



Mayo Clinic School of Health Sciences

Connections

A publication for alumni, students, faculty and friends of Mayo Clinic School of Health Sciences

SPRING | 2017

Annual Meeting
preview: Clarity
on concussions

Claire Bender, MD,
a Champion of
Allied Health

**DELSIN
CARTER**

Globe-trotter for
Mayo Medical Laboratories



>> ALUMNI ASSOCIATION ANNUAL MEETING APRIL 21

Hear and share fascinating stories

Fascinating. Exciting. Funny. Sensitive. Dedicated. Smart.

Those are just a few of the descriptors that came to mind when I read the stories about alumni in this issue of *Connections*. Really, you have to read them.

- Nori Brice, a cardiology nurse practitioner, is on a mission to raise awareness about heart health in her Native American community.
- Delsin Carter, a graduate of the Phlebotomy Program, is bringing leading-edge medical testing to distant corners of the world as a representative for Mayo Medical Laboratories.
- Ryan Sura, a pediatric respiratory therapist, breathes life into the fragile bodies of critically ill and injured children during medical transport.
- Joe Swicklik, CT technologist/magician, pulls out his tricks to make medical care less scary for children.

- Claire Bender, MD, Physical Therapy Program alumna, is the first recipient of the Alumni Association's new Champion of Allied Health Award. A radiologist, Dr. Bender developed the Mayo Clinic School of Health Sciences (MCSHS) Radiography Program and was school dean for 12 years. She played a pivotal role in establishing a University of Minnesota campus in Rochester and in developing a Bachelor of Science in Health Professions degree at the university.

Of course, this is just a handful of alumni doing amazing things. There are thousands of examples of MCSHS alumni who contribute and make a difference for our patients and our communities every day.

Here's a way you can hear more of these great stories — and

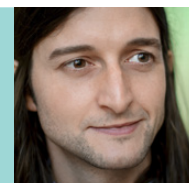
share yours! Join your fellow alums at the Alumni Association Annual Meeting, Friday, April 21, 2017, in Rochester. See details on pages 2-7. I guarantee you'll have conversations with fellow alumni who are fascinating, exciting, funny, sensitive, dedicated and smart.

During the past year, it's been my pleasure to meet with and work with many MCSHS alumni as association president. At the annual meeting, I pass the gavel to President-Elect Matthew Curran. Hope to see you there.

Regards,

Karen Sherk, NP
President,
MCSHS Alumni Association
Nurse Practitioner Program
Class of 2007

ON THE COVER / Delsin Carter, alumnus of the
Phlebotomy Technician Program



Contents

SEE YOU SOON / 4

Alumni Association meeting April 21

CHAMPION CLAIRE BENDER, MD / 5

Former dean receives new award

GLOBAL TRAVELER / 8

Mayo Medical Laboratories' traveling rep

BIG HEART / 10

Providing needed care in her community

BABY ON BOARD / 12

Caring for tiniest patients during transport

ABRACADABRA / 14

CT technologist makes anxiety disappear

MENTOR-MENTEE

MATCHMAKING / 18

Alumni Association launches web-based tool

CARE IN A STORM / 20

Pharmacy residents pitch in

GREAT TEACHERS / 26-28

Preceptor and allied health educator honored



Nori Brice,
page 10.

Mayo Clinic
School of Health Sciences

Connections

A publication for alumni, students,
faculty and friends of Mayo Clinic
School of Health Sciences

» <https://mshsalumni.mayo.edu>
» facebook.com/mshsalumni

Clarity on concussions

Concussions should be taken seriously and treated with caution, but the benefits of youth sports far outweigh the risks, according to a pair of Mayo Clinic specialists in sports medicine.

“Sports are extremely valuable to children, so don’t be scared of letting them participate,” says David Soma, MD, a pediatric sports medicine physician. Dr. Soma and his colleague Cara Prideaux, MD, a physiatrist, say that youth sports increase self-esteem, teamwork and graduation rates while lowering depression rates.

