in participating in the pilot program.

Outcomes/Results: The program would have each Patient Ambassador stationed at a variety of different locations through the hospital. Volunteers would need to pass a comprehensive background check and meet a minimum of 50 hours of the span one semester. Along with attending orientation and training to begin. The shifts would be broken into two shifts from 8 am to 12 pm and 12 pm to 4 pm. Due to the COVID-19, interviewing applicants were left on hold and the marketing portion canceled any events to promote the program or distribute the flyer created for the program.

Evaluation/Conclusion: As a result of COVID-19, Robert Wood Johnson University Hospital has suspended onsite interns. The rest of the work that would be done remotely until the end of the semester. The actual implementation process of the Patient Experience Ambassador Volunteer program will be postponed until Fall of 2020. The concerns on improving patient navigation and increasing patient satisfaction scores are crucial for the hospital. Limitations on recommendations and improvements towards the program were not available as the program was not able to be implemented. The following steps would be to create and complete an orientation manual for both process improvement and a marketing plan for the next interns for the successful implementation of the program.

Internship Abstract

Title: Educating Senior Citizens on the Importance of Maintaining Dental Hygiene

Name: Genesis Perez

Preceptors: Melanie Ford, Director

Agency: New Brunswick Senior Citizen Resource Center

Purpose: To educate seniors on the importance of maintaining proper dental hygiene to prevent future tooth loss.

Significance: Many seniors in the United States do not have access to dental care because Medicare does not cover routine check-ups. This means that seniors are responsible for paying the cost of dental services and procedures out of pocket. For people of low socioeconomic status, paying for dental care is an economic burden that they cannot afford. According to the CDC, about 1 in 5 seniors over the age of 65 have lost their teeth, and the number doubles for seniors over 75 years old. The most common cause of tooth loss among adults is periodontal disease, or gum disease, which can be prevented with proper oral care. The goal is to emphasize the importance of dental hygiene and help seniors develop healthier habits at home.

Method/Approach: The New Brunswick Senior Resource Center hosted a presentation to educate seniors on the importance of dental hygiene, with a demonstration on how to brush properly, floss, and clean dentures. The seniors were given a pre-assessment with ten questions to evaluate their knowledge of dental hygiene and determine how well they take care of their teeth. A presentation was given to teach them the importance of dental hygiene by explaining the most common dental issues that affect the senior population and ways to prevent them. The seniors were then given a post-assessment with ten questions. The questions were used to determine whether or not they found dental hygiene more important after the presentation, and to find out if they were likely to change their brushing and flossing habits.

Outcomes/Results: Twelve seniors (N=12) completed the pre and post-assessment. Before the presentation, 75% of them believed that dental hygiene was "very important" for seniors, and 25% believed it was "important". After the presentation, 92% believed it was "very important," and 8% believed it was "important." Of those twelve who responded, 42% were "very likely," and 58% were "likely" to improve their brushing habits at home. Of the same group, 27% were "very likely", 55% were "likely," and 18% were "neutral" about improving their flossing habits.

Evaluation/Conclusion: This presentation was designed to be administered over three sessions, but only one session was completed due to the COVID-19 pandemic. This data shows that seniors realized the importance of dental hygiene and that they were willing to improve their habits after hearing the presentation. The seniors were given copies of the slides presented for future reference and a calendar to help them keep track of their daily flossing and brushing. Had the other sessions been completed, there might have been the ability to gauge how much the seniors learned throughout the three sessions.

Title: Evaluation of Music Therapy on Palliative and Hospice Care

Name: Christina Petito

Preceptors: Director & Project Supervisor: Sara Culang, Manager of Community Outreach and Volunteer Services

Agency: Stein Hospice - Somerset, NJ

Purpose: To study and analyze the effects of music on multiple hospice populations, specifically patients affected by dementia, while simultaneously creating an educational component to educate families on the benefits of this overlooked therapy.

Significance: Music therapy in a clear educational component has been proven to be helpful to hospice patients and families when understanding the importance, and also in a significant way to assist patients in their transition through the stages of dementia. In America today, 65% of Americans spend their final stage of life in hospice care (Hallman, 2014). Specifically, when it comes to dementia, 1 out of every 6 women, and 1 out of every 10 men over the age of 55 developed this disease (Hillis, 2019). In New Jersey, Alzheimer's (a type of dementia) is the 6th leading cause of death. Stein Hospice makes it a priority to support all patients in having comfortable end-of-life care, while preserving their dignity. While every patient has different needs, many therapies are given as an option, ranging from speech to aromatherapy. Stein Hospice has noticed that one of the therapies to have had the biggest impact on dementia patients has been music. While multiple therapies are offered to each patient, it is ultimately up to the patient (usually the patient's representative) to decide what therapies they choose to go with.

Method/Approach: To measure the effect of music on hospice patients, 2 hospice patients were visited and given a pre-test and post-test after exposure to music during the first and second halves of their hour long visits respectively. The first patient was a male affected by dementia (patient 1) and the second was a female unaffected by dementia (patient 2). The pre-test and post-test were given as follows: at the start of the visit (before introduction of music), a conversation was held. Their reception to the conversation was noted. Thirty minutes after the visit started, music that they are familiar with was played. Then a conversation was held after the music took place. Their reception to the conversation after, was noted.

Outcomes/Results: Before being exposed to music, patient 1 was receptive to conversation 2 out of 5 times. After being exposed to music, patient 1 was receptive to conversation 4 out of 5 times. Before exposure to music, patient 2 was receptive to conversation 3 out of 5 times. After exposure, patient 2 was receptive 5 out of 5 times. These statistics were put into an infographic, along with state-wide and country-wide statistics and was given as a resource in Stein Hospice's marketing packet to expand the families' knowledge on this topic.

Evaluation/Conclusion: Evaluation of the pre- and post-tests conclude the function of music helps patients to not only be more ready to generate conversation, but gives patients a more likely ability to recall details about that time.

Title: Omnicell Restoration

Name: Danielle Placanica, Intern

Preceptors: Direct Supervisor: Jason Augustyn, Director of Supply Chain
                    Project Supervisor: Rich Fitzgerald, Manager of Stores and Supplies

Agency: Saint Peter's University Hospital, Supply Chain

Purpose: To re-label and fix the Omnicell units that are located in various departments throughout the hospital to ensure that all of the machines are updated for clinical and non-clinical staff.

Significance: Omnicell machines are used within different hospital departments to ensure that the clinical staff has access to accurate amounts of materials and to keep track of the products that are being used.   The Omnicell machines have been in the Saint Peter's University Hospital for several years and have been used by many staff members. It is important to restore these machines by recreating labels, fixing shelves, and checking the expiration dates on products. This restoration will help nurses and physicians find the items that they need quickly and accurately.

Method/Approach: Due to the age of the Omnicell machines, the original labels were worn. The Project Supervisor used the product database to create hundreds of new labels to be added to the shelves of the Omnicells. Each machine took 1-2 hours to relabel. After each machine was updated, a spreadsheet was created to identify supplies that have expirations dates. In order to figure out the expirations on the supplies, the researcher went through the storeroom to look at product labels and expirations. After this was completed, the Excel file was divided up and sorted by the specific Omnicell machine and was printed out so that the researcher could check each product to ensure it was within-date. Any supplies that were expired were discarded.

Outcomes/Results: After restoring the machines and changing about 800 Omnicell labels, positive feedback was received from nursing staff regarding the labels and how they were able to read the shelves clearly and effectively. Stockroom employees were also able to restock supplies quickly and accurately due to the new labels for the products. Clinical and non-clinical staff are now able to grab the supplies accurately and have limited their mistakes of misplacing an item. Positive feedback was also received from stockroom employees stating that the expirations lists that were created for the Omnicell machines made it easier for them to identify important items that needed to be checked. The expirations list will continue to be used within the Material Management department to ensure the quality of the products.

Evaluation/Conclusion: The restoration of the Omnicell units made it easier for clinical and nonclinical staff to identify products and supplies. The newly labeled product shelves benefited nurses to obtain the items that they need in order to treat the patient and it has decreased the amount of mistakes that can occur if a product is mislabeled. Creating an expirations list for the Omnicell units improved the quality of the supplies and ensured that the nurses only have access to products that are within date. Moving forward, expirations lists should be updated when new products are purchased and labels should be replaced when they become worn due to high usage.

Title: Demographic Barriers to Fecal Immunochemical Test Return in the Greater Newark Area

Name: Jessica Plaha

Preceptors: Direct Supervisor: Nicholas Acuna, MPH; Dr. Pamela Valera, Ph.D.
                           Project Supervisors: Dr. Luis Alzate-Duque, MD; Dr. Ana Natale-Pereira, MD, MPH

Agency: Cancer Health Justice Lab and New Jersey Medical School

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Purpose: Examine potential demographic characteristic barriers to returning independent fecal immunochemical tests as part of a pre-screening measure for colorectal cancer.

Significance: Colorectal cancer (CRC) remains the top third prevalent and fatal specific-site cancer in the United States for both men and women (American Cancer Society, n.d.). While a colonoscopy is considered a golden standard for colorectal cancer screening, the fecal immunochemical test (FIT) is also widely accepted. FIT is an evidence-based screening tool that involves less preparation, time and discomfort than a colonoscopy since it can be done independently at home for a lower cost and without a medical referral. Despite how accessible the FIT option can be, screening tools remain underutilized in the Greater Newark Area, as only 53% of the Essex county population completed recommended CRC screening compared to 65% of the general population in New Jersey. This data suggests a need for community health approaches to understand the barriers to testing and increase screening rates.

Methods: A longitudinal research program was created by New Jersey Medical School and ScreenNJ to provide CRC education and access to screening using the FIT kit testing. Eligible participants were enrolled through active public recruitment (i.e., visiting outpatient health clinics) and passive health events (i.e., tabling at nursing homes). Enrolled participants were provided free FIT kits with six weeks of follow-up for return. Demographic characteristics including: patient's age, sex, zip code, and location of recruitment were collected along with FIT kit return status. Secondary data analyses of collected data were performed for participants enrolled between July 2019 and February 2020. Distributions of variables of interest were described using means and standard deviations (mean±SD) and their frequencies and proportions of the overall sample. Dependent covariates of interest were compared to the rate of return of FIT kits using cross-tabulation analysis and chi-square statistics.

Outcomes: Of 210 participants, approximately 55% returned their FIT kit within the six-week follow-up period. The mean and standard deviation of the age of participants enrolled was 60±11 years. There were more women (n=129) vs. men (n=80) enrolled, and the rate of return among women was 58% vs. 48% of men. Study participants were recruited at community centers (n=25), an outpatient health clinic (n=99), religion-based centers (n=17), health screening events (n=54), nursing homes (n=2), and homeless shelters (n=11), and return rate among each location type was generated.

Evaluation: Despite over half of participants returning their FIT kits (54%), there was no statistically significant association between all demographic variables and rate of return. The highest rate of return was seen within study participants recruited from the outpatient clinic at the University Hospital compared to all location recruitment venues, and within women compared to men. Limitations to this analysis include the availability and tracking of only demographic characteristic data to test as potential barriers to return and missing data on race and primary language spoken. Further analyses will utilize GIS approaches to determine where participants live using zip code data as a proxy address as a potential barrier to FIT kit return. Future data collection will include semi-structured interviews and qualitative analysis of reported barriers to CRC screening from a participant's perspective.

Internship Abstract

Title: Online Arts & Crafts/ STEM Activity

Name: Johvensky Plaisime

Preceptors: Katie Bisaha

Agency: Greenway Family Success Center

Purpose: Create an event where children of the NJ community (ages 4-12) can attend and receive an educational experience at home, while still having fun.

Significance: Many students (K-12) have lost the opportunity to receive a formal education as a result of COVID-19. STEM activities are important because they can provide both children and families a way to make learning fun and creative. For this activity, we chose to make bird feeders. This will help children to get a chance to learn something new, while also encouraging parents to try and make their own learning experiences for their children at home.

Method/Approach: To be both cost-effective and environmentally friendly, research was conducted about activities that families could do at home, at low cost, while also making it safe for the usage of the birds. After bird feeders were chosen, additional research was done to ensure that the materials used for the bird feeders would fit their natural diets. This event was marketed for families and children (ages 4-12) with a flyer posted to Facebook and Instagram. Each post provided a link for registration and was tracked through Eventbrite. After finishing the registration, families received an 8 question pre-test to gauge each family's familiarity with STEM and comfortability with doing STEM projects in the home. Directions, materials and a Zoom link to attend the event were emailed to participants. After the event, families received a post-test.

Outcomes/Results: On April 17th, 12 families attended our event. With the pre-test, 50% of families had said that they had a good understanding of STEM and 42% noted that they were comfortable doing STEM activities at home. Post-test scores were 100% for both understanding STEM and comfortability with doing activities on their own at home.

Evaluation/Conclusion: One of the biggest challenges with the creation of this activity was making sure that it was not only approachable but also engaged the attendees. Another challenge faced was trying to change the stigma of STEM, being that only science and math-based. The test helped dictate areas of improvement in the case that they continue with something STEM-related in the future.

Title: Analysis of the Structure and Resources of the New Jersey State Legislature

Name: Jeremy D. Posluszny, Legislative Intern

Preceptors: Denise Decasse, Legislative Aide; Kamila Pavezzi, Instructor

Agency: Office of Assemblyman Ronald S. Dancer, New Jersey State Legislature

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Purpose: To provide a detailed analysis of the resources and tools used as well as the procedures established and followed by the New Jersey State Legislature, and to enumerate detailed improvements to increase the efficiency, security, and adaptability of this state instrumentality and its several workgroups.

Significance: Technology is an important tool for communication and information. Despite the use of technology in legislative government organizations for communication with constituents and draft research (Pole, 2005, p. 12), government spending on technology remains lower than private-sector spending (West & Lu, 2009). The Executive Office of Information Technology received $158 million in 2019 (O.I.T., 2019) and the legislature appropriated an additional $2 million to the legislature's own IT office (O.L.S., *Analysis of the New Jersey Budget*, 2019). It is now critical that investments are made in upgraded software and services.

Method/Approach: The Legislature benefits from its ability to self-govern the affairs of its two houses and individual members. Unlike the federal legislature, the New Jersey Legislature centralizes its research, drafting, and legislative operations through the Office of Legislative Services, which allows for continuity of language in legislation and provides the primary resource for members' offices. Though such centralization helps, it does not fulfill all of its duties to the greatest extent. Technological resources and organization of the legislative offices provide for security concerns as well as challenges to adaptability. The state legislature's current operations may benefit from opportunities to utilize new technologies, including cloud computing, centralized security/device management, and new public-facing and backend network management. Threats to the legislature include the long-term continued use of outdated and deprecated technology. The organization's lack of accessibility and adaptability for public communications also present a threat to its relevance and interaction with the public.

Outcomes/Results: Introducing cloud-computing and new enterprise technologies to legislative offices may help to reduce long-term costs for the state instrumentality. Additionally, the upgrade to new software technologies will give the organization access to increased security measures and protocols for the management of sensitive information. Security is vital given the duties offices perform and the information they collect in service to constituents. Backend technology upgrades will also benefit the management of pertinent legislative data, including bill tracking and business records. On the public-facing domain, updated technology for communications and web-presence will provide better accessibility to the public (including legal requirements of public agencies) and greater ease-of-use.

Evaluation/Conclusion: Incremental scheduled stages of additions and corrections will allow for more efficient implementation of state-wide system changes. Applications include the introduction of office-level technologies that are compatible with current hardware and the transferring of local network resources to new projects or their discontinuation. These also include the concurrent updating of front-end web protocols with network systems and the ability to combine the newly implemented systems to increase efficiency.

Title: Impact of COVID-19 on Stein Hospice and Future Recommendations

Name: Christine Potkul

Preceptors: Direct Supervisor: Sara Culang, Volunteer Coordinator; Executive Director: Yeong Bae

Agency: The Martin & Edith Stein Hospice at Wilf Campus for Senior Living

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Purpose: To analyze the disruptive impact of COVID 19 on Stein Hospice and discuss future actions that can be taken to prevent interruption from similar crises.

Significance: Stein Hospice aims to promote the best quality of life with compassionate end-of-life care. The agency works to relieve pain and suffering and to address the unique physical, emotional, social and spiritual needs of each eligible patient and his or her family members and caregivers. A team of diverse individuals ensures that hospice care can be successfully provided to each patient. However, since the onset of COVID 19, the daily operations of Stein Hospice has been threatened. Since the first outbreak of COVID-19 in Wuhan, Hubei China, the virus has catalyzed into a pandemic. The pandemic has caused major upheaval in all facets of daily life. Stein Hospice is one of the millions of organizations who were forced to adapt to the circumstances in a short period of time, without preparation. Certain aspects of Stein Hospice were suspended temporarily, such as any marketing efforts or community events. Other services were modified to coincide with universal safety protocols.

Method/Approach: Initially, background was provided on the agency and described what normal functions were like prior to the pandemic. Then, the paper touched base on how the virus changed operations and roles in the agency. It described how Stein Hospice reacted to the virus and the steps the organization took to adjust to the situation. Next, the positive and negative aspects of the agency's reaction to the virus were addressed. Lastly, the paper offered recommendations on preventative steps Stein Hospice can take to avoid disruptions from a similar crisis in the future. Throughout the paper, sources were used to further explain operations of hospice care in the event of a crisis and support the recommendations made.

Outcomes/Results: One recommendation would be to reevaluate the Stein Hospice volunteer program to include guidelines that can be followed when patients and volunteers cannot conduct face-to-face interactions. This can be done by providing training on a variety of telecommunication platforms and incorporating more novel devices into their routine visits. Another recommendation would be to continue to practice universal safety precautions with the same level of diligence as displayed during the pandemic. All on-site personnel should be regularly screened, as well as, have more access to antiseptic. The last recommendation would be to implement a concrete mental health program at the agency (to compliment current support offerings). This would provide much needed mental and emotional support to specifically the nurses and aids witnessing the direct effects of the virus every day. The service could include routine guided meditations, virtual yoga classes, or access to mindfulness-based cognitive therapy online.

Evaluation/Conclusion: These recommendations will encourage the agency to reflect on its handling of the COVID-19 pandemic and improve its strategy for crises in the future. Overall, the COVID-19 pandemic will strengthen succeeding public health efforts on both a small and widespread scale. The main idea of this research is to offer an overarching narrative of the effect COVID-19 had on Stein Hospice.

Title: SWOT Analysis for Planned Parenthood of Metropolitan New Jersey

Name: Alexa Prusik

Preceptors: Sophia Collier Bryan- Senior Director of Operations
Vu-An Foster- Executive Assistant/ Office Manager

Agency: Planned Parenthood of Metropolitan New Jersey

Purpose: To identify the strengths, weaknesses, opportunities and threats Planned Parenthood could face and how to improve the organization.

Significance: Planned Parenthood is a national organization committed to providing essential healthcare services like abortion, STD testing and treatment, birth control, cancer screenings, general health care and more. Conducting a SWOT analysis for this organization can show where improvements can be made and where they are already doing great. Planned Parenthood needs to continue to thrive because of how many people depend on them. Figures show that 4,960,598 STI testing and treatments, 520,720 breast exams and pap tests and even more are conducted by Planned Parenthood annually. Over 2.4 million patients are served just this past year.

Method/Approach: While working alongside Sophia Collier Bryan and Vu-An Foster at Planned Parenthood, seeing how they worked together to keep the administrative office on task through HR, finances, community outreach, and IT a lot of knowledge was gained. Having assisted in filing for an audit, putting together employee evaluations, and helped set up a major meeting with the CEO shows a wide range of work. Using the experience gained, creating a SWOT analysis will help see where certain areas of this organization need improvements and how creating a business plan will lead to success.

Outcomes/Results:

Strength	Weakness
• Diverse services • Nationwide • Low Cost Healthcare	• Controversial • Lacks outside allies • Less financial funding
Opportunities	**Threats**
• Affiliation with other companies • Expansion of existing/new services	• Safety • Increased competition • Nonprofit

Evaluation/Conclusion: This organization has very loyal customers all around the United States. This makes it easily accessible with 650 health centers throughout the United States. Planned Parenthood offers a numerous amount of services for all genders and ages. However, it is also a very controversial organization which can put people at safety risks and competition. Part of the business plan would be to advise on the continuation of enhancing services such as telehealth and concentrate on bringing in new affiliations.

Title: COVID-19 Impact on Mountainview Chiropractic Center Assessment

Name: Ashley Pultorak

Preceptors: Direct Supervisor and Project Supervisor: Jessica McKim

Agency: Mountainview Chiropractic Center

Purpose: To evaluate the disruptive impact of COVID-19 on Mountainview Chiropractic Center.

Significance: The Novel Coronavirus (COVID-19) was declared a global pandemic on January 30, 2020, and a myriad of disruptive societal implications have since ensued. As of April 23, 2020, New Jersey Department of Health reports more than 99,000 COVID-19 cases and over 5,000 deaths (New Jersey Department of Health, 2020). Health care providers have been advised to implement a set of extreme precautionary measures to ensure the safety of patients and staff. The U.S. Department of Homeland Security recently released an advisory memorandum which includes Chiropractors on their list of essential critical infrastructure workers (2020). Located in central New Jersey, Mountainview Chiropractic Center (MVCC) staff provide a variety of holistic healthcare services to patients in need. The services offered particularly benefit patients who may otherwise be prescribed potentially harmful pain medication or advised to undergo surgery. Research will be conducted to identify risk factors associated with COVID-19 as the office remains open to patients in emergency situations. Recommendations for providing holistic healthcare treatments safely will also be suggested.

Method/Approach: Information about COVID-19 was gathered from reliable agency websites such as the Center for Disease Control (CDC) and the New Jersey Department of Health. Recommendations found on the World Federation of Chiropractic (WFC), The Association of New Jersey Chiropractors (ANJC), and WHO webpages were reviewed to determine appropriate preventative measures to be enforced at MVCC. Literature reviews have been conducted using scholarly articles on safe work practices and protective measures to compile a set of advisory guidelines for MVCC staff. Suggestions will be presented as to why disruptions in patient progress may result in negative health implications.

Outcomes/Results: COVID-19 cases have been reported in all of the 50 states according to the CDC, thus it is imperative that safety measures be implemented in all healthcare facilities (2020). Chiropractic care involves the use of specific equipment which may be in direct contact with COVID-19 carriers. The World Federation of Chiropractic asserts that clinic hygiene is of utmost importance for Chiropractic offices. A significant portion of the patient population at Mountainview Chiropractic Center are Medicare patients. The CDC has stated that older adults are at a higher risk amidst the COVID-19 crisis; patients who meet this criteria should only seek chiropractic care in emergency situations (2020). MVCC is operating with limitations in compliance with government guidelines to reduce the spread of COVID-19.

Evaluation/Conclusion: The current COVID-19 pandemic has required that healthcare providers take the necessary steps in order to ensure a safe environment for patients. Due to the hands-on nature of chiropractic treatments, it is essential chiropractic offices establish a plan of action to protect patients and staff alike. The successful implementation of a protection plan guarantees the safest possible environment for all.

References

Internship Abstract

Title: Culture of Safety Survey Assessment

Name: Raza Rana

Preceptors: Direct Supervisor: Ishani Ved
Project Supervisor: Tara Gunthner

Agency: Saint Peter's University Hospital

Purpose: To learn about the quality of safety in the hospital on an organizational and individual per-unit level across Saint Peter's University Hospital.

Significance: The Culture of Safety Survey will identify areas that need to be targeted so changes can be implemented in the third and fourth quarters of 2020. The survey will help with different aspects of the hospital such as raising staff awareness about patient safety, identifying strengths and weaknesses of the patient safety culture in the hospital, and lastly, gauge the culture of reporting when adverse events occur as well as ensuring the staff feels comfortable reporting errors to leadership. The Survey is conducted every other year, using the Pascal Metrics system. The evidence showed that overall, the hospital decreased in every category from 2016 to 2018. Initiatives and other projects were put into place to improve the overall quality of the culture of safety in the hospital on an organizational level and a per-unit level.

Method/Approach: The project focused on meeting with different Nursing Unit Managers across the hospital departments including the Surgical Unit, Oncology, Unit, and Antenatal Testing Unit which had a consistent decline from 2016 to 2018. Due to the pandemic and hospitals removing non-essential personnel, weekly zoom meetings took place with a unit manager. The Pascal Metrics System was used to discuss findings from the previous Culture of Safety Surveys to raise scores in categories that dropped, such as staffing, working longer hours which were deemed unsafe for patient care, and non-punitive response to errors. Also, during the weekly meetings, the categories which the units performed well in were documented. These ideas and practices were shared with the other unit managers in hopes of having an overall positive impact on the culture of safety in the hospital.

Outcomes/Results: The impact of the Culture of Safety Survey is to get an understanding of the concerns of the staff and the overall hospital environment. The project aims to provide education to Saint Peter's University Hospital units in hopes of generating higher scores in the next survey conducted. Educating the unit managers about resources available to them as well as sharing new ideas and methods to teach the staff is important. This will promote staff satisfaction, improve quality of patient care and safety, increase unity among the different units and improve the environment of the organization altogether. The goal is that education improves the survey scores by 10% at least in the lowest categories such as staffing and non-punitive response to errors and improvements overall.

Evaluation/Conclusion: The project will be successful when the Culture of Safety Survey is administered in the fourth quarter and an analysis of the findings show an improvement in the struggling categories overall. With the new initiatives already in effect, such as the Good Catch Program, which recognizes staff members' efforts to prevent errors in patient care, for example, can be used to assess if the results of the survey show improvements. The findings can further influence new initiatives to be made which recognize and appreciate the hospital staff and create an upward trend in the coming Culture of Safety Surveys at Saint Peter's University Hospital.

Title:	Medicare Part B Denied Claims Minimization
Name:	Gabrielle Rash
Preceptors:	Diana Suchodola, Associate, Billing and Collections (VRS), Trainer Kyle Kramer, Supervisor, Reimbursement (VRS)
Agency:	Bayada Home Health Care - Pennsauken, NJ

Purpose: To identify denied claims and help improve the billing process by developing a better understanding of Medicare Part B and other home care payers and their reimbursement methods.

Significance: Estimates from the US Department of Labor say that around 14% of all submitted medical claims are rejected. That's one claim in seven, which amounts to over 200 million denied claims a day. Fifty to sixty-five percent of denials are never worked due to lack of time or knowledge. At Bayada, a home health care agency, millions of dollars a year can potentially be lost for services performed simply because a claim may have a typo or a missing code modifier. This project focused on Medicare Part B denied claims and fixing the errors on bills so that they could be resubmitted and a payment can be obtained.

Method/Approach: A cloud-based healthcare technology called Waystar was used as a clearinghouse for all of the claims/bills sent out to various healthcare payers such as Medicare, private insurance or personal payments. It automatically checked for common errors on claims before they are sent out to reduce the number of denials, maximize revenue and streamline reimbursement. Through this technology, claims were held with error messages listed on them for an employee to edit the claim in order to fix the identified error. Once the error was fixed the claim was then submitted to the payer.

Outcomes/Results: A total of 36,933 claims were sent out between January 3, 2020 until April 2, 2020. Of these, 4,690 (12.7%) of these claims were held in the Waystar clearinghouse for errors that were caught before the bill was sent out to the payer. Reading the rejection error message on each of these claims and editing them so they can be sent out increased the revenue being pulled in by Bayada Home Health Care by around $790,000.

Evaluation/Conclusion: Of the 4,690 claims that have been held in Waystar, 1,376 were processed, which amounted to a sum around $790,000. There are a total of 490 remaining claims still in need of editing for Medicare Part B patients. To improve this process, Bayada has started to train clinicians on how to fill out a claim correctly so that they can be sent through Waystar without having to be held, checked and edited. In the future they hope to outsource more of this work to another company.

Internship Abstract

Title: COVID-19 Awareness for Arab Refugees in New Jersey

Name: Baian Rasheed

Preceptors: Gehad Amir, Caseworker

Agency: International Rescue Committee (IRC) - Elizabeth, NJ

Purpose: To spread awareness regarding COVID-19 between Arab refugees who live in New Jersey, improve their knowledge of safety and healthy living during the pandemic in the United States, and discuss their challenges of maintaining a clean and healthy lifestyle.

Significance: Globally, it is estimated more than two million people received a positive COVID-19 test since the beginning of 2020 (World Meters, 2020). This virus is fast spreading and that number increases every day. Older adults and people of any age who have serious underlying medical conditions may be at risk for more serious complications from COVID-19 (Centers for Disease Control and Prevention, 2020). Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

Method/Approach: An infographic was created by the International Rescue Committee to spread awareness about COVID-19. This infographic was approved from the Head Office in New York. Arab refugees were contacted individually by phone. Each awareness session for each client was approximately 10 minutes. The infographic includes the definition of COVID-19 and how bad it is, how we can prevent, symptoms, and some general notes.

Outcomes/Results: This project was used to measure the knowledge of being safe from COVID-19 and to raise awareness between refugees in New Jersey. The sample size cohort was (n = 25). Pre-test results were as follows, people who knew how to stay safe from COVID-19 were 20 (80%) and people who did not know how to stay safe were 5 (20%). Post-test results were as follows, people who followed the safety rules for COVID-19 were 23 (92%) and people who did not follow the safety rules for COVID-19 were 2 (8%). IRC employees and interns were raising awareness of being safe from COVID-19 between the refugees. The process of reaching out to refugees is still ongoing.

Evaluation/Conclusion: The outcome of the pre-test showed that the majority of clients were knowledgeable about how to stay safe from COVID-19. Most of the remaining clients that did not pass the pre-test showed that there was knowledge gained because of the awareness given, post-test results raised to 23 (92%) for people who followed safety rules. As a result of this project, the clients had changed their health behavior by following safety rules for COVID-19. During the awareness session, there was a concentration on increasing safety by wearing gloves and masks, practicing social distancing, covering sneezes and coughs, and washing hands frequently.

Title: COVID-19 Impact on The Civic League of Greater New Brunswick

Name: Sara Rasool

Preceptors: Tamara Swedberg, Internship Coordinator

Agency: The Civic League of Greater New Brunswick

Purpose: To assess the effects of COVID-19 on the progress of the Civic League of Greater New Brunswick.

Significance: The Civic League of New Brunswick spends its resources towards assisting the minority, low income population of New Brunswick. The League has worked towards providing developing neighborhoods proper housing, employment opportunities, educational programs, and community development initiatives.

Method/Approach: The first step will be to identify the communities in which the League makes the greatest impact, After identifying these populations, it is important to acknowledge the broad range of projects the Civic League of Greater New Brunswick offers to understand what plans are in place to supplement those initiatives. This can be done by researching the policies in place during this time in New Brunswick. The impact of the loss of the educational programs will also be assessed by reviewing the protocols in place to ensure the children are still being assisted the same way they were by the League.

