

HealthPartners Student Learning Community
2022 Impact Report

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Introduction

At HealthPartners, our mission is to improve health and well-being in partnership with our members, patients, and community. The HealthPartners Institute Office of Health Professional Education supports this mission with our commitment to creating and maintaining a resilient education system that provides a rich training experience in which learners can contribute to the care of patients and the community.

As part of this commitment, we are developing systematic processes for learners across the HealthPartners organization, focusing on key themes of streamlining and standardizing. We are also prioritizing development of key partnerships with our internal and external stakeholders to enhance the quality of teaching and learning experiences at HealthPartners.

In the past few years, we've participated in many conversations with our health professional education and community partners related to our educational environment. These conversations led us to ask the following questions:

1. Are there ways that we can share information to make our work easier?
2. How can we work together to streamline processes?
3. How can we make HealthPartners the best place to explore, train and grow?

This report summarizes our progress as we work with our education community to find answers and develop a streamlined education experience at HealthPartners. It summarizes the impact of our key initiatives from 2022 and provides an overview of our key priorities in the upcoming year. It helps us celebrate our achievements and track our progress towards our goals and our commitment to fulfilling HealthPartners' mission through education. We are excited to share this report with you to celebrate our learning community and to build new connections.



2022 Summary and Impact



Exploring at HealthPartners

In 2022, as we emerged from the COVID-19 pandemic while continuing to face challenges, it became clear to us that our learning community wanted to come together and resume in-person opportunities for learners to explore health care careers at HealthPartners. Direct observation and simulation are two of the ways in which we share our passion for what we do with others and build community.



227
observation experiences completed



20
high school students introduced to healthcare careers through simulation



131
mentors who participated in at least one observation experience



570
undergrad and grad students who participated in simulation

Observers returned with a new system-wide process

We welcomed the return of observers to the clinical environment with a new system-wide process. Observation experiences for anyone outside our organization had been on hold since the beginning of the COVID-19 pandemic. We built upon existing SharedSpace4Learning (SS4L) functionality to develop a streamlined process for bringing observers safely back to in-person experiences. This was an exciting opportunity for our organization to continue workforce development by expanding the capabilities of our SS4L application.

Simulation as an introduction to health care careers

We introduced 20 middle/high school students to health care careers through medical simulation. Our HealthPartners Clinical Simulation team visited the Washington Technology Magnet School in St. Paul with mannequins and experts.

Dr. Gaurav Suryawanshi and Dr. Echko Holman, along with members of the simulation team, participated in a simulation activity to teach biomedical students the fundamentals of medical care, including listening to heart and lung sounds and the basics of ultrasound and intubation. They also explored health care careers with the students and shared information on how to become physicians and other medical experts.

“I haven’t seen the students so engaged and enthusiastic for two years, it’s been a very difficult couple of years in education with the on-going COVID pandemic,”

-Meagan O’Brien, faculty of the biomedical program stated after the experience.

The activity provided a fun and engaging learning experience for students, giving the next generation of health care professionals an opportunity to perform medical procedures with help from experts.





Training at HealthPartners

At HealthPartners, we know it can be difficult to find quality, meaningful training experiences. With the SharedSpace4Learning (SS4L) application, we are on a journey to simplify and enhance the process of making connections for learning within the HealthPartners system. SS4L centrally unifies and supports many different workflows in a simple, consistent, and efficient platform. The data available in SS4L allows us to build a clear picture of what is happening across the system, helping us to make informed decisions about partnerships and workforce planning. These visuals provide an overview of student training at HealthPartners in 2022.