The physicians will share their expertise about concussions as keynote speakers at the Mayo School of Health Sciences Alumni Association Annual Meeting, April 21, 2017, in Rochester.

Both physicians are seeing an increase in the number of patients with possible concussions. Most concussions involve children because they comprise the bulk of athletes competing in wrestling, ice hockey, football and soccer — the sports with the highest rates of concussion.



David Soma, MD



Cara Prideaux, MD

However, thanks to evolving protective equipment and rules in sports, the physicians don’t necessarily think concussions are occurring more often. Instead, the reason for the increase may be heightened awareness of concussions from news coverage of professional athletes’ brain-rattling injuries.

“We have a lot to learn about concussions,” Dr. Prideaux says. Research at Mayo Clinic is helping to solve assorted mysteries.

Susceptibility

Compared to adults, children may be slightly more susceptible to concussions and might have a slightly longer recovery, Dr. Soma says. It’s unclear yet whether the difference relates to a maturing brain, lack of neck strength, head size, hormone levels or other factors.

Prevention

Coaches can help prevent concussions by avoiding unnecessary contact between athletes within and outside of games. For example, Dr. Soma played football for a NCAA Division III national championship team. There was no contact between games.

“My coach always said it made no sense to have players getting injured during practice,” he recalls.

In Rochester-area youth hockey, one innovative approach elevates the importance of safety by awarding a Fair Play point to teams that accumulate few penalty minutes during a game. These Fair Play points can have an impact on tournament results and league standings.

“This has been found to reduce the number of all injuries, not just concussions,” Dr. Prideaux says, adding that researchers are looking to expand the concept to other contact sports. »





See you at the Alumni Association Annual Meeting

David Soma, MD, Community Pediatric and Adolescent Medicine, and Cara Prideaux, MD, Physical Medicine and Rehabilitation, Mayo Clinic in Rochester, will present “Confusion to Clarity: Helping to Create a Better Understanding of Concussions” at the annual meeting of the Mayo School of Health Sciences Alumni Association.

Friday, April 21, 2017

Rochester Marriott Hotel
101 First Ave. SW

Reception 5:30 p.m.
Program 6:15 p.m.
Dinner 7:15 p.m.

» LEARN MORE

The evening is free for MCSHS alumni and a guest. Reserve your spot by April 14, 2017, at <https://2017mshsaadinner.eventbrite.com>.



Brain needs to rest after concussion

When someone has a possible concussion, Dr. Prideaux and Dr. Soma say, rest is the best medicine. Their recommendations:

- Pull the player from the game.
- For the first one to three days, rest physically and mentally. That means limited or no school and minimal other mental activities that could worsen symptoms.
- Reintroduce activities gradually once given permission by a medical provider.
- Do not return to sports until fully recovered. The physical, cognitive, emotional and behavioral symptoms typically clear up within one to two weeks.
- Follow a protocol of gradual return to play. Build from full-time school to non-contact practice to full contact only in the absence of symptoms.
- If the athlete has multiple concussions or has trouble recovering, consider lower-risk sports.

Diagnosis

Diagnosis of a concussion today may be subjective, often based on parents observing a change in behavior. “It’s not always, ‘My head hurts,’” Dr. Soma says. “A concussion often is manifested in the child acting differently. Parents know their kids best.”

The search for objective diagnosis includes efforts to identify biomarkers in blood and the use of electroencephalography (EEG) to detect changes in brain waves.

Treatment

Rest is standard treatment today. (See sidebar.) Researchers also are looking at ways to treat concussions with medications.

Recovery remains unpredictable. Some kids are able to return to contact sports in a week; others need a month or more. Factors that may prolong recovery are younger age, a previous concussion, depression or another mood disorder, a learning disorder, attention deficit hyperactivity disorder and headache disorders.

Long-term effects

“How much contact is too much?” Dr. Soma says. “We’re trying to predict who will go on to have a long-term problem because of concussions, and we’re looking at all the possible variables, including genetics. It’s probably different in each individual.” ©

Claire Bender, MD, recognized with inaugural Champion of Allied Health Award

Claire Bender, MD, former dean of Mayo Clinic School of Health Sciences (MCSHS), seems a natural choice to be the first recipient of alumni association's new Champion of Allied Health Award. But to Dr. Bender, the award came as a surprise.