Outcomes/Results: In order to ensure that the projects led by the Civic League of Greater New Brunswick should provide online educational resources for children who have been deprived of after-school tutoring due to COVID-19. The "Ladies of Vision" and "Untagged Gents' initiatives can be supplemented by providing online platforms for these young adults to speak and engage with their mentors, respectively. Additionally, The League can assist those who are unemployed by supplying them with the necessary paperwork needed to apply for unemployment and having translators explain to those who do not speak English exactly what the situation in New Brunswick is. Moreover, meals can be distributed by The League at the local schools with the assistance of the Board of Education to ensure that families who rely on food from the district are not being deprived. The Civic League of Greater New Brunswick can aid the large immigrant population in New Brunswick by hosting informational sessions in Spanish to ensure everybody is seeking the right care and treatment they need.

Evaluation/Conclusion: By utilizing online platforms such as Zoom or WebEx, to communicate with the diverse population of New Brunswick, the Civic League of Greater New Brunswick should be able to overcome the obstacles posed by COVID-19. Children in elementary, middle, and high school will be able to seek educational assistance from their regular after-school tutors as well as virtually interact with their fellow classmates. Those who are falling under the poverty line will be able to provide at least one meal to their children by partaking in the food distribution program started by The League. Immigrants will understand exactly how to proceed when they are feeling sick or unguided by participating in the virtual informational sessions created by the Civic League of Greater New Brunswick.

Title: Development Intern

Name: Hunter Reynolds

Preceptors: Margo Cianchetta - Director of Corporate Partnerships

Agency: Move for Hunger

Purpose: To research and analyze alternative ways that Move for Hunger can continue to make an impact through the events caused by the COVID-19 pandemic.

Significance: 41 million Americans face hunger each year, including nearly 13 million children (Move for Hunger). This creates an inability for people living in these households to lead healthy, successful lives. Approximately 40% of all the food that is grown, processed, and transported in the United States will go to waste each year. Move for Hunger works with the relocation industry to pick up non-perishable food items across the United States so that it can be donated to food banks. Due to the COVID-19 pandemic, this agency has been greatly disrupted. Move for Hunger is a non-profit, so it relies heavily on donations made when people register for various events such as truck pulls, races, etc. that they hold all over the country. Due to the current state of the country, travel is prohibited so all of the upcoming events have been canceled or postponed completely. This project aims to suggest alternative ways that Move for Hunger can approach this unprecedented event so they can continue to help the community and come out of this stronger than before.

Method/Approach: To develop an accurate approach for this issue, it is important to look at measures other companies have taken. There were other similar issues that have impacted non-profits in the past such as the H1N1 outbreak. During times of financial crisis, companies have taken alternative measures to ensure they are able to fulfill their mission effectively. Transportation of food, networking, and event planning needs to be established according to the current state of the country. It is also essential to explore various platforms to spread awareness of the hunger crisis that so many people are facing during this time. Being creative is essential to continue to run this organization effectively.

Outcomes/Results: Due to the events caused by the COVID-19 pandemic, the suggestions made should be implemented immediately to ensure Americans are taken care of during this time. Employees must take into account the importance of social interaction in food transportation services such as Move for Hunger. Exploring alternative measures such as establishing new partnerships with companies such as AmazonSmiles is crucial. Additionally, taking measures to spread awareness of Move for Hunger online through social media such as their website, LinkedIn, Facebook, Instagram, and TikTok is important to continue to incur donations is another option to explore. Finally, taking the time to connect with members through conference calls as well as holding fundraising events online can be a helpful tool to use in the future.

Evaluation/Conclusion: To keep this non-profit running effectively in the event of another event such as the COVID-19 outbreak, it is essential that some of the measures suggested are considered and possibly implemented in the future. Following federal guidelines by having employees work from home and limit travel completely is vital to keep everyone safe and healthy. Additionally, modeling the approach taken to other non-profit organizations going through hardship is important. Move for Hunger should also embrace and adjust to this new way of life by using social media platforms as a way to gain donations and spread awareness of the hunger issue that so many Americans are facing.

Internship Abstract

Title:	A Needs Assessment of the Central Jersey Diaper Bank
Name:	Cristina Rodriguez
Preceptors:	Direct Supervisor: Ginny Kafka, Executive Director
Agency:	Anshe Emeth Community Development Corporation - Central Jersey Diaper Bank

Purpose: To conduct a needs assessment of the Central Jersey Diaper Bank to handle the growing diaper need in Middlesex County and develop a comprehensive plan to implement solutions.

Significance: In the United States one in three families struggles with diaper need. Clients of the diaper bank encompass a wide array of ages, racial groups, and income levels. "The Center of Economic and Policy Research estimates that nationally, the lowest income quintile spends nearly 14% of its pretax income on diapers" (Cashman, 2015). This is the fourth-highest expenditure after mortgage/rent, food, utilities, and exceeding transportation. In New Jersey there are ten diaper banks that are associated with the National Diaper Bank Network (NDBN) throughout the state. In Middlesex County, the Central Jersey Diaper Bank is the only diaper bank associated with the NDBN. This points to large gaps between community need, service delivery, and accessibility.

Method/Approach: Qualitative data was used to get an understanding of the underlying issues that affect diaper need. A literature review was conducted to analyze diaper need at the national, state, and county level. U.S. Census Data was used to collect demographic data on each municipality within Middlesex County. A needs assessment of Middlesex County was done by The Puerto Rican Action Board (PRAB) and the Jewish Renaissance Foundation (JRF), detailing the various needs within the county. The needs assessment conducted by PRAB and JRF was then used to inform the needs assessment for the Central Jersey Diaper Bank. A focus group consisting of volunteers and staff members was conducted in conjunction with the needs assessment. The needs assessment of the Central Jersey Diaper Bank focused on providing increased service to the Middlesex County community. This qualitative data was used to understand what key areas needed to be improved to increase the rate of services to clients.

Outcomes/Results: In a survey conducted by the NDBN found that there were 161,399 children under the age of 4 years old who live under 200% of the Federal Poverty Level (FPL) in New Jersey. Of these children, only 2% (2,859) of children were served by the NDBN monthly (Massengale,2020). As of May 2017, 6.7% of Middlesex County residents receive some type of public assistance (PRAB,2018). As the only associated diaper bank with the NDBN in Middlesex County, it is imperative that Central Jersey Diaper Bank increase service to meet the demand of the state and the county.

Evaluation/Conclusion: There are four priority areas that need to be addressed in order to meet the growing diaper need in Middlesex County. These areas consist of resources, definition of services, community engagement, and funding. The Central Jersey Diaper Bank looks to prioritize resources and definition of services. They look to do so by (a) increasing donations from the community and large corporations and (b) consolidating services, focusing on the diaper bank program. These priority areas need to be addressed before there can be a large scale increase in clients served.

Title: Barriers to Recruitment and Retention in a Diverse NJ Prospective Pregnancy Cohort

Name: Genesis Rodriguez

Preceptors: Direct Supervisor: Taylor Black, MPH, Research Assistant
Project Supervisor: Zorimar Rivera-Núñez, PhD, Principal Investigator

Agency: Rutgers Environmental and Occupational Health Sciences Institute (EOHSI)

Purpose: To explore barriers to recruitment and retention in an epidemiological study enrolling pregnant women from diverse ethnic and racial backgrounds.

Significance: The significance of the internship is to explore barriers to recruitment and retention in an epidemiological study enrolling pregnant women from diverse ethnic and racial backgrounds. Evidence suggests that some barriers include but are not limited to culture, linguistics, the need for cultural insiders on the research team, and participants' personal circumstances. The current study has been conducted in Saint Peter's University Hospital, an urban hospital that serves a diverse community in New Brunswick, NJ. It is critical to identify barriers to recruitment and retention in order to design better strategies to maximize participation of women from diverse racial/ethnic populations. The findings of the project can assist in determining the needs of these populations to engage in epidemiological research studies and the necessary policy changes to improve pregnancy outcomes.

Method/Approach: Participants were part of an ongoing prospective pregnancy cohort in New Jersey. Fourteen women have been recruited and followed for up to 2 visits. Demographic information, biological samples, and dietary information were collected at recruitment and follow-up visits. Dietary recall information was collected during each visit using the National Institutes of Health Automated Self-Administered 24-hour (ASA24®) Dietary Assessment Tool. Frequencies and means were calculated for demographic data.

Outcomes/Results: Out of twenty-eight eligible women, 14 (50%) accepted participation, 6 (43%) were Spanish speakers and 8 (57%) were English speakers. The fourteen women that rejected participation, 5 (36%) were Spanish speakers while 9 (64%) were English speakers. Of the sample size cohort (n=14), 10 women (71%) identified as Hispanic/Latina, and 4 (29%) identified as NonHispanic/Latina. Out of the ten Hispanic/Latina women, 8 (80%) were employed while 2 (20%) were unemployed. As for the four enrolled women that identified as non-Hispanic, half were unemployed.

Evaluation/Conclusion: From the twenty-eight eligible women 11 (39%) were Spanish speakers while 17 (61%) were English speakers. Language facilitates recruitment and may help with (a) establishing a research-participant relationship (b) increasing epidemiological research participation and retention in diverse populations. Women were more likely to participate if their time was efficiently used. The ongoing research will not only sample a diverse population, but it will establish New Jersey's first pregnancy cohort both of which are imperative to improving maternal and child health outcomes in such a vulnerable population.

Internship Abstract

Title: Veteran Support Services

Name: Maya Student

Preceptors: Director and Project Supervisor: Meredith Masin Blount, Executive Director

Agency: NAMI NJ - North Brunswick, NJ

Purpose: To research and collaborate with veteran support services so that individuals can have access to those services via NAMI NJ's website.

Significance: 45,390 American adults died by suicide in 2017, compared with 31,610 in 2005. These deaths included 6,139 veterans in 2017, compared with 5,787 in 2005. In 2017, veterans accounted for 13.5% of all deaths by suicide among US adults and constituted 7.9% of the US adult population; in 2005, veterans accounted for 18.3% of all deaths by suicide and represented 11.3% of the US adult population. From 2005 to 2017 there was a 6.1% increase in the number of suicide deaths in the Veteran population. In 2005, an average of 15.9 veterans died by suicide each day; in 2017, an average of 16.8 veterans died by suicide each day. There are 437,652 veterans in NJ ("National Veteran Suicide Prevention Annual Report", 2019).

Method/Approach: Research was conducted on every Veteran Mental Health Service available within each county of New Jersey. Information such as name of organization, location, phone number, email, as well as overall mission statement and purpose of each organization was compiled and organized by county. Individuals with lived experience were also comprehensively interviewed in order to gain personal perspectives on living with mental illness. The information gained during the interview was then used for NAMI's "StoryBank", which is a collection of individual's personal stories and experiences living and/or involved with mental health, and how they are connected to NAMI NJ.

Outcomes/Results: There are 13 different Veteran Service Organizations throughout the state of New Jersey within 8 different counties, 11 veteran outpatient clinics within 11 different counties, and 6 different Vet Centers within 6 different counties. Veteran Centers provide a broad range of counseling, outreach, and referral services to combat Veterans and their families. Vet Centers guide Veterans and their families through many of the major adjustments in lifestyle that often occur after a Veteran returns from combat. All services are free of cost and are strictly confidential. All of this information will be developed onto NAMI NJ's website for anyone to have access to that may need it.

Evaluation/Conclusion: Out of the 437,652 veterans in NJ, evaluating how many of those individuals utilize the services available to them will serve as a telling point of how necessary it is to spread awareness of this information. The difference in how many veterans utilize the services before posting them to NAMI NJ's website versus after will monitor the usefulness of individuals having access to this information. The overall purpose is to target Veterans in need of mental health services, spread awareness of the services available to them in each county of New Jersey, and give them direct access to those services.

Internship Abstract

Title: COVID-19 ramifications on RWJBarnabas health

Name: Edgar Romero

Preceptors: Serena Collado, Director of Community Health

Agency: Community Health Department at RWJUH Somerset

Purpose: To discuss and analyze the necessary adjustments within RWJUH Somerset and RWJBarnabas Health in response to the global pandemic caused by the COVID-19.

Significance: The healthcare system in the United States has received a heavy burden during this global pandemic due to the influx of patients affected by COVID-19. While scientists are attempting to develop a vaccine, local and state governments have established new regulations to minimize the burden on health services. These regulations could potentially affect the quality of care and resources available to patients in RWJUH Somerset. At the time of writing the abstract, more than 22 million people have filed claims for unemployment, many areas are experiencing shortages on food and hygiene products, and government leaders issuing executive orders, like stay-at-home,to promote social distancing and other healthy measures. RWJBarnabas Health, along with other healthcare facilities, are working endlessly to provide the best quality care to underserved communities during this unprecedented time.

Method/Approach: New information regarding the global COVID-19 pandemic would arise on a daily basis and could potentially determine the next step at RWJUH Somerset and RWJBarnabas Health4. Following the end of the internship, the hospital established new policies to protect patients and prepare for the impending surge of COVID-19 patients. Along with the executive orders issued on the State and local level, RWJUH hoped the communities would practice healthy measures and avoid overloading.

Outcomes/Results: Unlike most research topics, there were no peer-reviewed journals discussing COVID-19. However, the global pandemic is given extensive coverage from news networks and the media. It was important to acquire articles with credible sources to avoid inaccurate information or political propaganda. While information directly from RWJBarnabas Health was limited, executive orders from Governor Phil Murphy and President Donald J. Trump was advantageous in determining the condition in RWJUH Somerset and RWJBarnabas Health.

Evaluation/Conclusion: The 2020 Farmer's Market Vouch Program, the project previously assigned during the internship, was an effective approach to introduce healthy foods and diets to the community, specifically Latinos/Hispanics, to minimize the risk for chronic diseases. Unfortunately, the action plan did not come into fruition as the COVID-19 pandemic made the department unsafe for interns to continue their projects. Regardless, the paper will serve to reflect on the developing pandemic and impact on institutions like RWJBarnabas Health, along with understanding the response to the virus.

Title:	Outreach to Volunteers through NAMI NJ
Name:	Sara Rusconi
Preceptors:	Jennifer Hughes
Agency:	National Alliance Against Mental Illness of NJ (NAMI NJ, North Brunswick)

Purpose: To get volunteers involved in helping with NAMI NJ mental illness programs.

Significance: One in five U.S. adults experience mental illness each year. One in six U.S. youth aged 6-17 experience a mental health disorder each year. To combat this problem, NAMI NJ provides multiple programs to help a wide variety of children and adults with mental illnesses. There are staff, volunteers, and interns to assist with growing these programs and helping them. Outreach efforts are needed to help bring in more volunteers. The volunteer email is central to the mission to help bring in and connect volunteers with NAMI NJ affiliates throughout the state in different counties, and connect volunteers with NAMI NJ staff at the North Brunswick location.

Method/Approach: To bring in volunteers, there is a volunteer application on the NAMI NJ homepage. Anyone can fill out the application. The application consists of filling out their first name, last name, email, phone number, address, county they reside in, the top 3 tasks/ projects they are interested in, how often they can spend their time volunteering, if they are willing to complete a training, where did they hear about the volunteer opportunities, and past experience/ skills. At the end of the application, we ask that they send a resume. After a person fills out the application, their answers go to an Excel spreadsheet. Each person is contacted to get more information then coded in the spreadsheet. Once a volunteer is connected to specific people, they are coded as complete in the spreadsheet.

Outcomes/Results: Between January 3 and April 17 , there were a total of 28 people that filled out the volunteer application. Nine of the 28 were connected to affiliates in different counties and staff of NAMI NJ. . Some of the NAMI NJ programs that volunteers were interested in included the AACT-NOW program, Educating the Educators, In Our Own Voice, Family Support Group, NAMI Connection, Family to Family, and Hearts and Minds. Volunteers were placed in 5 counties in various locations. Nine of the 28 applicants were not able to be connected due to the COVID-19 pandemic. We had to email them and turn them down and say that at the moment we cannot connect you due to COVID-19. Ten of the 28 applicants were not able to be connected because they did not send a resume, did not reach out saying what programs they are interested in volunteering for, and did not say if they would like to be connected with an affiliate.

Evaluation/Conclusion: The application was successful in getting people to reach out and realize they can volunteer and help people with mental illnesses through programs at NAMI NJ. Nine of the 28 applicants were successfully connected to affiliates. Once the COVID-19 pandemic is over, more volunteers can be connected. Also, to get more people connected, follow up emails and outreach can be done to see if people are still interested in volunteering.

Works Cited: https://www.nami.org/mhstats

Title: Why are hospitalization rates so high for geriatrics?

Name: Carlina Sacco

Preceptors: Director: Richard Troendle, Client Service Manager: Erik Ellis,
Registered Nurse: Jamie Stevens

Agency: Bayada Home Health

Purpose: To discover why Bayada Home Health Linwood office has demonstrated an elevated rehospitalization rate with their patients.

Significance: People are re-hospitalized for many reasons. Some of the most common reasons are: patients do not fully understand how to properly take their medication or have not acquired all the required medications after discharge from hospital; the patient does not have adequate help at home and is unable to meet their own care needs or the client was discharged before symptoms were fully stabilized. Another is exacerbation of disease. Healthcare trends in insurance changes have led to earlier discharges to home, and thus greater complexity of clients for the home health industry. Bayada Home Health must be better prepared to manage these complex clients to achieve better outcomes in rehospitalization. This is important for a number of reasons. Decreasing rehospitalization rates will reduce health care spending. Hospitals hold their post-acute partners accountable for rehospitalization rates, therefore poor outcomes can affect referral patterns and business for the home health care agency. Keeping patients safe and at home will improve quality of life and patient satisfaction. Lastly, it will improve Bayada's publicly reported STAR quality ratings.

Method/Approach: This was a retrospective study based on clients who have been hospitalized at Bayada's Linwood office. During this study, questions arose as to why their hospitalization rate has been so high for geriatric clients. Of the questions we were able to discover an outcome: Do they have caregiver support? Are they appropriate for home care or should they have been in a higher acuity (appropriate) setting? When were they hospitalized? Age? Do they have any other issues (comorbidities) other than what they were referred to us for?

Outcomes/Results:
Some of the reasons why Bayada's hospitalization rate had been so high was because most of these patients who were admitted are over the age of 60 and considered high risk patients based on clinical findings. Out of all patients at Bayada Home Health in Linwood 52% of patients were readmitted to the hospital. Out of that 52%, 78% of re-readmissions occurred within the first two weeks of care.

Evaluation/Conclusion:
These findings will be used to develop new best practices for the agency to ensure rehospitalization rates are as low as possible. Based on these specific findings, Bayada will work to increase visit utilization of visits and client touch points within the first 2 weeks of service. Social work will be added for high risk clients and when clients do not have enough caregiver support. Medication education and follow up with medication issues will be prioritized. Ongoing review of outcomes is planned to continuously evaluate effectiveness of practice.

Title: AIDSWatch 2020 Training and Marketing Plan

Name: Nimrah Saeed

Preceptors: Wesley McWhite III, Public Health Policy Assistant

Agency: Hyacinth AIDS Foundation

Purpose: Creating new and updated advocacy training material for AIDSWatch 2020.

Significance: Today, there are up to 1.1 million individuals living with HIV/AIDS in the United States. Of these 1.1 million people, about 14% of them are not aware of their status, meaning they can be unknowingly, yet actively spreading the disease. In New Jersey, more than 37,000 individuals are living with HIV/AIDS, and as a state, ranks fourth in the nation overall HIV cases among adults/adolescents. Hyacinth AIDS Foundation offers individuals counseling and testing, as well as treatment education, and social/emotional support groups. This project involved updating advocate training, and policies in order to have a productive and successful AIDSWatch 2020 conference.

Method/Approach: Previous training material and briefs were reviewed and amended to best accommodate the current year. Social media accounts were created on Instagram, Facebook, and Twitter (HIVPolicyNJ), where posts were made to inform advocates on this year's policy briefs and congressional asks for progressing the ending of the HIV/AIDS epidemic in NJ. Forty-six NJ advocates gathered for in-person training mid-February, where these briefs were discussed in detail, and advocates participated in scenarios possibly faced during AIDSWatch meetings with Federal and State representatives.

Outcomes/Results: In 2019, 25 New Jersey advocates participated in AIDSWatch, in 2020 there were 46 advocate participants. This was an increase of 21 individuals. Prior to training, two flipcharts were created aimed at highlighting topics to cover during in-person AIDSWatch meetings. Flipcharts were presented at the New Brunswick office, as well as the South Jersey location. In total, 9 different Federal and State-level assembly and senate bills to focus on were reviewed and updated over a 2-month span and distributed to participants during training sessions. Pertaining to social media accounts, they were created on March 17th, almost 2 weeks prior to AIDSWatch on March 30th. During that time, 106 likes and followers were gained across the platforms.

Evaluation/Conclusion: With the transition of an in-person to virtual AIDSWatch due to COVID-19, meetings and brief presentations took place through conference calls, slightly limiting some abilities. In the current and upcoming years, the list of bills will continue to be monitored and updated throughout the year to best prepare for future AIDSWatch conferences. Social media accounts will also consistently be monitored to provide general information to the public on relevant policy pertaining to HIV/AIDS in New Jersey and serve as a resource for individuals to refer to.

Title: Vulnerable Community Care Center Performance Assessment

Name: Asifa Saleem

Preceptors: Sandra L. Festa, LCSW, LCADC Administrator Director

Agency: AtlantiCare HealthPlex, Atlantic City

Purpose: To analyze the efficacy of AtlantiCare HealthPlex in Atlantic City, a care center specializing in the care of low income, chronically ill, patients with behavioral issues

Significance: According to The National Health Council (2014), 133 million American citizens suffer from chronic disease, which is defined as a serious mental or health condition that persists for three months or longer. The World Health Organization (WHO) (2020) has noted that there is a clear connection between poverty and chronic disease, with lower-income citizens being increasingly exposed to potential risks and unable to access affordable healthcare. Shaw et al. (2016) conducted a study for the Centers for Disease Control and Prevention (CDC) that revealed that chronic conditions like hypertension and arthritis were 9% and 13% more likely to impact members of poorer countries than those living in richer areas in the United States. Evidence such as this indicates a need to address the gap in care for poor, chronically ill patients, and this gap can only be closed if existing services are first evaluated.

Method/Approach: This qualitative study involved interviews with eight random patients who receive care from the special care center. They were asked five questions regarding their reasons for accessing this level of care. They were also asked about the quality of the care that they received. In order to conduct this study, the interviewer had to receive the consent of those interviewed and ensure confidentiality.

Outcomes/Results: All eight patients expressed satisfaction with their quality of care. Two of the eight patients, (25%), had difficulty answering the questions asked of them in the interview, but this difficulty was due to their chronic behavioral issues. Despite their difficulty with the subject matter, both patients expressed satisfaction and gratitude for the level of care they received. Several of the patients treated at this care center are undocumented, which can affect their quality of care; the providers at this care center go above and beyond, according to the interviewees, to find them the proper resources. Patients noted that when they expressed their needs, they were met.

Evaluation/Conclusion: Since 100% of the patients interviewed responded with satisfaction with their care, it is important to see what the AtlantiCare HealthPlex in Atlantic City is doing that other care centers can do. It is also important to realize that the patients who were interviewed do not necessarily represent every patient, so there is room for error. A recent development that interviewees mentioned was an appreciation for the renewed focus on pediatric and maternal care. Other care centers that serve low-income, vulnerable populations should, therefore, focus on the specific needs of those they are serving.

Internship Abstract

Title: Health Educator Intern

Name: Samantha Schleifer

Preceptors: Sean Keagan Foley, MSW, LSW Assistant Director, Community Prevention

Agency: Prevention Links

Purpose: To help foster 'prevention prepared' communities with resources in order to stop substance abuse before it starts via implementation of an evidenced-based prevention program within a Union County Middle school.

Significance: Twenty-two million Americans have an addiction. In 2017, 70,237 people died from drug overdoses in the United States according to the CDC. Nine out of ten people with substance issues started using by the age of 18. In the state of New Jersey, 2,737 people died from drug-related deaths in 2017, which was an increase from the 2,221 drug-related deaths in 2016. Prevention Links, a non-profit, works with community organizations, schools, and parents to identify and enhance strengths through training programs, evidenced-based strategies, practices, and programs to engage as many individuals as possible in substance use prevention. The Too Good For Drugs program implemented teaches students about healthy choices through a series of lessons. The lessons help students develop social and emotional skills, build positive relationships, enhance communication skills, and educate them on resisting peer pressure and negative influence.

Method/Approach: The Too Good For Drugs program is 10 sessions long and is taught to 6th graders between the ages 11-12. Each session a different topic is discussed and they are approximately 45 minutes in length. This particular program was conducted at Roselle Park Middle school. In the first session, students are given workbooks that include activities he/she will complete throughout the duration of the program. A pre-test is also given out to the students. The first five sessions include topics that emphasize the importance of building life skills that students can use in a variety of situations he/she may face in the future. The first five topics reviewed are: setting reachable goals, making responsible decisions, identifying and managing emotions, effective communication, bonding, and relationships. The last five sessions teach students about different drugs and their dangers. The topics in order are: effects of alcohol use, effects of nicotine use, effects of THC and marijuana use, safe use of prescription and OTC medicines, and street drugs. In the last session, a post-test is also administered to use in conjunction with the pre-test as an evaluation tool.

Outcomes/Results: To understand how well the students grasped the information taught a pre-test and post-test are used. The test includes 39 questions and uses a 7 point Likert scale. The tests are given in the first and last session and are collected back by the health educator. The health educator tallies the surveys and analyzes the results. The results show that of the students in the class, (n=19), there was a 75% increase in knowledge of life skills and good decision-making skills.

Evaluation/Conclusion: The goal of this evidence-based program is to enhance students' knowledge of life skills and drugs which correlates with the results from the pre and post-test. Analysis of the pre-test and post-test show an increase in knowledge regarding risk factors associated with alcohol, tobacco, and other drugs. In addition, the results of the pre/post-test show an increased ability of students to make good decisions when placed in a difficult situation. Overall, the program is comprehensive and liked by the teachers as well as the students because of its interactive/discussion-based style.

Title: Credentialing department services - COVID-19

Name: Jarlynne Severino

Preceptors: Brenda Arrietta, Credentialing Manager; Project Supervisor: Kattia Martinez, Credentialing Specialist

Agency: Trinitas Regional Medical Center, Elizabeth, NJ

Purpose: To examine the issues occurring at Trinitas Regional Medical Center due to COVID-19 and to find recommendations to tackle the issues that the hospital and the population they serve are facing.

Significance: Covid-19 also known as coronavirus has disrupted many people's lives. Hospitals and other healthcare facilities are overcrowded due to the amount of positive cases that keep rising. On top of that there is a shortage of medical supplies, beds and staff. There is also an issue of overcrowding and overworked physicians who are at risk due to lack of protective gear. The cases vary from mild to serious and life threatening depending on any underlying conditions and Trinitas Regional Medical Center serves a population that has a large number of people who suffer from chronic illnesses.

Method/Approach: Data from the population was collected from the official Trinitas website: Trinitasrmc.org. The Community Health Needs Assessment (CHNA) 2019 report includes data about risk behaviors, death rates per illness and numbers of those who are either insured or uninsured. Thirty people were surveyed, asked to rank their health concerns in the community and the top missing resources within the community to optimize health.

Outcomes/Results: Of the sample size (n=30), 66.7% believed that affordable housing and healthy food options were top missing resources within the community needed to optimize health. Ranking at #4 was community clinics/federally qualified health centers with 56.7% of the sample votes and ranked at #6 was health and wellness education and programs with 50% of the sample votes. The top three health concerns affecting residents were diabetes, overweight/obesity, heart disease and stroke. The prevalence for heart disease is 1.2% higher than the state average and for stroke it is 4.4% higher than the state average.

Evaluation/Conclusion: Recommendations to tackle these issues include improving supply chain management by reducing utilization of unnecessary supplies. The next recommendation is partnering with local farmer markets, community gardens, churches and YMCA's to have people who are willing to teach the community about nutrition, prevention and management on certain illnesses and diseases. The last recommendation is building partnerships with urgent care centers if there is ever another pandemic or emergency where there is not enough space or physicians at the hospital. Urgent care centers will be able to assist patients who do not need to be taken care of at an emergency room which takes some stress off physicians who work at hospitals and have to deal with life threatening injuries and illnesses. Patients will be taken care of at these urgent care facilities and will also experience shorter wait times if hospitals are crowded.

Title: Marketing and Awareness of Health and Wellness through Social Media.

Name: Krupa Shah

Preceptors: Direct and Project Supervisor- Sarah Lang

Agency: Corrective Care Group, P.C.

Purpose: To increase new patient flow and activity through marketing strategies on different social media platforms such as Google, Instagram and Facebook as well as educating patients on how to make healthy decisions.

Significance: Chiropractic is a healthcare profession that deals with disorders of the musculoskeletal system, nervous system and effects of these disorders on general health. In 2018, chiropractors treated almost 35 million children and adults according to American Chiropractic Association. In a 1994 study, results showed how chiropractic adjustments increased CD4 helper T-cells which helps the body fight the virus found in HIV-positive patients by 48% (Slosberg 2011). This study, along with many others, relate chiropractic adjustments to boosted immune systems and better general health.

Method/Approach: To measure the effectiveness of the promotion, new patients and overall visits were recorded from December to March. The objective of the internship was to post on different social media platforms of the importance of chiropractic health and other ways to stay healthy. Weekly Instagram stories were posted to attract new patients. Weekly Facebook posts were also made to target different health concerns that can be mitigated with chiropractic treatment. A marketing folder was also compiled to hand out to different offices that also promote the business. This folder included business cards, brochures, and flyers educating the targeted audience on the importance of proper health care. Furthermore, a PowerPoint slideshow was created that promoted health and wellness that patients can view while in the waiting room. After March 16th, 2020 the office closed down due to COVID-19. However health promotion was still ongoing through social media and the doctor was willing to set up consults via telemedicine.

Outcomes/Results: In December there were a total of 10 new patients and 307 overall patients and in January, a total of 15 new patients and 376 overall patients came in. In February a total of 28 new patients and 475 overall patients were recorded. At the start of the project, there was a 50% increase in the number of new patients and 22% increase in total patients. In February there was an 86% increase in the number of new patients and 26% increase in total patients. Unfortunately, there was a 75% decrease in new patients and 49% decrease in total patients in March due to COVID-19. The office also had an increase of 38 followers within five months on the Instagram account. As a result, more people have been interacting with the posts that were uploaded. For example, our followers commented on our posts and responded to the polls that were uploaded.

Evaluation/Conclusion: The office had an increase in the number of patients throughout the duration of the internship, demonstrating that social media has a big impact on how individuals make health decisions. However, there are some downfalls to promoting on social media. Not all age groups utilize social media so it can be hard to reach certain groups of people. This is why in-person office visits were crucial in reaching all age groups. After the coronavirus outbreak, it was difficult to hand out packages to different offices due to safety concerns. However, the promotion of health and wellness through social media was still feasible.

Title: NBEF Scholarship Awards

Name: Ashley Shin

Preceptors: Emmanuel Ford, Founder and Executive Director

Agency: New Brunswick Education Foundation (NBEF)

Purpose: To implement NBEF's scholarship program, offering seniors at New Brunswick high schools a financial opportunity towards their future education.