2022 Training by the numbers



2995
rotation experiences
completed



52
unique learner types
with completed
experiences

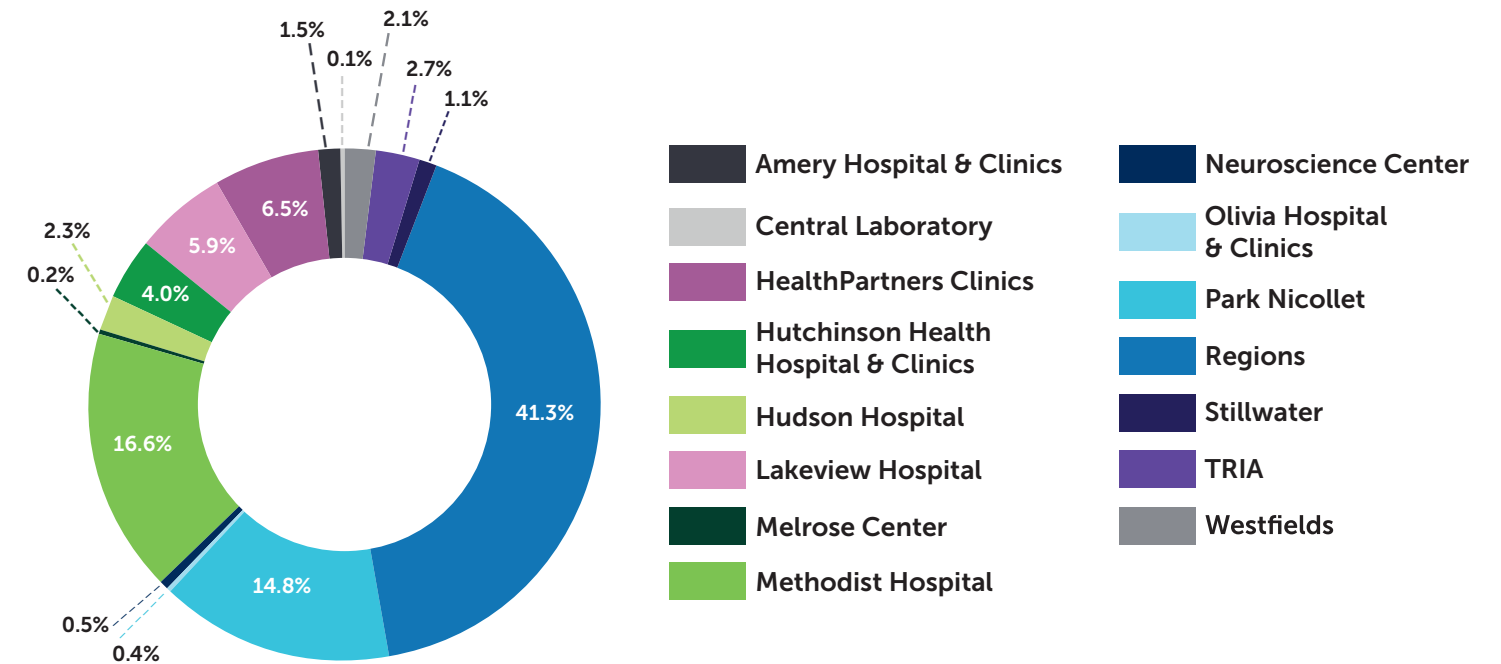


441
educators who
precepted at least one
formal student
experience

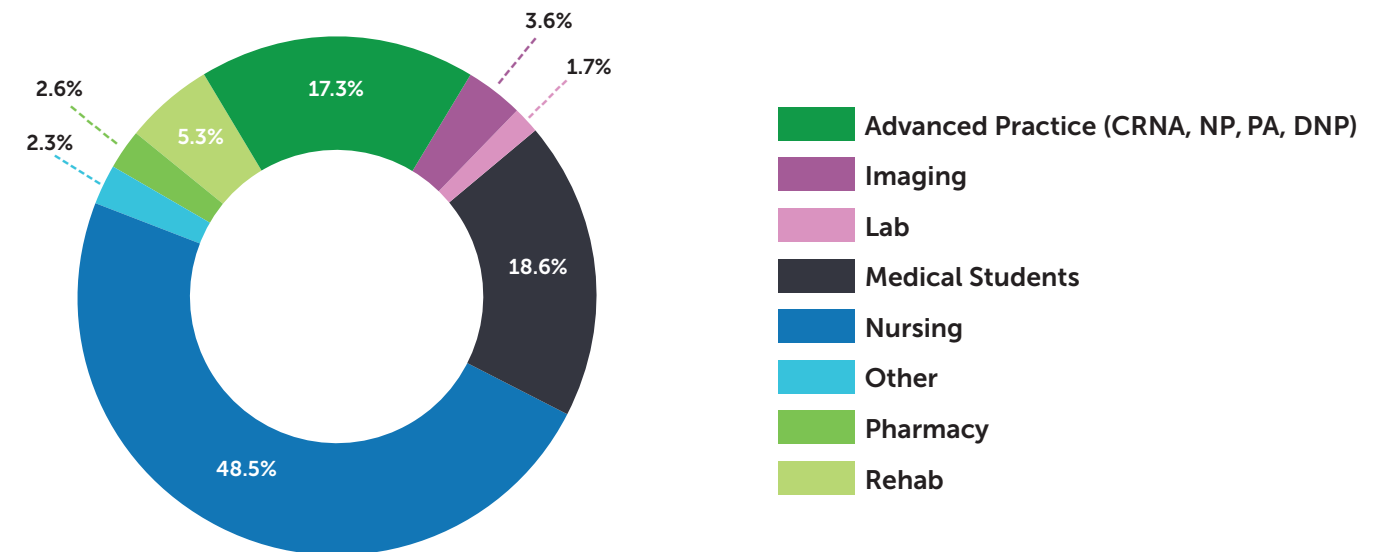


129
school programs
with students
participating in experiences

2022 Rotations by training site



2022 Rotations by student type



Learner Highlight- Lauren L. Mallak, DNP-F

Why did you choose to train at HealthPartners?

Honestly this was just what was available to me – the providers at Park Nicollet were much more receptive to helping me (a random student) than anywhere else and I had to take whatever I could get. Once I had one clinical experience here, it was easier to get the others because I would meet other providers during my rotations or my preceptor would recommend someone to me. So I just got kind of lucky that things kept working out.

What was most valuable to you during your training?

The most valuable thing during my training was my preceptors. The fact that they were willing to work with me in the first place (it is so hard to find preceptors!) and then when I was with them they each gave me so much undivided attention. They went out of their way to educate me and seemed to really care about my success. I never felt dumb asking questions either, they were always willing to help me.

Can you tell us a bit about your DNP project experience at HealthPartners?

I created an educational pamphlet for patients to learn about the COVID vaccine, this was available in Somali and English and it specifically targeted some of the rumors floating around the Somali population regarding previous vaccines. I also looked at data for how many patients received the vaccine before my educational pamphlet was available and after.

Why did you choose to start your career as a Nurse Practitioner at HealthPartners?

I had excellent clinical experiences here with amazing preceptors who seemed to really care about my growth and education (despite not knowing where I would be working after school). All of my preceptors seemed extremely happy with their jobs in a way I have never noticed at other facilities. I have also heard from other professionals who work at HealthPartners that this is a great place to work.

