

Infusing Employer Intelligence Into Training Program and Support Services – LPN

Pima Community College - HPOG
Tucson, AZ / Pima County
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PimaCommunityCollege

Program Assessment of Employment Needs

1. Reviewed HPOG 1 Employment Program Outcomes & Found:

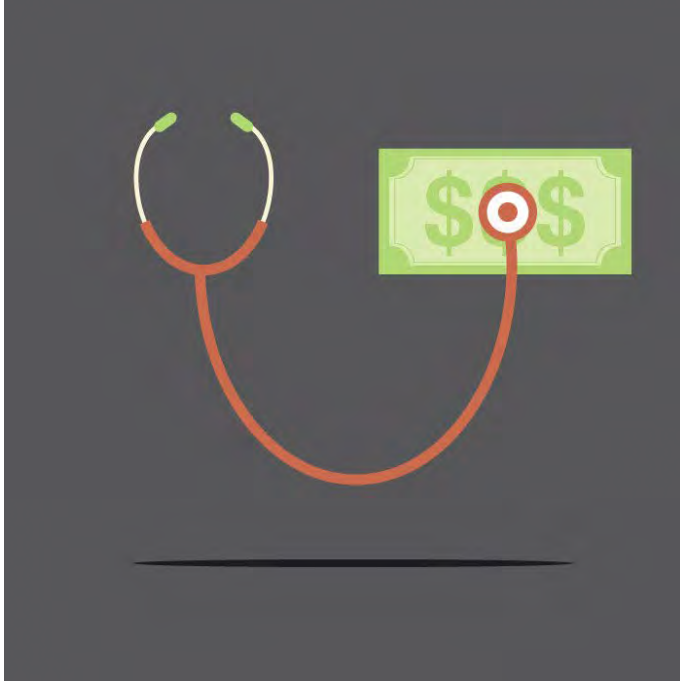
- HPOG 1 - 5 year employment numbers were met, but actual healthcare numbers were lower than expected
- Student employment support occurred at the end of the student's program only
- Employment readiness occurred with both our One Stop partners and some (but not all) of our PCC academic programs but....
 - Employment readiness was generalized and not specific to healthcare
 - Was inconsistent student-by-student and program-by-program
 - Did not always meet hiring need of employers (i.e. resumes were not tailored to job descriptions)
- No HPOG employment focus from the PCC HPOG team which led us to recognize the need for a PCC HPOG Employment Coordinator

2. Conducted a Pima County/ Tucson, AZ Healthcare Employer Review:

- Using Reference USA, search engines (Indeed.com), & reports from our One Stop partner we looked at which employers were hiring LPN's and other positions
- Created contact list of healthcare employers and organized an employer outreach campaign to start networking directly with employers

3. Finally we realized we needed to create a new employment approach embedding employment throughout the student's entire HPOG experience

To Start our Employment Focus - We Asked The Experts



- **Emailed & called over 100 + employers and asked:**
 - What their hiring needs were?
 - Whom do they contact at PCC to engage with students and programs?
 - In their perfect world how would they partner with HPOG/PCC/One Stop to meet their hiring needs?
 - What did healthcare applicants lack in their applications/resumes that we could fix which would it easy for the company's to screen students in?
- **We discovered:**
 - Employers want access to graduates ASAP;
 - Need students resumes & applications to meet the job description requirements (20 Second Rule);
 - Need students to understand how to fill out online applications & personality tests correctly;
 - Students need to present skills/experience from schools & clinical correctly;
 - Students need current LPN licenses, finger print clearance cards, and first aid cards;
 - Students need to come professionally dressed to interview
 - Employers would like more enhanced soft skills from students