Significance: With a population of over 56,000 individuals, the median household income of New Brunswick residents is approximately $38,000. The cost of a four-year higher education roughly ranges anywhere from $25,000-50,000/year. By offering the scholarship program, NBEF gives a myriad of high school seniors scholarship money to reduce the financial burdens of a higher education. NBEF's Scholarship Program is implemented every spring semester and is offered to high school seniors from New Brunswick High School and New Brunswick Health Sciences Technology High School.

Method/Approach: A workshop for helping students apply was held on 3/11/2020. One hundred applications were received and applications were matched with donors for their choices. This year, NBEF received data from 100 scholarship applicants as well as the data for the 2020 NBEF scholarship amount. Applications were examined, evaluating average household income and high school transcripts, which is crucial in selecting applicants for NBEF's financial assistance to the students.

Outcomes/Results: From the sample (n=100), approximately 33% of students received a scholarship. While the number of donors has increased every year since the establishment of the program, this year we had 250 donors in total (a 37.5% decrease from last year), due to the coronavirus. The donors made their selections by 4/22/2020. Due to the unforeseen circumstances, NBEF will be awarding scholarships virtually with the recipients, donors, teachers, and NBEF board members.

Evaluation/Conclusion: NBEF's scholarship program has been ongoing for the past 14 years, awarding a total of $561,000.000 in scholarships to New Brunswick seniors. NBEF directly pays the scholarships for them, whether it be towards tuition, room/board, laptops, textbooks, and more, which are usually financially damaging to families. NBEF offers forty scholarships this year that could potentially aid ⅓ of the sample size. Marketing campaigns and bringing awareness to this organization's generous cause will allow more donors to contribute in the future, thus allowing high school seniors in attaining their future goals.

Title: Assuring Health of Seniors in Underprivileged Communities Through Wellness Checks

Name: Esther Shin

Preceptors: Direct Supervisor: Stacy Hutsell, Project Coordinator: Beverly Prempeh

Agency: Act Now Foundation- North Bergen, NJ

Purpose: To provide wellness checks to underprivileged seniors in NJ by phone interview.

Significance: COVID-19 is an infectious disease that is caused by a new strain of virus. Because this is such a novel disease, there is no vaccine created yet, but most people who have been infected and have mild symptoms seem to have recovered. To prevent even more cases, people are advised to follow basic protective measures such as staying home, keeping a safe distance, washing hands regularly, and covering coughs. Because seniors are at higher risk of contracting this disease, it is recommended that seniors stay home at all times. Thus, in order to make sure that seniors are healthy and safe during this time, the Act Now Foundation partnered up with Hudson and Bergen County to ensure that no family is going hungry. The Act Now Foundation is providing wellness checks via phone to underprivileged senior communities to ensure the safety and health of seniors.

Method/Approach: The Act Now Foundation provided each intern with a list of seniors to call and has come up with a list of questions for us to ask. The questions consisted of "Do you have access to meals?", "Do you live alone?", if yes, "Do you have family members or friends checking up on you?", and "Do you have transportation to the grocery store?". Upon asking this list of questions, it was our duty to classify each senior as Tier 0, Tier 1, or Tier 2: Tier 0 represented seniors who were not vulnerable, Tier 1 represented seniors who were most vulnerable and Tier 2 represented seniors who were vulnerable. After classifying each senior, the spreadsheet was then sent over to the county. Lastly, the county reached out to the seniors who categorized as Tier 1 and Tier 2 to arrange for help.

Outcomes/Results: Upon contacting 100 seniors, 49 seniors were able to answer the wellness check questions. Voice messages were left for the remaining 51 seniors who were unable to be contacted. Amongst the 49 seniors who did answer the questions, the following data was collected: 96% of the seniors were able to cook up a nutritious meal for themselves while the remaining 4% were not. When asked if they lived alone, 41% of the seniors answered that they did live alone while the remaining 59% did not. Among the 41% of seniors who did live alone, when asked if they had family members or friends who checked up on them, 80% of the seniors said they did have family and friends checking up on them, while the remaining 20% did not. Lastly, when asked if the senior had transportation to the grocery store, 55% of the seniors did have transportation while the remaining 45% of the seniors did not.

Evaluation/Conclusion: Amongst the 49 seniors that did answer the questions, 8% were classified as Tier 1, 16% were classified as Tier 2 and 76% were classified as Tier 0. After the contact information of these vulnerable seniors were sent to the County, the County took over and contacted the seniors to provide arrangement for help. When the County was able to get in contact with these Tier 1 and Tier 2 seniors, the seniors were then put on a food service program called Meals on Wheels in which a week's worth of food was delivered to the seniors' doorsteps every week. This program has ensured that the seniors who classified as vulnerable were no longer vulnerable.

Title: Implementing Cybersecurity Governance Policies

Name: Gurwinder Singh

Preceptors: Robert Babin, Chief Information Security Officer (CISO)

Agency: Saint Peter's University Hospital

Purpose: Researching, crafting, and obtaining executive approvals of cybersecurity governance policies.

Significance: A recent audit surfaced critical IT policy governance gaps that places the organization at risk. It concluded that humans are still the weakest link in both managing technology as well as end-user computing. According to Accenture, security breaches have increased by 11% since 2008 and 67% since 2014. Moreover, cyber criminals have adapted their attack methods by attacking the human layer (ie. using phishing tactics) as indicated in our audit (Accenture, 2019). Preventative and detective controls must be in place to limit the exposure to potential threats/vulnerabilities and policies are the core rules of how these controls will be monitored.

Method/Approach: To establish good cybersecurity governance that addresses the recently found gaps in the IT policy governance we must first understand how the cybersecurity risk relates to the critical business operations and develop strategic goals from there. With this information, the scope, purpose, and policy must be clearly defined for each of the goals in the newly drafted policy.

Outcomes/Results: As a result, 20 IT policies have been drafted: anti-virus, asset management, backups and media, databases and storage, desktop applications and workstations, disposal, email and messaging, general server, intrusion detection, operating system, passwords, pbx and telephony, penetration testing, portable computing, remote access, removable media, secure software development life cycle, software development, system update, and web applications policies.

Evaluation/Conclusion: The drafted policies will now be passed onto the CIO. Cyberattacks on the organization are inevitable. There will always be individuals that will target the organization in efforts to exploit information. However, with the proper cybersecurity governance and safeguards in place, the organization will be better prepared to limit the exposure to potential threats, and if the policies are approved, another audit will need to be done to see if the newly adopted policies are indeed doing just that.

Title: Healthier Food Initiative Through The Virtual Grocery Program

Name: Amber Southrey

Preceptors: Direct Supervisor: Laura Engelmann, Community Health and Wellness Manager

Agency: AtlantiCare

Purpose: To help low income seniors gain access to healthier food through the virtual grocery program.

Significance: According to the USDA an average of 17 million people a year live in low income areas, and live more than 20 miles away from a supermarket, preventing them access to healthy food. In Atlantic County, limited access to healthy food was ranked at 8%, which is higher than the national average of 5.6%. AtlanticCare is working to combat this problem, by working with low-income senior residents in Atlantic City through the Virtual Grocery Program. AtlantiCare has partnered with Shoprite to offset the delivery and shopping cost of groceries ordered. This project will help low income seniors order healthy groceries online, increasing access to a greater variety of nutritious foods at a lower cost than shopping at corner stores and limited markets in Atlantic City.

Method/Approach: On December 3rd 2019 Atlanticare started the virtual grocery program, AtlantiCare would visit Jefferies Tower, a low-income senior apartment building in Atlantic City, to help seniors order groceries online on a weekly basis. Monday and Tuesday would be the days staff was onsite to assist residents with ordering, and Thursday would be the delivery date. After participants would order their food online, an excel spreadsheet was created using their past and current orders to see how healthy the items were. The spreadsheets would consist of the names of participants, what they ordered, and weeks with previous orders. Spreadsheets were also organized by who consistently ordered each week to who only ordered a few times. Once the spreadsheet was completed the MyPlate 1-5 healthy scale would be used to analyze how healthy each participant's food choices were.

Outcomes/Results: Through this program, participants were able to order healthier food items online. There were a total of 40 participants that signed up. Of the 40 participants there was an average of 24% of online grocery orders from December to March. Participants gained knowledge on how to shop and eat healthier. Creating excel spreadsheets allowed the program to see which participants were consistently ordering food through the virtual grocery program, and who only ordered a few times or inconsistently ordered. This program assisted with participants being able to order groceries online versus going to the corner store to fulfill shop needs.

Evaluation/Conclusion: Through speaking with participants when they ordered their groceries online, there was positive feedback when mentioned if the program was helping them. There was also a good response when it came to participants ordering groceries online each week, or almost every week. Limitations of this project included incomplete data collection for the myplate 1-5 healthy scale due to the current Covid-19 health crisis and redistribution of staff assigned to the program. Once the spreadsheets are completed the MyPlate 1-5 healthy scale will be able to be conducted, showing potential changes to the nutritious shopping habits of participants.

Title: Executive Intern

Name: Brianna Starr

Preceptors: Matt Murphy, Founder

Agency: Kids in the Game - New York, NY

Purpose: To assist in day-to-day campaigning with schools in the New York City area and educate; to gather information on PTAs in the area to gain a better understanding of parents' wants and needs for their children's current physical health and wellbeing.

Significance: The childhood obesity epidemic hit a critical peak recently, with over 3 million cases in the US alone, according to the CDC. This can lead to even greater problems in the future including high blood pressure, high cholesterol, and diabetes. According to the NIH, "overall prevalence was 24% in elementary school children, with at least 20% obesity in each grade." At Kids in the Game, we promote active lifestyles by providing structured physical education and health classes, during recess, afterschool, and on weekends. In New York City, there are 700 elementary and middle schools, many of which have little to no funding to provide education that goes beyond a teacher watching the children in a classroom. Kids in the Game aims to combat this problem every day, and currently continue to canvas the city for new schools to assist in reversing the negative effects of that lack of funding.

Method/Approach: To tackle these problems, measurements have been collected off of previous success from not only physical fitness but emotional progress and improvement. Based on this data, the main targets have been elementary and middle schools specifically. For efficient working to maximize potential work for any given day a data sheet was compiled with a list of potential schools. The list contained schools that have never been contacted, communities that may have had previous ties to Kids in the Game members, or areas where site coordination seemed particularly lacking. Roughly 10-15 phone calls are made daily, 2 out of the three days of the week, as well as, at least 2 out of three days that constituted site visits with preceptor and other staff.

Outcomes/Results: With all of these site visits and phone calls made within a one day time period, the callbacks or emails received totaled to roughly one interested school, PTA, or community per week. Therefore, success was lower than desired but, according to Preceptor, still in the right direction for positive progress towards goals of reaching out to more communities and schools. This is particularly important for a multitude of reasons. Firstly, with all considered the list has been narrowed down significantly and now many of the schools not currently considering have, at the very least, heard from the company which may allow for potential calls or interest in the future. Secondly, many of these schools seemed to have some interest in hearing more about what the company has to offer, especially since so many "lack the funding" as per communications with Parent Coordinators, Principles, PTA Presidents, and other school staff.

Evaluation/Conclusion: Evaluation and the "success" of this program is based on the number of programs that actually enrolled through Kids in the Game. While there, about three schools were in the contractual stages with the company. Since the pandemic, it is hard to know who is still interested and going to continue their interest based on these unprecedented times. This methodology will be considered in the future, and work done will be followed up once the quarantine and pandemic begin to settle.

Title: Expand health literacy through Live Well-Vivir Bien (LWVB) "Eat Well" video series

Name: Melissa Stephenson

Preceptors: Manuel Castañeda, Director of Community Health

Agency: New Brunswick Tomorrow (NBT)

Purpose: To increase engagement from the community with the LWVB social media platforms and mobile application by expanding their health literacy multimedia materials by developing a "social media toolkit/social media strategy".

Significance: According to the most recent New Brunswick Tomorrow sponsored Community Survey administered by the Eagleton Institute of Politics (2016),"8% of residents say they find access to health care difficult because they have no insurance at all, and another 8% say they cannot afford care". There is an abundance of health services & information located on the LWVB mobile application as well as their social media. This will allow users to access information on how to live a healthy life as well as take advantage of the many free & low-cost health services in the community of New Brunswick. Even with this plethora of resources on LWVB's social platforms and application, the community does not interact or engage with them enough to take full advantage of these services. There is a need for expanding health literacy to the residents by revamping LWVB's "Eat well" video series & trying a new approach by creating a social media health literacy toolkit/social media strategy in order to improve access to beneficial health & wellness services.

Method/Approach: After researching the best practices of successful social media strategies/toolkits for health organizations from credible sources such as the CDC, NCBI, health.gov, CLAS Standards, Hootsuite, etc. a "social media health literacy toolkit" for LWVB was developed, in conjunction with their "Eat Well" video series. The toolkit is composed of 16 templates created using Canva, and Photoshop software along with utilizing social media's "story" feature to provide an easy to understand, attractive & relatable health literacy multimedia materials. The hope is to attract more viewership and engagement to LWVB's social media platforms, so the community can become educated and easily navigate to beneficial health & wellness resources.

Outcomes/Results: Based on recommended guidelines of the 9 sources, as well as analyzing analytics from Hootsuite and YouTube, LWVB's "Eat Well" toolkit met 80% of the criterion suggested for a successful health organization social media strategy. The standards met by LWVB are in no specific order: 1. Write a simple health message that stands alone. 2. Use colorful & attractive images or designs 3. Include a URL on the image & a link back to your website. 4. Promote the use of images & review metrics to understand the effectiveness 5. Educate & share valuable content. 6. Be as personable as possible. 7. Use a friendly, conversational tone. 8. Provide engaging posts & communication material. 9.Tie messages to specific products/services. 10. Provide easy-to-understand print, multimedia materials in the languages commonly used by the populations in the service area.

Evaluation/Conclusion: Following this social media toolkit, it is recommended that LWVB pays for the sponsored ads on social media to reach a bigger audience. Secondly, focus on a new approach to increase Facebook and Twitter engagement. Utilize social media features such as "IGTV" & "stories" to make "Eat Well" videos more accessible. Finally, apply more "call to action" posts which prompts followers to respond and interact with posts.

Title:	Examining Potential Revenue as a Result of Patient Inquiry Follow Up for Bariatric Surgery
Name:	Advait Suvarnakar
Preceptor:	Marlene Thompson, MHA, RN, CNML, Nursing Director of NB-Bariatric Program
Agency:	Robert Wood Johnson University Hospital University Hospital, Bariatric Surgery Program

Purpose: To quantify the revenue of the bariatric program's marketing plan based on patient inquiries and assess its possible impact on patient health.

Significance: Bariatric surgery is an option that many patients choose in order to combat obesity, alleviate comorbid diseases such as Type 2 Diabetes and/or heart disease, and physically manipulate the GI system's functionality. In 2019 the RWJUH Bariatric Program itself performed 302 surgeries. Given the regulations, other potential weight loss alternatives, and a $15,000 average price tag for a bariatric service line, many government led and private insurance companies do not cover the whole cost of surgery (O'Shaughnessy, 2019). This leads to many potential patients to hesitate when seeking weight-loss options. A further investigation can reveal the overall effects of a lack of responding to such inquiries.

Method/Approach: A retrospective review was conducted to quantify the number of patients who underwent bariatric surgery at RWJUH from January 2019 - December 2019 solely due to their inquiries. A total of 235 patients were first identified using Practice Fusion (an electronic health record system where patients are followed up by both physician assistants and the designated physician group) and compiled into an appropriate Excel file. Next, the patients were then grouped into the following categories: 1) patients followed up/accounted for by Practice Fusion 2) accounted for patients who canceled their appointments 3) accounted for patients who have had/are scheduled for surgery 4) patients who have had bariatric surgery as of Jan. 1, 2020. Finally, the financial data of patients who had surgery were extracted from a classified Excel file to quantify the impact of responding to patient inquiries.

Outcomes/Results: Of the sample size cohort (n=235), 160 patients (68%) were not followed up through Practice Fusion, whereas 75 patients (32%) were followed up. Of those patients who were followed up (n=75), 40 (53%) patients canceled or did not show up to their consultation appointment, but 35 (47%) have had/are scheduled for surgery. Overall, 14.8% of the cohort (35/235) opted for surgery. Of the 35 patients who have had/were scheduled for surgery, 20 (57%) had surgery prior to Jan. 1, 2020, and the other 15 (43%) are scheduled to have surgery sometime in 2020. In terms of financials, the 20 surgeries which occurred prior to Jan. 1 brought in $317,926.19 for the bariatric surgery department, with the average case producing approximately $15,900 in revenue. Using this data, the remaining 15 cases that are scheduled for surgery in 2020 could potentially bring in $238,444 in revenue.

Evaluation/Conclusion: Of the 302 surgeries performed in 2019, 20 (6.6%) were from patients who inquired with the department's marketing program. The most glaring limitation was the lack of patients who were followed up. With less than 15% of patients opting for surgery, future measures will be made to monitor patient inquiries through follow up reminders, telephone calls, and a monthly support group. With a potential for more patients, and as a result, more revenue, the RWJUH Bariatric Program could spend more money on marketing initiatives to target and retain prospective patients who want to develop a healthy lifestyle.

Internship Abstract

Title:	The Impact of COVID-19 on Burlington County Health Department
Name:	Zachary Taus
Preceptors:	Robin Sutton and Sara Zuccarello
Agency:	Burlington County Health Department - Environmental Division

Purpose: To analyze the impact of COVID-19 on the Environmental Division.

Significance: COVID-19 is spread from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. The droplets can then land on objects or surfaces that people frequently touch and in turn are touching their nose, eyes, or mouth which can lead to contracting the virus through their pores. Going to different establishments all around Burlington County, conducting inspections, and meeting with people is one of the central tasks that the Environmental Division accomplishes on a daily basis. Since COVID-19 is extremely easy to spread from person to person, the staff in the Environmental Division has had a challenging time executing their tasks. The average age of Burlington County is 41.7 and the middle age range is at the second highest risk of contracting the virus. Considering these factors, there is an increased risk of this age range interacting with individuals who may be carrying COVID-19.

Method/Approach: Information on alternatives for inspections was obtained from researching a news article about Sacramento County Environmental Management Department and a memo from South Carolina Department of Health and Environmental Control's website detailing their virtual inspections. This information was sought out with the purpose of discovering unique approaches to conduct inspections while practicing social distancing. These two departments were chosen due to the fact that they showed the most realistic and effective methods of performing inspections under the circumstances of COVID-19. Both Sacramento County and South Carolina also exhibited similar COVID-19 exposure rates as Burlington County. The methods of the two departments were taken into consideration when examining how Burlington County Health Department should conduct inspections.

Outcomes/Results: Both the South Carolina Department of Health and Environmental Control and Sacramento County Environmental Management Department have instituted new ways to address this problem. The South Carolina Department of Health and Environmental Control has recently started a virtual food inspection option that provides restaurants with a food safety check. The Sacramento County Environmental Management Department has done modified inspections by calling 200 to 300 food facilities a day to provide education focused on COVID-19 and have implemented a checklist which includes measures to protect employee health, prevent crowds from gathering, keep people six feet apart, prevent unnecessary contact, and increase sanitization. Burlington County Health Department can use some of these alternative ways of doing inspections to continue doing their own inspections of restaurants and septic systems.

Evaluation/Conclusion: Burlington County Health Department should implement virtual inspections because it would allow them to follow social distancing guidelines while still completing their inspections. The staff would benefit greatly because delays in inspections due to COVID-19 would no longer be an issue and the staff would not have to complete a lot of inspections in a short period of time when life returns to normal.

https://docs.google.com/document/d/1TIO5AB1AM7TFyqaLxVOQ3UOwRRXFcby4UGbH7irEDfQ/edit?usp=sharing

Title: RWJUH-Somerset COVID-19 Implications & Future Best Practices

Name: Aabha Thakar

Preceptors: Serena Collado, Director of Community Health

Agency: Robert Wood Johnson University Hospital-Somerset

Purpose: To contribute implications of COVID-19 at the hospital and provide applicable recommendations for future best practices for the facility.

Significance: COVID-19 has caused major problems in the healthcare industry overall and the overall population in general. As of April 22rd 2020, there were 95,865 reported cases in New Jersey and the death toll rose to 5,063 in total. With this in mind, it is also important to recognize that the state has completed a total of 172,612 tests and 44.6% of the tests that are coming in are coming back positive. Unfortunately, from the lack of personal protective equipment to the scarcity of N-95 masks, healthcare workers are doing their best to provide the best care with limited protective equipment. This project is to ensure better safety and preparedness for the RWJ-Somerset facility. There will be some recommendations provided for structural changes to the healthcare industry and this facility in particular. Moreover, the project will also describe the potential ramifications this virus will be potentially causing in the next few years.

Method/Approach: From the time spent at the hospital, it was important to observe some of the practices that RWJUH-Somerset provides to its patients and healthcare workers. Then, there was some research done on the statistics of COVID-19 presently and in particular, New Jersey which is, unfortunately, a hotspot for the virus as it is close to the epicenter (New York). Moreover, there was also research done on the various techniques that other hospitals around the country are utilizing to provide care remotely and efficiently. Lastly, an ideal step was to strategize recommendations based on the research to give to the hospital to get optimal results.

Outcomes/Results: Because of the current state of COVID-19, the recommendations provided will not be implemented as soon as possible. Hence, there will not be direct outcomes as the primary goal of this hospital and any hospital at this point remains to ensure the affected patients the proper testing, medicine, and other care required. However, in terms of the future, some of the recommendations that were suggested were to add more transportable hospital beds which will be easy to store and can be used for emergencies such as the pandemic. Next, it is important to provide better hand hygiene compliance and provide videos all over the hospital to provide proper techniques. Additionally, the use of telemedicine currently and even after the COVID-19 situation is over can help provide treatment to those who lack easy access to healthcare. Lastly, the implementation of health command centers will also help ensure that efficient treatment is provided at the fastest rate. A health command center will diminish the wait times in the Emergency Rooms by addressing the existential risk.

Evaluation/Conclusion: Hopefully, these practices will be put in use in the future and will help the hospital get an efficient treatment for the patients. This will not only help the patients but will also get the hospital a better recognition of the care provided. Therefore, more and more people will want to come to the hospital for their treatments, doctor-patient consultations, and surgeries.

Title: College Readiness

Name: Dajah Thomas

Preceptors: Aaron Reevey, Mentor Coordinator

Agency: Rutgers Future Scholars Program

Purpose: Through the use of various workshops and activities the students' feelings about college and their level of preparedness were evaluated.

Significance: The Rutgers Future Scholars Program (RFS) offers 200 first-generation, low-income students each year an opportunity to obtain a college education. Academically promising students from Camden, Rahway, New Brunswick, Piscataway and Newark are chosen to participate in a unique pre-college based program that exposes them to a culture that'll prepare them for a post-secondary education. Students with a low socioeconomic status are less likely to complete their college education. According to research conducted in 2015 by the National Center for Education Statistics (NCES), around 14 percent of low income students receive a bachelors or higher degree within an eight-year period. Gaps between educational achievement are still evident because low-income students face barriers such as lack of support and the need for financial assistance. Knowing this it's important that there are programs available like RFS so that students can access resources that'll assist with their college preparedness and success.

Method/Approach: An assessment was distributed to students at Piscataway High School. The assessment was used to determine the level of college readiness based upon six different areas. The six areas evaluated were academic skills, self-awareness, independence, motivation, executive function, and personal beliefs about a post-secondary education. Based on results, workshops and programming events were conducted in order to provide academic, social and mental support for the students. Each session incorporated lessons revolving around things such as career planning, time management, mental health and communication. The purpose of implementing the activities was to assist students with their own success as well as their college preparation.

Outcomes/Results: Four out of seven students surveyed scored in the 80% percentile range or higher after evaluating skills necessary for college readiness. Based upon this information this means that most of the students that took the assessment were comfortable with the skills they were evaluated on. Out of a score between 0 to 5 majority of the students had average (3) or above average scores in the following areas: post-secondary education, academic skills and independence. Final scores in these three areas indicate that students independently have a method in which they can study effectively, have a strong will to advocate for the services and support they need and are aware of the value of obtaining some form of training/education after high school. However, regardless of one's individual results, each scholar strongly agreed that activities were needed in order to be equipped for the future.

Evaluation/Conclusion: Access to a higher education is important. With its resources, Rutgers Future Scholars gives students the opportunity to have preliminary exposure to a college like culture as early as the summer before one's eighth grade year. This program allows scholars to obtain the means to achieve academically and socially. The implementation of activities will continue to help build the scholars skills. As time passes another assessment will be given to evaluate any changes in results.

Title: What's in Your Drink Program

Name: Madison Thompson

Preceptors: Direct Supervisor: Katie Bisaha, Volunteer and Community Partnership Coordinator
Project Supervisor: Medji Jean, Site Director

Agency: Prevention Links, Greenway Family Success Center

Purpose: To promote family-centered strategies to reduce child/adolescent obesity prevalence by enhancing families' knowledge, attitudes, beliefs and skills necessary to routinely make healthy choices and nurture healthy relationships.

Significance: Child/adolescent obesity is a significant issue in the United States, affecting about 13.7 million children and adolescents (2019). The What's in Your Drink Program utilized a multi-generational approach to address obesity prevention and promotion of health by making families aware of the sugar-sweetened beverages commonly consumed in America. Sugar-sweetened beverages are the biggest contributor to families consuming more than the daily recommended amount of sugar in an individual's diet, according to the American Health Association. What's in Your Drink Program also increased the Family Success Centers staff and family awareness of healthy active living; improved knowledge of/access to community resources; and utilized a train-the-trainer approach to ensure spread and sustainability beyond the program.

Method/Approach: A virtual program has been conducted utilizing the platform Zoom to connect to the families who registered for the program. Initially, a flyer regarding the program "What's in Your Drink" was posted on Greenway Family Success' social media. From there, families registered for the program and completed a survey regarding their knowledge on sugar-sweetened beverages. The results from the survey allowed the program host to gain a better understanding of the knowledge of the families on sugar-sweetened beverages. This program utilized an interactive approach by asking families to participate in the program through a series of questions. At the end, families were asked to complete a satisfaction survey concerning the information they have learned about.

Outcomes/Results: Initially, 25% of the sample size (n=10) were aware of the daily recommended amount of added sugar an individual should consume for a balanced diet. More than half (75%) of the sample size drank at least 1 to 2 sugar-sweetened beverage(s) a day, regardless of the negative health effects. Following the What's in Your Drink Program, 80% of the sample size learned something new. 50% strongly agree and 50% agree they will drink less sugar-sweetened beverages after learning about the amount of added sugars in popularly consumed beverages. 100% were satisfied with the program and gained valuable knowledge regarding sugar-sweetened beverages and the adverse effects of added sugar.

Evaluation/Conclusion: A pre-survey was completed by participants to understand their knowledge on sugar-sweetened beverages. A satisfaction survey was then provided to participants regarding the knowledge they have just learned, and whether they would want a similar program. 90% said they would like another program regarding health and wellness to help reduce adolescent obesity prevalence, 10% responded maybe. Overall, the program was a success and will continue to be implemented at the Greenway Family Success Center.

Citations

Title: Improving Operational Efficiency in a Telemedicine Team Environment

Name: Elizabeth Tomaselli

Preceptors: Marta Paterno, Director of Customer Experience and Operations

Agency: Twentyeight Health

Purpose: To build more efficient teamwork and processes through the use of task delegation, integrated electronic medical records, and customer relationship management software.

Significance: Remote access to medical care is becoming an increasingly desirable option, especially during the wake of the COVID-19 pandemic. From an operational perspective, one of the greatest challenges in providing a telehealth option is providing secure EMR that is accessible to both patients and doctors, and streamlining patient communications to ensure the transparency needed for medical consent. The remote work necessitated by the COVID-19 pandemic has sparked the additional challenge of synthesizing a natural team approach despite geographic separation.

Method/Approach: In order to improve patient experience, as well as interoperability between the doctor and pharmacy records, the Head of Customer Experience and Operations was consulted to optimize both our CRM and EMR, and combine the two into one electronic dashboard when possible. Areas of inefficiency were identified by tracking time spent on all tasks, and technological improvements in these areas were prioritized. In addition to the implementation of these technological improvements, a full time Customer Success Specialist was added to our team, and our other team members increased standard time commitments.

Outcomes/Results: Through the duration of this internship, positive changes were noted both from an internal team operations perspective, and from an external patient satisfaction perspective. Internally, the team has been able to maintain and encourage synergy, and has established a smooth workflow despite volume increases and staffing additions. Slack and Google Hangouts were utilized to maintain a strong team workflow, as well as to train the newest member while exclusively working remotely. The team also surpassed many KPIs in terms of both customer growth and patient satisfaction. This was driven by technological improvements to the patient dashboard. All doctor communication, both internally and with patients, was aggregated to the dashboard, which saved time and served to streamline the process. Many outgoing messaging campaigns surrounding copayments, medication availability, and insurance coverage were launched through the dashboard as well. Finally, additional product offerings, such as emergency contraception, and Annovera, the first long-term, patient-regulated contraceptive option, were added to the product offering.

Evaluation/Conclusion: This project has highlighted both the importance of teamwork, empathy, and internal communication to providing a positive, seamless patient experience. The team's emotional intelligence has increased through patient interactions and teamwork. This experience has also reinforced the importance of telemedicine to the future of the healthcare industry, and its role in improving health care affordability and accessibility.

Title: East Orange Family Success Center State of Emergency Contingency Plan

Name: Anabel Torres

Preceptors: K. AaMinah Hassell, Volunteer and Community Partnership Coordinator

Agency: IFS/East Orange Family Success Center - East Orange, NJ

Purpose: To update the current system and implement a contingency plan for the Family Success Center, in case of abrupt closures.

Significance: The East Orange Family Success Center is a community-based retreat, focused on strengthening families and neighborhoods. Employees work closely with their clients to redirect them to their specific needs, allowing clients, in many cases, to get back on their feet. Resources include, but are not limited to providing food referrals, assisting with housing issues, assistance with job searches, providing clothes and coats in the winter, and more. The COVID-19 pandemic has caused people across the country to temporarily leave their jobs, affecting their ability to provide for the families. As the government continues to push back the quarantine, families are becoming increasingly concerned seeking answers within their communities, answers that they otherwise would have received at the East Orange Family Success Center.

Method: Because of COVID-19, the agency was forced to shut its doors, and cancel all in-person gatherings, workshops, and after school programs. Before closing, employees, or "family partners," were beginning to receive updated information on prevention services offered in Essex County, housing for seniors, and schedules for food pantries. The agency was also about to start their annual "Active Parenting" workshop, highlighting child abuse awareness. Parents who utilized services through the agency also relied on after school child care, where their children could complete homework with teachers one-on-one, and further develop cognitive skills. As the center has completely closed, essential workers now have to look elsewhere in the community for child care and tutoring.

Outcomes/Results:
- Computerize and update client information and needs to allow for remote communication, and to send new information to clients directly
- Have each of the "family partners" in charge of a specific resource category, and split the clients in this way
- Have all local resources organized by location, and service served and constantly updated
  - Organization will allow for quick and efficient distribution of resources
- Prioritize clients who are elderly, living alone, and have no other source to gather information
  - The elderly are the most vulnerable population and majority of the senior clients served here are living on their own. They heavily rely on the assistance of the employees at the Family Success Center.