How is the transition to practice going for you?

I love that I have two mentors to work with – one checks in to see how my orientation is going and she teaches me about how the clinic works. The other is my resource for all things clinical, we have designated time each day where I can ask her questions and she is also always available to me outside of that time. One night I even contacted her at 8pm because I was working on my inbasket and she was more than happy to help me! Everyone has been so kind and gentle with my transition and learning here.



REACH program partners with People Incorporated

Regions Equitable Affordable Community Health Program (REACH) is a ten month longitudinal integrated clerkship for third-year medical students from the University of Minnesota. The students complete a majority of their hospital-based core rotations while at HealthPartners and have additional experiences that help them explore and understand how the social determinants of health affect their patients' lives.

In 2022, REACH established a partnership with People Incorporated with students working weekly at crisis and Intensive Residential Treatment Services (IRTS) residences. These students also engaged in a human-centered design QI project, carrying out dozens of empathy research-driven interviews that led to a design event focused on improving aspects of care in the residences. The goal was maximizing a treatment environment focused on hope and community engagement, and one that recognizes and meets the diverse cultural needs of the population in support of their mental health.

The sixth REACH class of six students will begin in June 2023.



Expanded school partnerships

Our Advanced Practice Clinician Partnership work began a few years ago to support clinical training for Advanced Practice students through partnerships with schools, preceptors, and clinical sites, reflecting HealthPartners' commitment to establishing a best-in-class clinical education environment for physician assistant and nurse practitioner students.

