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Advent Health Downtown Orlando Heroes

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Advent Health Downtown Orlando Heroes

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Abstract

My service-learning project that I partnered with Advent Health Downtown Orlando to join in accomplishing is synonymous to their mission: extending the healing ministry of Christ. While volunteering with Advent Health and the city of Orlando, I was able to work with patients from all works of life alongside the hardest working healthcare professionals that I call the heroes of downtown Orlando. The biggest act of love and support you can give to this world is serving one another with your time- which is exactly what Advent Health does. While volunteering with Advent, I was given the opportunity to shadow Orthopedic Trauma nurses and Orthopedic Surgery Physician Assistants. While working with the nurses, I gained clinical experience with patients that were in their most vulnerable moments, giving them support and care alongside the nurses. To see their faces light up when you give them encouragement and hope is the most rewarding part. While shadowing the PAs, I gained insight into what the healthcare world is truly like from a physician assistant's point of view, and I was able to be a listening ear for them as I assisted them in their daily duties while working with patients.

Course Connection

While in LDR 3215, we talked immensely about servant leadership as well as the 7 C's of social change, which both played a vital role in my service-learning project.

- Consciousness of Self
- Congruence (harmony of values)
- Commitment
- Common purpose
- Controversy with Civility
- Collaboration
- Citizenship

A big portion of what I learned in this class that has been a benefit for me during this project is based on the principles of the social change model. This model explains that change should be built **on self-understanding, mutual respect, integrity, creativity,** and ultimately **change**. Knowing this and how to apply it into healthcare leadership in my future career is key to becoming the change that I want to see in the healthcare field. A quote from one of our class lectures that stuck with me is *“People will forget what you said. People will forget what you did. But people will never forget how you made them feel”* –Maya Angelou.

Community Impact

As a result of this project, many nurses have had the opportunity to share their needs and desires for the future healthcare environment in the hospital setting, many PA's have been given a voice to be the start of change in their personal jobs by gaining the confidence to start being the change, and hundreds of patients have been given hope and encouragement to take back home with them that the healthcare professionals who work with them truly care for them.

The purpose of this service-learning project was to spark the change of hope that breaks the stigma on the healthcare world- one that is divided and unhealthy. Now that different professionals have the motivation to be the start of a new mindset in their professions, the community will benefit from their positive roles.



Reflection

Throughout this project, I learned more than I thought I would about the importance of communication and teamwork in the healthcare field. No single person can work alone in the healing of patients. By observing and assisting nurses, PAs and physicians, I learned how the system of teamwork goes in the hospital setting. This all tied back into what I learned in the course about needing a common purpose and commitment to the healing of others. Advent Health does an amazing job of giving healthcare professionals the space to work together and put the patients' needs first. Something that surprised me was the amount of sacrifice many healthcare professionals give just to put patients first and support the field they are in. It showed me that when you truly have a calling to help those around you, you will do whatever it takes- at the expense of free time or a needed break.



Civic Responsibility

After doing this project, I have built a feeling of responsibility to help the people in my community- patients and healthcare workers alike. What contributed to this feeling were the observations from patients that they wish more people in the community volunteered their time to spend with them during some of the hardest moments in their lives, because of the joy it brought them. When a patient tells you thank you for showing up to help them when their personal families wouldn't, it changes your outlook on how big of an impact you have on someone around you. Why wouldn't you want to be part of that change in your community?

“A common theme in most studies of patient satisfaction with orthopaedic surgery is the relationship between preoperative expectation and postoperative satisfaction. In a recent review article, Shirley and Sanders³ noted that linking satisfaction to quality-of-care initiatives is important, in part because satisfaction data may be used for accreditation and compensation formulas. However, they also found that surgeons are more interested in the measurement of satisfaction with outcomes even if aspects of the process of care, often beyond the surgeon's control, contribute substantially to patients' overall satisfaction. Effective communication with patients and their families and appropriate expectations are factors that may be under the control of surgeons,” (JBJS).

References

Quote:
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Tree Image:
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Medicine Logo Image:
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