Evaluation: Being able to quickly adapt to abrupt change and will help the East Orange Family Success Center function with ease. These practices can be incorporated into everyday work without drastically changing the way they are already taking in information and helping clients. Organization and updated client information will not only benefit the agency in times of a pandemic, but it can also benefit the agency in everyday functionality.

Title: Data Entry Quality Control Assessment

Name: Marcella Traina

Preceptors: Direct Supervisor: Treasa Chennikara

Agency: Cantor Fitzgerald

Purpose: To assist with the organizational functions of a legal team so that legal documents can be easily accessible to all staff.

Significance: The legal team at Cantor Fitzgerald has been relying on physical records of all of their documents for decades. Because many different individuals within the legal department oversee these documents and sometimes work on them simultaneously, it is essential that all legal data is stored in a software so that all personnel can easily access the documents. The implementation of this new software is essential to the organization of the firm as well as helps to maintain 100% of all documents available electronically.

Method/Approach: The storage of documents in the firm's database service, DataStore, was used to input a variety of legal documents. The service included a configuration tool which allowed for the storage of multiple documents in a shorter time span. The database service also includes a search index which provides easy access to all stored documents as well as documentation of when and what files were DataStored and who stored them in any given day, week, month, and so on. This search index is extremely essential to the organization of the documents as employees are able to see how recently a document has been compromised and by whom, thereby alleviating disruptions in communication.

Outcomes/Results: Over the course of the entire internship, 5,870 legal documents were data stored. As the internship is still in progress, this number will increase over time. On average, about 120 documents were stored a day, 239 a week, and 1,753 a month. Employees can now access thousands of documents electronically as all staff have recently begun to work remotely. Employees no longer have to rely on searching through physical files and can instead locate documents much more quickly/

Evaluation/Conclusion: The continued use of the firm's database service by all employees will result in a useful digital storage center. If all documents are immediately stored in the database service, employees would be able to get through tasks more quickly instead of searching through physical copies or via virtual communications. Productivity rises as less time is spent searching for documents. This software will remain useful and up to date with the supervision of a Records Manager.

Title: Transportation Assistance Grant (TAG) Program Relaunch at the Cancer Support Community

Name: Gabrielle Tran

Preceptors: Direct Supervisor: Christina Raia, Senior Director, Corporate Relations
Project Supervisor: Katie Dimond, Manager, Programs & Services

Agency: Cancer Support Community

Purpose: To support and process the Transportation Assistance Grant (TAG) Program and follow up with regards to any and all issues that may arise.

Significance: One of the many difficulties that those affected by cancer or caretakers of cancer patients is the need for transportation. Especially in rural areas, where transportation to and from cancer treatment may be far and long, low-income individuals express a need for assistance. Transportation is often seen as a barrier towards treatment, whether it be lack of transportation, lack of financial resources for transportation, or distance between transportation (Zullig, 2011). The Cancer Support Community seeks to bridge this gap between cancer patients and receiving proper treatment through the Transportation Assistance Grant (TAG) Program. This program will tackle the issue of access to transportation through $200 grants in the form of a "gas card" to the gas station of the qualifying low-income cancer patient's choice.

Method/Approach: On February 10th, 2020, the Transportation Assistance Grant (TAG) program was relaunched within the Cancer Support Helpline. Initially, this relaunch was made known to only callers of the helpline. After two weeks of helpline exposure only, an email to social workers within the Cancer Support Community's network was sent out for additional exposure. Patients under active cancer treatment then filled out an application sent through fax or the transportation assistance email. Applications were then processed on a rolling basis based on an income level below poverty. Approved applicants had to have a complete application, with proper verification and proof of income. Additional data that was collected includes the type of cancer, geographical location, and date of birth. Data from these applications were then entered into Salesforce to track application progress and communication with the patient.

Outcomes/Results: The Transportation Assistance Grant (TAG) Program ran from February 10th, 2020 until March 20th, 2020 before the program ran out of funding. The program is currently closed as the Cancer Support Community seeks additional funding, as new applicants are added onto a waitlist. A total of 297 applications were submitted and continue to be submitted. Funding for the program allowed for a total of 200 gas cards to be issued, the remaining applicants either had incomplete applications for follow up or were put on a waitlist after the program ran out of funding. Due to the COVID-19 pandemic, focus from providing sole transportation assistance shifted towards providing overall financial assistance. Thus, the Cancer Support Community has then shifted its focus towards seeking funding for its Cancer Emergency Relief Funding (CERF) program and helpline overall.

Evaluation/Conclusion: Patients who applied and received the gas cards express gratitude towards the Transportation Assistance Grant (TAG) program. The Transportation Assistance Grant (TAG) program is to relaunch following the receipt of additional funding.

Title: Evaluating the Efficiency of Medical Billing in a Family Practice

Name: Ngan Trieu

Preceptors: Direct Supervisor: George Nghiem, D.O
Project Supervisor: June Tran, Medical Billing Manager

Agency: Regional Healthcare Associates - Pennsauken, NJ

Purpose: To evaluate the productivity of medical billing and propose recommendations to increase the efficiency of workflow performance.

Significance: In the US, an estimate of up to 80% of medical bills contain errors. Billing errors can occur due to mistakes such as inaccurate patient information, inaccurate diagnosis code, duplicate billing, or unbundling of charges. According to Tseng, Kaplan, Richman, Shah, and Schulman (2018), administrative costs represent about 25% to 31% of total health care expenditures and most of that costs are related to billing. Understanding the importance of timely and accurate billing can help improve productivity and keep administrative costs down.

Method/Approach: By accessing patient billing information through a cloud-based platform known as *OfficeAlly* to determine whether or not the payment is processed. The medical office copies over the patient's billing record to Excel spreadsheets and the biller checks each individual account to make sure insurance companies have paid for the claim. Healthcare provider portals such as Navinet provides a list of health plans that allows healthcare professionals to verify eligibility information and claim status. Claims that are paid for by the insurance are applied to the patient's account and cleared out. Claims that are not paid have to be investigated by the biller to find out why and how it can be paid. A remaining charge that is still owed to the provider becomes the patient's responsibility. A separate spreadsheet is used to track patients who owe a balance. The bill is sent out and dated for adequate and timely payment.

Outcomes/Results: Patients are informed three times about a balance left on their bill. Patients that still have a balance due are added to the delinquent list and cannot be seen by the physician until the payment is met. The spreadsheet allows billers to keep track of and identify paid and unpaid claims. This helps billers go back to follow up on problematic claims. Billers have to follow up every two months to make sure the billing department is up to date for each account. Now, most of the cases are up to date and resolved. However, some claims are just cleared because it passed the timeframe allowed to accept reprocessed claims so it was no longer acceptable.

Evaluation/Conclusion: Through this process, billers are able to find more efficient methods of obtaining data and payments. Unnecessary steps were also eliminated for better efficiency and reduced medical errors. For example, the biller can double-check to make sure that claims are inputted correctly the first time to reduce time in editing and resubmitting claims. COVID-19 and a departing biller employee have slowed the process of completing billing work. Recording and tracking patients account help billers have a smooth process when preparing and transmitting claims, generating patient statements to bills, and monitoring payer adjudication.

Title: Riker Danzig's Proactive Battle Against COVID-19

Name: Luca Trumbull

Preceptors: Adriana Caronia

Agency: Riker, Danzig, Scherer, Hyland & Perretti LLP

Purpose: To identify the impact and response of this firm, as well as likely many other law firms, to the COVID-19 pandemic and subsequent government shutdown.

Significance: There are many uncertainties that have arisen as a result of the COVID-19 pandemic. Data is unclear with regard to the full range of symptoms and risk factors of COVID-19, and this makes it difficult to declare business-as-usual operation as safe for employees in any setting, particularly in a dense office environment such as the offices of Riker Danzig. Law firms such as Riker Danzig are especially prone to the spread of infectious disease due to their particular necessity to deal with hard copies of paper, client files, and other physical items, with lesser ability to move to completely remote work than other professions.

Method/Approach: Through proactive response to widespread concerns about the potential impact of COVID-19 within the office setting, Riker Danzig permits workers to operate remotely using special software. While certain staff are widely confined to the office space, staff attorneys, for example, each possess a Riker Danzig laptop from which they are capable of conducting legal business remotely. In the office, Riker Danzig management is very thorough and generous with their distribution of hand sanitizer, and the office common areas are very frequently cleaned and disinfected so as to prevent any possible spread of COVID-19.

Outcomes/Results: As the COVID-19 pandemic escalates and the virus's impact on society gradually expands, it becomes apparent that the proactive response of Riker, Danzig, Scherer, Hyland, & Perretti LLP is both well-warranted and wise in retrospect. The Riker Danzig website proudly announces the fact that the firm continues to operate to the fullest extent from a remote setting. While municipal courts across the country currently face suspensions and closures, the firm continues to provide legal counsel through the over one-hundred staff attorneys and paralegals employed there. It is impossible to say whether or not the swift precautionary measures of the firm prevented any COVID-19 infections outright; however, it is likely that if business continued to operate as normal, the outcome for Riker Danzig would be significantly worse.

Evaluation/Conclusion: The employees of Riker Danzig during the onset of this epidemic owe an amount of gratitude to the firm for its very prompt and deliberate response to the potential perils of the coronavirus and COVID-19. The office environment is generally not one that promotes social distancing techniques; to respond, the firm made the office as clean as possible as well as released as many workers to remote duties as possible. To improve even further, the firm could look for ways to decrease their physical reliance on documents and items during this pandemic, although this would be difficult as much of the legal system is bound to paper.

Title:	Coordinating the Silent Auction for Gala and Community Outreach
Name:	Michele Truong
Preceptors:	Supervisor Stacy Hutsell & Project Coordinator Beverly Premph
Agency:	Act Now Foundation Dementia Center

Purpose: To raise money as a nonprofit organization by finding suppliers and donations for the Silent Auction held at the 4th Annual Music and Memories Gala

Significance: Alzheimer's disease is the 6th leading cause of death in America. In New Jersey, there are over 447,000 caregivers taking care of over 170,000 seniors with Ad, however, half of those seniors have never been officially diagnosed with Ad and the other half have never received treatment or support services for it. According to the Department of Health and Human Services, Hudson County has the 4th highest percentage of older adults living with Ad in the country [1]. Also, in low-income, Hispanic, and urban communities like Hudson and Bergen County, Alzheimer's disease will increase by over 600% by the year 2050 [2]. The Act Now Foundation has supplied free memory screenings, support groups, and resources to seniors and caregivers in these respective counties in New Jersey. Therefore, the Gala is one of the biggest ways to raise money which has supplied services to those living in low-income communities.

Method/Approach: Research was conducted to identify which companies and organizations were willing to donate and what kind of items would increase in profit value during the silent auction. Next, a spreadsheet was created to plan out what methods of communication were proper. This included emailing, calling, or filling out donation request forms to 5-10 companies/day. Data was inputted into a spreadsheet to set deadlines when answers are received. Lastly, graphics were made resulting in a total of 20 different flyers to be made where one was chosen from.

Outcomes/Results: The outcome led to the creation of many graphics and the goals were met despite the outbreak. As this was an event planned for November; it had delayed answers from other companies and organizations. The replies were received within two weeks before the quarantine started. After the first month, a donation item was shipped to Act Now Foundation from the New York Jets: a white football signed by the entire team which raised $300 and up at the silent auction. A graphic for the Gala was decided and finalized in the end as well.

Evaluation/Conclusion: Due to COVID, the results were inconclusive and the Gala was rescheduled for November. From this internship, time management and graphic design skills were continuously improved throughout the semester. When the deadlines were set, progress was made to finish the Silent Auction of the organization's Gala event.

Title: Innovative Teacher Grant Program

Name: Leishon Turner

Preceptors: Emmanuel Ford, Executive Director

Agency: New Brunswick Education Foundation

Purpose: To assist the Executive Director in developing and implementing guidelines to adhere to for grant eligibility. To provide low income students with the ability to access a variety of opportunities to higher education specifically in STEM (Science, Technology, Engineering and Mathematics) and Robotics.

Significance: There are issues with minorities of lower income having access to educational resources. In the New Brunswick Public School system students have difficulty gaining access to STEM related activities or have the financial means to attend college. This is partly because of the demographic of students that make up the schools. With most students being first generation Latino immigrants of lower income, there are resources that are harder to attain. The Innovative Teacher Grants are available to all schools in the New Brunswick School District. It allows students to get access to activities and resources that would not have been accessible otherwise. This exposure provides them with the freedom to explore wide areas of study especially in STEM related fields. STEM fields introduce the students to learn important soft skills that are needed for most careers. The projects that are funded through the grant program give students interested in STEM fields favorable opportunities to win scholarships for colleges to study in a STEM related field.

Method/Approach: To make teachers aware of the grant, emails were sent to their perspective administrators as well as to previous grant awardees. After teachers were made aware, a google form was created and made available to submit proposals. Having proposals submitted through google form allowed for an easier selection process. Selections were done by the foundation's board members, proposals were submitted "blind" so they did not know who submitted each proposal. Once proposals were submitted, the selection committee went through each project detail to determine if they were innovative and creative for the students. Normally 18 out of 32 projects were selected for the grant, and they were sent congratulatory emails. For those who were not selected, emails were sent to them and a follow up instructional to give pointers on what could be done differently for next year. Communication is key for this program to maintain good rapport with the teachers.

Outcomes/Results: During this year's program 11 out of 30 projects were selected to receive the grant. Most projects were focused on Robotics, STEM and STEM for girls. Most students lose interest in STEM related subjects by the third and fourth grades. These projects allow students to explore an area of interest they may not have been able to do during the normal school year. Also, students get a more creative look on the aspects of STEM and Robotics. In the end, students who participate in mechanics and engineering are more likely to pursue their interests in STEM related subjects.

Evaluation/Conclusion: At the end of the projects all teachers complete a summary report to showcase how well students did with their projects and their takeaway from their experience. Students also complete essays on how they were impacted by their projects. These essays and summary reports show the significance of the Innovative Teacher Grant for the students.

Title: Impact of COVID 19 on NY Midtown Dentistry

Name: Sonam Vaishnani

Preceptors: Dr. Manish Ladani, DDS

Agency: NY Midtown Dentistry

Purpose: To analyze the disruptive impact of COVID 19 on NY Midtown Dentistry.

Significance: Each country, state, and city is seeing different levels of COVID-19 activity (Center for Disease Control and Prevention 2020). New York, specifically New York City, has experienced the most cases/deaths in all of the United States. Because New York is in the acceleration phase of this pandemic, NY Midtown Dentistry has been greatly influenced. Like many business and private practices, NY Midtown was closed temporarily in order to decrease exposure and spread. This pandemic has affected both patients and staff members since greatly as all services provided have been discontinued. Dr. Ladani is working through phone consultations with patients that may need follow up instruction. All other staff members are not able to work remotely as their services can only be performed through in-person visits. Overall function and collective care has been interrupted since the global pandemic of COVID-19.

Method/Approach: A comparison of office function before and after COVID-19 was determined in order to portray the disturbance on NY Midtown Dentistry. The roles of each staff member was discussed in detail to further portray the interruption. Due to the nature of dental procedures, the importance of adhering to all regulations was emphasized. A literature review of safety measures and occupational cautions was conducted. Lastly, the response taken by the team was evaluated in order to provide ideas on how to adjust better in the future if a similar situation arises.

Outcomes/Results: Overall, the impact of this COVID-19 has greatly impacted the overall goals and function of NY Midtown Dentistry. Prior to COVID-19, there were an average of 180 patients per month. From March 18, 2020 - April 18, 2020, a total of 18 phone consultations have been made. This comparison clearly demonstrated the disruption in overall patient care due to the novel pandemic. As cases and deaths continue to increase nationwide, a timeline of when business can resume remains uncertain.

Evaluation/Conclusion: Review and research of COVID-19 revealed the importance of compliance to all regulations and safety measures. Future plans should include vaccinations for staff members, continuation of PPE precautions, and new preventative measures. Although the future of NY Midtown Dentistry remains in question, all dental practitioners should prepare to adapt to these changes in order to ensure wellbeing for all patients and staff members.

Title: Arbovirus Repository Database Analysis

Name: Ashwini Varghese

Preceptors: Dana Woell, MPH

Agency: Molecular Virology Unit, Public Health and Environmental Laboratories (PHEL), New Jersey State Department of Health - Ewing, NJ

Purpose: To create a database while integrating and analyzing the diagnostic results and retention of the arbovirus specimen repository to be used to participate in future, collaborative research projects

Significance: Arboviral diseases can be responsible for up to one million deaths yearly on a global level. The PHEL in New Jersey has a mosquito surveillance system that works with individual county mosquito control units to survey the prevalence of arboviruses in the mosquito population. JerseySurv, an online software, is used to keep track of specimens that are being received and tested. However, all positive samples of all tested diseases, except Eastern Equine Encephalitis (EEE), are kept in cryostorage freezers without an organization system to facilitate a process to look up specimens. This project will create a digital database of the arbovirus specimens to facilitate in research projects such as whole virus genome sequencing to observe variations in virus strains over time.

Method/Approach: An assessment of online platforms and templates was performed to choose the best option for a new database. An online Microsoft Excel template by STEMCELL Technologies was selected for its simplistic yet functional format and altered to match the structure of the freezers and specimen boxes. The compilation of the database then began by inputting the titles of the specimens of the 2019 Arbovirus samples, arranged by county, into the online template. Simultaneously, each specimen was cross analyzed with the demographic information and testing results posted on the online diagnostics platform, JerseySurv, to perform a quality analysis of specimen retention in the lab. After the analysis, all samples were compiled so that each row contained samples from only one county to preserve freezer space; all negative/miscellaneous samples were removed and placed in the last box. Finally, this information was condensed into a single database sheet that contained all applicable testing data, including sample name, test results, location, etc.

Outcomes/Results: The 2019 Arbovirus samples were rearranged from 20 boxes, each box storing samples collected from one of the counties of New Jersey, excluding Cape May county, to a total of 6 boxes. There were a total of 10 misplaced negative/miscellaneous samples. There were 424 positive samples detected for this season. Of these, 345 samples were retained. Of the 79 unstored samples, 64 were positive EEE samples, 14 were positive West Nile Virus (WNV) samples, and 1 was unaccounted. The successful retention rate was 96%.

Evaluation/Conclusion: The results of the cross analysis showed a very high retention rate. This reflects high consistency in collecting and storing specimens. The database created will be used as a guide to integrate all existing and future specimens and its data in a similar manner. Virtual procedures will also continue to be investigated for the future.

Title: Analyzing Impact on Raw Material Supply from COVID-19

Name: Rohan Vasudevan

Preceptors: Direct Supervisor: Pravesh Shah

Agency: Johnson & Johnson

Purpose: To analyze the impact of Coronavirus on suppliers of chemical raw material for Johnson & Johnson consumer products and ensure business continuity for J&J consumer products which we source for.

Significance: Coronavirus's impact on supply chains is causing a shake-up of the global economy and organizations to scramble and minimize losses. Global health care companies like Johnson & Johnson are amongst the most likely to be impacted by service disruptions in China, Europe, and the United States. Haren and Simchi-Levi (2020) predict that the peak of impact from COVID-19 on global supply chains will occur in mid-March forcing companies to rush or shut down manufacturing in plants in the U.S and Europe. The impact is global, as mitigation efforts prioritize human life over corporate productivity. Efforts to identify at-risk suppliers are vital to ensure that J&J business is not severely affected and operations can continue at, or close to normal.

Method/Approach: The first step was to identify regions of China where COVID-19 originated. The first analysis examined suppliers which operated in close proximity to Hubei Province, where Wuhan is a major city. Eventually, the analysis was expanded to include all suppliers operating in China as the disease increased its toll. As time went on and COVID-19 expanded to Europe and other Asian countries, supplier risk analysis was required for Italy, Israel, South Korea, and Japan. This eventually led to the inclusion of all countries in Europe where J&J has raw material suppliers. The final analysis was conducted for India, which instituted the largest lockdown in the world by population. After all the countries were accounted for, each supplier was listed, and contact information was gathered by the team. Proper due diligence was needed before contacting a supplier to prevent repetition. Finally, once the true impact was realized, risk mitigation efforts were considered for each material to guarantee supply continuity.

Outcomes/Results: The process of reaching out to roughly 150 suppliers is ongoing, but the impact on supply and savings projects is still quantifiable with impact estimates already known. By furthering communication with suppliers, the team can gauge interruptions to production and make a more accurate estimate of losses related to cost improvement projects (CIPs). Considering the impact estimates, sourcing and procurement of material are pushing on with the original financial savings goals remaining intact.

Evaluation/Conclusion: This process put emphasis on execution through completion, with the identification of suppliers, and effective communication on the follow-through. In addition, this effort led to better visibility of overall financial impact and accountability. Finally, the impact on supply led the team to consider adopting risk mitigation efforts like inventory build-up, special shipping methods, dual source, and airfreight. Consistent with the J&J's Credo, all efforts prioritized the safety of suppliers and their employees over the need for production.

Title: Increasing 2020 Census Engagement

Name: Jessica Vega

Preceptors: Stacy Hutsell, Program Director

Agency: Act Now Foundation - North Bergen, New Jersey

Purpose: To promote and educate the residents of Hudson and Bergen County in regards to the importance of completing the 2020 Census via phone.

Significance: The Census is this country's method of counting each and every resident. Besides estimating the U.S. population, it is also used to determine the federal budget and how much money is to be allocated to various programs. Census results are used to guide approximately $675 billion in federal funds. In 2010, Bergen County's response rate "was 65%, a full nine percentage points behind the State average. In addition, about 50% of Hudson County residents live in areas at risk of being undercounted, according to the City University of New York's Center for Urban Research. In Jersey City alone over 80% of residents are classified as "hard-to-count." And approximately only 67% of residents sent in their 2010 census forms, compared to 74% nationwide" (D'Auria). Given these alarming statistics, it was evident that there was a need to reach and inform this population on the importance of participating in the 2020 Census. Achieving an accurate count in the 2020 Census would require community partners, such as Act Now Foundation, to raise awareness of the importance of completing the 2020 U.S. Census amongst the members of the community. Strategic outreach was utilized in order to ensure that Hudson and Bergen County residents were accurately counted.

Method/Approach: Since the main office was closed due to the COVID-19 outbreak, it was not possible to have direct one-on-one conversations nor personal interaction with the clients. Instead, wellness checks were conducted via phone. These wellness checks consisted of 17 questions that were meant to assess the wellbeing of the seniors. Three of these questions were about the Census - whether they received a Census Invitation via mail, if they planned on completing the Census, and whether or not they needed help filling out the questionnaire. Their responses were recorded in an Excel spreadsheet.

Outcomes/Results: Out of the 550 households that were contacted, only 267 of households answered the Census questions. Some of the seniors did not answer the call, or were reluctant to answer questions via phone because of their fears of scammers, and/or they did not speak English (which created a language barrier). Approximately 92% of the respondents responded that they either already filled out or plan on filling out the Census. 6% of the households responded that they were unsure if they planned on filling the Census, and 2% of the households stated that they did not plan on completing the Census.

Evaluation/Conclusion: Although seniors were still informed about the Census via phone, designating a specific day for seniors to come into the office with their Census Invitation in hand would have been preferred. Laptops would have been available for them to answer the questionnaire online. The main disadvantage of asking the Census questions over the phone was that there was no real indication of whether or not they actually completed the questionnaire. And even though the Census hotline phone number was provided to those who needed help, the magnitude of the assistance that seniors were able to receive in filling out the Census was greatly hindered.

https://docs.google.com/document/d/1p1sMzLIX82LFgMRz5dXCuNHuk2-F1GAPWaNE4-4g6dM/edit?usp=sharing

Title: The Impact of COVID-19 on Englewood Health Medical Center and Other U.S. Hospitals

Name: Connor Vino

Preceptors: Christina Laird, Administrative Director, Cancer Center Operations

Agency: Englewood Health Medical Center - Englewood, New Jersey

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Purpose: Research and determine the impact of COVID-19 at Englewood Health and other hospitals including recommendations to mitigate the impact of another similar pandemic.

Significance: COVID-19 is rapidly spreading across the country with New Jersey being one of the worst affected states. As of April 30th, there were over 100,00 cases in New Jersey alone, a number that will continue to grow in the coming weeks. Englewood Health along with all nearby hospitals are on the frontline of the pandemic treating the most severe cases of the disease. COVID-19 has uncovered challenges in the way hospitals prepare for pandemics that must be solved in order to make them better equipped to deal with future outbreaks.

Method/Approach: The top priority of Englewood Health remains the safety of patients, employees, and visitors of the hospital. Because of this, the hospital has implemented radical changes as a result of COVID-19. Prior to the pandemic, there were no limitations placed on visitors whereas now only a limited number of visitors are allowed for patients specifically in hospice, pediatric intensive care, neonatal intensive care, and labor and delivery units. Even guests such as interns and volunteers were taken off campus to reduce infection rates. All non-emergent elective procedures have also been canceled where possible. With the influx of new patients, hospitals have also been forced to repurpose underused areas for COVID-19 patients as well as move hospital personnel to areas that need additional help. Because of a low supply, creative disinfecting processes for N-95 masks have been implemented so they can be reused. There is also a shortage of ventilators which are vital for patients with severe symptoms.

Outcomes/Results: Englewood Health has done a good job of minimizing the spread of COVID-19 within the hospital. Although the benefit of allowing visitors into the hospital for recovering patients cannot be understated, the safety of individuals inside the hospital remains paramount. Many of the problems hospitals have encountered have been in regard to how prepared they were for COVID-19. Communication between hospitals, researchers, and the government both in and outside of the country is essential in order to be better prepared for a pandemic. Preparing for future pandemics also means having sufficient supplies. Hospitals should come together to create a stockpile of simple protective equipment that can be used in times of need. There should also be a failsafe method of buying or increasing production of equipment less practical to stockpile. Running mock pandemic situations is another way for hospitals to better prepare for future pandemics because they would test emergency plans as well as determine potential vulnerabilities.

Evaluation/Conclusion: COVID-19 now presents the third as well as the worst major outbreak of coronaviruses in the past 20 years. SARS and MERS should have served as warning signs of the potential impacts another similar disease like COVID-19 could have. It will take careful planning and significant investment from hospitals in order to make them better equipped for future pandemics, but it will be essential if another pandemic occurs.

Title:	SWOT Analysis of Monroe Internal Medicine (MIM)
Name:	Alisha Wahab
Preceptors:	Dr. Keith Sherrow
Agency:	Monroe Internal Medicine

Purpose: To identify, investigate and evaluate the strengths, weaknesses, opportunities, and threats of Monroe Internal Medicine to help further improve the organization.

Significance: Monroe Internal Medicine is a smaller independent practice run by Dr. Keith Sherrow; this arrangement provides lots of room for potential. Completing a SWOT analysis for a practice like Monroe Internal Medicine can be a valuable key for maximizing it's potential and continuing its growth.

Method/Approach: Working alongside Dr. Keith Sherrow at Monroe Internal Medicine, direct observations of the inner workings of the practice were conducted. With the data collected, various mechanics of the practice were inspected under the lens of quality, affordability, and access. This included an investigation and critiquing of interpersonal relations, efficiency in billing, appointment flow, readmission rates, etc. After defining principal characteristics, a SWOT analysis was conducted to highlight where Monroe Internal Medicine excels and where it needs to improve.

Outcomes/Results:

Strengths	Weaknesses
• Patient/Physician Relationships • Fair range in services • Strong geriatric care • Positive Reputation/Loyalty • Valuable connections	• Timeliness/Prioritization • Readmissions • Bookkeeping/Filing/Organization • Interoffice systems • Online resource (website)
Opportunities	**Threats**
• Home visits/Openings on weekends • Including more HIT programs/tools • Hiring another administrative assistant • Partnerships	• HIT usage in competitors' facilities • Lack of diversity in demographics • Limited range of accepted insurances

Evaluation/Conclusion: Luckily, Monroe Internal Medicine has established a trustworthy and reliable relationship with its community which has maintained its running as a practice. However, this is not enough to hold a practice in the long run. MIM should begin with improving organization, timeliness, and service. Next, those improvements and strong reliable reputation should be broadcasted more effectively to build a stronger patient list outside of the older demographic. Moving forward, once a more stable brand has been established, MIM should pursue: home visits, partnering with a doctor who could broaden services, and setting up an office outside the area. Each new change and improvement will bring Monroe Internal Medicine closer to reaching its full potential.

Title: Just for the Health of It – Health Information Library on Wheels (HILOW)

Name: Christian Waldron

Preceptors: Camilla Comer-Carruthers, MPH | Manager, Community Health Education

Agency: Robert Wood Johnson University Hospital, New Brunswick

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Purpose: My project is a benefit assessment of the HILOW program through telephone surveys and data collection. Increase the public's access to health information, enabling them to make informed decisions about their health.

Significance: Knowledge and information are key determinants of health. Due to various limitations, many people don't have access to valid information. Before contacting professionals, people self-diagnose to be cost and time efficient. Approximately 80% of American internet users have made health related searches; 44% of internet users searched nutrition and 36% searched fitness information . People are seeking information to improve their general health, diet, and exercise regimen. With access to unofficial information; misinformed individuals may take unnecessary medication, postpone treatments, and or overlook a major medical condition. This project seeks to build health literacy and make health information more available to the public.

Method/Approach: We conducted phone surveys with individuals that submitted a questionnaire after utilizing the HILOW program. The Data summarizes the user's experiences attaining health information through the program. $10 gift cards for popular businesses like Amazon and Walmart incentivized health information consumer's participation. In total 75 people completed the questionnaire, some multiple times; bringing our total to 100 questionnaires. The questionnaire asked for the type of information received with several options to choose from. It then asked if they were successful in receiving the information and if they've used the service before. The phone survey was meant to find what motivated people to use the service, what kind of health concerns users had, their prior experiences gathering health info, and constructive criticisms.

Outcomes/Results: More than half of the program participants followed up with the interview 44/75 (59%). Daily life 11/44 (25%), nutrition 8/44 (18%), and knowledge 9/44 (20%) were common general reasons to seek health information at 75% of responses. Few requested information on specific conditions 5/44 (11%). Almost all respondents 35/38 (92%), reported seeking health information from the internet 25/38 (66%), articles 14/38 (37%), and physicians 15/38 (39%). Only 6/44 (14%) people were seeking unavailable information. The information was unanimously helpful and easy to understand. Only 23 (%) of participants would've been more comfortable speaking to a physician.

Evaluation/Conclusion: The program was successful as most people "found what they were looking for", found the program "helpful", and felt that the information was "easy to understand". There were no negative comments; only a few people felt more comfortable receiving the information from a healthcare professional. Most people have attempted to receive health information, displaying a demand for the program. HILOW benefits people looking to improve general health, making it a primary intervention. The program was not exclusively used by those with complicated conditions. This information should be available online and in a wider range of places to reach more demographics.

Title: The Implementation of an Accredited Health Administration Program

Name: Peyton Walker

Preceptors: Professor Ann Marie Hill

Agency: Rutgers Edward J Blousiten school of Planning and Public Policy.