The Advanced Practice Educational eXperience (APEX) program was started with five students from three institutions. Last year, the first APEX student to complete the program was hired at a HealthPartners location.



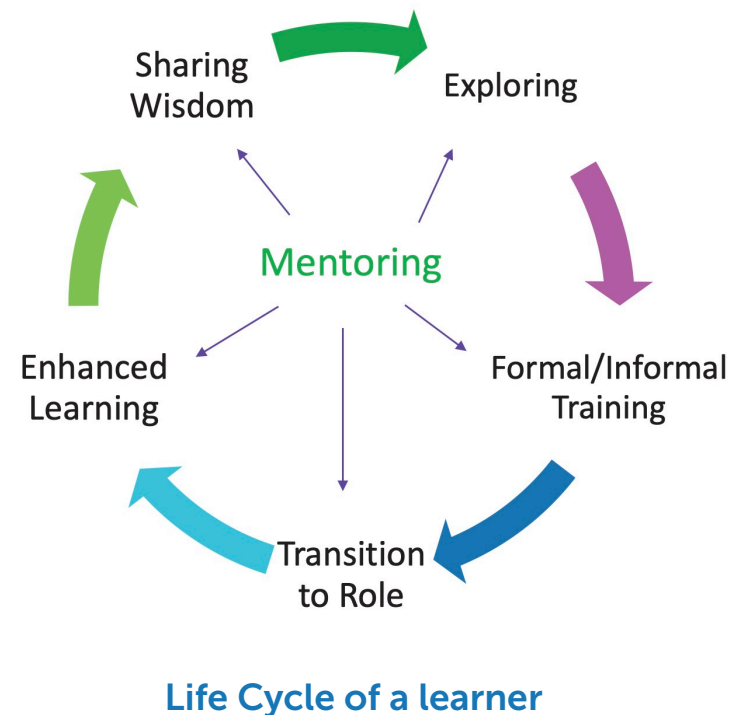


Growing at HealthPartners

At HealthPartners, we are committed to fostering the development of internal colleagues as well as partners outside our care system and promote optimal recruitment and retention within our workforce to build a diverse and inclusive workplace.

As part of this commitment, we are engaging key mentors to develop a shared vision for mentorship through the creation of a HealthPartners Mentor Network. We are using functionality in SharedSpace4Learning to engage colleagues across HealthPartners to build a robust mentor pool.

We kicked off our Mobile Mentorship Lab concept at Westfields Hospital, sharing our mentorship ideas and learning about what individuals and teams need to be successful and to grow in their roles. We collected feedback on the types of mentorship experiences individuals would want to be engaged in or see implemented.



Mentor Spotlight- Yeng Yang, MD, MBA, FAAP

What do you enjoy most about mentoring?

I enjoy making the connection with my mentees and continuing to learn different ways to help coach my mentees. I learn different things from them as well. I am a first generation refugee physician from the Hmong community and I have used mentoring to increase more young people from marginalized community to go into health care. This is an important effort for diversity/representation as well as a service to those diverse communities.



Do you have any great mentorship moments, as a mentor or mentee, that you would be willing to share?

I have had several great mentorship moments: I had been mentoring a student who was interested in going into medicine from his Junior year until graduate school. During these regular check-ins, each time, I saw a growth in thinking in what training he needs to meet the goals he had laid out. He used my own experiences in leadership to help him decide the sequence of his training.

I had been mentoring a burgeoning leader who was dealing with difficult personalities in her interim leadership role. During a recent session, she was able to find some different approaches that we discussed to try with her team that she had not considered before. At the end of the session, she felt more empowered and relieved to learn that her challenges are common with new leadership.

I understand you are active with the Mentor Network that is coming together at HealthPartners. Why do you feel developing a system-wide mentor network is important?