Using Employer Intelligence to Re-Design Employment Support Services

1. **Redesigned approach to employment moving from a linear approach to a centralized approach but kept approach Simple!!**
 - Employment embedded in all aspects of a students HPOG experience
2. **Created employment training & employment guides for all HPOG Coaches who work with students to include:**
 - 1.5 hours training on employment
 - Definition of employment
 - Understanding pathways
 - Hiring needs of employers
 - Employment touch points they can help with (i.e. monthly newsletters, providing job descriptions, helping students with resumes, and finding professional dress, etc.)
 - Provided Employment Tool Box for all PCC – HPOG staff
3. **Enhanced employment touchpoints and supports for students:**
 - 4-day employability skills workshop for students to attend before they start school with our One Stop partners
 - Academy orientation
 - Employment coaching
 - Employment follow-up by Employment Team prior to graduation
 - Helping build externships sites
 - Volunteering opportunities & additional externship sites
 - Employment FERPA - Employer networking by Employment Staff
 - Boutique Job Fairs
 - Follow-up and tracking

Occupation Specific “Boutique” Job Fairs:

- “Boutique” job fairs are specific to students graduating in academic program (i.e. LPN) and employers who are actively hiring LPN graduates
- Future graduating LPN cohorts are invited to attend to start networking with employers
- Average 8-10 employers:
 - Invited three weeks prior to graduation
 - Rotate employers based on hiring needs at that time
 - Employers aware students still need to take state testing
 - From different healthcare industries (i.e. nursing homes, rehab hospitals, prisons, agency)
 - Most will conduct interviews prior to student’s receiving state license
 - May provide pre-job offers
- Average 12-24 students
 - Run job fair day before student graduating
 - Begin preparing students prior to job fair
 - Students engage employers in conversations
- Runs 1.5 hours
- 58% of graduates on average hire with one of the employers attending the job fairs
- Run 5 times per year
- Request feedback from employer after job fair
- HPOG employment team serve as a liaison for employers to other departments in the college

Quote from LPN Program Coordinator Rochelle Byrne

“The job fairs have been an excellent tool for both our students and our program. Because the boutique job fairs bring together a myriad of employers from all across town, it provides the perfect opportunity to bring together the administrators from the nursing program who need clinical sites and the employers who want students together for mutual benefit.” – Rochele Byrne



Practical Nurse & Nursing Assistant Job Fair

10/11/17

9:00am to 10:30am

Desert Vista Campus, Room D-108

Employers Attending:

Bayada Home Health Care,

Avalon Southwest Health & Rehabilitation

Casas Adobes Post Acute Center, Interim Health Care,

La Canada Care Center, United Community Health Center,

Community Partners, Inc.

Students: Come dressed professionally, bring your resume, be prepared to interview with employers!



Performance Support Tools for HPOG Staff and Participants

Developed a Google Toolkit for the entire team addressing all aspects of job search that staff can use to help students engage in preparing for their job search process.

Examples of Components of the Toolkit include:

- Coach Academy Employment Guide (25 page training for Coaches)
- Checklists to Run Successful Job Search
- Professional Dress for Job Search - Men/Women
- Cover Letter Preparation and Templates (Occupation Specific)
- Interview Folder with Occupation Specific Interview Questions
- Interviewing Skills Workshop Powerpoint Presentation
- Resume Development Powerpoint Presentation
- Resume Workshop Handout Folder
- Employment Specific FERPA (allows us to send student resumes to employers)
- Mock Interviewing Scoring Rubric
- Sample Job Descriptions
- Volunteering Sites
- Occupational Training Program Files
- Occupational Skill Sets
- Employment Information for Felons
- Resume Templates Research by program

Example of How We Use the Tool Box w/ Students

- Student referred via email by Coach to Employment Team requesting assistance for student in finding employment as they are about to graduate their program (i.e. LPN)
- Employment staff member contacts student via email or phone call requesting face-to-face meeting within one week & copy of student's current resume
- Coach and WDS – One Stop included in email so they know Employment Team made contact and are now working with the student
- Once resume received Employment Staff reviews resume to see if it meets job description
- Email requests will be sent to student asking for additional employment/ school information prior to meeting if necessary
- Employment staff prepares healthcare industry-based rough draft of resume for student prior to initial student meeting

Review Sample LPN Job Description w/ Student



LPN - (8423)

Avalon Health Care is seeking a dependable, organized and dedicated Licensed Practical/Vocational Nurse or to join our outstanding team! Up To \$2,000 Sign On

Under the supervision of the registered nurse, advanced practice registered nurse, licensed physician or other health care provider authorized by the state; the Licensed Practical/Vocational Nurse (LPN/LVN) will participate in the development, implementation and modification of the comprehensive plan of care for facility residents. He/She will practice within the legal boundaries for practical nursing authorized by the state for the delivery of patient care and related services.