Purpose: To evaluate employment status of Rutgers MHA alumni for inclusion in the program's national accreditation application.

Significance: The Rutgers MHA program is entering its 3rd year and has applied for accreditation by the Commission of Accreditation of Healthcare Management Education (CAHME). Accreditation ensures students of a quality educational experience; employers that graduates are well prepared for management responsibilities and; programs with access to best practices and higher quality student body (CAHME.org) The program's first graduating class was in January 2019 for its Executive Program and May 2019 for its traditional program. An application for candidacy was accepted in December, 2018 and the program is now in its study year and will be visited in November, 2020.This project involved creating a database that provides the application manager with updated information on the current positions and employers for 2019 and 2020 graduates.

Method/Approach: Past MHA graduates from the 2020-2019 class year were contacted. Alumni data included job title, LinkedIn profile, awards, fun fact, and certifications / licenses. After gathering all data, pie graphs were created to show what percent of alums are working and where.

Outcomes/Results: The database that was created from the graduate's job titles and split into seven categories. The results for class 2019 was about 25% of the grads were employed in "other", 21% Program/Project Coordinator, 20 % Not Found, 10% Managers, 8 % Directors, 8% Analysts, 6% Intern, 2 % Not working. For the graduating class of 2020; 43 % were in other jobs that were not in their field,17% were Program / Project Coordinators, 10 % Analysts, 10% not working, 7% Managers, 7% Not found, 3% Directors, and 3% Intern. The categories for companies are RWJ- Woods, Memorial Sloan Kettering, RWJ - Barnabas Health, St- Peter's Hackensack Medical, Atlantic Health "Other", and None. The outcome for class 2019; 41% Other, 13% MSK, 10% RWJ, 10% Rutgers University, 8% Hackensack Medical, 8% RWJ - Barnabas Health, 5% Atlantic Health, 3% None, and 2% St- Peter's. For the class of 2020 results were; 64% other, 11% None, 7% Atlantic Health, 7% RWJ - Barnabas Health, 4% MSK, 4% Saint Peter's, and 3% RWJ.

Evaluation/Conclusion: The results are that many of the graduated students of the Health Administration program are in jobs that are different then their area of study. The data suggest that there is a higher percentage of students in the class of 2020 not working and that is mostly due to having recently graduated compared to the class of 2019. As a guideline of the program an alumni survey will be deployed every 3 years to follow up on the status of the alumni going forward to see what type of employment and with which companies.

Title:	Random Drug Testing in Public Schools Analysis
Name:	Patrick J.R. Walsh
Preceptors:	Vice President of the Board of Education Lynn Kasics
Agency:	South Amboy Board of Education

Purpose: Research and analyzing the effectiveness of random testing within public schools and its effect on athletic participation.

Significance: According to the CDC, over 67,000 people have died of an opioid overdose in the United States during 2018. This is the leading cause of injury-related death in the United States and is also a 4% increase since 2017. There has been an opioid epidemic plaguing South Amboy for the last decade. In such a small town, the community has had over five recent graduates overdose in just the past five years. In a small district that graduates 80 students every year, this should not be the reality. From an overdose due to opioids per 1,000 people in a town ratio, South Amboy ranks in the top 5% in the state. The municipal alliance can use the resources from that program to look into policies as well as resources to add within the school that can keep our students safe. One of the policies within South Amboy Schools is random drug testing of all students that play sports, are a part of extracurriculars, park in the school, or go to after school activities.

Method/Approach: Comparative analysis was done in order to see whether drug testing within public schools decreases the use of drugs and also whether these drug programs affected the participation in extracurriculars. The reason these two variables are being tested is that effectiveness of the program is important and also because of the criticisms of the program is that since students that partake in extracurriculars are subject to the random drug tests, this may discourage them from partaking in extracurriculars. I plan on using secondary data from both the New Jersey School Board Association, South Amboy Public Schools and also the National Center for Education Evaluation and Regional Assistance. I plan on using qualitative data from 4,700 student surveys. These students will be from both districts that have the random drug testing program and those that do not in order to compare the results.

Outcomes/Results: The results of these methods show that 16% of students in schools with random drugs surveyed saying they have taken drugs in the last 30 days compared to 22% of students in schools without random drug testing which surveyed saying they have taken drugs in the last 30 days. This means that the drug testing program does deter students from using drugs. There was no evidence found that this program affects extracurriculars according to the National Center for Education Evaluation and Regional Assistance. There was no significant change in athletic participation within South Amboy Public School from the 2018-2019 school year (before the policy was created) to the 2019-2020 school year (when drug testing was taking place).

Evaluation/Conclusion: From the analysis, the drug testing policy is effective in the short term and will lead to fewer students doing drugs in the district. It is also the conclusion that this policy will not affect student participation in extracurricular activities and athletics. Other items to test in whether the student population in which the superintendent is required to drug test within an academic year should be increased from a minimum of 10% to 20% since this policy has been deemed effective.

Title: Graves Waiver Analysis and Impartial Bias Evaluation

Name: Lara Walter

Preceptors: Direct Supervisor: Deborah Carney, Judge Alberto Rivas

Agency: Middlesex County Courthouse

Purpose: To examine present and past Graves Waiver approvals and denials to create a document that records each case's demographic data such as criminal history, race and gender, then highlight any statistics from the verdicts that go along with common biases held in the justice system.

Significance: The number of deaths as a result of gun violence and accidental deaths has been on the rise in America. As a result, New Jersey responded with some of the strictest gun policies in the country. If found with a firearm, one is subject to a five-year jail sentence with one-year parole ineligibility. Subsequently, the Graves Act was passed that allowed the reduction of the mandatory sentence as long as imprisonment is neither necessary or appropriate to serve justice or public safety [1]. One would be granted a Graves Waiver from the prosecutor's office. However, there are a lot of inconsistencies with who is awarded a Graves Waiver by the prosecutor's office. The Assignment Judge (Judge Rivas) decided to have someone design a spreadsheet that took into account a defendant's demographics, nature of crime and decision of waiver for cases within the past two years.

Method/Approach: A spreadsheet was compiled with Graves Waiver Cases from the past two years to ensure fair decisions are made by the prosecutor's office. Data for 74 people were recorded on the spreadsheet, but there were only 46 cases with reportable demographics of defendants. Demographics included: (1) race, (2) gender, (3) age, and (4) criminal history. This data was made up of court documents such as subpoenas, transcripts of court proceedings and police reports that corresponded to each case. The data was then examined to show if there were any common biases held.

Outcomes/Results: Of the sample size (n=46), there were 22 people that reported their race as White, 19 people that reported their race as Black, 4 people that reported their race as Hispanic (non-white) and 1 person that reported their race as Asian. Of those who reported their race as White, (81%) were men, (19%) were women, (63%) had prior convictions, (14%) were denied a Graves Waiver and (86%) were granted a Graves Waiver. Of those who reported their race as Black, (95%) were men, (5%) were women, (63%) had prior convictions, (31%) were denied a Graves Waiver and (69%) were granted a Graves Waiver. Of those who reported their race as Hispanic, (100%) were men, (0%) were women, (25%) had prior convictions, (25%) were denied a Graves Waiver and (75%) were granted a Graves Waiver. Of those who reported their race as Asian, (100%) were men, (0%) were women, (100%) had prior convictions, (0%) were denied a Graves Waiver and (100%) were granted a Graves Waiver.

Evaluation/Conclusion: This evidence proves there are clear differences in who is granted and denied a Graves Waiver based on demographics. However, there were limitations such as not knowing which prosecutor was assigned to the case and whether or not racial or gender bias impacted their decision making. This spreadsheet will be helpful to judges to determine what a fair verdict is based on similar cases. A bias mitigation plan would cut down on the reliance of this spreadsheet, showing what to look for when accessing bias, gun-focused crime rates in New Jersey, and demographic evidence.

Title: Business Expansion Through Innovative Marketing

Name: Jennifer Warren

Preceptors: Project Supervisor: Dr. Patti O'Brien-Richardson

Agency: Visiting Angels - Somerset / Hillsborough, NJ

Purpose: To evaluate the strengths, weaknesses, opportunities, and threats of Visiting Angels - Somerset and to devise and enact a five-year marketing plan to expand the agency.

Significance: Visiting Angels - Somerset is a home health care agency based out of Hillsborough, New Jersey. They provide companionship and healthcare to elderly individuals at home or in assisted living facilities. With Facebook attracting over one billion users every day, it is a prime gateway to advertise. There are various cases in which companies have substantially grown their businesses and revenues through the use of Facebook advertisements, such as the brand Design Pickle and the online course Virtual Master Summit. The use of emotional marketing has also shown its possible strengths, with proof from Functional Magnetic Resonance Imaging of the brain, as well as exemplified through the popularity of various Rio De Janeiro Olympics commercials that used emotional marketing techniques.

Method/Approach: There are various strengths, weaknesses, opportunities, and threats of Visiting Angels - Somerset. One strength includes the fact that they belong to a larger corporation, so they are a well-known name in the home health care industry. They are also an accredited agency, which ensures they are providing high-quality care. Some weaknesses of the agency include an inefficient ratio of clients to caregivers, as well as lack of marketing. Some opportunities facing Visiting Angels - Somerset include the rapidly growing elderly population and the increasing number of assisted living facilities being established. Major threats facing the agency include possible patient loss due to the current COVID-19 epidemic, and also possible client loss due to competing home health care agencies.

Outcomes/Results: The first step in the expansion plan will be to hire a marketing specialist, who will create different Facebook ads targeted to future possible caregivers, clients and their families. The ads will be created using different emotional marketing techniques, such as inspirational, the loving effect, and color usage. The ads will be posted using Precise Interest Targeting, which will allow us to narrow our ads to individuals with specific interests, occupations, age levels, personal characteristics, etc., to ensure the right ads reach their intended targets.

Evaluation/Conclusion: The plan will be monitored closely for its effectiveness once it is put into place. If the plan does not generate the intended new business by June of the second year, the agency should rehire a marketing specialist to reevaluate the Facebook marketing campaign. If the internet cannot be the media for marketing for some reason, the next plan would be to develop newspaper articles, due to their popularity among the older population, as well as possible low-cost. There is also the option of providing incentives to the current clients and caregivers for new referrals.

Title: Common Themes Found in a Qualitative Study of Older People Living with HIV and Resilience.

Name: Ja'Nelle Williamson

Preceptors: Kristen Krause, PhD, MPH, Center Manager, CHIBPS; Rutgers School of Public Health

Agency: The Center for Health, Identity, Behavior, and Prevention Studies (CHIBPS)

Purpose: To analyze the common themes found throughout the GOLD IV study by creating a qualitative code book.

Significance: Living with HIV/AIDS is prevalent among older adults. According to the Center of Disease and Control (CDC), nearly half of people in the United States living with diagnosed HIV are aged 50 and older (CDC, 2008). With that being said, it is important to know about the other factors that come with age and how they affect HIV positive people. The purpose of this study is to assess how resilience comes into play with aging and living with HIV amongst New Jersey residents. Creating a codebook for this study will allow for a conclusion on the occurrence of common themes that appear amongst the participants.

Method/Approach: In order to create a clear and concise codebook, research had to be conducted outside the center. Information on coding was provided through qualitative resources. This information provided the insight and knowledge on coding efficiently. The (n=20) interviews ranged from thirty minutes to two hours and were conducted by the research assistants at CHIBPS. The interviews were transcribed by a team of interns. The transcriptions were then read through to determine codes in relation to the themes.

Outcomes/Results: Of the sample size (n=20), 200+ codes were developed within the codebook. Each transcript provided numerous codes in relation to the connection of resilience amongst the older HIV positive population. Each transcription was outlined in a Microsoft word document which allowed the codes to be matched up paragraph by paragraph. After the codes were developed and re-read, the most prevalent themes of: family, religion, substance use and will to live were established.

Evaluation/Conclusion: Coding involves serious concentration and attention to detail. Coding is a process that is done by countless researchers. Each researcher provides a new outlook and interpretation of the data. The codebook allows researchers to partake in further analysis of the factors related with resilience and aging among the older HIV positive population. The codebook will be used as a guide to create a further detailed one in the future, in which race and gender could be explored.

Title:	Construction Safety Regulations Assessment
Name:	Priscila Winkowski
Preceptors:	Nicholas Vlahos, President
Agency:	Coastal Concrete Services - Freehold, NJ

Purpose: To evaluate and improve safety measures on construction job sites and educate the construction workers on safety regulations.

Significance: One out of every five worker deaths is construction-related. There is also a large number of non-fatal injuries that end up costing millions of dollars each year for employers. According to OSHA statistics, "the leading causes of private sector worker deaths (excluding highway collisions) in the construction industry were falls, followed by struck by an object, electrocution, and caught-in/between" (2020). These statistics show that there is a need for greater enforcement of safety regulations. Re-educating and enforcing safety regulations on construction sites can help save the lives of construction workers.

Method/Approach: A report from the previous two years (2018, 2019) showed that the safety violations were increasing. Every week there are inspections of all safety measures at active job sites. After adequate training to be able to identify proper procedures, there will be a checklist incorporated to the report to ensure a thorough observation. After traveling to the job sites, and re-educating employees as needed, each inspection becomes an electronic spreadsheet.

Outcomes/Results: At the end of the twelve weeks of reports, the data showed some improvements. The data collected showed scaffolding violations were the most common; however, they were 20% lower than the previous year's breaches. Scaffolding is a temporary ladder type of structure that helps the workers reach higher areas on the building. Personal protection equipment decreased slightly but is already in the top 90th percentile. Hand/power tools, along with excavation and general safety, did not show any significant changes.

Evaluation/Conclusion: The previous two years' worth of data allowed for a baseline to start this year's assessments. This project will be successful if the total violations of safety have decreased from the previous years. Because of the reeducation and corrections done at the exact moment of the violation, it allowed for better results. If they do not reduce as the assessment continues, additional education and regulations will need to be put in place to help minimize those totals. Although this assessment is coming to an end, it is not the finish line for the safety of the employees. These types of reports will continue to be taken and evaluated for the continued safety at the workplace.

Works Cited

Title: Analysis of Trend in Office Ergonomics

Name: Jayoung Yoon

Preceptors: Peter Skeels, Manager of Health and Safety Services

Agency: Rutgers Environmental Health and Safety (REHS)

Purpose: To analyze the factors that cause ergonomics-related disorders such as Musculoskeletal disorders or carpal tunnel syndrome.

Significance: Ergonomics is defined as the science of designing workstation to fit within the capabilities and limitations of the worker. According to the Bureau of Labor Statistics (BLS) in 2013, Musculoskeletal disorder cases accounted for 33% of all worker injury and illness cases. In order to reduce the risk of ergonomics-related disorders, individuals should have proper office ergonomics which includes correct chair height, adequate equipment spacing, and good desk posture. Rutgers Environmental Health and Safety (REHS) is offering ergonomic assessments to help reduce the risk factors and make recommendations that will help the individuals adjust better. This project will use analysis of recommendations that were utilized by REHS staff members in order to present the trend of office ergonomics.

Method/Approach: Ergonomic assessments by REHS were used to analyze the trend of office ergonomics in Rutgers University within the past 3 years (2018-2020). Data for 55 ergonomic assessments were exported to a spreadsheet. The spreadsheet addressed the following three factors: 1) monitors, 2) chairs, 3) keyboards. Data was also tracked on whether or not the three factors meet the recommended criteria or not. Data about purchase of new furniture and reassessment was added. The spreadsheet sorted the assessments by campus as well.

Outcomes/Results: Of the sample size 55 ergonomic assessments (n=55), most assessments were made on College Avenue (n=21) and Cook/Douglass (n=17) campuses. Six office workstations (10.91%) needed monitor adjustment since it did not meet the recommended criteria. Thirty-three office chairs (65.45%) did not meet the recommended criteria, and were offered to be replaced. For keyboards, 44 (80.00%) were needed to be replaced or needed adjustable keyboards. Four (7.27%) of those who got ergonomic assessment purchased new furniture after visiting REHS demonstration of office workstation. After getting the first ergonomic assessment, six people (10.91%) requested reassessment.

Evaluation/Conclusion: More than half offices mostly needed to replace their chairs and keyboards. There were adjustments made for each monitor, chair, and keyboard during the ergonomic assessment such as changing the angle or the height. 65.45% of office chairs. Roughly 80% of office keyboards did not meet ergonomic criteria and were recommended to be replaced. Even though REHS has provided information about reassessment, there were only six people who requested reassessments. Most discomfort of office workstation were able to be reduced by checking recommended criteria and by preferring neutral posture. REHS office has lists of equipment that are most frequently requested and is cooperating with the Interior Design team in order to provide the best options for those in need. Based on this analysis, REHS is also able to make flyers about recommended criteria for each factors.

Title: Monumental Impacts from COVID-19 On Major Essential Retail Businesses

Name: Kathy Yuan

Preceptors: Direct Manager: Stephanie Cancel, Administrative Manager of Costco Wholesale

Agency: Costco Wholesale, Bayonne, New Jersey

Purpose: New protocols changing every day, implements of the new safety and security procedures and in-house safety programs is vital. Consistent monitoring for department processes and paperwork to ensure department procedures are followed strictly and not deviated.

Significance: Reviews of the protocols every morning to ensure that the company is following the correct procedures for the State as well as Costco Wholesale's protocols as COVID-19 status changes day today. Very important to follow all the guidelines for the safety of the employees and for the members that shop there to help flatten the curve and to further prevent the spread of the virus. Smooth operations for while the store is closed to the public. When the business is open, it is important for employees to stay safe and aren't part of the spread of the virus to keep businesses like this to continue to provide members with essential items like food and paper goods.

Method/Approach: Social distancing protocols for the employees as well as the members shopping there. Limiting the amount of members coming into the building to shop. Offering extra hours for Seniors to shop without the worry or hassle of competing to buy things with others. Offering first responders, military and all essential employees to shop without waiting in line. Temporary hour changes to limit the stress on the managers and employees and to ensure that the business can operate in a more smoothly and sanitary environment. Limiting the amount of people coming in per membership card to lessen crowds and children. Sanitation schedule strictly made for hot spot areas and maintaining protocol.

Outcomes/Results: Ensuring that all employees are following the protocols that are set in place for their safety and lessen the spread of COVID-19. Every protocol needs to be followed whether it is an employee or a member shopping to limit the contact and spread of COVID-19. No cases have been linked to members being exposed to COVID-19 in the store and no cases have been linked to employees being exposed at work in Costco when tested positive. Having a strict protocol for the members and especially for the employees are vital every day because the number of cases are changing every day and it is difficult to handle such a large crowd.

Evaluation/Conclusion: No cases have been reported since the implements of all the new protocols especially from the employee base. This is especially important because if an employee has it, the possibilities of that person being in contact with over 100+ people in an hour are likely without them even knowing they have it. These protocols of social distancing and extra precautions to sanitizing the warehouse should be implemented even when the pandemic is over. Hygiene is very important in keeping clean and healthy for everyone and for themselves.

Title: Front Desk New Hire Guides

Name: Stephanie Yupanqui

Preceptors: Direct Supervisor: Dr. Ahmed Abdel-Megid, Project Supervisor: Aimee C.

Agency: Rheumatology Center of New Jersey- Somerville, NJ

Purpose: To implement Google suite for the optimization of employee scheduling and guidelines.

Significance: Scheduling and resource sharing at the Rheumatology Center was done on paper. Interns had to be physically present to check the schedule for the following week. Physicians' practices are implementing environment and eco-friendly behaviors for the benefit of the patient and the provider. In doing so, the offices will also reduce the amount of supplies purchased. The goal was to provide the best quality of care and to promote sustainability within healthcare.

Method/Approach: The project supervisor was consulted to explore the various issues that were obstructing productivity in the office. In order to better understand the lack of communication the front staff was having with the providers, daily tasks with the front staff were noted. The top concerns observed were disorganization and frustration due to miscommunication. After following up with the project supervisor, a plan was created to alleviate the concerns.

Outcomes/Results: The result was to implement a Google suite for the office. In doing so, the supervisor would have the ability to make a schedule for the front staff for the work week, organized by location and date. Once the schedule was established, the link to the schedule for viewing was sent to each employee, so that all were aware of each individual working by office and day of the week. In addition, notes that were used to help trainees, such as medical scribe abbreviations and step by step instructions on how to schedule patients into the system, were easily accessible through the Google docs section.

Evaluation/Conclusion: Once the implementation of the Google suite took place, individuals were reporting to the correct locations each day at the appropriate time. Front desk staff was approached less often about the whereabouts of another employee which in turn let them do their job effectively and efficiently. Due to the improved organization, the supervisor had more time to train the new hires with the detailed notes that could now be given out for reference to trainees that needed it. As a result, some new hires were not in need of the full two weeks reserved for training purposes.

Title: RWJ Stop the Bleed Program

Name: Valeria Zegarra Rodriguez

Preceptors: Diana Starace, Injury Prevention Coordinator: Catherine Filippeli, Trauma Educator

Agency: Robert Wood Johnson - Trauma and Injury Prevention Department

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Purpose: To evaluate the effectiveness and success of the 'Stop the Bleed' initiative in the community through training classes.

Significance: Life threatening bleeding or uncontrolled bleeding is the number one cause of preventable death from trauma. Whether the injury is accidental or intentional such as mass shootings, motor vehicle accidents, or work-related, a delayed response can increase the chances of these individuals dying. It is important to empower and train the general public on how to use tourniquets, dressings and gauzes as well as their hands to stop massive bleeding. A person can bleed to death in just 5 minutes and with the implementation of programs such as 'Stop the Bleed' we are able to tackle these preventable tragedies and public health issues.

Method/Approach: To test the effectiveness of the 'Stop the Bleed' training classes, a pre and post-test was created to determine if the participants' basic knowledge and confidence of helping someone with a life threatening bleed improved. Participants who then completed the training class received a certificate for the completion of the course. Participates signed up for the course through a Survey Monkey that was promoted on social media and media fliers. Three classes were scheduled, of which two were marketed to anyone and everyone in the community while the other one catered to high school students in Dunellen. Participants from 2018 and 2019 also received follow up emails which included a post test and questions on whether the training was useful and whether or not they are in the healthcare field.

Outcomes/Results: RWJ 'Stop the Bleed' has given out over 25 certificates this year to community members, students, and healthcare providers. The course has been completed by hundreds of individuals of varying ages and occupations. There were 35 responses to the pre and post surveys administered before and after the training course at RWJ. There was an overall increase in basic knowledge of tourniquets and STB from 64% to 86%. In addition to an overall increase in confidence in helping individuals who are bleeding out in the community from 41% to 92%. There were no responses which reported that a participant did not learn something new or find the course to not be valuable.

Evaluation/Conclusion: With the feedback provided from the participants on their confidence level and basic knowledge, quantifiable data was able to be produced. Since some of the post surveys were taken by participants from 2018 and 2019, which did affect the increase in basic knowledge of tourniquets and STB. When discussing the STB training with the participants of 2018, two participants stated that they took the course in order to be prepared if a situation were to ever occur at their jobs. For instance, one stated that she took the course after there was a stabbing at the Business School because since the building was locked down, there was a delay in help from the first responders. Pre and post surveys, STB training classes, and follow up emails will serve as effective measures to ensure that the community is prepared and feel confident to help an individual that is bleeding out.

Title: Understanding the Impact of the RWJUH Safety Ambassador Program on Participant Knowledge

Name: Kulsom Zehra

Preceptors: Direct Supervisor: Diana Starace, Injury Prevention Coordinator
Project Supervisor: Allison Mosier, Safety Ambassador Program Coordinator

Agency: Robert Wood Johnson University Hospital- Trauma and Injury Prevention Department

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Purpose: To analyze the knowledge acquisition of 1st and 2nd grade students participating in the Robert Wood Johnson University Hospital Safety Ambassador Program and the pre-test and post-test methodology of the Program.

Significance: According to Safe Kids Worldwide, 8,000 children die each year due to unintentional injuries. More than 7.7 million children are treated for preventable injuries in emergency departments across the nation. However, it is estimated that 85% of unintentional deaths and injuries can be prevented through education on childhood safety. The Safety Ambassador Program provides information to Safety Ambassadors (high school students) about childhood injuries and related prevention strategies. The Ambassadors go to elementary schools to educate 1st and 2nd grade students across Central New Jersey on safety behaviors related to fall prevention, safety in and around cars, pedestrian safety, and wheeled sports safety.

Method/Approach: During the 2019-2020 school year, pre-program data was gathered from 1st and 2nd grade students using a "yes/no" answer sheet. First and second grade students were given 12 questions based on their knowledge of fall prevention, safety in and around cars, pedestrian safety, and wheeled sports safety. Topics were chosen based upon trending data from RWJ's pediatric emergency department and the Trauma Registry. Answers to the data sheets were entered into an Excel spreadsheet. Incomplete answer sheets were removed from data analysis.

Outcomes/Results: There was an increase in the percentage of students from 2018-2019 to 2019-2020 who answered more than ten pre-test questions accurately (49.3% to 51.1% respectively). When analyzing the 2018-2019 data, out of first graders who completed the pre-test (N=1583), 4.1% answered all 12 questions accurately. The post-test (N=1870) revealed an increased percentage of first graders, 11.2%, who answered all 12 accurately. When analyzing the 2018-2019 data, out of second graders who completed the pre-test (N=565), 10.6% answered all 12 questions accurately. The post-test (N=556) revealed a decreased percentage of second graders, 9.5%, who answered all 12 questions accurately.

Evaluation/Conclusion: Although there was a decrease in percentage for the second grade, the effectiveness of the Safety Ambassador Program is proven to be true, as there was an overall improvement of 6% from pre-test to post-test when looking at both first and second grade students. A limitation to this is due to self-reporting; some students would not answer all the pre-test/post-test questions, which led to the removal of 642 students from our data. There are limitations to using surveys and elementary students. Due to the comprehension, reading, and test-taking skills of elementary school students, teachers should play a more interactive role by walking around the classroom and making sure the students are not only filling out the surveys, but understand what they need to do.

Title: Patient Experience and Services Assessment

Name: Fernando Zurita

Preceptors: Direct Supervisor: Mary Kelso, Director of Access Management

Agency: Patient Access Management Department, Robert Wood Johnson University Hospital

Purpose: To identify the key drivers of Press Ganey (PG) scores within standard registration and facility categories in outpatient services. The purpose is to align data with individual observations of patient experiences in multiple departments, aiding in a performance improvement project of patient services.

Significance: Patient experience represents a hospital's ability to provide quality healthcare experience. Patients are the most vulnerable population in a hospital and entrust healthcare professionals with their lives. According to a recent survey by the National Research Corporation, 8% of patients said their hospital experience was poor enough not to recommend their healthcare facility to friends or family (NRC Health, 2018). RWJ is part of the Press Ganey patient scores system. In an effort to improve scores, a performance improvement project will align current scores with an observational study on outpatient registration areas to improve patient services.

Method/Approach: Patient average scores based on four categories that best-represented outpatient registration areas were collected from the Weekly Outpatient Press Ganey (WOPG) report and inputted into a spreadsheet. The report from which the data was collected is a yearly report from patient scores within Robert Wood Johnson Hospital serviced from 1/1/2020-3/20/2020. The categories included the helpfulness of the registration person, the waiting time of the registration process, the ease of the registration process, and the likelihood of recommending. The patients' responses were analyzed for 15 departments within Robert Wood Johnson Hospital. An observational study was conducted using the same criteria involving 5 outpatient registration areas

Outcomes/Results: Of the sample size of 15 departments, the total patient average score from each of the four categories were, 88% for the helpfulness of registration person, 80% for the waiting time of registration process, 89% for ease of the registration process, and 87% for the likelihood of recommending. The observational study concluded that 4 out of the 5 registration areas observed had long waiting times during shift transitions. The longer waiting times observed were due to work shift transitions that slowed down the registration process. This negatively affected the perception of the patient's experience in the hospital. Registrars who followed their scripts and courtesy lines were more likely to increase patient scores of "Ease of Registrations". Registrars showed expediency in the registration, but there was miscommunication with elderly patients and patients who spoke another language other than English.

Evaluation/Conclusion: The observational study showed a strong correlation with the average scores collected. A script for communication between shifts, quality assurance checks, and cultural competency training was included as recommendations to improve patient experience at Robert Wood Johnson Hospital.

Fieldwork Internships

Fieldwork Internships

Name: Caroline Afonso

Position: Office Coordinator/Department of Surgery

Preceptor: Lisa Cozza

Agency: Memorial Sloan Kettering Cancer Center/ Manhattan, NY

Work Duties: As an Office Coordinator Intern, I am responsible for ensuring each patient is assisted in a timely and courteous manner. Other responsibilities include; triaging phone calls, following up after contacting a patient to the office/clinical staff, barcoding medical records, updating patient's electronic medical records, and assisting with preparing pre-clinic schedule summaries. Lastly, I'm responsible for helping other fellow office coordinators to ensure a smooth workflow.

Techniques: In this role, effective multitasking is essential. Such as, to be able to speak with a patient on the phone while searching their data on the computer, as well as gathering the information on email to soon send the information to the proper staff. Other techniques include phone and email etiquette skills, and navigating through systems like Cadence and Clinical Information System (CIS). Detail orientation is also vital when completing clerical tasks such as barcoding health information to prevent any mistakes that can then be a serious domino effect.

People Skills: It is vital to try to help make a positive impact for each patient. Skills that can help contribute to positively impacting patients' experiences are active listening, empathy, and remember a patient is a person, not a number. For instance, there was a patient that called explaining her confusion about an upcoming appointment, so I told her I would follow up with the clinical staff in-order to provide her an accurate explanation. I also ensured that I would contact her by the end of the day to update her. Once I called her explaining in detail about what the appointment would consist of, she immediately felt more at ease. Therefore, simple acts can greatly improve a patient's overall experience.

Results: I am able to feel overall confidence in completing daily tasks. Such as, navigating through the different health data based systems that I was not familiar with before like Cadence and CIS. Also, I am more comfortable with assisting patients through phone calls, confirming appointments, and barcoding health information documents. I am able to confidently clarify and answer patients' concerns, requests and questions; without having to perhaps place a patient on hold and ask a fellow colleague for guidance like I would in the beginning of my internship.

Lessons Learned: I was able to learn both personal and professional lessons. I learned how one person can simply impact a patient's experience, which is why it is so vital for anyone and everyone at a health facility to deliver the best patient care experience possible. I also learned that simple acts can greatly contribute to a patient's experience. I learned the workflow of a hospital and how being a team player affects a work space. I gained proficiency in navigating health information systems. I also personally learned how important flexibility and adaptability is in the health field as there can be continuous daily changes.

Name: Hala Ayad

Position: Office Coordinator/Department of Surgery

Preceptor: Lisa Cozza- Assistant Manager of the Department of Surgery

Agency: Memorial Sloan Kettering Cancer Center/ Manhattan,NY

Work Duties: To act as a liaison between patients and the physician. Responsibilities include answering phone calls and assisting patients with whatever they need in regards to contacting a nurse, confirming appointments and/or rescheduling appointments. Confirming appointments include verifying that the patient is aware of the location, date and time and also screening patients for COVID-19 symptoms before arriving at the appointment. Responsibilities also include barcoding medical records, updating patient's electronic medical records, and uploading orders for the clinical team to review. To assist other Office Coordinators in other tasks they may need help in to improve efficiency throughout the entire department. Responsibilities also include completing all of the Electronic Medical Records Reconciliation and contacting the appropriate Office Assistant for further updates.