I know that there are many people within our organization who would really like to be involved and currently there is not a good way to get involved. Most of the mentoring activities are from organic efforts and personal networks. I think having a system-wide program that can have a transparent description of what mentors skills are and area of interest for mentoring would be great for potential mentees to be able to get paired with someone with a bit more specificity for the interests of the mentees. It's also a great way for us to quantify the level of involvement of our colleagues who are mentoring within our organization and those external, particularly young people who we are trying to develop and provide opportunities to.

Anything else you would like to share?

I would love to see our organization develop a mentoring page that will allow potential mentees to put themselves on the page and for potential mentees to view it and "interview" for a fit-kind of a match maker page. I would also put resources for both mentor and mentee in terms of best practices for mentoring and how to get the most out of a mentoring relationship.

Mentor Spotlight- Andrea Singh, MD

What do you enjoy most about mentoring?

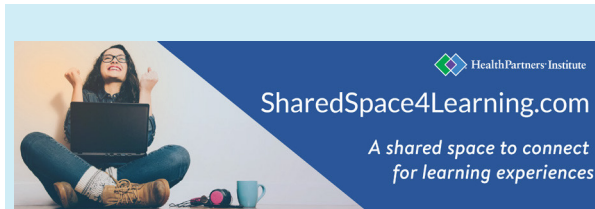
I find mentoring to be a wonderful way to share with others my passion for my work and help them see how everything we do makes a difference in the lives of our patients. Leading by example with compassion and energy has to be part of our daily routines and when you take the time to mentor someone, it's almost like you have the opportunity to go further and "pull back the curtain". A good mentor relationship helps both the mentor and the mentee learn more about themselves.

Do you have any great mentorship moments, as a mentor or mentee, that you would be willing to share?

I think one moment that stands out for me is when I have helped a mentee come to an "A-ha" moment of realizing the value of a career in medicine and how much a good clinician can influence the trajectory of a patient's life. Specifically I am thinking about a high school student that did a Mentorship class with me – I remember watching her face when that lightbulb just clicked about why medicine is such a cool profession.

I understand you are active with the Mentor Network that is coming together at HealthPartners. Why do you feel developing a system-wide mentor network is important?

The dynamics of the global workforce are changing and our effort at HealthPartners to create a systematic approach to mentorship is wonderful response to some of that change. As we become more aware of the importance of personal well-being in the workplace, mentorship programs help us provide a scaffold of support for those newly entering our organization (or even, on a community level, our field of medicine). As we think about this work, I love that we are thinking across the mentorship spectrum - from how we encourage elementary aged students to love science to how we prepare our emerging leaders to become the senior leaders of the future. Building mentorship capacity into the expectations for our leaders is going to be critical to the success of this endeavor because good mentorship needs a commitment, both of time and energy.



SharedSpace4Learning (SS4L) – A Platform for...

Efficiency: automated processes and simplified workflows and tracking systems

Connection: development and nurturance of learning opportunities and community building

Information for insight: data inventories to provide business intelligence for informed workforce planning and financial reporting

[Learn more](#) by visiting the HealthPartners Institute website.

For questions, email sharedspace4learning@healthpartners.com.



With Gratitude



Messages of Gratitude

We know the relationship between learners and educators is key to the success of their training.

Thank you to our learners for trusting us with your education! Here is what our educators have shared about their experiences with you.

...great addition to my team.

...is curious, self-directed, and eager to learn.

... took ownership of their learning and took initiative to ensure understanding of the CSS role

...has been a pleasure to have in our department. I would highly recommend her if she were to apply at Park Nicollet or HealthPartners.

...is truly an asset to our program, and it has been my great pleasure to have this opportunity to collaborate.

They exuded our organizational values in all they did. I would love to hire [this student] at [our clinic]!

... is culturally competent, compassionate and embodies the values that we strive for. I sincerely hope that [the student] comes to work with us someday.

Thank you to our educators and site administrators! Here is what learners have shared about their experiences with you.

I was able to grow in confidence during my time there.

Thank you for helping me learn life-long skills.

My preceptor struck a perfect balance between letting me fly and instructing. VERY supportive and encouraging.

The unit was lovely, all of your employees are wonderful and I would trust my family with their care!

I felt very lucky to see how, despite everyone being so busy, they were calm and good teachers.

Thank you for taking the time to work with me and help me to improve my skills. Your help was significant to me.

