



# TCMC Agency Brief

Information for regional agencies about the community immersion experiences

Summer 2016

## Community Immersion Experience: *Students see the many faces of homelessness*

TCMC's Community Immersion program connects students with regional communities through partnerships with local service agencies. These partnerships introduce 'Community as Teacher' in a community based approach to health. The goal of the program is for students to learn the power of collaboration in eliminating health disparities. "They see firsthand how socioeconomic status, the physical environment, discrimination, racism and literacy levels impact the health of individuals and communities. This is done through the lens of service, as students participate in visits to dedicated local community agencies and structured interviews. Group discussions and guided reflective exercises complete the cycle. It is a great partnership for all," says Jennifer Joyce, M.D., professor of family medicine.

## Community Immersion Goals & Objectives

The Community Immersion Experience expands an understanding of healthcare needs by providing opportunities for students, working in teams, to visit with various agencies that provide for family and community health.

### Goal:

Develop Clinician-Community Relationships

### Learning Objectives:

- Discover diverse constructs/models of community
- Interpret community perceptions of healthcare (including myths and misconceptions)
- Relate to local community dynamics:
  - Demographic
  - Economic
  - Political
  - History of land use
  - Migration
  - Occupation
- Discover local environments and their impact on health
- Interpret the isolation of the healthcare community from the community at large
- Demonstrate respect for community integrity, cultural diversity, and multiple determinants of health
- Understand health-relevant policy
- Operate from an open-minded position
- Distinguish honest limits of medical care
- Illustrate the responsibility to contribute health expertise to public dialogue
- Demonstrate respect of community leadership
- Relate to the responsibility to work for health of the public
- Connect Community Health Research Project (CHRP) work with other community visits

*TCMC is committed to non-discrimination in all employment and educational opportunities.*



During the 2015-2016 academic year, many students experienced a close up view of homelessness and how it sometimes means homeless parents, children and families. At Family Promise of Lycoming County, TCMC students, Leanne Woiewodski and Jordon Chu, met with single mom LaNora and her four children. With the help of Family Promise, they are rebuilding their future, one step at a time.



At the Community Intervention Center in Scranton, students, Jaanki Dave (left) and Shane Warnock (right), stock the food pantry with Jason Griffiths (center), CIC outreach coordinator. The center offers meals and other rehabilitation services to homeless clients. Mr. Griffiths also escorted students Shane Warnock, Jaanki Dave, Jason Gu and Andrea Borba, to a homeless camp under a bridge on the outskirts of Scranton for close-up look at life on the streets.



# Addressing Community Need

## St. Stephen's Community Clinic, Wilkes-Barre

*My experience at St. Stephen's Community Clinic further solidified my goal of becoming a physician to serve underprivileged communities. My purpose as a future physician is to advocate for the economically and socially underserved patients. I intend to serve as a voice for patients who can't understand the English language, offer services to people without health insurance, and treat the human body and mind in the context of the patient's social and cultural environment to prevent, manage and treat diverse medical conditions.*

-Victor Cabello, MD1  
South Campus



Judy Spitale, Mary Gene Sweeney, R.N. and Pamela Welsh meet with Victor Cabello, MD1 at St. Stephen's Clinic.

## St. Stephen's Clothing Closet, Wilkes-Barre

*St. Stephen's contributes to the local community in a number of ways. Our flagship program is REACH @ St. Stephen's Food Pantry. Clothing Closet provides groceries and clothing for nearly 200 families every month. St. Stephen's also houses free medical and dental clinics, participates as a parish in organized events such as Toys for Tots, and an annual Homeless Memorial, designed to raise awareness of homelessness. We enjoy having the students here. We hope they take away a broader vision of the community that they seek to serve and begin to understand that there is no single magic bullet to cure a multi-faceted and many times nuanced issue.*

-Debra Kellerman, director  
Reach @ St Stephens, Wilkes-Barre



Left to Right: Michelle Anne McLaughlin and Debra Kellerman, St. Stephen's; Avisha Shah and Mikael Horissian, MD1 and Colyn Rodriguez, St. Stephen's.

## Family Promise of Lycoming County

*Our Community Weeks are truly the highlight of my school year as they allow me to actively utilize the clinical and personal skills I strive to develop as part of our curriculum. Volunteering at various places in Williamsport has allowed me to explore the social aspects of medicine that are rooted in community and care of the entire person. As such, I hope to work closely with community agencies and non-health professionals as a practicing physician to ensure that my future patients receive expansive and inclusive care that nourishes the mind, body, and spirit. My participation in our Family Centered Experience program has allowed me to understand how the formalities of today's healthcare system translate on a personal level.*

-Leanne Woiewodski, MD1  
West Campus

*It was truly an eye-opening experience because I feel that, as medical students, we are typically not exposed to these smaller, yet just as important, details of medicine that help to constitute a greater overall quality of care within the community, such as filling first aid kits for those who might not have access to such simple things. I truly feel that these things are often overlooked and it was moving for me to be a part of such an experience.*

-Jordan Chu, MD1  
West Campus



Jordan Chu and Leanne Woiewodski with Melissa Magargle, Family Promise of Lycoming County.



# Family Centered Experience

## What is the Family Centered Experience?

The Family Centered Experience (FCE) program is an important part of TCMC's patient-centered, community-based curriculum. During the pre-clinical years, first-year students are paired with a patient. They visit their patient three times a year for two years to learn the human aspect and personal family experiences that arise from managing a chronic or serious illness. FCE volunteers are an important resource for medical students and their education.