Techniques: In this role, strong communication and multitasking skills are required to be proficient at the job. It is important to be able to communicate with other employees and to exchange information efficiently to better the patient's experience at the hospital. It is especially important to communicate with the clinical staff when patients call and are experiencing symptoms that may be crucial to their condition.. It is important to have the ability to type up notes and look up information while remaining on the phone with other employees or with patients. This multitasking technique helps ensure that all of the information is distributed correctly rather than risking the possibility of forgetting information when doing tasks one at a time. Lastly it is important to be attentive and accurate with all tasks assigned. It is important to be attentive and accurate with all assignments due to the fact that the clinical staff is depending on the office coordinators to provide accurate information so that patients receive proper clinical care.

People Skills: It is important to be understanding, productive and committed in order to be a successful member of the Memorial Sloan Kettering team. By being understanding, individuals can be empathetic towards patients and assist them in any obstacle that they encounter. It is important for patients to know that both the clinical and office staff are available to assist them in any way. It is also important to be committed and productive in order to show a good work ethic. It is important for an individual to be driven and determined to work and be able to produce an outstanding work ethic.

Results: After a semester at Memorial Sloan Kettering, I am now confident and comfortable enough to work independently and tackle assignments I may have not encountered before. I believe that my critical thinking skills have improved significantly allowing me to succeed in any assignment I encounter. I am also very comfortable using electronic medical records and navigating through different software. This is something I have never done before and was nervous about prior to starting the internship.

Lessons Learned: This opportunity has allowed me to grow as a person and as a future health care administrator. I was able to see that every task I completed was crucial and essential to not only the employees but to the patient's life and treatment. Regardless of how small a task may have been, I was able to impact someone's life every single day allowing me to be more driven and motivated to make a difference. I was able to connect and expand my network with the staff in my department and learn the importance of teamwork whenever I assisted them and provided support.

Internship Abstract

Name: Monika Baskaran

Position: Care Coordinator/Rockefeller Outpatient Pavilion

Preceptor: Sonya Mathew

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: I have to greet patients, confirm their identity, and request outside materials. I also have to transcribe their check-in time and appointment time. I have to give patients required forms and explain what they have to complete and provide waiting times.

Techniques: There are a few different systems I have to use. Cadence is the main system to check patients in. All of the patients' upcoming and previous appointments, which doctors they normally see, location of appointments, and their demographic information are listed here. CIS has all the lab orders as patients usually get bloodwork done before seeing the doctor. My job is to make sure that the lab orders given by the doctor match the lab orders entered in CIS. If they don't match, I have to contact the necessary coordinators to update the orders. HIS stands for Health Information System. This system holds all of the necessary paperwork for the patients and doctors. When a new visitor or internal referral patient (coming from another branch of MSK) check-in, I have to print the paperwork from HIS and give it to the patient to fill out.

People Skills: This internship taught me how to work under pressure. There are many times when people would come up and ask all their questions at the same time. Sometimes, there won't be anyone waiting. I always have to be calm and collected and patiently answer their doubts and concerns. Having a smile on my face, and being positive has made a huge impact in the workplace. It brightens up the atmosphere and I have noticed the patients becoming happier. If I go out of my way and do something extra for the patients they leave with a smile on their faces.

Results: My goal at MSK is to see improvement in both my career track and personal life. Through my experience, I have learned all the ins and outs of the building. In the past, I would feel overwhelmed with the amount of information I have to remember and won't be able to answer any on the spot questions. Now, after being put on the spot multiple times and carefully listening to my other care coordinators' responses, I am able to not fall under pressure and answer those questions with confidence. This internship has changed my personality. Although I considered myself to always be nice and positive, I became more selfless after interacting with patients. I started to care more about other people. Rather than talking about myself, I wanted to listen to other people about their life.

Lessons Learned: Coming into this internship, I had no idea what to expect. I was very nervous to interact with patients as I didn't want to create any hurdles from them. What I learned from the first day was that I could not please everyone. Sometimes patients might be rude to me. Rather than getting upset, I learned to understand their emotions from their point of view. My goal is to maintain a pleasant smile and interact with them the same way I interact with other patients. Being prepared is key to having a productive day. When a patient comes in, I need to have all the paperwork ready, and lab orders checked in order for the patients to have a smooth check-in. I don't want something as simple as checking-in to cause any hurdles. That being said, there will be hurdles, but the most important factor is preparing for what you can control.

Name: Nicholas Cai

Position: Care Coordinator 2/Phase 1 Clinical Trials

Preceptor: Jenny Yuen, Assistant Manager

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: Coordinate with nurses, technicians, clinics, and pharmacists to facilitate the treatment of protocol patients at the Developmental Therapy Unit at MSK Koch. Work with MDs, Clinical Trials Nurses, Clinical Trials Nurse Practitioners, and Clinical Research Specialists during clinic to optimize patient care and tackle any emergent situations that arise. Assist managers in addressing complaints from clinicians and nurses about workflow issues, scheduling conflicts, etc.

Techniques: Good communications skills are required for the CC2 role to help patients, administrative staff, and the clinical team. For example, patients need to be able to address any and all concerns they have regarding their appointments with you as well as understand the information that you or the clinical team might be relaying to them regarding their various appointments. The clinical team needs to be able to trust that you know what they are asking for when they communicate instructions to you and that you will not be afraid to speak up and request clarification when necessary. Finally, your managers need to be aware of any pressing matters that came up, but you have to be able to discern what it is that they ought to know about and what is simply something that is rather unnecessary for them to address. Time management is critical as there are a litany of seemingly mundane tasks that you should accomplish, but if not done in a timely fashion, then clinic or chemo will be delayed causing frustration amongst the patients and staff.

People Skills: Every single patient and caregiver that walks through the doors of MSK is going through a battle that few of us can understand; cancer is ruthless, indiscriminate, and cruel, therefore it is up to all of us to provide caring, empathetic voices for them. Some days might be good and we are able to chat and laugh together. Other days are rough and they can be snippy, angry, and impatient, unable to tolerate even the slightest delay. We have to take it all and remember that we are here with them for their whole journey and that means all the highs and lows involved. The clinical team and administrative staff will all notice your work ethic and dedication if you are truly there for the patients because you will bust your chops on all the little things that do matter.

Results: I was promoted to CC2 not too long before the internship and I feel that the additional responsibility/increased involvement with chemotherapy and clinic has made me a better leader; I see more of what goes on behind the curtain and am encouraged to use my knowledge of the systems and workflows to streamline things even further for patients as well as guide CC1s on how to manage the work that we do. My interpersonal skills are only strengthening by the day and I feel that I am networking more with managers and clinical staff alike.

Lessons Learned: Working at MSKCC has really impressed upon me just how much the little things matter. Seeing the relief in a patient or caregiver's face when you are able to tweak their schedule and let them get that extra hour of sleep in the morning or learning a patient's name and seeing the surprise in their face when you recognize them before they even get to the front desk. We pride ourselves on our patient care and the patient's recognize that and even go so far as to say that they've never felt as looked after anywhere else. Healthcare is patient-centric and as long as I keep that in mind moving forward in our careers, it will only help to drive results and make a mark on the system.

Name: Jessica Cannova

Position: Care Coordinator

Preceptor: Danielle Ruffini

Agency: Memorial Sloan Kettering Cancer Center, Gynecology Outpatient Center

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Work Duties: To complete all check-in responsibilities including home medication sheets, various insurance-related documents, as well as new patient paperwork. In addition to answering any patient questions, Care Coordinators are responsible for making sure doctor and lab appointments are clear for patients and coworkers and ensuring clinic flow.

Techniques: Multitasking is extremely important while working at the outpatient center at MSK. It is necessary to be able to listen to patients, give information, while also relaying information to the people around you. I have found it very helpful to ask as many questions as possible, while also getting the experience needed. It is common in the clinic atmosphere to have varying days, the day before will never be like the upcoming day. It is important to stay on your toes and be as efficient as possible.

People Skills: I have improved on my people skills daily. I find that every day I work onsite, interacting with patients as well as coworkers is becoming easier and more efficient. In the beginning of the internship, there were many times I felt awkward or uninformed when speaking to the people around me. It is very common that patients will ask personal questions about what my favorite nearby coffee shop is, or where to find the best breakfast sandwich. Now that I am more comfortable with the surroundings I am able to quickly come up with an answer and make a stronger bond with the patient. Answering and making phone calls was a stressful part of the internship that was unavoidable. With more and more experience, normalities are starting to take place and I am gaining more and more confidence in my people skills.

Results: I feel that my time at Memorial Sloan Kettering was a success based on the simple fact that I was able to make a difference in a patient's life. I am now able to check patient's in, check and release lab work, and contribute to proper work flow all while keeping patients happy and comfortable in a stressful period of their life. I am able to offer each patient walking through the elevator doors personalized care while easing their anxiety and stress. A simple smile can do wonders in this position, as well as any position at MSK. I have gained knowledge that will stay with me and will serve as a solid foundation to the rest of my career.

Lessons Learned: I have learned many lessons throughout this internship opportunity. This internship has taught me both personal and professional lessons that will be very beneficial for my future. I have learned the ins and outs of a clinic work space, as well as how the workflow typically plays out. I have also learned that every day is different while working in this type of setting and have gained adaptive skills necessary for professional and personal life. This internship also taught me that there are no small parts when it comes to helping people. Everyone's specific position plays a huge role in the grand scheme of things. My smile at the front desk could put a patient in a great mood for the rest of their time in the clinic.

Internship Abstract

Name: Angela Cervera

Position: Care Coordinator Intern- Breast and Imaging Center

Preceptor: Brendan Proper

Agency: Memorial Sloan Kettering Cancer Center- Manhattan, NY

Work Duties: As a Care Coordinator intern, my primary duty is to offer a warm welcome to every patient and check them in for their correct appointment. It is important for me to also meet patients' growing needs and contribute to an efficient clinic workflow. I act as a liaison between the patients, their families, and the doctors while ensuring all patient information is up to date. When checking a patient in, I must make sure they are given the correct paperwork, and possibly an iPad questionnaire, depending on their visit type and doctor.

Techniques: There are two health information systems that I utilize daily as a Care Coordinator intern. The first is the Epic Cadence system in which I can access patient appointments as well as their demographics. The Care Coordinators can schedule through Cadence as well, but I primarily use it to check people in. If a patient needs to change their outside provider or pharmacy, I am able to print a form from Cadence so that they are able to update this important information. The other system used is CIS, which stands for clinical information system. From CIS, I am able to access and print patients' home medication lists which are very important for most appointments.

People Skills: The internship involves interacting with patients every single day. As the check in person, I am the first person a patient interacts with going into their appointment. Giving each patient a warm, friendly greeting is crucial in making them feel safe and welcome. Many appointments are big days in the patients' lives and many come in nervous or uncomfortable. Some patients may be having a bad day or are in a rush and get upset about the wait time for their visit. Handling these situations requires both emotional intelligence and good communication skills. I need to be able to communicate in an effective, professional way but also be cognizant of how the patient may be feeling. It is rarely ever something to take personal when a patient is upset or angry.

Results: I am able to work more efficiently by checking in patients in a timely manner, while still giving them a proper warm welcome and ensuring they are prepared with the necessary paperwork and information for their visit. I have developed a personal workflow that works best for me and helps the rest of my team as well. I am able to use the web-based systems with ease and compose emails to clinical teams if needed. Additionally, I am more confident with triaging any patient questions or concerns, as well as utilizing my teammates if there is ever something I am not fully aware of or cannot answer.

Lessons Learned: I have grown both personally and professionally throughout my time as an intern. Professionally, I am more knowledgeable of healthcare systems and medical terminology. I have also learned more of what it means to be part of a team and work towards the same vision of providing the best patient experience possible. The most important personal lesson I have learned is to always practice empathy in work and daily life. The internship has shown me you are never fully aware of what people are going through, and we have the ability to make patients feel safer and more comfortable. It is important to approach people with an empathetic and positive demeanor in that one small act of kindness can mean something much bigger to someone else.

Name: Musbha Chuddry

Position: Office Coordinator, Department of Medicine

Preceptor: Allison Manely

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: The duties for an Office Coordinator intern at MSK consists of many tasks but the main one being is to provide administrative support to the respective physician. An Office Coordinator must make sure to communicate with the clinical staff, patients and the physician in order to provide satisfactory care. The Office Coordinator is the main person that the patients communicate regarding any requests which are why it is highly important to create a trustworthy bond. During my internship, I completed tasks such as barcoding medical records, film library verification, procedure confirmation calls, rescheduling clinic, and many more tasks.

Techniques: I was in the Department of Medicine and worked under the Gastroenterology, Renal, Pulmonary, and Cardiology Service. Being placed in these different services, it was imperative to understand the different nuances of each service. The techniques that were essential for success in this position were being able to manage time, multitask and lastly organization. While speaking to patients, one of the key things was to verify the identity through HIS and to note down any important symptoms the patient was experiencing. As an Office Coordinator, one of the key techniques was to triage calls based on severity and to notify the clinical staff.

People Skills: During my time at MSK, I realized that communication is key. Since Office Coordinators are the liaison between the patient and physician, the first person a patient contacts is the Office Coordinator. Cancer patients are dealing with one of the toughest times in their life and they need comfort and support. When speaking to patients it is imperative to address all their concerns and to alleviate any anxiety they might be facing. The way of communicating to the patients is different from regular communication. When communicating to patients one must be as comforting and positive as possible and explain any terms or procedures that the patient does not understand. One of the main responsibilities of this position was to be as accommodating for patients as possible, at the end of the day we became advocates for these patients and wanted to make their journey at MSK as smooth as possible.

Results: After working at MSK, I was able to leave with many new skills and experiences. I was able to learn how to multitask and complete my necessary tasks in an efficient manner. By working independently, I was held accountable for the daily tasks that needed to be completed. At MSK, I was exposed to a fast paced field where it was necessary to document everything and a procedure was in place for each task. Not only did I learn how to work efficiently but I learned how to adapt to different situations and to give the proper responses in a confident and succinct manner.

Lessons Learned: As an intern, I learned that each healthcare worker plays an integral role for patient care. To provide successful care to the patients, it is imperative that we do our jobs correctly. Each task that I completed at my time in MSK, was necessary to be able to enhance the experience of the patients. Tasks such as barcoding or updating medical records seem minuscule but if not done would cause challenges to the patient and the team. Lastly, I learned that teamwork is crucial between the different teams, patients need to know that they have a dedicated team that is communicating and advocating for them.

Internship Abstract

Name: Michelle Grinberg

Position: Care Coordinator 1, Student Intern -53rd Street

Preceptor: Supervisor: Jaclyn Musum
                     Mentor- Chandanie Balgobin

Agency: Memorial Sloan Kettering Cancer Center (Manhattan)

Work Duties: Being a Care Coordinator entails you to be a liaison between the patient, their family and the clinical team during their visit. Some other responsibilities are releasing ECHO and EKG', having patients fill out paperwork, greeting and checking in patients using the warm welcome approach, confirming upcoming appointments, and creating a positive and lasting impression for patients to improve their overall experience. My responsibility is to also pass on any new information to the Care Coordinator II's.

Techniques: It is important to work efficiently to ensure that there is not a long line of patients waiting to be checked in. I would use Cadence and CIS to check patients in, access their information and release tests. When checking patients in, it is important to ask for their first name, last name, and date of birth to identify the patient correctly. I also tried to remember patient's names and faces to make them feel like they aren't just another number.

People Skills: Good communication skills are very important when working as a Care Coordinator as it allows for me to communicate efficiently with my colleagues so that everyone is up to date on any new information on the patients. It is also my responsibility to communicate if there were any clinic delays to patients as it is vital to be honest and transparent with patients. For example, if there are long clinic delays, it is important to tell a patient this information so they have the option to leave the building to grab lunch and then come back to the waiting room as many patients spend hours in the hospital. I have learned how to pick up on social cues and ask patients if they need any assistance, some water or to take a seat before filling out any paperwork. Being able to pick up on social cues is vital as patients may feel uncomfortable to ask for assistance. For example, I have helped patients take a seat in the waiting room while they fill out their paperwork to make it more comfortable for them. These patients are extremely grateful whenever I make this gesture.

Results: In the short period of time that I was an intern, I felt that I was able to leave a positive impact on the patients. It is important to always remember that a big part of your job is to ensure that patients have a lasting positive experience and that you should always act professionally. I have improved my people skills and always tried to go one step above what was asked of me. Many patients are very appreciative of the work that Care Coordinators do and it is a nice feeling ending the day knowing that you made a difference.

Lessons Learned: I have learned the importance of being honest and having transparent communication with patients and other colleagues, to not be afraid to ask for help as it can prevent more serious mistakes from happening in the future and how to interact with patients from different backgrounds, and it has taught me to appreciate how lucky I am to be healthy and to not take that for granted.

Name: Lilian Huezo Chacon

Position: Office Coordinator (Department of Pediatrics)

Preceptor: Manager: Jeanne Yu
Mentor: Daniel Baez

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: The work duties of an Office Coordinator involve the administrative aspects of health care. Working alongside many different healthcare professionals to act as a liaison between the patients and the clinical team. Everyday duties of office coordinator include but are not limited to answering phone calls, submitting pathology and radiology records, entering orders, barcoding medical documents and relying on messages from patients to the clinical team. Both the fast-paced environment and simultaneity of tasks given for this role at MSK have advanced my skill of multitasking.

Techniques: One of the techniques that have helped me in this position is the ability to work in a team. Being on the administrative side of the hospital, you are required to work with a variety of other roles. I answer patient phone calls and take messages that I then communicate to the healthcare staff; together we figure out the best way to help fulfill the patient's needs. In order to be an office coordinator, effective communication within your department is required. In essence, it is our cooperation that provides the patient with the maximal quality experience. Since the start of my internship, I was able to experience first-hand the significance of teamwork in the workplace.

People Skills: Being an office coordinator, you will participate more in the backend of the hospital- you never really speak to patients in person, but you do develop people skills by various means. During this internship, I gained the skills of using effective language to gather a detailed understanding of the patient's needs. You learn how to use the right tone of voice to make the patient feel like they are in the right hands. As an OC, the use of active listening is key; only with this approach can you best understand and respond to a patient. Ultimately, the overarching goal is to make sure that the patient feels secure with our services in attending to their needs.

Results: Working at Memorial Sloan Kettering for the semester has immersed me in an entirely new environment. Being able to work in healthcare has allowed me to learn what happens behind the scenes; it is not just only the frontline responders, but also the entirety of hospital staff members that make a hospital run smoothly. Each staff member has their own opportunity to make a special connection with a patient at any moment, whether it be with a smile or kind words. It is essential to recognize the impact that you could have on a patient, and how your actions could make or break their day. Just the simple act of listening and effective communication with them can make their journey much easier.

Lessons Learned: This internship has left me with a wide range of lessons, from the fundamentals of communication to the complexity of new technology. I was able to become more familiar with working in the healthcare field and learning a plethora of medical terms. Overall, my role at MSK has well-prepared me for my future endeavors in healthcare administration.

Name: Larissa Iellimo

Position: Office Coordinator/ Neurology Department

Preceptor: Emily Slavutskaya

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: My duties as an Office Coordinator require prompt collaboration with clinical care teams comprised of doctors, fellows, nurses and other health care professionals. Daily, as an Office Coordinator, I tend to patients' needs pertaining to scheduling and confirming appointments, entering patient orders, receiving and uploading sensitive health information into EHR systems, and facilitating patients with any question or concern.

Techniques: Staying focused and keeping up with tasks is very important in this role. Falling behind in any of my daily tasks could potentially affect a patient's clinical care, such as the failure to enter an order for a scan to be read can cause a delay in diagnosis and implementing the proper treatment. In addition, minimizing distractions and being focused is important to ensure tasks are not only completed efficiently but properly. For example, it is crucial to write the correct medical record number when MRNing patient paperwork. This is due to the HIPAA privacy violations that would arise if a patient's information ended up in the incorrect medical record.

People Skills: Since my daily tasks are all done so by assisting patients through phone calls, utilizing a kind demeanor is necessary. Patients are often anxious, upset, or in pain and my kind and helpful intentions may help ease their struggle. In addition, speaking clearly and concisely is imperative so all information is communicated without confusing the patient. It is also important to help each patient with the intent of providing beyond excellent care. Using proper people skills does not end as soon as I leave my office. Instead, when passing patients in hallways, elevators, or waiting areas I ensure I smile and engage in small talk if provoked.

Results: I have improved my active listening skills through the frequency of phone conversations with patients due to the need to be detail-oriented. This is important to retain all information a patient is telling you in order to relay it properly to the clinical team, and vice versa. These skills are exceptionally useful when I call patients to confirm their appointments and they may tell me new information that pertains to their care. This includes new symptoms they may be experiencing or new medications they have been prescribed from another physician.

Lessons Learned: At MSK, we strive to reduce the burden of a patient's diagnosis. Our patients and their caregivers are going through possibly the most difficult time of their lives, and their clinical care should not be adding to the burden of their diagnosis. Another important lesson my team leads have taught me is to always be aware of how or what I am speaking about; you never know who is around and listening. My time at MSK has also taught me the importance of compassion and how an act that may seem insignificant to me, can mean the world to a patient and their family.

Name: Rachel Izegbu

Position: Care Coordinator

Preceptor: Frantz Fleurissant

Agency: Memorial Sloan Kettering-Bergen

Work Duties: During this internship I am facilitating the process of face-to-face patient check-ins while stationed at the South or East entrance of the first floor. The East Entrance primarily covers all check-ins including Radiation/Radiology with South Entrance covering all check-ins excluding Radiation/Radiology due to necessary paperwork exclusively located at East Entrance. My patient check-ins process has been achieved through familiarity with MSK systems regarding electronic check-ins as well as familiarity with staff members and their roles. Additionally, my duties include going above and beyond to connect patients with solutions to various/unique issues that transcend patient check-ins including but not limited to: appointment issues, physician inquiries, attainment of copies of scans eg: CT, MRI, etc.

Techniques: I have gained an understanding of MSK Health Information System (HIS) consisting of patient schedules, lab order queue processes, and radiology scan queue processes as well as the phone systems. I have also gained familiarity with the phone system, what extensions to call, and who to reach out to for assistance with missing labs, patient appointment inquiries, and general patient concerns.

People Skills: I am communicating with patients clearly and cohesively and adjusting my own demeanor based on the energy of patients in order to consistently provide a positive and helpful environment. Additionally, there is work I have put into forming a connection with patients through the memorization of names, personality traits, and brief stories shared in order to provide a welcoming and familiar environment.

Results: My people skills have improved tremendously. Not only have these skills been reflected during my internship at Memorial Sloan Kettering, but I have noticed that I carry the same demeanor to those I interact with outside of work on a genuine level. While to some it may seem insignificant, I notice a change in my increased comfort level around people as well as my capacity to remain calm while dealing

Lessons Learned: Throughout my internship at MSK I have learned more about the intricacies that go into patient care. Additionally, I have learned that there are a multitude of "moving parts" that go into patient care which transcends the doctor's appointment. I have learned how important it is to jumpstart a patient care experience by giving someone your full attention and paying attention to details. From helping a patient get their appointment moved up to guide them to the waiting room they need to be in while partaking in conversation about their commute or their condition- everything matters. Another thing that I can walk away from this internship with is honesty. While I have always relied on policies of honesty, transparency, and authenticity in my life this internship helped highlight that even more. I found myself in a handful of situations observing and experiencing firsthand the benefits of being truthful even when it may lead to an awkward conversation. Being honest with patients about not being sure of how to help them but letting them know you will still find a way to do so was crucial. Telling a patient that the reason they have been in the waiting room for too long because you forgot to check them into the second system (RIS-C) for scans is necessary. Little experiences like these and many more have only built my confidence and capacity to handle issues without wavering.

Name: Nirmala Jagdeo

Position: Office Coordinator – Department of Neurology

Preceptor: Laura Antoine (Assistant manager)/ Emily Slavutskaya (Mentor)

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: In this role, I will be assigned to help with medical records retrieval, making confirmation calls to ensure patients are aware of when their appointments are scheduled, and preparing the pre-clinic summaries for the doctors so they are informed of which patients and what kind of appointments to prepare for. In addition, labeling each medical record document received with the patient's MRN. Throughout this role, I will have to practice effective communication skills through emails, phone calls, and faxing.

Techniques: In this position, I will need to master techniques such as multitasking, learning how to effectively communicate with concise but pleasant emails, and prioritizing. In addition to learning to differentiate what pieces of information are highly important and what is supplemental information. Another technique I have learned is how to navigate through HIS (health information systems) and Epic, and cadence in order to reschedule appointments and order scans. Critical thinking is another technique that will be utilized as well when trying to best accommodate the patient's schedule and the doctor's schedule. With scanning, and faxing, and labeling documents with a medical record number, the technique of double-checking and cross-checking your work is very important since it's easy to make mistakes.

People Skills: In this role it's vital to develop great people skills such as a happy and considerate tone on the phone, being respectful to everyone in the office, using salutations when emailing and overall creating a friendly environment. This becomes especially important when communicating with patients, and ensuring their needs come first, by taking time to listen and understand each patient and their situation it develops a nurturing relationship which helps the patient feel important and relaxed. Other important people skills to learn and practice for this role would be patience with others, knowing when and how to show empathy, good manners, active listening, and flexibility because every day won't go as planned.

Results: Throughout this internship, I have experienced an abundance of growth from the skills I have acquired that I incorporate into my personal life. I have become keen and practice emotional intelligence with everyone, more detailed oriented, and organized. I have also learned a great deal about the types of brain cancers, various treatments, and appointment types. Most importantly I had the opportunity to learn how to navigate between all of the healthcare systems to effectively accommodate patients.

Lessons Learned: I have learned that when working in healthcare, everyone's role and actions are extremely vital and equally important since we all share the common goal of ensuring patients' satisfaction and promoting good health. Additionally, I have learned how important every detail and action is and how it can affect the workflow, for example, something as simple as mixing up one digit in a patient's MRN can lead to the wrong information being uploaded into the wrong chart. At MSK interns are highly valued and encouraged to work as a team with everyone in the department.

Name: Gloria Kim

Position: Care Coordinator / Outpatients 53rd Street

Preceptor: Manager: Sonya Matthews
                Mentor: Jackie Hodges

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: To administer warm welcome to patients and families upon their arrival, prioritizing optimal service and care. In addition, to assist patients with checking in for their appointments in a timely manner and to further help patients fill out any paperwork. Lastly, to maintain an orderly and professional environment in the waiting area.

Techniques: It is important to master the Health Information System that is used throughout the hospital to check patients in, see updated information, and place orders. The role itself also requires an elaborate set of abilities such as active listening and organization skills. Coming into work on time and making sure that all the paperwork is ready for the patients is key in order to have a smooth checking in process. Furthermore, knowing which doctor is working on the floor is beneficial when patients have questions that are specific for the doctor only. Finally, taking good notes and keeping a checklist are simple yet helpful techniques that definitely aid in avoiding issues and making the patients' visits smooth.

People Skills: One of the most important skills is to have empathy for the patients and understand the importance of their needs. Sometimes, patients will ask for the simplest favors; even for these requests, it is critical that the Care Coordinator delivers the message with a smile. Moreover, effective communication is vital when interacting with patients as well as their family members to ensure that they are all well-aware and prepared for their appointments. Through communication, becoming familiar with each patient will not only help in creating a bond, but also aid in making the patient feel more comfortable. Lastly, the best people skill a Care Coordinator can obtain is to be an advocate for every patient.

Results: Through this opportunity, there were many personal achievements made to further aid in my healthcare career. While assisting many patients, a deeper understanding of the value of empathy was gained. Warm welcome was an overall success as each patient was cared for with a smile and their needs were thoroughly met. Not only were connections made with patients, but also relationships were developed with my mentor as well as my fellow co-workers. From day one, they made work easy for me, taught me a lot, and allowed me to feel comfortable in a new environment. Ultimately, I was able to obtain more clinical and real-world experience, personally growing in all dimensions and becoming positive that I desire to pursue a career in the healthcare field.

Lessons Learned: From my time at internship, many valuable lessons were learned and noted. Primarily, I learned about the importance of being understanding towards patients because one never knows what someone is going through. I also learned to not be afraid to ask questions. I discovered that everyone is confused at first and so, asking questions and being observant are always beneficial. Most importantly, I learned that preparation is key in a hospital. Within a hospital, there can be many changes that require careful attention and flexibility. I learned to always be aware and to be ready to adapt to any modifications.

Name: Ananya Maganti

Position: Care Coordinator Radiology Department

Preceptor: Jessika Edouard

Agency: David H. Koch at Memorial Sloan Kettering Cancer Center, Manhattan

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Work Duties: Work inside the radiology outpatient facility, assisting patients with checking in for their visits and managing clinic flows and performing administrative and operational tasks. Act as a part of a practice staff team of Care Coordinators to ensure that the radiology practice session is well prepared, well organized, and fully utilized and that each patient visit occurs with satisfaction.

Techniques: To check patients into multiple platforms which include Epic, RIS-IC, and CIS. Epic is the EHR the organization uses. RIS-IC is a tool that the radiology department uses so that technicians can access patient information and is also used for billing. CIS is where medical forms can be printed for the patients. Soon as a patient enters, pre-printed forms are given to fill out. The department sees several hundred patients each day therefore it is essential to be proficient. Also, to keep calm when there is an influx of patients at once.

People Skills: This position requires viable communication aptitudes with individuals of all ages and backgrounds, consideration to detail, and the capacity to calmly handle an assortment of crisis circumstances. Every patient and staff member ought to be treated as a person. All quiet inclinations are regarded and teamwork is basic to oversee their care in a secure, viable, comfortable way. Care Facilitators at MSK express persistence and sympathy at all times within the work environment. For illustration, we do our best to tolerate preferred arrangement times, travel lodging, and other extraordinary contemplations.

Results: I have learned to make an impact on patients' lives by making sure all their needs have been met. A patient came in and was feeling hungry, so I gave her some crackers and coffee as well as taking the patient to the cafeteria. Personally, I learned an immense amount about hospital administration. There was an incident when a patient who needed chemo was late due to prior appointments and had to get a scan in radiology. Managers got in on this situation and made sure the patient got chemo. Received an opportunity to network with healthcare professionals at MSK. As a care coordinator on the radiology floor, I got face time with the nurses and technicians every day I interned. Throughout, this experience I was able to enhance my interpersonal skills. Attaining phone calls and answering emails really helped me sharpen my communication ability as well as talking to patients.