Candidates must have a **current nursing license** as well as a positive attitude! Today's aging population means there's a growing demand for healthcare professionals in post-acute care, and a wave of career opportunities available at Avalon Health Care!

We are looking for individuals who embrace a reverence for life and a heart for healing. With enthusiasm and compassion, our Avalon family works with our patients and their families as well as with our communities to celebrate life every day!

If you seek to use your mind and your heart to improve lives on a daily basis, come join our team! We offer great challenges, a rewarding career and opportunities for advancement!

Required:

1. Must hold current license to practice as a Licensed Practical Nurse
2. Current CPR/First Aid
3. New Graduates Accepted
4. Prefer 1 year of year experience in healthcare
5. Clear TB
6. Clear background and drug screen

At initial meeting Student and staff review:

- Job description identifying required skills, licenses, and education
- Compare old resume and updated resume for student to understand how to preset required criteria from job description to resume
- Make any additional changes to resume together
- Show how students can use updated resume information for filling out online applications
- Explain how student needs to be able to speak to their resume when interviewing for jobs

Sample Before/ After Resumes – 20 Second “Aha!” Moment for Student

Jane Doe

Tucson, AZ

520-000-0000

janedoe@gmail.com

I am an organized, service focused individual seeking full time employment

Employment History:

AIRES 11/2016-2/2018 Direct Service Provider (DSP) provide care to persons with disabilities and behavioral disorders to include: medication administration, community outings, interpersonal and social skill development

Pasadera Behavioral Health Network-Recovery Coach 3/2016- 5/2016 department closed due to budget cuts, laid off. Provided case management services to Members with substance abuse, mental health and serious mental health diagnoses to include: determine needed services, facilitate ART meetings, complete/submit ISP and update as necessary, attend court and advocate for Member as needed, provide community referrals and support as necessary.

The Centers for Habilitation (TCH)- Direct Support Professional 10/2015- 2/2016 provided care to clients with developmental disabilities and behavioral disorders to include: personal care, medication administration, daily progress documentation, redirecting/cuing, transportation to doctor's appointments and community activities.

Old Pueblo Community Services (OPCS) – Intake Coordinator 2/2015 – 10/2015: process applications utilizing various data platforms, researching individuals and collaborating with multiple service agencies to determine appropriateness for facility programs to include Parole/probation officers, correctional officers, detox clinical case managers, Veteran liaisons to coordinate arrival dates. Complete walk-in Intakes to determine needs

OPCS- Case Manager Veterans programs (GPD, SFV, SUJTP/AFC) and Community Service programs (RRH, CPR) 10/2013- 2/2015: provided case management services to clients in transitional housing to include: job search assistance, advocacy, transportation, food, clothing, hygiene and support. Attend ART and ISP meetings to determine client service plan, objectives and goals. Complete and submit service plans to Veteran's Liaison and update as necessary

UPC- Direct Service Provider - 7/2013 - 9/2013: provided in home services, in accordance with treatment plans to clients with developmental disabilities/behavioral challenges including routine management, coping skills reminders, homework assistance and bathing and grooming assistance

Old Pueblo Community Services - Case Manager Veterans program (GPD) 1/2013- 5/2013: provided case management services to clients in transitional housing to include: job search assistance, advocacy, transportation, food, clothing, hygiene and support. Attend ART and ISP meetings to determine client treatment plan, objectives and goals. Complete and submit treatment plans to Veteran's Liaison and update as necessary

Jane Doe, LPN

520-000-0000 janedoe@gmail.com
5901 S. Calle Santa Cruz Tucson, AZ 85709

EDUCATION, LICENSURE, CERTIFICATIONS

| | | | |
|-----------------------------|--------------------------------|-------------|--------------|
| Practical Nurse Certificate | Pima Community College | Tucson, AZ | 06/2018 |
| LPN1234567 | Arizona State Board of Nursing | Phoenix, AZ | 10/2020 Exp. |
| FCC2XXXXXX | AZ Dept. of Public Safety | Phoenix, AZ | 09/2022 Exp. |
| BLS/1 st Aid | American Heart Association | Tucson, AZ | 08/2019 Exp. |

