



## **AUPHA Town Hall**

### **April 1, 2020**

**Tina Di Franco:** At University of Baltimore, our spring semester students are completing their internships virtually- the university has prohibited on site for students. Maryland is in mandatory lockdown. We are likely canceling the summer internships and are discussing how we will go forward in fall. Hopefully this darkness will pass by then.

**Suzanne J. Wood:** What about reaching out to ACHE? They likely have materials relevant to developing cases and/or connecting students with virtual experiences

**Natalia Rekhter:** Where will we be able to locate recording and slides?

**Mark Ryan:** We'll put it on the forum

**Pierre Alexandre:** Johns Hopkins has a free online 5-hour course on COVID-19.

**Briana Jegier:** Sometimes it is helpful to give them an Expert to interview. The expert could be a faculty member or a preceptor.

**delel1no:** I am not sure that a case study is "equal" to experiential learning, but I understand that internships may not be available this coming summer. Cases are "theoretical" and are not likely to replace practical experience.

**Michael G Matejcek:** Did I understand correctly that you'll be letting us know where the case studies are archived?

**Tina Di Franco:** I don't think ACHE has those case studies -I could be wrong.

**Riaz Ferdous:** @MarkRyan, just adding the question here for records: This COVID-19 has challenged us to find alternatives to the UG Internships. I propose that we make it permanent for programs operating in a Federally Declared Disaster Area in future times.

**Suzanne J. Wood:** RE: ACHE - No, they may not have cases ready, but it's a way to get them thinking that way. Recommend AUPHA take the lead on reaching out to them for the group.

**Jaime Stephens:** The cases have been requested but not yet received. We will communicate once they are in house where to locate them.

**Michael Cunningham:** Michael Cunningham from ACHE here. We are actively working to collect some materials that may be helpful to you this summer.

**Carole:** We would like to consider a small group working with an industry partner on a quality improvement project including survey/data acquisition, analysis, and implementation. We would like input. Thank you

**Cathleen Erwin:** The MUSC Case Competition was a top-notch experience, and I think the project was not unlike the type of project some of our students have been tasked with in their internship experience. I think interviewing health care leaders as part of the experience or presenting to health care leaders would enhance the case approach.

**Suzanne J. Wood:** The Management Faculty Forum, Mark Monica, also has a ton of recorded interviews that he has done and shares publicly.

**Dan Gentry:** So many great ideas here! We will capture all of this chat and share.

**Susan Cohen:** Thank you.

**Mitch Glavin:** In addition to case studies, maybe add in some simulation stuff like Michael Roberto's med device sim? <https://hbsp.harvard.edu/product/7077-HTM-ENG>

**Suzanne J. Wood:** It may be helpful to allow students to brainstorm ideas and see how they can add value — they bring tech and social media skills to the table — Why not leverage them to create content or leverage platforms.

**Suzanne J. Wood:** Takes a long time to do research but not a bad idea.

**Susan Walsh:** With everyone's ideas, I just thought of contacting a retired CEO I know to work with me on developing "faux" projects for the students. Like health systems are reaching out to retired nurses and doctors, I think we can do the same with retired healthcare leaders.

**delel1no:** Faculty-led research - high impact practice; if the research is health admin/mgmt related - why not?

**ccochran:** Has anyone had an issue with non-responsive students as to where they stand with their projects since the shutdown? Our school went remote the week before spring break and we on top of the internships right away, but have a handful of students who haven't responded since the university issued their edict about not coming back to school.

**Natalia Rekhter:** No non-responsive students but several non-responsive preceptors or preceptors who are financially stressed out and have to prioritize

**Melissa Rhodes:** It took several emails over the course of week but I did eventually hear from all of our 42 interns. I have had the same issue of some hard to reach preceptors.

**Susan Cohen:** Very few non-responsive interns. All preceptors have been responsive either proactively or responding to my inquiry. this is from CSU, Northridge.

**Dr Owens:** we do have several non-responsive students. we may give the option to finish up in the summer for students who cannot go forward at this time.

**Kendra Vanover:** I have been able to reach out to and communicate with all of my current internship students and all preceptors. I have been checking in weekly with students who are working remotely. This is from UM-Flint.

**Susan Walsh:** We have few non-responsive students, but I have found texting and calling students who are non-responsive is an effective method.

**Susan Cohen:** If students can work on site or remotely, we have asked them to continue. If students were suspended, we are providing a menu of assignments as an alternative assignment. CSU, Northridge.

**ccochran:** Most of our students are able to continue remotely. We are considering defaulting to an "incomplete" with a summer completion option for those students. But I will make sure the course

**Dr Owens:** we have some students researching COVID-19 and completing the FEMA emergency preparedness courses online.

**ccochran:** Clarify, incomplete's for non responsive students.

**Natalia Rekhter:** Melissa, can you talk a bit about the decision making process. Did you have to get any approval from your Chair or a Dean or it was your decision?

**Riaz Ferdaus:** @MarkRyan, Can AUPHA provide us some resources on virtual internships?

**Dr Owens:** students can receive a grade of "I" which gives them the next semester to complete course work.

**ccochran:** Thank you for hosting this.

**Tina Di Franco:** Thank you AUPHA for bringing us all together.

**Briana Jegier:** Thank you so much to AUPHA and to everyone

**Montrale Boykin:** Very useful information. Thank-you AUPHA.

**April Rollins-Kyle:** Thank you! Excellent ideas!

**Natalia Rekhter:** Thank you, AUPHA, for organizing it. It was very helpful