Lessons Learned: Having interned at MSK, I have realized the importance of teamwork and how essential it is for the success of an organization. During my internship, my colleagues and I would split up daily tasks so that efficient care is delivered to the patients. Another thing I learned is that transparency is key especially in healthcare. When I saw that there was a delay, I would immediately inform the patients and keep them in the loop. Adhering to a set protocol is ideal for increasing workflow. Having a cheat sheet near my desk made it easy for me to get my job done effectively. The lessons I have learned at MSK will take with me and cherish for a lifetime. I truly appreciate my manager, mentor, and coworkers for helping me through my journey.

Internship Abstract

Name: Robert C. McNeil

Position: Care Coordinator 1 (CC) - Intern

Preceptor: Adenike Roberts - 16th floor Assistant Manager

Agency: Memorial Sloan Kettering - David Koch Center - 16 floor

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Work Duties: The Care Coordinator at Memorial Sloan Kettering - David Koch Center - 16th floor is responsible for greeting and checking in patients with a warm welcome, which includes a friendly, warm and genuine smile towards all patients that enter the floor. The Care Coordinator will then ask the patient two questions designed to screen individuals that may have been exposed to COVID-19 before handing the patient a care pass. The Care Pass serves as a locator for both the clinical and administrative team, to locate the patient in case the patient is needed for further lab work or a member of the clinical team needs to reach the patient for further discussions.

Techniques: Care Coordinators use an online program called Epic and Clinical Information Services (CIS) to check patients in during the warm welcome process at MSK - David Koch Cancer Center. Epic provides demographic information for patients which includes their First and Last name, Date of Birth, Insurance, Marital Status, and Pharmacy of choice. Clinical Information Services provides information on the clinical profile of each patient. Care Coordinators can also cancel/add lab orders in CIS, call members of the clinical team to transport patients to another floor to ease the burden of travel, performing infectious disease control, contacting pharmacy to deliver medications to the laboratory, emailing fellow coworkers on updates of the patients status and to call interpreter services for foreign visitors to ensure the patient understands the check in process and where their next appointment will be located within the building.

People Skills: Care Coordinators need a high level of compassion, emotional intelligence, patience, resourcefulness and tactfulness. Compassion to work for the various patients' needs in a very stressful time in their life. Emotional intelligence to read the patient's body language, especially for non-native English Speakers. Patience in working with various members of the clinical team, non-native speakers, and difficult patients. Resourcefulness in adapting to a new situation, very limited training nor exposure. Lastly, tactfulness in explaining very sensitive information to patients, that can lead to them taking their anger and frustration out on the Care Coordinator.

Results: When patients come back asking for your name, due to your skill in helping to expedite their time at MSK's David Koch's Cancer Center, it is an indicator of a job well done and patient care is being coordinated smoothly.

Lessons Learned: I have learned that as a Care Coordinator I play a very large role in ensuring the patient, clinical team and floor are efficient. If a patient has a medical concern, I am one of the multiple voices that can advocate for the patient's preferences and needs during their time of need on the 16th floor at the David Koch Center. If a patient has transportation issues or difficulties making it to their appointment, I can reach out to other care coordinators to ensure they will be seen for their scheduled appointment. Care Coordinators have multiple resources available to assist a large demographic of patients from young children to the elderly during their visit at MSKCC - David Koch's Center. Understanding, how the multiple services work in conjunction with each other to support the patient is vital skill for a Care Coordinator; this skill can dictate how efficiently the other members of the clinical team can work to better serve the personal needs of the patient.

Name: Amrita Melkote

Position: Care Coordinator - Ambulatory Department

Preceptor: Mr. Frantz Fleurissaint

Agency: Memorial Sloan Kettering Cancer Center (Bergen) - Montvale, NJ

Work Duties: As a care coordinator, duties include checking patients in, tracking their lab orders, cuing scans, and communicating with other care coordinators, managers, and medical staff. A care coordinator helps patients with various questions and needs. Care coordinators help direct patients to where they need to go and serve as a liaison for communication between patients and medical staff. We also send multiple emails throughout the day to contact managers, financial advisors, and medical staff to be able to help patients with their needs. Managers send us emails with updates throughout the day.

Techniques: MSK uses HIS, which stands for Healthcare Information System, to check people in. Within this system, we click on scheduling and CIS. The scheduling tab helps us see when patients have their appointments. In order to check a patient in, we confirm their last name and date of birth. Additionally, due to the COVID-19 outbreak, we are required to ask COVID-19 screening questions. If the patient has to get bloodwork, and injection, or any other lab order, we have to cue them in CIS. CIS lists the patient's name in alphabetical order. We use certain codes for the cues, like "MP" for mediport and ".inj" for an injection. If the patient has a radiology appointment, we cue them in the RIS-IC application. This application lets the radiology techs know that the patient has arrived so they can start preparing the scans or X-Rays. I would also give radiology patients and necessary paperwork they may have to fill out.

People Skills: Communication is the most important skill in this position. Having effective communication skills helps to convey crucial messages to patients, managers, and medical staff. I would communicate by having in-person interactions and answering emails and phone calls. If we notice an emergency situation for a patient, we have to know when to call a MERT (Medical Emergency Response Team). Multiple people will come to us throughout the day to request certain tasks. We need to make sure we are guiding patients in the correct way by reminding them about things like having to check in again after an appointment or having to go to the second floor for an appointment. It is important to remain kind, helpful, and willing to learn new things every day.

Results: All of the care coordinators and administrative staff work together as a team to be able to get through the challenges brought by COVID-19, such as providing essential care for patients who tested positive for the virus. Being an intern during the COVID-19 pandemic has taught me how to take the proper protocol to protect patients and staff. An example of this is asking patients screening questions and explaining the no visitor policy. Many patients do not enjoy having to answer the screening questions every time that they come in. It is important to let them know it is part of protocol and maintain a friendly approach to any situation where a patient is displeased.

Lessons Learned: An exceptional administrative staff is essential to providing patient care that goes above and beyond. My goal is to remain positive and constantly grow each day. Hearing patients tell me I'm doing an amazing job is why I love working in this field. One example of a common issue I would resolve is calling a department to see if the patient can have their appointment sooner. I want to make a positive impact on the lives of the patients I interact with every day. Teamwork is essential to providing MSK's goal, which is patient-centric care. The employees work together to embody OneMSK.

Name:	Shrea Mitra
Position:	Office Coordinator Intern/Department of Medicine- General Internal Medicine, Endocrinology, & Dermatology
Preceptor:	Allison Manley/Mentor: Samantha Shanker
Agency:	Memorial Sloan Kettering Cancer Center/Manhattan, NY

Work Duties: As an Office Coordinator intern, my main role is to provide administrative support to a physician's practice within the hospital. This includes collaborating with doctors, clinical staff members, as well as non-MSKCC health professionals to ensure that a patient's needs are met. I also served as the main point of contact for patients when they are outside of the clinic. Within the office, I completed tasks such as barcoding medical records, answering and triaging phone calls, updating e-medical files, and more.

Techniques: I was placed in three different departments: Department of Internal Medicine, Dermatology and Endocrinology. This diverse experience allowed me to recognize that techniques such as adaptability and multitasking are valuable to an Office Coordinator position. Because I was assigned to different sites, adjusting to each office's workflow, recognizing the kinds of patients I would be speaking with, and understanding the needs of both the patients and coworkers was pivotal for my success. Multitasking is another helpful tool. For example, being able to simultaneously type an email while speaking to a patient who may require medical attention, is an urgent matter since a person's life is at risk. Maintaining this composure amidst a chaotic moment exemplifies just how important it is to be able to sufficiently juggle numerous tasks.

People Skills: I recognized that assuring a patient's needs is not enough to be a successful Office Coordinator. The way we speak, the phrases we use, and the tone we have with a patient or caretaker makes a world of a difference. By truly understanding an individual's circumstances, we can forge a relationship that will make them feel content with their experience at the hospital. Speaking in a positive manner and at a slow pace, for instance, provides a sense of comfort and reassurance prior to the arrival of the appointment or surgery. The way in which you communicate with the patient or caretaker affects the outlook of their future visit, and their perspective of the institution.

Results: After this internship, I have gained confidence to work in healthcare. I tackled new obstacles, learned how to accommodate to new environments, and navigated through different softwares. As every patient and office's needs and concerns differed, I learned to adapt to their expectations and provide them with the best support possible. I am now excited for my future career as this newfound confidence has made me realize that I will become a capable and competent healthcare professional.

Lessons Learned: As an intern, I have discovered that every employee in a healthcare institution is crucial for positive patient outcomes. Every task that I was asked to complete, such as organizing a random stack of files or calling patients to remind them of future appointments was important. All the minor details my mentor would bother me about and seemingly random tasks that I was assigned to was necessary to maximize office efficiency and enhance patient care. I also realized that the workflow of the office and team can really reflect on the care the patient received. Although Office Coordinators may not be interacting with the patients directly, their roles in the healthcare industry are necessary in order to deliver quality health and proper care, resulting in a pleasant patient experience.

Internship Abstract

Name: Rachel Ng

Position: Office Coordinator

Preceptor: Supervisor: Anita Moonsammy, Team Lead/ Neurology
                Mentor: Nicole Padilla, Office Coordinator II/ Neurology

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: To communicate with patients in confirming and scheduling appointments and to assist doctors, nurses, and full-time office coordinators, such as following up with patients on their prescription refills, coordinating with outside rehabilitation offices, and submitting medical records. These tasks are done while being empathetic to patients and efficient with health professionals.

Techniques: The role requires the ability to pay attention to the needs of patients, doctors, and nurses. This includes understanding the locations and schedules of the doctors in the department, knowing basic terminology for cancers and treatments, and staying organized when given various responsibilities. This includes the improvement of being detail-oriented to the preferences that patients have with the names they are addressed, their family members we can communicate with, and the questions about appointments that they may have.

People Skills: As an office coordinator, being understanding and patient towards patients, family members, doctors, nurses, and co-workers is important. Whether it is a doctor or nurse assigning a task last minute or a patient being rude over the phone, it is important to maintain the tone of voice and be respectful. This also includes greeting patients and coworkers with a friendly gesture, such as a smile. It is also helpful to participate in the conversations the co-workers are having to get to know the team.

Results: Throughout my time at the internship, I had the opportunity to practice speaking with patients. This included understanding how to properly access the information they provide and how to appropriately respond. Several of the patients I interacted with found my assistance helpful. During a phone call, a patient's sister seemed stressed and worried about her sister. The patient was hospitalized due to a fall and was not able to make the scheduled appointment. To comfort the sister, I worked quickly to reschedule the appointment and ensured the hospital will take excellent care of her sister. Taking every assignment as a learning opportunity, I also worked effectively and efficiently when directed tasks from nurses and fellow Office Coordinators. I developed a relationship with the full-time Office Coordinators and nurses through learning how to speak up and ask questions. My mentor, Nicole Padilla, stated I was a pleasure to work with and get to know.

Lessons Learned: I learned the importance of communicating clearly and remaining adaptive to change. During the coronavirus outbreak, many patients were either worried about their scheduled appointments or were frustrated with the tedious phone screening process. To make the screening process as straight-forward as possible, I followed the screening template and answered any questions the patients may have. I learned to remain patient over the phone and understanding of each individual's situation. As the screening templates continued to change, I improved my flexibility as I adjusted to new procedures.

Name: Ethan Palma

Position: Office Coordinator - Department of Medicine

Preceptor: Allison Manley - Team Lead

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: As an Office Coordinator Intern in the Department of Medicine, I support the several services offered under the Division of Hematologic Malignancies including Bone Marrow Transplant, Hematology, and Lymphoma. To support these services, my job is to act as a liaison between patients and doctors to ensure that their care is delivered in the most efficient and effective way. I answer phone calls to handle questions and requests that the patients may need such as rescheduling, prescription refills, delivering messages, and barcoding patients' documents that will be uploaded to the hospital's EMR. Overall, my duty is to support the staff that already operates as specified office coordinators to certain doctors.

Techniques: Active listening is a vital skill needed to provide effective ambulatory care to the patients requiring attention. When triaging phone calls, opening up an email to draft the message I will be taking is vital for documenting information and to ensure I do not miss any critical details I may need to communicate to my team. Additionally, staying focused when a large inflow of calls or messages occurs is important because the work can be overwhelming and it takes one wrong step to get distracted.

People Skills: I have found myself actively trying to improve my communication skills while at work. One way I have tried to improve this is by smiling while nodding more when I am speaking with others because it communicates active listening and generates positive energy in my personal opinion. I also wanted to improve my communication skills over the phone because I found myself generally nervous in the first week of mentorship, but as time progressed I wanted to tackle more challenging phone calls. For example, while making confirmation calls to patients at home, I found myself a little hesitant on my presentation of information to them, but one patient managed to strike up conversation with me and made me feel a lot more secure in the way I presenting myself.

Results: I have found details I try to incorporate at work leaking into my personal life as I am more prompt in my attendance to work and ability to get some personal tasks done ahead of time such as laundry or meal prepping. I am more willing to help at home by taking initiative to do things before it becomes a problem for myself or my family. Additionally, I have been trying to organize parts of my daily life I didn't before such as the organization of my emails and my at home work station. I have also familiarized myself with some aspects of cancer care and the necessary steps for a patient to take while in care. Lastly, I have gained experience working with electronic healthcare systems and learned to navigate them to provide assistance to others in the office.

Lessons Learned: I have learned that every action we take and do not take matters at Memorial Sloan Kettering. For example, while with my mentor we experienced an issue where an individual had shown up for a lab appointment and was having a hard time getting them done because no one had released the order. This lack of action lead to the delay in an individual's treatment and makes them feel neglected by the fact that someone may not have done their job correctly. I have also learned that communication is also an important factor in getting things done in the office. There have been times where material gets mixed up or lost, resulting in the delay of patient treatment because they cannot proceed without review of pathology or radiology results.

Internship Abstract

Name: Anum Paroya

Position: Office Coordinator, Neurology Department

Preceptor: Emily Slavutskaya, Mentor

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: The duties of an Office Coordinator require to work with the medical team consisting of health professionals such as doctors, nurses, and fellows. The role of an office coordinator is to address any patient needs and questions they have involving scheduling appointments in the Healthcare Information System, entering orders, scanning and uploading files in the E-Medical Record (EMR) system. The work is mainly done by phone calls, e-mails and a patient portal to provide the quality care MSK is known for while they help the patient with any concerns. Initially, the office coordinators answer the patient's calls and convey the information to the medical team to assist the patient in case of an emergency.

Techniques: Time management and organization are essential in this role. Not being able to complete the daily tasks can lead to affecting the patient's care such as not entering the images of a scan can delay the effective treatment due to the doctor not being able to read the scans on time. Also, managing tasks efficiently is important to ensure all tasks are completed in an efficient manner. Likewise, HIPAA privacy and confidentiality are critical to remember when placing orders in a patient's record on EMR and indicating the correct medical record number.

People Skills: My daily tasks are done by providing support to the patients through phone calls and the patient portal in a caring manner is needed. The cancer patients are in a critical time of their life and can be hesitant or fearful and my support of kind words can help with their difficulties. Additionally, when speaking to the patients it is important to address all their questions and concerns by transmitting the information precisely with all the information. It is essential to help patients with exceptional care. Therefore, utilizing the appropriate people skills can help in the role and using them throughout the clinic when interacting with the patients.

Results: After my work at MSK, I have become comfortable to work independently and complete daily tasks that I wasn't familiar with before. I have improved my critical thinking skills and that has allowed me to progress in succeeding in my work. Additionally, my listening skills have improved as I made phone calls to patients because communication is key to address the patient's needs by conveying it to the clinical team to provide effective care. Overall, I have grown as a person and learned useful skills through this incredible experience.

Lessons Learned: The mission of MSK is to provide exceptional care to the patients. Cancer is a critical disease and is challenging for patients but it is important to have supportive clinical care in the patient's diagnosis and treatment to reduce the burden. Additionally, I have learned the importance of speech and being aware of your surroundings when speaking to not add to someone's pain. I've learned how important teamwork is in clinical settings and having the support from your team to encounter all the tasks and challenges the staff may face. It is difficult to listen to patients' stories who are experiencing difficult times due to cancer but with the supportive team, one knows that they can rely on them.

Internship Abstract

Name: Sujit Patel

Position: Care Coordinator Intern (Bone Marrow Transplant-12)

Preceptor: Mei-fan Parnes and Margot Lachaud

Agency: David H. Koch Center for Cancer Care @ MSKCC

Work Duties: As a Care Coordinator Intern on the Bone Marrow Transplant and Apheresis department, I was the first person patients saw when they came for their appointments. To ensure an excellent patient experience at Memorial Sloan Kettering, I would confirm and guide patients through their appointments, update electronic medical records, and triage phone calls. Along with those daily tasks, I would work with clinical staff to ensure patients' needs and requests are met and other coordinators in maintaining an efficient clinic.

Techniques: Typically, I use healthcare information systems, such as Clinical Information Systems and Epic's Cadence, to schedule and confirm patient appointments. I also work with various other care and office coordinators to guide patients through their appointments and resolve any errors that may impede a timely treatment plan. For example, if a patient has treatment on our floor but their prerequisite lab appointment to get blood drawn and vitals are on a different floor, I would work with the other care coordinator in that department to reschedule the patient's appointment on to our floor.

People Skills: As an intern, my main task was to give a "Warm Welcome. By using emotional intelligence to gauge patients' needs and concerns, I can use the resources at my disposal to simplify a patient's schedule. For example, a lot of our patients have lab appointments before they move to cell infusion/apheresis or meet the doctor. The lab appointment may consist of vital signs measurements or a blood test, with blood drawn through a finger stick or needle, which takes 10-15 minutes. Due to a large number of appointments, many patients had their lab appointments scheduled on a different floor. Patients would mistakenly come to our floor and instead of sending patients to another floor and upsetting them with the unnecessary hassle, I would reschedule patients to our floor. By doing this simple task, it would change a patient's mood instantly, knowing that the staff at MSK are doing whatever they can in their power to ensure an amazing patient experience.

Results: By using healthcare information systems and emotional intelligence, I was able to ensure the patient's time at Memorial Sloan was effective and they received the best treatment possible. I learned that an ambulatory cancer clinic may not have any inpatients, however, there are still many repetitive patient visits. Thus, the key to ensuring patient satisfaction is by building rapport with many of the frequent patients and becoming familiar with them. The special relationship that the staff makes with patients can positively impact them and their healthcare experience.

Lessons Learned: One of the biggest lessons I learned is that in order to run a healthcare organization, you have to be versatile. The COVID-19 pandemic has caused a massive disruption in scheduled appointments and treatments. MSK implemented their Hospital Incident Command System on February 3, well before the pandemic spread through NYC. Through constant communication with staff and patients, MSK has been able to reschedule necessary treatments and procedures to other locations that are not as greatly affected. Also through widespread testing, the organization has ensured the safety of both its patients and staff and their response to the pandemic is constantly evolving.

Name: Liela Piracha

Position: Care Coordinator, Memorial Sloan Kettering Kids Department

Preceptor: Jane Peterson, Manager

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: The role of a Care Coordinator is to coordinate with fellow doctors, coordinators, and nurses to ensure a smooth visit for patients and families that come to the outpatient facility. Duties of a Care Coordinator include warm welcome of patients including check in to all appointments, bring patients to exam rooms, confirming patient appointments for the following day, and effectively answering all questions from patients and other phone calls that the facility receives. As the closing Care Coordinator, my duties include printing out wristbands, sending out next day patient lists, and restocking the pantry.

Techniques: In order to complete my day to day activities, I had relied on the Health Information System which had the main programs I used known as EPIC and CIS. Each shift required me to log into EPIC in which I had specific lists for each clinical team on the floor and specific rooms of the floor such as the IV Room. EPIC helped me check patients into their appointments, confirm next-day appointments, and create our next day patient and new visit lists to send out. For the latter half of my shift, I spent a lot of my time using the CIS program to print out wristbands for patients that were coming, release their orders for the IV Room, and to check if patients needed their height and weight updated. Throughout the entirety of my shift, it was crucial to have both of these programs open in order to answer any patient questions and concerns they may have and help them have a smooth day at the Pediatrics Outpatient Clinic.

People Skills: Working in the Pediatrics Outpatient Clinic, I was working with families that were coming to our floor every day Monday through Friday and was able to create strong relationships with the families because of that. It was important that I was approachable for these families to come to in order to get any of their questions answered. My role helps me work on people skills by interacting with all the different families from so many different backgrounds. I used different styles of communication to create a better relationship with the families to ensure they are getting the warm welcome and comfort they need to go about their visits at the hospital. On the other hand, I spent a lot of time communicating with fellow Care Coordinators, supervisors, and management so I became more professional and spoke to them in a much more mature tone and manner. With strong people skills, we were able to better communicate and have a strong flow as a team.

Results: Over the period of working at Memorial Sloan Kettering, I have become a better listener and communicator, more organized, and empathetic. I was able to better understand the systems of the hospital to ensure flow and provide patients with the best experience possible. I was able to better redirect patients' questions and concerns, contribute to the workflow of the department and ensure that day to day responsibilities were complete with the use of the online hospital programming.

Lessons Learned: I learned the importance of workflow in a hospital in order for patients to get the best help they could need during a stressful time in life. Whether it was us Care Coordinators or a physician, we all played an important part in ensuring that patients had a smooth day on our floor. I had to make sure I was detail-oriented in everything I was completing to ensure I was doing my job as a Care Coordinator and contributing to the workflow of the hospital.

Internship Abstract

Name: Monica Placzankis

Position: Care Coordinator- Dermatology and Plastic Reconstruction

Preceptor: Meredith Sabia

Agency: Memorial Sloan Kettering Cancer Center, David H. Koch Center

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Work Duties: My duties as a care coordinator intern in dermatology and plastic reconstruction are to greet patients warmly upon arrival and check them into their appointments. I am responsible for ensuring all patients receive their necessary paperwork, that their forms are up to date, and answer any questions they may have. Additionally, I serve as a liaison between the patients and their families, their providers, and the clinical team.

Techniques: Within my role, I am responsible for effectively navigating EPIC. EPIC allows me to view patient appointments, check patients in and out, and update patient information. Additionally, to ensure I am correctly completing my tasks, I have all necessary paperwork and resources organized and have systems open prior to patient arrival.

People Skills: Strong communication skills are essential as a care coordinator. Greeting patients warmly upon arrival may leave them with a positive impression and allow them to feel comfortable asking questions. It is also critical to effectively communicate amongst the clinical staff regarding any updates for the clinic or patient. Working as a team allows for the clinic to run efficiently leading to a better patient experience. Lastly, as a care coordinator it is important to be compassionate by understanding patient's frustrations. Maintaining composure during stressful times is imperative to providing a better patient experience.

Results: Throughout my time at Memorial Sloan Kettering Cancer Center, I have gained a substantial amount of skills and information. During my internship, I have significantly improved my interpersonal communication skills and can now confidently speak to patients and the clinical team with ease. I am also able to understand when to be empathetic to a patient's frustrations as they navigate through a difficult time. This has allowed me to form relationships with my co-workers and patients creating lasting impacts. Throughout my short time as an intern, I was on a first name basis with many patients and was someone they could rely on to assist them throughout their appointment. Additionally, I have also gained a greater understanding of the different types of cancers and the current treatments available.

Lessons Learned: Working as a care coordinator at Memorial Sloan Kettering Cancer Center, I have learned the importance of transparency and empathy with every interaction I had with patients. I got to experience the importance of working as a team and the value of even the smallest role. Being able to assist my co-workers with checking in patients and answering patient inquiries has been rewarding that even as an intern I could positively make a difference. I also learned the importance of asking questions when I was unsure and getting help when needed. Lastly, the biggest lesson I have learned through this internship is that there is always room for improvement and there is always something to learn from every experience.

Name: Argetta Poniros

Position: Care Coordinator - Solid Tumor Gastrointestinal Outpatient Department

Preceptor: Marcus Garone

Agency: Memorial Sloan Kettering Cancer Center, Rockefeller Outpatient Pavilion

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Work Duties: Work duties for a Care Coordinator Intern include greeting and checking in patients for labs, either through the vein or through Mediport, reminding patients of all scheduled appointments for that day, providing paperwork for all New Visits and Internal Referrals, and triaging questions. Furthermore, answering all patient questions with full knowledge regarding their appointments and wait times is a critical aspect of this position. With the current pandemic going on, Care Coordinators also have the responsibility of screening every patient that comes into the building. Typical screening questions include whether or not the patient has traveled outside of the United States or has been in close contact with anyone confirmed to have COVID-19 within the past fourteen days, and whether they have any flu-like symptoms. Alongside these tasks, making the patient feel as comfortable, welcomed, and like they are not just a cancer patient is the most important duty as a Care Coordinator.

Techniques: In order to accurately and effectively complete all necessary work duties, Care Coordinators are responsible for navigating the Health Information Systems (HIS) at MSK. EPIC is used to encompass all patient medical records, enable the user to check-in patients, and view patient's appointment desks, health information, and notes. This requires concentration and organizational skills. Care Coordinators verify appointment notes in HIS with another program, Clinical Information System (CIS), to ensure the correct labs are ordered and entered in the queue.

People Skills: At MSK, it is imperative to have excellent interpersonal and teamwork skills. Working in an environment with cancer patients, it can be extremely emotional and stressful at times. It is important to maintain composure in these situations while continuously showing dedication and compassion to all patients and employees. In order to make this possible, all employees must have impeccable communication skills in order to ensure everything runs smoothly. From personal experience, I can attest to this. There have been times when the team has not been communicating to the best of our abilities, and in turn, patient's appointment times have gotten delayed or labs have not been entered correctly.

Results: The techniques and people skills used by Memorial Sloan Kettering employees warrants a Care Coordinators' ability to address patients in need and bestow each and every patient with personalized care. During the duration of the internship, I was able to learn more and more patient's names, allowing them to have a more personalized experience. The medical experience and patient care provided permits patients to travel from various states and countries in order to receive treatment at MSK. Furthermore, with regards to COVID-19, remaining attentive and communicating with the team resulted in fewer patients and employees being exposed.

Lessons Learned: At Memorial Sloan Kettering, dealing with stressful situations is something a Care Coordinator is always going to go through. From personal experience, these situations can come from emotional patients getting frustrated with appointment delays, having a high influx of patients at the same time, and much more. One of the biggest lessons learned is to be able to efficiently stay calm and composed during these times. This is what enables MSK to provide quality patient care and service.

Internship Abstract

Name: Paige Puzzo

Position: Care Coordinator (CC) l - Ambulatory Care Lymphoma, Myeloma

Preceptor: Mei-fan Parnes

Agency: Memorial Sloan Kettering Cancer Center, David H. Koch Center

Work Duties: As a CC Intern for the Lymphoma and Myeloma department my job requires me to serve as a liaison between the patient, their family, and the clinical team involved such as doctors, fellows, nurses, and other healthcare professionals. My job at MSK primarily focuses on greeting and checking-in patients for clinic visits, obtaining and distributing necessary paperwork, putting patients in the queue immediately to ensure clinic and lab flow run on time.

Techniques: At MSK, patients are checking in through two major platforms such as EPIC and CIS. Epic is used to check the patients in for visits, as well as confirm their date of birth, check insurance information, and send out print reminders. CIS is used to check-in patients specifically for lab appointments and put them into the queue to ensure lab flow does not run behind. Here you can also look up patient forms to see if everything has been completed and print out results if requested. It is very important to put patients into the queue after being checked-in through Epic because if the orders are not released, the clinical team does not have access to see them.

People Skills: In this profession, it's crucial to maintain strong communication skills, organization skills, teamwork, and a lot of patience. As a CC, it is important to greet every patient with a warm welcome upon their arrival to ensure the best possible experience for every patient. This allows patients to have a positive start to their visits and aids in helping the patients feel more comfortable to ask questions and address any concerns that they may have. Strong communication skills are important here at MSK. It is my job to relay any information or concerns from the patient to the clinical team. Patience is crucial. Remembering that every patient who walks through those doors are sick is important. Letting them know that you are here to help and address any concerns reflects highly on their attitude the next time they see you.

Results: Over the duration that I have been at MSK, I feel that I have not only left a positive impact on my supervisors and co-workers, but most importantly, the patients. I was able to build relationships and be someone that they can rely on for help. Interning here has not only helped me improve my people and communication skills, but it has also taught me a tremendous amount of patience and strength. I have become more empathetic and organized working in such a fast paced environment with very sick patients. I learned to give every patient my undivided attention and become a good listener which has allowed patients to feel valued and heard.

Lessons Learned: During the time at MSK, I learned a great deal of teamwork. Every position is valued and not for one minute did I feel as if I was just an intern. I learned to not be afraid to ask questions. I've learned the importance of strong patience skills as it is important to understand that these patients are sick and tired. It's important to understand that at the end of the day, we can go home and brush off whatever has happened to us that day, but our patients will go home and still be sick. This has really made me value how lucky I am to be healthy as well as my family. It has also made me realize how important it is to be positive and smile because you're not only being positive for you, but for the patients.

Name: Morgan Reid

Position: Care Coordinator - Outpatient

Preceptor: Dottye Miller

Agency: Memorial Sloan Kettering Cancer Center, Monmouth Location

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Work Duties: Work as a member of the practice staff team of Care Coordinators to ensure that each physician's practice session is well-prepared, organized, and fully utilized and that each patient visit occurs with satisfaction. Serve as a liaison between the patient, family, and clinical team during the office visit. Greet, check-in, and orient patients to the outpatient visit and to the environment, as well as complete the patient visit by coordinating all appropriate tests, procedures, visits, treatments, and consultations in accordance with the physicians' orders.

Techniques: Become accustomed to Memorial Sloan Kettering's HIS (Health Information System), which consists of a scheduling platform to view patients' appointments and check them in. The HIS system also includes cadence which is used for queuing the appropriate tests or procedures for the lab. Be able to differentiate appointment types and locations to understand what procedures/tests to queue and what appointments to check-in. Become accustomed to workflows revolving around COVID-19 screening and testing.

People Skills: Have emotional intelligence with staff and patients to be able to anticipate their needs and concerns. Be kind, patient, compassionate, and considerate with patients dealing with intense emotions. Communicate clearly and effectively with staff and patients. Find ways to relate to patients and make them feel secure, comfortable, and at ease during their time at Memorial Sloan Kettering.

Results: Throughout my time at Memorial Sloan Kettering, I have had a dramatic increase in my confidence as a professional. I now have little issues interacting with teammates and management, confidence in my work abilities, and confidence to advocate for my professional needs as well as the needs of people around me. Memorial Sloan Kettering helped me develop my knowledge in medical terminology and hospital flow by 90-80%. I am comfortable with understanding medical terminology, treatment types, appointment types, as well as the general workflow and professional flow of a hospital.

Lessons Learned: The biggest lesson learned from my time at Memorial Sloan Kettering, especially while working through the COVID-19 pandemic, is how to quickly adapt to change. Workflow and polices were changing oftentimes daily, and I quickly learned how to adjust and execute the change efficiently. The frequent changes also taught me the importance of teamwork. We all had to work together to stay up to date on the changes as well as finding the best way to implement them and I would not have been able to successfully complete my job if it was not for the help of my teammates. In addition to frequent changes, I learned how to advocate for my needs as a professional and how to work with management to solve workflow issues they may not be aware of. Finally, I learned how to accept constructive criticism and not take offense to criticism. I often made mistakes and learned the best way to learn from mistakes is to let people bring these to your attention and seek advice on how to avoid the mistake in the future.