PRACTICAL NURSE CORE QUALIFICATIONS

- Patient Care
- Electronic Documentation
- Sterile Technique
- Medication Calculations & Distribution
- PEG Meds
- ADL's
- Injections
- IV Placement
- Site Care & Monitoring
- Phlebotomy
- Central Line Dressing Care
- NG Tube Placement & Monitoring
- Blood Glucose Monitoring
- Foley Catheterizations
- Wound Care
- Ostomy Care
- Tracheostomy Care
- ECG Lead
- 3 Lead- Charted Information
- Central Line Dressing

PRACTICAL NURSE CLINICAL EXPERIENCE TUCSON, AZ 4-2017 TO 06/2018

- Casa Adobe Post-Acute Rehabilitation Center - Provided patient care (assisted with baths, feeding, bed making, and toileting)
- Mountain View Care Center - Took patient vital signs, provided patient care, collected and entered patient data, conducted head-to-toe assessment, distributed medication, monitored blood glucose, provided SQ injections, conducted PEG feeds and medication administration, confirmed placement of PEG with residuals
- Health South Rehabilitation Hospital - Conducted sterile techniques, blood draws (phlebotomy), and distributed medication; took patient vital signs, provided patient care, collected and enter patient data, conducted head-to-toe assessment; Monitored glucose, conducted SQ and IM injections, provided wound care, used the BD Pyxis Med Station
- Cornerstone Hospital - Conducted respiratory care/tracheostomy care, observed PICC placement; Provided patient care, entered patient data, conducted head to toe assessment, utilized sterile techniques; Distributed medication, conducted blood draws (phlebotomy), conducted SQ and IM injections, provided wound care to patients
- Oro Valley Hospital - Conducted straight catheterization and 3 lead ECG; Monitored blood glucose, provided basic wound care; Conducted venipuncture phlebotomy, conduct SQ and IM injections; Took vital signs, provided patient care, conducted head to toe assessment, documented patient data
- St. Joseph Hospital - Conducted head-to-toe NIU assessment, inserted Foley catheter, conducted maternity assessments
- Too venipuncture blood draws, distributed medication, monitored blood glucose, conducted SQ and IM injections, provide patient care, took vitals, collected patient data
- El Rio Community Health Center - Assessed visual acuity, roomed patients, calculated and prepared immunizations and medication, provided IM injections, collected patient data

Introduction to Interviews – Student Meeting

- Provide students with four forms pertaining to interviewing to include:
 - Referral for Clothing – (i.e. Your Sister’s Closet)
 - Tell Me About Yourself
 - 20 Most Asked Questions
 - Industry (LPN) Interview Questions
- Give homework to student having them answer the questions at home using their resume, education, and prior experience
- Suggest student’s practice their interview answers with their family and in front of a mirror to see their facial expressions
- Schedule a mock interview 1-2 weeks later
- One student’s comment on interview questions received (6/29/18) ...

“Hi Suzi great news I got the job yaaayyy!!! I went over the papers you gave me, what a great help!! I start July 9th and have to take a drug test between 1:30-3....”

your sister's closet Referral Form
educating women empowering women **ywca** www.ywcatucson.org

About Your Sister's Closet
Your Sister's Closet provides professional clothing, in an attractive and supportive environment, to help women with their wardrobe needs as they seek employment and empower them to interview with confidence. This program also provides shoes, accessories, toiletries and other items that are needed to present a clean and well-groomed appearance.

To Schedule an Appointment
Please call Your Sister's Closet of the YWCA at 520-884-7810 x 100 between the hours of 8am and 5pm Monday through Friday to make an appointment - **this service is available by appointment only and appointments are usually made 2-3 days in advance.** If you are unable to keep your appointment, you must call our office at 520-884-7810 x100 to cancel or reschedule 24 hours before your scheduled appointment. If you do not keep your appointment, or do not call to cancel as requested, you will not be guaranteed services from Your Sister's Closet.