About the Champion of Allied Health Award

The Mayo School of Health Sciences Alumni Association Champion of Allied Health Award will be presented annually to recipients nominated for their contributions toward promotion, advocacy and advancement associated with allied health professions.

» LEARN MORE

Find the nomination form at
<https://mshsalumni.mayo.edu/people/awards/>

"I was shocked," she says. "I was humbled and honored to hear that I'd received the award."

But Dr. Bender didn't just receive the award. She inspired it.

She was initially nominated for the alumni association's Recognition of Outstanding Contribution award, which honors alumni who have made exceptional contributions in clinical care, research, mentoring and education, or humanitarian endeavors. But that didn't seem like quite the right recognition for someone who had contributed so much to the school and allied health.

"We felt she deserved something more," says Deborah Oscarson, alumni relations business analyst. "That's what inspired the alumni association to create this award."

Early influences

Dr. Bender's appreciation for allied health workers dates back to her childhood.

"My mom and my grandmother were nurses, and I saw how they helped people and how grateful people were for that help," she says. Those examples stuck with her and influenced her decision to pursue an allied health career. She earned a bachelor's degree at Nebraska Wesleyan University and then enrolled in the MCSHS Physical Therapy Program — where she received her first education in the Mayo Model of Care.

She remembers clinical instructor Ruth Ryan. "She was a role model and mentor to me in how to

take care of patients. She expected us to take our last patients back to their rooms every morning and afternoon, which was something the orderlies usually did. That helped us get to know the patients and their families, but also the desk attendants, the orderlies and others working in the hospitals. She taught us teamwork, and I never forgot those formative experiences."

Experiences like those solidified Dr. Bender's appreciation for all members of the health care team. That attitude has been a hallmark of her career and a key element of her leadership contributions.

New Radiography Program


After graduating from MCSHS, Dr. Bender went on to medical school at the University of Nebraska College of Medicine. She returned to Mayo Clinic for her residency in radiology and then joined the staff. One of her assignments was to develop a new radiography program for MCSHS. That experience led to leadership roles with state and national certification and accreditation groups, and eventually, to her role as dean of MCSHS.

It was a role that in many ways seemed tailor made for her, enabling her to live out the values instilled in her by her parents.

"My parents valued education and helping others," she says. "I've always tried my best to help others and to help others pursue opportunities for education. The best part of my job was watching people grow."

Over 12 years as dean, Dr. Bender watched people — as well as programs — grow. She led a remarkable series of changes that helped professionalize both the school and allied health careers, including playing pivotal roles in establishing a University of Minnesota campus in Rochester and in developing a Bachelor of Science in Health Professions degree at the university. She also led the development of blended learning, which combines online and in-classroom instruction, and interprofessional education. And she encouraged allied health faculty to pursue research and publication opportunities.

Dr. Bender says she's grateful to alumni for recognizing her own professional growth and contributions.

"It's such an honor to be recognized," she says. "This award means a great deal to me." 



Career highlights

Dr. Bender, who continues to care for patients as a radiologist at Mayo Clinic in Rochester, has had a career spanning Mayo's three shields of patient care, education and research. Career highlights include:

- Dean, Mayo Clinic School of Health Sciences, 2002–2014
- Professor of Radiology, Mayo Clinic College of Medicine
- Distinguished Educator Award, Mayo Clinic
- A leader in establishing University of Minnesota campus in Rochester and its Bachelor of Science in Health Professions degree
- Karis Award, Saint Marys Hospital Sponsorship Board
- Prolific author, with more than 60 peer-reviewed publications and 30 book chapters



Champion for a four-year degree

The opportunity to earn a Bachelor of Science in Health Professions — Respiratory Care from the University of Minnesota Rochester almost didn't happen.