The staff that I worked with consistently sought out to provide me with learning opportunities and provided valuable feedback on my clinical assessments and plans real time.

The learning was rich throughout the entire rotation.

Everyone seemed eager to teach, and I always felt like part of the team.

You could tell that they were interested in my learning and I really thrived and gained confidence in this rotation.

This experience opened my eyes to a field that I had not previously considered very much in depth.

Thank you to our school partners for being collaborators in our education community!

Together, we facilitated almost 3000 student experiences in 2022. You embraced SharedSpace4Learning as a platform for streamlining processes, enhancing the onboarding experience and connecting our work. We look forward to building on this in 2023!

Thank you to our Office of Health Professional Education team, including our SharedSpace4Learning developers!

Your commitment to supporting the learning environment at HealthPartners is evident and your initiative and innovative thinking inspire collaboration across our community. We look forward to continuing our quest to make HealthPartners the best place to explore, train and grow.



Looking Ahead





Goals for 2023

To build on our efforts to make HealthPartners the best place to explore, train and grow, we look forward to collaborating with our internal and external partners on the following.

- Strengthen school and community partnerships
- Develop an effective request process for observation and rotation experiences
- Partner with Safety and Security on efficiencies related to student badging
- Improve SS4L customer support processes and update SS4L Help materials
- Partner with Human Resources on efforts to connect training to the workforce
- APEX program to expand the Acute Care Nurse Practitioner track to two students; create a Mental Health track
- Launch official mentor engagement campaign
- Catalogue and promote current mentorship opportunities at HealthPartners
- Utilize SS4L to connect mentees to mentors/mentorship opportunities
- Facilitate regular mentorship lab sessions to prioritize mentorship goals and move work forward
- Explore new ways of utilizing SS4L to facilitate connections in our community



Resources



Our learning community

Our learning community includes the following learner types:

- | | | |
|--------------------------------|--|----------------------------|
| Addictions Counseling Intern | Business Management | Clinical Psychology |
| Associate Degree in Nursing | Cancer Registrar | Counseling Psychology |
| Athletic Training | Cardiovascular Technologist | Cytopathologist |
| Audiology | Certified Registered Nurse Anesthetist | Dentist |
| Bachelor of Science | Certified Surgical Technologist | Dietetic Intern |
| Bachelor of Science in Nursing | Clinical Nurse Specialist | Doctor of Nursing Practice |
| | | Dosimetry |

- | | | |
|---------------------------------------|----------------------------------|---------------------------------------|
| Echocardiographer | Medical Lab Technician | Psychology PhD |
| Emergency Medical Technician | Medical Student | Radiation Therapist |
| Emergency Room Technician | Music Therapy Intern | Radiologic Technologist |
| Exercise Physiologist | Nurse Educator | Registered Nurse |
| Genetic Counseling Health Informatics | Nurse Midwife | Research Intern |
| Health Information Management | Nurse Practitioner | Respiratory Therapist |
| Health Navigator | Nursing | Sexual Assault Nurse Examiner |
| Health Unit Coordinator | Occupational Therapist | Sleep Technologist |
| Histotechnician | Occupational Therapist Assistant | Social Work Intern |
| HR Intern | Paramedic | Sonographer |
| Interpreter | Pathologists' Assistant | Sonographer, Cardiac |
| Licensed Practical Nurse | Pediatric Nurse Practitioner | Sonographer, Vascular |
| MS Healthcare Administration | Perioperative Nurse | Speech Language Pathologist Assistant |
| Master of Science in Nursing | Pharmacy | Speech Language Pathologist |
| Medical Administrative Professional | Phlebotomy/Phlebotomy Technician | Sterile Processing Technician |
| Medical Assistant | Physical Therapist | Surgical Technologist |
| Medical Lab Scientist | Physical Therapist Assistant | Women's Health Nurse Practitioner |
| | Physician Assistant | Wound, Ostomy, and Continence Nurse |

Connect with us

To learn more about the education community at HealthPartners, visit us at <https://www.healthpartners.com/institute/education/ohpe/contact-us/> or email us at learn@healthpartners.com.