Your Visit to Your Sister's Closet
Appointments take approximately one hour for YWCA staff or volunteers to help you find clothing appropriate for your individual situation. Please plan to arrive on time for your scheduled appointment. **Please note: We are unable to provide services to women who are more than 10 minutes late for their appointments.** This is important in order to maintain the flow of appointments throughout the day and to make sure that there is sufficient time for each woman who comes to Your Sister's Closet.

YWCA Southern Arizona
525 N. Bonita Avenue Tucson, AZ 85745
We are located west of I-10 & the Santa Cruz River, between Congress Street & St. Mary's Road (2 buildings behind the Furr's Restaurant)

Public transportation:
Sun Tran Bus Route #3W (Pima Community College West Route) OR Sun Tran Bus Route # 22W (El Rio Neighborhood Route)

Appointment Information (to be completed by referring agency)
We are unable to provide services to women who are more than 10 minutes late for their appointments.

Client Name _____ Phone: _____
Address _____ City _____ ST _____ Zip _____
Appointment Date: _____ Time: _____ Clothing Size: _____ Shoe Size: _____
Special requirements: _____
Referring Agency: Pima Community College phone: 520-206-5950
Agency Staff Name: Suzi Szumowski Signature: _____

YWCA Southern Arizona • 525 N. Bonita Ave. • Tucson, AZ 85745
ph: 520.884.7810 • fax: 520.884.5205 • www.ywcatucson.org

f ywca tucson

Tell Me About Yourself Form & Answer (from Student)

Tell Me About Yourself?

Fill in the blank Answer (from Skillstalker, 1988 – Modified for HPOG): Fill in the blanks using your resume and experience and then re-write in paragraph form. Practice reading out loud your answer 2 times daily for one week minimum

- I am (trained/ exited/ interested) to work as a _____. I'd also consider other types of related work. I have _____ years/months combined experience gained from my paid work, volunteer, and educational experiences where I have used comparable skills. I have a _____ (certificate/ degree) from Pima Community College. While at Pima Community College I had a _____ grade point average. I have taken classes in _____, _____, _____, & _____. I did my internships at _____, _____, and _____. While in my intern ships I learned to _____, _____ and _____. I know how to (list 5 job related skills) _____, _____, _____, _____, and _____. I can also (list 3-4 transferable skills, i.e. read charts, train others, etc.) _____, _____, _____, and _____. I consider myself to be (give 5 your work traits that will make them like you. I.e. hard working, dependable, safety conscious) _____, _____, _____, _____, and _____. I am looking for a career, not just a job. What else would you like to know about me?

Jane Doe Tell Me About Yourself Answer.....

“I am trained to work as a Licensed Practical Nurse. I'd also consider other types of related work. I have 3+ years of healthcare experience gained from my paid work, volunteer, and educational experiences where I used comparable skills. I have a Practical Nurse certificate from Pima Community College where I maintained a 95% pass rate. I have taken classes in nursing procedures, anatomy and microbiology, pharmacology, and patient care. I participated in six different clinical rotations in my Practical Nurse program where I worked at Casa Adobe Post-Acute Rehabilitation Center, El Ro Community Health Center, Oro Valley Hospital as well as other sites. While at my clinical sites I was required to take patient vital signs, conduct blood draws, provide injections, catheterizations, and wound care. I can also calculate and distribute medication, provide ostomy care, conduct EKG's, conduct PEG feeds, and document patient information. I consider myself caring and compassionate as I want to provide quality care to my patients as I would like my grandmother to be cared for if she was in a nursing center. I am safety conscious, appreciate working on strong teams, and have a love for nursing the field. I am looking for a career not just a job, what else would you like to know about me?”