Name: Michael Romoleroux

Position: Office Coordinator for Department of Surgery - Colorectal Services

Preceptor: Lisa Cozza (Assistant Manager of Hospital Operations)

Agency: Memorial Sloan Kettering Cancer Center, Manhattan, NY

Work Duties: To act as a liaison between the patients and their attending physician. Main responsibilities include triaging phone calls and submitting the appropriate information over to the full time office coordinators/clinical team. Responsibilities also include rescheduling appointments, uploading CDs into the CIS system, writing preclinic summaries, updating patient's medical records, placing orders according to submitted path reports, barcoding, confirming appointments, faxing medical reports/documents to different institutions, labeling documents where physicians are required to sign, Emergency Medical Records (EMR) reconciliation, and other administrative tasks that can help improve the workflow.

Techniques: Having the ability to easily adapt to new situations is crucial to be a successful office coordinator. Every day presents itself a new learning opportunity whether that means working for a different hospital service, or if that simply meant coming across a task that was never dealt with before. These opportunities give office coordinators (OCs) a chance to enhance their critical thinking skills while developing many other skills along the way. For example, multitasking is a skill that OCs develop quickly as many patients that call have questions that can only be answered through the information presented on MSK's Health Information System (HIS). Therefore, being able to listen while locating the accurate information are must have techniques.

People Skills: Although patients are not met face-to-face, it is important that a friendly/caring tone is being perceived while on the line with the patients. A proper greeting goes a long way, along with a "please" and "thank you". Empathy is a required skill as providing great quality of care does not just mean finding easy solutions, but that genuine connections are being built with every patient that is leaving their trust with the team. This skill is definitely encouraged just by noticing the attitudes of other OCs.

Results: During the past couple of months, over 112 audits were completed while conducting EMR reconciliation, over 25 slide orders were submitted on CIS, 10 preclinic summaries were organized, and over 200 messages were successfully triaged to office coordinators/clinical team. These are only a few of the many results that instilled a sense of confidence each and every workday. Obviously, the learning process will continue, but being more accountable for the duties and responsibilities of an office coordinator also signifies the professionalism that one's career is impressively maturing into.

Lessons Learned: This internship grants a tremendous opportunity like no other to get "your feet wet" in the healthcare industry. Therefore, it was expected that many of the lessons learned involved the "how-to" be a hospital administrator. For example, how to use the health information system, how to submit pathology reports onto the information system, how to do preclinic summaries, etc., are a few of the "how- to" lessons that are learned. However, little was it expected that many of the lessons involved would focus on the "what it means" to be a hospital administrator. From day 1 of orientation week, interns learn about a powerful lesson known as the "Nick Effect". Nick is an MSK employee that greets patients coming through the front door with a large smile, words of encouragement, genuine hugs, and a sense of hope and security. Interns are taught that MSK treasures and hope to see all of these same qualities to be adopted by everyone that decides to put on their MSK badges.

Internship Abstract

Name: Cristiane Salcedo

Position: Office Coordinator - Department of Surgery

Preceptor: Lisa Cozza - Assistant Manager of Department of Surgery

Agency: Memorial Sloan Kettering Cancer Center - Manhattan, NY

Work Duties: Office coordinator (OC) interns act as liaisons between patients and their clinical team, as well as the physician's OC. Responsibilities include triaging phone calls and conveying the information to the corresponding staff member. When a patient needs medical assistance or has questions regarding symptoms, the OC intern writes an email to the clinical team. When the patient calls regarding rescheduling or canceling their appointment, the OC intern writes an email to the corresponding physician's OC to notify them. Other responsibilities are uploading CDs into the system, updating medical records, submitting pathology and radiology reports, barcoding medical records, and any other administrative support needed.

Techniques: As an office coordinator it is vital to be able to multitask while staying detail-oriented. When triaging phone calls one must take down all the information being given by the patient, while at the same time navigating through the different software systems to input the information or answer any questions. This is especially important when a patient is calling in with symptoms and is asking for clinical advice. In these instances, asking probing questions is needed in order to send the clinical team all the information they need to be able to diagnose the patient. Organization is another key skill when providing support to many office coordinators. While working on-site, I provided support for at least three different OCs in one day and keeping their paperwork and projects in order was important so that everything was not only completed on time but also done correctly.

People Skills: When speaking on the phone with patients I make sure to use an empathetic and positive tone, as well as actively listen so that all their needs will be met and questions will be answered. Additionally, one must be flexible and adapt to the circumstances that arise. For example, one morning I was notified I was needed in another department to fill-in for an OC. I had to quickly adapt to the office workflow of the dental department and learn how to triage calls to be an effective floater. Another skill that can be overlooked in an office job is having a sense of humor. While keeping it professional, I have found ways to include humor in conversations with patients, I believe that these light-hearted moments make a difference for the patient and allow us to create a relationship.

Results: After interning at MSKCC for the past semester I am now able to say that I am confident and capable enough to step into a full-time office position in a healthcare facility. I have learned how to adapt to different workflows, communicate effectively with patients and co-workers, and carry out multiple projects at a time while navigating through different software systems to get the information needed.

Lessons Learned: As a professional, I have increased my flexibility when placed in different settings with short notice, navigate through healthcare systems/ software, and maintain attention to detail in all manners. Lastly, how important it is to work as a team to provide the best possible care to patients. A personal lesson has been to connect with everyone that I come in contact with. Whether it is checking in with co-workers in the mornings or following up with something a patient told me in a previous conversation, it makes an immense difference when creating connections.

Internship Abstract

Name: Jacqueline Shalayda

Position: Patient Care Coordinator

Preceptor: Helen Juarez, Care Coordinator II

Agency: Memorial Sloan Kettering Cancer Center, Basking Ridge, New Jersey

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Work Duties: Work duties include; Greet and check-in patients at the Radiology desk, confirm upcoming appointments, triage any and all calls to the correct department/person, responsible for printing and checking patient charts for the upcoming week, updating the Electronic Medical Record (EMR) system with patient information, and assisting fellow care coordinators by ensuring the workflow of the department.

Techniques: In this role, ensuring that you are completing tasks accurately and in an efficient manner enables the department as a whole to run more smoothly. It is important to determine what is expected to be completed for the day before jumping into any tasks. Multitasking in this role is crucial. Some examples include the ability to speak with patients on the phone while entering data on the computer and checking in patients while gathering the proper paperwork for their visit. Other techniques include professional email skills, navigating through the various systems such as CIS, RIS-Q, EMR, and HIS or Candence.

People Skills: Communicating with your team, as well as patients is a key skill to master while being a care coordinator at MSK. One of the many ways I practice my communication skills is passing on information that is given to me from a radiology technician to my fellow coworkers. This skill ensures that the entire team is on the same page and provides the best care possible to every patient that walks through the doors. Other key people skills include active listening, patience, positivity, and remembering that a patient is a person too, not just a medical record number. I have exhibited these skills in my role by paying attention and listening to the information passed on and maintaining a positive attitude for the entirety of my shift, no matter how difficult it may be at times.

Results: I feel extremely confident when completing the daily tasks that are expected. I am now able to efficiently navigate through the various web-based systems and compose proper emails to colleagues. I also feel more comfortable when answering patient questions whether it be over the phone or in-person. One of the many web systems I learned extremely well was the use of RIS, which is an application that only the radiology department uses. It is a system that alerts the nurses and technicians when a patient has checked in, as well as other patient-related information such as type of scan, dosages, etc,. I was unaware that each department has their own separate systems which was overwhelming, at first, but once I got the hang of it, it came very easy and natural for me to use.

Lessons Learned: During this internship, I was able to learn both personal and professional lessons that I will be able to take with me to my future career path. Some of the personal lessons learned included the ability to feel empathy towards a patient and their situation, as well as the chance to have such a great impact on their day whether it be big or small. Some of the professional lessons learned included time-management skills and proficiency. Another key takeaway from this experience would be the fact that I was able to personally see how a healthcare facility runs and what the daily operations look like.

Name: Keerthana Shanmugarajah

Position: Patient Care Coordinator - Outpatient Operations

Preceptor: Stephanie Furman, Assistant Manager of Outpatient Operations

Agency: Memorial Sloan Kettering Cancer Center - Manhattan, NY

Work Duties: As a Care Coordinator Intern, it is my duty to greet, check-in, and orient patients to the environment. Additionally, it involves checking in patients into their appropriate appointments, printing out lab results, triaging phone calls, updating the patient's electronic medical record, confirming patient's upcoming appointments, and collecting necessary documents at check-in in order to ensure efficient clinic flow. Interns also act as a liaison between the patients and the clinical team.

Techniques: Care coordinators must be able to navigate through Health Information Systems (HIS) and Clinical Information System (CIS). These two systems enable the intern to check-in patients to their appointments, hold patient's medical records, and show the patient's past, current, and future appointments. They also help to execute the warm welcome at check-in. Additionally, Care Coordinators are encouraged to ask patients probing questions to gather as much information as possible before seeking the attention of a medical staff member. It is helpful to utilize critical thinking skills and use available resources throughout the day because every patient's case is unique and different doctors prefer their clinic to run a certain way.

People Skills: As a Care Coordinator, communication, patience, and empathy are extremely necessary when collaborating with colleagues and attending to patients. Patience is a people skill that goes a long way when handling patients with care. Oftentimes, wait times can be quite long and knowing how to be transparent and understanding with the patients is essential in delivering quality care. Empathy for others is essential in generating a welcoming environment. Constant communication is necessary between departments to ensure the highest quality of care for patients. All patient preferences are respected, and teamwork is essential to manage their care in a safe, effective, comfortable manner.

Results: As a result, I have learned to multi-task and now have the ability to prioritize tasks that are given to me in an efficient manner. This internship has made me step out of my comfort zone which opened my eyes to many future career opportunities. I was hesitant to work out of state. However, after interning I realized that I can handle the commute. Also, by interacting with patients and helping them made me realize that I chose the right career path for myself. As the internship came to its end, I was honored to be a valuable resource to my fellow care coordinators, clinicians, and patients.

Lessons Learned: The most valuable lesson to be learned as a Care Coordinator is to be a team player. I realized the value of teamwork as the internship progressed. I witnessed the roles of every single employee in the building contributing to patient care equally. From managers to janitors, every single employee plays a huge role in the department. By working together as a team, it ensures a healthy clinical flow which results in outstanding patient care. This internship helped in improving and developing myself personally and professionally.

Name: Aqsa Siddiqui

Position: Office Coordinator - Department of Neurology

Preceptor: Manager: Ricardo Davila. Mentor: Emily Slavutskaya

Agency: Memorial Sloan Kettering Cancer Center (NYC)

Work Duties: As an office coordinator I was trained to uphold patient privacy, be as helpful as possible towards patients and staff, and maintain my assigned doctor's clinic for the day. My duties included triaging phone calls if necessary but mainly attaining to patients needs and being able to communicate to the clinical team their concerns. I was also responsible for retrieving medical records for new patients and placing orders for labs, scans, pathology, etc. into the system, as per the doctor's orders. As an intern I also was responsible for confirming patient appointments prior to clinical appointments. This meant I had to be familiar with the type of appointment a patient had to be able to answer any questions they may have regarding it. I also was heavily responsible for organizing and maintaining patient records by medical record numbers so it can be scanned into our online electronic medical records system.

Techniques: I learned many new techniques during my time here relevant to not just my professional growth but also my personal growth. Working in the neurology department definitely helped sharpen my listening and comprehending skills as well as the way I delivered information. I learned how to interact with sensitive patients and use proper etiquette in an office setting. The most important technique I feel I have acquired working in this department is paying attention to detail no matter what task I'm doing. With neurological treatment it is very important to always check and double check your work properly whenever you do anything because the details always matter and in some cases can be extremely critical.

People Skills: Interacting with people in general was a heavy aspect of this job and position specifically whether that was in person, over the phone or over email. The department's work culture was very team oriented and so being able to provide support and ask for help when necessary was very crucial to the success of my job. A very important and large part of the job was to help patients and answer any of their questions and concerns. In healthcare itself, patients always come first and at MSK this was heavily practiced. I learned proper people skills during my time here but mostly learned how to deliver the best care possible to patients, not face to face, but over the phone which I learned was just as rewarding.

Results: My work with MSK this semester has helped me grow a lot as a person. I reached the goals I set at the beginning of the semester regarding professional and personal development. This internship helped me learn how to find a work life balance and be able to develop professional etiquette and a proper relationship with coworkers and teammates. I learned how to manage a large amount of work and work well under pressure when it comes to dealing with a high volume of calls and critical tasks. I am forever grateful to all the people I've met here and the advice I've gotten from them.

Lessons Learned: This department and organization itself has taught me so much that I will carry with me through my future endeavors. I learned a lot of basic people skills, administrative techniques and worked with new systems I haven't worked with before. This internship taught me to be diligent in my work, how to balance a large workload in a high paced work environment, and to be responsible for the work I produce. I learned how important each aspect of a department is down to the very end especially when it comes to healthcare. Patient care is only possible when the people behind the scenes are fully invested in optimal care and do everything in their power to deliver on it.

Internship Abstract

Name: Nadia Smith

Position: Office Coordinator, Department of Medicine - Solid Tumor Gastrointestinal Unit

Preceptor: Christina Woods, Team Lead

Agency: Memorial Sloan Kettering Cancer Center

Work Duties: As an Office Coordinator for the Department of Medicine at Memorial Sloan Kettering (MSK) Cancer Center, I served as support personnel to medical and administrative staff within the Solid Tumor Gastrointestinal Unit. I assisted staff with patient call volume, helped with appointments and procedure scheduling, placed orders for labs, prepared pre- and post-clinic summaries, and completed the necessary paperwork for new patients.

Techniques: In this role, it is essential to know how to triage the tasks given to you. Remaining focused, alert, and proactive are critical to an efficient workflow as there are often many things happening all at once. When experiencing an influx of calls, I make sure that I am prepared to relay messages to the care team by having all appropriate applications open and available. On par with being focused, it is essential to be meticulous on tasks ranging from scheduling appointments to placing orders for various labs and procedures. There are specific protocols to follow when completing different activities, and not adhering to them can be consequential because at MSK everything you do has the potential to impact someone's course of cancer treatment and even their life and well-being.

People Skills: As an Office Coordinator, it is not sufficient enough to only address the needs of a patient. As the main point of contact for all patients, I must be able to assess the emotional state, understand the nature of the situation, and severity of the problem of whoever I am speaking with. For example, a patient's daughter may call in a panic requesting to talk to the doctor concerning their parent's distention of the abdomen following a drainage procedure they received the previous day. My tone of voice and reiteration of typical post-procedure symptoms can make a world of difference in alleviating this person's anxiety and distress surrounding the patient's symptoms as well as establishing a sense of trust between this patient, their family, and the staff at MSK. Some patients and their families are easily frightened by the knowledge of forthcoming treatments, procedures, or other things regarding their care. Therefore, reducing the amount of the unknown I convey to them can be pivotal in alleviating their worries.

Results: This program has shown me what it is like to work in a fast-paced and intense environment where it is critical to balance being attentive and empathetic. By exhibiting patience, compassion, empathy, and attention to detail, I can communicate effectively, address patient concerns, and coordinate patient care with minimal to no supervision.

Lessons Learned: As a student intern, I have learned that every step or misstep counts. While the position of Office Coordinator may be considered "non-essential" personnel at MSK, my actions serve as a catalyst for the necessary steps to move forward. The seemingly mundane activities, such as barcoding and confirmation calls, have a direct impact on a patient's care. When I am provided with a stack of documents containing images from past procedures, non-MSK physician correspondence, and a list of a patient's prescription history to enter in their electronic medical record, these files are then reviewed by the oncologist to determine and formulate a treatment plan. Despite not interacting with patients face-to-face, the administrative duties of Office Coordinators are the starting point of care for patients.

Name: Ani Stepanyan

Position: Care Coordinator - Chemotherapy

Preceptor: Brooke Feldman and Emily Caracandas

Agency: Memorial Sloan Kettering- David H. Koch Cancer Center

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Work Duties: My job as a care coordinator requires me to serve as a liaison between the patient, family, and clinical team during patient visits. In addition, I am expected to use my organizational skills for check-ins, medication sheets, insurance documents, and multitasking. I am also responsible for answering any questions that patients may have concerning monitoring lab/clinic flow.

Techniques: Care coordinators utilize two types of healthcare information systems; Clinical Information System (CIS) and Epic Cadence System (EPIC); both of which are essential for my position. CIS is used to monitor patients who are in the queue for their treatment and lab. Using CIS we are able to check each patient's lab orders, vitals, and their position in the queue. Lab orders and vitals are checked for the patient to see if the patient has any outstanding orders for that particular date and if vitals need to be taken before their treatment. Checking the queue allows us to update patients with an estimate as to when they will be seen next. Epic Cadence System is a scheduling system that displays all scheduled appointments each day on that particular floor. With the use of Epic, we are able to view each patient's schedule for the day and check-in patients for their appointment on that floor.

People Skills: In this position, possessing good communication, teamwork and emotional intelligence skills allows for increased productivity. Greeting patients and guests with a warm welcome upon their arrival is essential for a positive start to each patient's visit. This allows patients to feel more comfortable and open to ask us questions. Therefore, having patience and being empathetic with the patient is vital. Additionally, expressing a strong sense of teamwork displays a positive environment for not only the patients, but the staff as well.

Results: During this short period as an intern, I have gained a tremendous amount of knowledge and skill. Interning as a care coordinator for Memorial Sloan Kettering has taught me a significant amount of terminology about oncology and the different types of cancers. For example, I was not extensively educated about the different treatments patients undergo for their cancer, such as, transfusions, chemotherapy, and radiation. Every day of my internship, I became more and more experienced with the healthcare systems many hospitals utilize. I was able to learn how a hospital is operated firsthand by building relationships with patients and co-workers. In result, this role has driven me to become more organized, empathetic, patient, and productive.

Lessons Learned: I have learned that each hospital is run differently and has specific guidelines it needs to follow for the safety of patients and its staff. Regardless of the day, the hospital and its staff work their hardest to treat and serve every patient with the respect and dignity they deserve. Working in this environment has quickly put many things into perspective for me, making me feel more driven in my daily life. The patients that I have interacted with and encountered during this experience were truly inspiring and are a big part of the reason why I want to continue working in a hospital setting. Regardless of the position held at Memorial Sloan Kettering, any work that is done does not go unnoticed. The patients and the staff express their appreciation throughout the day for one another and come together as a family.

Internship Abstract

Name: Lauren Supplice

Position: Patient Care Coordinator - Radiology Department

Preceptor: Brenda Pennisi

Agency: Memorial Sloan Kettering Breast and Imaging Center

Work Duties: I check in patients with MSK's portal. I verify DOB, addresses, and phone numbers. I update insurance information and prescriptions as needed. Since there are two departments within my floor, my job is to direct patients either to the screening department or the diagnosis department. This is all based on their appointment that day. While directing and walking patients to their respective departments, it is my job to see how the patients are doing and tend to any needs that are in my means.

Techniques: I have been able to work with MSK's multiple medical records portals. One of them includes the Centricity RIS-IC Programming. This portal allows me to signal the radiologists in the back to let them know that a patient has arrived. This program also allows me to upload patient documentation including prescriptions, patient report letters, and signed requests for copies of mammograms or ultrasounds. Another program that I have experience with is the HIS Epic Scheduling Program. Through this portal, I am also able to schedule or change patients' appointments once orders are released. Both of these programs required me to pay attention to detail. I needed to make sure that whenever I was on a profile, it needed to be the right patient. I also needed to be confident enough to speak up when I did not understand something. These programs are complex and it is vital that the person working with these programs has a clear understanding of how they work

People Skills: This internship has given me the opportunity to connect with patients from so many different backgrounds. These also have different diagnoses. From my many conversations with patients, I've learned that some patients just want to vent. Not all patients want to hear "it's going to be okay" because in some cases it is not and the patients know that. I've learned to simply listen to patients as they talk about different aspects of their diagnosis and treatments. I've also learned how to speak to an upset patient. Sometimes there is a misunderstanding between a patient and staff and the patient becomes upset. It is my job to have a proper conversation with the patient that calms them down as well as informs them with information that they need to know.

Results: My empathetic skills have increased. Hearing patients' stories and being there for them has helped me interact with people who are in my life differently. I have been able to become a better friend by simply letting people express themselves whether they are upset, happy, or sad. I have learned to better keep my composure when things are not going the way that they should. When things are out of my control, it is easy to start stressing and overreact, but with the training from my department and my own personal experiences with patients, I have been able to keep calm and figure out different ways to navigate each scenario.

Lessons Learned: One of the biggest lessons that I take away from this experience is to take my time. One mistake can cause a huge problem. Even though in general I know how to work the systems, it is still important for me to pay attention to details. I have also been able to better communicate. Within this industry, there are a lot of fast-moving parts and to be able to clearly explain what you need in a concise manner is extremely crucial.

Name: Juhee Vaidya

Position: Office Coordinator

Preceptor: Manager: Christina Woods, Team Lead: Johanna Roehrich
                Mentors: Myra-Paula Alonso and Lisette Diaz

Agency: Memorial Sloan Kettering Cancer Center
                Department of Medicine - GMO and STGU

Work Duties: The work duties of an office coordinator are based in the back-end of a physician's office. I was given tasks each week by my mentors, which included administrative tasks assisting other office coordinators and allowing for a form of communication between the clinical team and patients. My job included answering phone calls, submitting pathology and radiology slides, barcoding documents, and scheduling appointments for patients. I was also the liaison between patients and the clinical team when they called with symptoms or questions and concerns about their treatment.

Techniques: One of the techniques that have significantly helped me in this position is the ability to multitask. Once I fully started my internship, I was asked to cover for the full-time Office Coordinators. This task requires the ability to do many jobs at once since we would have to answer phone calls, while also constantly checking on the correspondence with the clinical team and handling files and patient medical records at the same time. When the quarantine started, the Office Coordinators no longer worked on-site, so I was assigned many more tasks as one of only three employees on-site. I learned how to manage the increased workload of covering four services instead of one service at a time.

People Skills: One of the most useful skills I have learned is how to interact with patients since our communication can be impersonal. We never get to meet the patients in-person so all of our interactions occur either over the phone or through the patient portal. The lack of face-to-face interaction has taught me how to be empathetic of what a patient may be going through with only verbal cues. I have learned how to keep calm when patients are upset and to be respectful when listening to their questions and concerns. Along with patient interaction, I have also learned how to be concise with messages to the clinical team and to respond in a timely manner to the team and patients.

Results: I have effectively learned how to communicate with the patients and the other Office Coordinators. Many of my team members have asked me to help complete tasks for them on-site and rely on me to provide the necessary support. One example of my patient interactions was when I called a patient to confirm an appointment. The patient was so grateful for such a simple call and praised the whole team on how thorough and careful they were before she even started treatment.

Lessons Learned: One important lesson I have learned is how to adapt to different situations. The tasks of my internship changed drastically during this semester, which led to changes in our workflow. Initially, I had to learn how to help screen patients before their appointments, a task which had many technical challenges due to the lack of precedent in the workflow. Once the Office Coordinators were all moved off-site, I had to learn how to manage the increased workload and help with on-site tasks, while also being the point-person of support for my two services.

Name: Zahra Yusah

Position: Care Coordinator I Intern

Preceptor: Liana Watkins, Assistant Manager, Outpatient Operations

Agency: Memorial Sloan Kettering Cancer Center, Monmouth Location

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Work Duties: My duties as a Care Coordinator Intern at the Radiation Oncology department is to serve as a liaison between patients, family, and clinical team in the outpatient clinic, by providing a warm welcome and orienting each patient and their families to the designated area of their appointments. I ensure that patients receive the paperwork they need to fill out, and I carefully explain each form so that they understand the type of paperwork that they are receiving. I am also responsible for updating patients on waiting times when their appointments are running behind schedule.

Techniques: In this role, I created a warm environment by having a positive attitude. I also utilized the health information system called EPIC. EPIC gave me access to the patient's information such as their appointment types, time, and location. This system allowed me to check in the patients and show me if they need to fill out any paperwork prior to their appointment. To ensure efficient use of this system, I organized the appointments by the department. Each department will have its own "tab" towards the left side. Therefore, when I ask the patient what type of appointment they have, I can easily find their name under the respective tab their appointment belongs to. Lastly, I used all the resources given to me to triple-check patient information using their first name, last name, and date of birth.

People Skills: Understandably, the patients that come into MSK's facility are having a tough time dealing with their battle with cancer. With this in mind, I learned how to provide compassionate care by having patience towards the patients and their families, especially when they are in a frustrated state. Additionally, I learned to work efficiently with a team of people by actively listening to their feedback when I make a mistake. Lastly, the most important skill that I improved upon is empathy. When times became busy or stressful, I chose to put myself in others' shoes. I understand that I am there to help alleviate the stress of our patients and to put a smile on their face. Overall, the most important skills I learned and polished in this experience were patience, active listening, and the ability to show empathy during one of the most difficult times for our patients' lives.

Results: At Memorial Sloan Kettering Cancer Center, I learned invaluable skills in time management, transparent communication, and self-reflection. Every day that I go into MSK, I am faced with different challenges. By managing my time efficiently, I am able to accomplish tasks and learn new things every day. By having transparent communication with my patients, colleagues, and manager, I am able to communicate better and improve upon my mistakes. At the end of the day, I am able to reflect on the knowledge and skills I learned to continuously improve on them. By being flexible and eager to learn, this has resulted in a better workflow and more confidence in myself working in the healthcare industry.

Lessons Learned: Throughout my time at MSK, I gained a significant amount of knowledge about working within the healthcare industry. I have a better understanding of the healthcare system and the work that goes into creating the best care for cancer patients. By holding conversations with my colleagues and managers, as well as reading the updates from upper management about the ever-changing administrative procedures, especially during this pandemic, I have a greater understanding of how MSK provides the best experience and treatments for their patients. Not only has my understanding of the healthcare system improved, but my compassion for the patients increased as well.

Internship Abstract

Name: Kayla Zambrana

Position: Office Coordinator - Supportive Care Pain Management, Leukemia and Myeloma Services

Preceptor: Supervisor: Allison Manley Mentors: Caitlin Waters, Jackie Chobor

Agency: Memorial Sloan Kettering Cancer Center Department of Medicine

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Work Duties: The work duties of an office coordinator are all based on the interaction between the provider and the patient. As office coordinator, your job is to be the link between the provider/ hospital and the patient. My position includes any and all administrative tasks such as scheduling and cancelling appointments, scanning radiology CDs, inputting orders, answering calls and portal messages from patients and other health providers, barcoding health documents.

Techniques: My day would begin with logging into the HIS system and open my Outlook email to have a tab open for any new messages. Next, I would check my voicemail to see if there were any new messages. Then, I would go through all emails that had come in and address anything that needed urgent assistance. Once that was done, I would get ready to receive and respond to any incoming calls. When triaging these phone calls, having an open tab to draft messages is vital for documenting information and ensuring any critical details that the provider may need don't get missed.

People Skills: I began to control my tone of voice by smiling more and trying to generate overall positivity when speaking over the phone. Controlling your tone and volume of voice allows you to seem calm, collected, and helpful. I also realized that assuring a patient's needs is not enough in order to be a successful office coordinator. The way we speak to patients is critical to ensure them that we are all here to help in any way possible. By truly understanding a patient's needs and circumstances and that they themselves are human beings, we can create a unique relationship with them that will make them feel satisfied and cared for.

Results: I am generating much more positivity when speaking to people and my tone is more controlled than before. I am more prompt when responding to emails and calls. While I am already a decently organized person, I am becoming more organized in how I manage my tasks and responsibilities. I utilized Stephen Covey's method of prioritizing urgent and important tasks to focus on what I need to do at MSK. I find that using this method when triaging calls and prioritizing other tasks that need to be completed greatly improves my efficiency and keeps me on track for what should be done first. It has greatly helped me in both my personal life as well as it helps keep me on track for school, work, and more personal tasks. I am also exploring more information when I hear or see something that I am not familiar with. I always look it up and get a better understanding of it.

Lessons Learned: Any action we do or don't take has consequences. A patient in the supportive care service who was referred by another physician and was continuing to have coordinated appointments with both services was not informed that she had a lab appointment scheduled 30 minutes before her appointment. This created frustration with the patient as they had already scheduled a ride to take them at a specific time for their appointment. My job was to help ease their frustration and give them the information they needed. Being consistent and treating everyone with respect can show them how much they are cared for.

Name: Mariana Zambrana

Position: Care Coordinator

Preceptor: Corinne Clauss

Agency: Memorial Sloan Kettering Cancer Center, Sidney Kimmel Center for Prostate and Urologic Cancers

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Work Duties: As a Care Coordinator I intern at the Sidney Kimmel Center my duties include working as part of a team that ensures each patient visit occurs with satisfaction. It is my duty to provide patients with a warm welcome during their check-in process, confirm the patient's identification, medication list, and pharmacy information. I am responsible for checking in patients into their consultation or procedure, coordinating all requested labs into the queue, and assuring all paperwork is complete for the Care Coordinator II and clinical team. Serving as a liaison between patients, families, and the clinical team.

Techniques: The concourse level of the Sidney Kimmel Center sees an average of 150 patients a day. It can be overwhelming when there is a line of patients waiting to check-in for their appointments, therefore it was extremely important for me to be organized and work in a timely manner. All paperwork was prepared prior to my shift making it easier to access patient files during their check-in process. I would ensure all steps of the check-in process were completed, including the verification of patient information, providing patients with paper documents and iPad surveys to complete, queuing in laboratory orders, and recording any additional information into the system. I developed the necessary skills to work and alternate with the two electronic healthcare record systems that are operated by Memorial Sloan Kettering.

People Skills: It is important for me to greet all patients with a warm welcome and a radiant smile, that allows them to feel more comfortable during their visit. Being compassionate with patients is essential, assuring they receive all the answers and resources they need. Working with a large team that works together to provide patients with quality care requires efficient communication. Collaborating as a team via phone, emails, and Skype to address any patient concerns and provide the necessary resources.

Results: I had the opportunity of working through the COVID-19 pandemic that affected my role and the overall environment of my workplace. I was able to adapt to a new role, which included assisting a nurse in the lobby screening process of COVID-19 in the Sidney Kimmel Center. Patients who exhibited positive symptoms were screened and I was responsible for canceling appointments and reaching out to an office coordinator so they can reschedule for a later date. I have acquired the necessary skills to work in a professional setting, working with a large team and providing exceptional patient care. I value the relationships and experiences that were made throughout my internship, knowing my team and I have made a difference in someone's life.

Lessons Learned: My role as a Care Coordinator Intern taught me the importance of being able to communicate efficiently with my peers and not being afraid to ask questions. Providing patient support educated me on the significance of being empathetic and understanding the worth of providing patients with the necessary resources they need in tough times. Listening to patient stories and backgrounds allowed me to appreciate the impact of our care, no matter how big or small. I am grateful for the opportunities Memorial Sloan Kettering has provided me and the lessons I learned through my peers, patient interaction, and experiences.