That's according to Vanessa King, director, MCSHS Respiratory Care Program. In 2008, discussions were progressing between the University of Minnesota Rochester and MCSHS to develop a bachelor's degree. At first, it didn't appear the prerequisites and the proposed curriculum would mesh into the four-year degree for respiratory therapists.

"Dr. Bender was a champion for our students and this degree," says King. Respiratory Care did become the first MCSHS program to be part of the Bachelor of Health Sciences degree.

"We were one program with a small number of students," says King. "Even so, Dr. Bender said, 'We are going to advocate for the students.' Without her, I'm not sure it would have happened."

Now, Echocardiography, Radiography and Sonography program students also can earn the bachelor's degree.



"Dr. Bender was a champion for our students and this degree." » VANESSA KING

First Phlebotomy, then the world

Delsin Carter brings leading-edge medical testing to distant corners of the world as an international regional service representative for Mayo Medical Laboratories.

Carter trains staff at hospitals, clinics and laboratories in Canada, Europe, Asia, Africa and Australia to prepare and ship samples to Rochester for testing. He graduated from the Mayo Clinic School of Health Sciences Phlebotomy Technician Program four years ago.

“Mayo Medical Laboratories provides testing that even many hospitals in developed countries don’t have,” Carter says. “The results we generate enable physicians to treat patients in the most effective way.”

Carter indoctrinates international clients in proper procedures for Mayo’s ever-expanding testing capabilities.

Language barriers don’t usually get in the way. “I speak German and English fluently and enough Swahili and Spanish to get fed and get home,” he says.

“I usually learn a few basic courtesies in other languages for the sake of politeness,” he says. “Between the client’s familiarity with English, Mayo Clinic translation services and Google Translate, I can get it figured out.”

Customers generally use Mayo Medical Laboratories to fill gaps in the testing they offer. Some can’t afford to build a lab, and some can’t afford to buy the latest specialty equipment. However, most can afford to send a sample to Mayo when they need an answer.

In many cases, a client as far away as Asia can ship a specimen to Mayo Clinic and get results in as little as three or four days.

Carter sees lab services as an excellent form of outreach from Mayo Clinic to distant patients and providers. “We make a piece of modern health care available to the world,” he says.

Before entering the Phlebotomy Program, Carter worked as a human tissue culture specialist at a St. Louis, Missouri, biotech firm, but he hoped to work at Mayo Clinic. “It is a mecca of medical innovation and quality patient care,” says Carter. “The Phlebotomy Program was a wonderful stepping stone to where I am now.”

Mayo Clinic in Rochester hired Carter after he completed the 10-week program. With a bachelor’s degree in cell and molecular biology from Missouri State University, an emergency medical technician certificate and two years of experience in a lab,


he started with the hospital clinical laboratory code team. Rushing to any unit where a patient was unresponsive or had no pulse, he drew blood and conducted quick lab work at the bedside.

“We supplied critical information to physicians so they could react in real time,” says Carter, who enjoyed the opportunity to use his emergency medicine, phlebotomy and lab skills.

Nine months later, Carter was promoted to technical specialist and put in charge of general coagulation testing for the Rochester campus. He had that position for two years — until July 2016, when Mayo Medical Laboratories offered him the world.

His job, he says, “is really a unique spot at Mayo Clinic and in health care, with a direct impact on global patient care.”

Carter describes visits to other countries as eye-opening experiences that allow him to share Mayo Clinic’s expertise.

“What they don’t have is often most striking,” he says. “Abroad, you try to be as gracious as you can and make suggestions for safer practices. You learn to recognize the limitations but, in the end, a little bit of Mayo rubs off on all with whom we interact.” 



In his first months on the job, Delsin Carter, international regional service representative for Mayo Medical Laboratories, traveled to Canada, Romania, Germany, Taiwan and Hong Kong.



About the Phlebotomy Technician Program

Five times a year, MCSHS starts a new 10-week Phlebotomy Technician Program in Rochester, Minnesota.

Phlebotomy technicians collect and prepare blood samples for laboratory testing. Students complete about 160 clinical training hours in 10 weeks. A high school diploma or equivalent is required before starting the program.