20 Most Asked Questions & Industry Based Questions

| 20 Most Asked Questions |
|--|
| <p>1. Tell Me About Yourself? Hint: This is a question where the boss wants to hear about you, learn what kind of employee you are, and get a feel for your skills. Rarely do they want to know anything personal about you. When answering this question you are giving almost a mini-resume about yourself</p> |
| <p>2. Why are did you leave your last job? Hint: The boss is trying to get an idea of why you left your last job and are looking for red flags. Never use terms like "I quit, I was fired, etc." Match your answers to what you put on your applications.</p> |
| <p>3. What do you know about our company? Hint: Always research a company, even if it means doing a quick Google search on them. If you do not have access to a computer, call the receptionist, tell her you are a student for PCC and are wanting to know a history about the company. Knowing the company shows you have done your legwork which indicates you are a serious job seeker. A sample answer is below for Tucson Medical Center.</p> |
| <p>4. What interests you about this opening? Hint: Be excited and show it!!!. Why are you applying for a job if you are not interested in it? Please note that if you say things such as benefits and a paycheck that is one way to turn an employer off as it appears as self-serving. Fill in the blanks below.</p> |
| <p>5. What experience do you have being a _____? Hint: Discuss your schooling, clinical/ internship, medical, and paid experience as it relates to the position.</p> |
| <p>6. What would your previous co-workers say about you? Hint: Sell yourself as a hardworking, team player, who is great at their job. Stay away from terms such as "perfectionist or alpha personality." Those are red flags for employers as usually those types of people cause an unhappy workplace.</p> |
| <p>7. Can you handle working under pressure and stress? Hint: This question is tricky because most people just say "Yes." Employers want specifics. Use the template below to help build your answer:</p> |
| <p>8. Can you work with a diverse population? Hint: Again, this question is tricky because most people just say "Yes." Be careful not to use terms that portray a group in a negative way. Use general terms that are not offensive.</p> |
| <p>9. Tell me about a time you had to deal with a difficult customer. Hint: This answer is looking to see if you have basic negotiation techniques, have the ability to listen, and stay calm, and resolve difficult situations positively.</p> |
| <p>10. Tell me about a time you had handle a crisis. Hint: The boss is looking to see if you can handle crisis, which often comes with working in the healthcare field. Tell them off a crisis you had to handle that is related to the healthcare field. Below is an example of how to answer the question.</p> |
| <p>11. Are you applying for other jobs? Hint: Be truthful, but let them know that you are excited about their company and hope to get on with them.</p> |

| LPN Industry Based Interview Questions |
|--|
| <p>Operational and Situational questions</p> <p>What would you do if a dementia patient tells you that he or she can see something in their room, which is actually not there?</p> <p>What would you do if a patient falls?</p> <p>What would you do if a patient is agitated and refuses care? What do you if the patient becomes aggressive with you?</p> <p>If you were given instructions from a RN you didn't agree with, what would you do?</p> <p>Imagine a patient or a family member were dissatisfied with the provided care. How would you handle it?</p> <p>What would you do if a patient refused to take their medication?</p> <p>You enter a patient's room and you find their vital signs are not very good. What do you do?</p> |
| <p>Role-specific questions</p> <p>What do you find most rewarding in your job?</p> <p>What is the most difficult part of being a LPN?</p> <p>What are some routine procedures that a LPN performs?</p> <p>What are vital signs and at what frequency should they be monitored?</p> <p>How do you ensure the comfort of an elderly patient?</p> <p>Do you have experience in administering injections?</p> <p>How do you replenish your knowledge in [specialty area]?</p> <p>What do you like about working as a team?</p> <p>How do you handle stress?</p> |
| <p>Technical Questions</p> <p>Question: Give me an example of some routine procedures that a practice nurse performs regularly.</p> <p>Sample Answer: Taking swabs, blood samples, urine samples, and treating and dressing wounds. Another kind of routine procedure is consulting and advising patients in matters of further treatment and general health. Try not to just list things from your average day. Make it a coherent description which shows that you understand your mission as a nurse.</p> <p>Question: Do you have experience administering first-aid or emergency treatment?</p> <p>Sample Answer: Practical nurses may be required to do that in certain situations. Their task is to monitor recuperating patients and they are most often the ones to be nearby when an emergency situation arises. You can also add an explanation of how first-aid or emergency procedures are applied, or give an example that actually happened.</p> |