## Beating Pancreatic Cancer

*We met Mr. and Mrs. Marc Pease at an oncology department, where Marc was having an appointment that day, but we didn't know his diagnosis. We were shocked and saddened to learn that he had pancreatic cancer. However, at our first meeting we received the news that his prognosis looked bright and that he was one of the few individuals on track to beating pancreatic cancer.*

*Over the course of the year, we met with Mr. Pease twice more in his home and got the opportunity to learn more about him and the role his family played in his life over the course of several months. We also learned about his specific experience, and what he valued in a physician or hospital system. As aspiring physicians, this was interesting because we got to keep track of his treatments and see how his life was turned upside down and then slowly rebuilt. It wasn't just a one-time chat, but rather a model for the relationships that we want to form with all our future patients. The program taught us the importance of forming a strong relationship with both the patient and their family, and gave us a glimpse into the characteristics that make a superb doctor in the eyes of those receiving care.*

-Nathan Hoff and James Palma-D'Souza, MD1  
Guthrie Campus

**"Families who volunteer for the FCE program find the experience to be extremely rewarding. They have a direct influence on educating tomorrow's doctors by sharing their experiences; it's an invaluable teaching tool."**

- Jennifer Joyce, M.D., FCE program director



Shown left to right:  
Marc Pease, Nathan Hoff, Bradley Nash, M.D., hematologist and medical oncologist at Guthrie and James Palma-D'Souza.



## The Family Centered Experience

### How the FCE Program Works

Each volunteer family is matched with two first-year medical students at the beginning of the academic year and the matched students follow the volunteer family throughout the next two years. TCMC's FCE regional coordinator contacts the volunteers and shares information about the matched students and invites the family to a welcome event in each region where everyone is introduced.

### Why We Need You

The experience of meeting patients, families and caregivers with chronic illness is eye-opening for students. Students learn about disease processes through textbooks and lectures, but watching how patients deal with real life circumstances to cope with chronic illness can change the way a student approaches a patient.

### How to Get Involved

If you or someone you know would be a good fit for this role and are interested in applying to become an FCE participant, please contact one of the regional campus managers listed on page four. A regional community week coordinator will contact you personally about the program, qualifications, and information needed to become a family volunteer.

# FCE Datebook

## Information for NEW Families for Students in the MD Class of 2020

### COMMUNITY WEEK DATES

Jan. 23 - 28, 2017  
March 20 - 24, 2017

## Information for RETURNING Families for Students in the MD Class of 2019

### COMMUNITY WEEK DATES

Oct. 17 - 22, 2016  
Feb. 6 - 10, 2017  
April 3 - 7, 2017

## Overarching Objectives

- Establish meaningful connections to people and communities
- Increase appreciation of cultural differences in diverse populations served by public health and health services professionals in Northeastern and North Central Pennsylvania
- Explore issues of culture, bias, and stereotyping as related to health and health care
- Embrace families and relationships integral to healing

## FCE PROGRAM MANAGER CONTACT INFO

Regional Campus Manager, North  
Nora Alu  
570.207.3681                      NAlu@tcmc.edu

Regional Campus Manager, South  
Jackie Castanzo  
570.825.7245                      JCastanzo@tcmc.edu

Regional Campus Manager, West  
Tammy Button  
570.327.6080                      TButton@tcmc.edu

Regional Campus Manager, Guthrie  
Nancy Pease  
570.887.4434                      Pease\_Nancy@guthrie.org

# Agency Partners

## NORTH REGION

Catherine McAuley Center  
Children's Advocacy Center  
Community Intervention Center  
EOTC  
Friends of the Poor  
Hospice of the Sacred Heart  
Keystone Community Resources  
LIFE Geisinger  
Meals on Wheels  
Mended Hearts Support Group  
at Regional Hospital  
Mountain View Care Center  
NHS Human Services  
Penn State Extension:  
-Growing Stronger Program  
-Strengthening Families Program  
Scranton School for the Deaf  
St. Joseph's Center  
Telespond Senior Services  
The Advocacy Alliance  
The ARC of Northeastern Pennsylvania  
The Center for Independent Living  
United Cerebral Palsy of NEPA  
United Neighborhood Center  
Wayne County  
Behavioral & Developmental Programs  
Women's Resource Center

## GUTHRIE

Meals on Wheels  
Sayre Senior Center  
Tina Pickett's Office  
Sayre Library  
Salvation Army  
Hospice  
Great Valley EMS  
House of Hope  
Food Bank of Southern Tier  
RPH Safety Committee

## WEST REGION

AIDS Resource  
Agency on Aging (STEP)  
Albright Life  
American Rescue Workers  
BLAST CIU (Children with disabilities)  
Central PA Food Bank  
Children's Development Center  
Family Promise of Lycoming County  
Hope Enterprises  
The Learning Center (Adult Literacy)  
Roads to Freedom:  
Center for Independent Living  
Saving Grace Homeless Shelter  
Shepherd of the Streets  
West House  
YWCA

## SOUTH REGION

Anthracite Region Center for Independent  
Living  
Area Agency on Aging, Luzerne/Wyoming Counties  
Commission on Economic Opportunity  
Cori's Place  
Day Development Program  
Family Service Association  
Kingston Active Adult Center  
Maternal & Family Health, Family Planning  
-WIC Program:  
Hazleton, Kingston and Wilkes-Barre  
Reach at St. Stephen's  
RedCo Group  
St. Stephen's Clinic  
Victims Resource Center  
White Haven Center  
Wyoming Valley Alcohol & Drug Services, Inc.  
Wyoming Valley Children's Association

**Thank You!**