“Being a phlebotomy technician is a great place to start a health care career,” says Mary Kay Peterson, M Ed, director, Phlebotomy Technician Program. “This program can lead to a first career job in just two and a half months. For some, it’s a first step to other allied health or medical careers.”

Nearly all program graduates are offered positions at Mayo Clinic.

» LEARN MORE

www.mayo.edu/mayo-clinic-school-of-health-sciences/



Meeting the heart health needs of her community

Nori Brice, DNP, RN, ACNP, a cardiology nurse practitioner, is on a mission to raise awareness about heart health in Native American communities. A member of the Navajo Nation, she spreads the word as a private practice cardiology nurse practitioner, nurse educator and researcher in and around her home in Flagstaff, Arizona.

Brice, the oldest of seven siblings, grew up on a reservation in New Mexico. "I was the first in our family to get a college degree. I wanted to model that for my family."

Brice says she also wanted to serve as a model for the Native American community. "It's really important to me that our people continue their education and be the best they can be," she says.

And, she says, as healthy as they can be.

Brice focused her education on health, earning a bachelor's degree in nursing. She later pursued her master's and doctorate degrees as well. She completed the Mayo Clinic School of Health Sciences (MCSHS)

Cardiology Nurse Practitioner Fellowship in 2012.

She says the fellowship allowed her to "hit the ground running" when she began practicing independently, caring for patients with both acute and chronic heart conditions.


"Heart disease among Native Americans is going up, and awareness is low," she says. "Our population has a lot of cardiovascular risk factors, including high rates of diabetes, high blood pressure and high cholesterol. But many people don't realize the link between those risk factors and heart disease."

Since August 2016, Brice has been helping to increase awareness of heart health as an assistant clinical professor of nursing at Northern Arizona University in Flagstaff. She spends two days a week in Fort Defiance on the Navajo reservation, teaching nursing fundamentals to first-year students in the university's American Indian Nursing Program.

Brice also is a co-investigator on a project at the university's

Center for American Indian Resiliency, working to raise awareness of heart health among Native Americans. "The goal is to increase knowledge of risk factors associated with heart disease and provide education of the signs and symptoms of acute coronary syndrome. We will be providing educational activities at community swap meets and social gatherings on the Navajo Reservation."

Brice says that the cardiology nurse practitioner fellowship provided a great foundation for her multifaceted career. "I loved Mayo's multidisciplinary approach, and its focus on the patient's needs," says Brice.

And she's happy to help meet those needs in her own community. "A good two-thirds of the patients I see are Native Americans," she says. "They seem to open up when I come into the room. I feel patients are more receptive to receiving information than they would from a non-native person. It feels good to be able to meet those needs." 

Emergency: Baby on board

Ryan Sura, RRT-NPS, breathes life into the fragile bodies of critically ill and injured children when they're en route to Minnesota's only Level I pediatric trauma center in a dedicated children's hospital.

He's a respiratory therapist for Children's Hospital and Clinics – Minneapolis and a member of neonatal transport team. His patients range from 23-week preemies to full-term babies with a previously undiagnosed heart conditions.

"When transporting patients in critical condition, you need to think critically and work as a team with your co-workers to get your patient to the hospital safely," he says. He works side by side with a nurse practitioner and a paramedic.

"It's different than working in the hospital. We have limited resources and no immediate backup."

Sura is one of 15 respiratory therapists who work on the neonatal transport teams. They bring babies from the Twin Cities

metro area, northern Minnesota, western Wisconsin, South Dakota and North Dakota to the hospital. Last year, 600 infants came to the hospital via ambulance, helicopter or fixed-wing aircraft.

How it started

After starting college at the University of Minnesota in the Twin Cities, Sura enrolled in the Mayo Clinic School of Health Sciences Respiratory Care program in Rochester because of his fascination with critical care.


"I liked the idea of taking care of some of the sickest patients in the hospital and working in all areas of the hospital instead of a single unit," he explains.

During a semester of specialty rotations, Sura found his niche in the neonatal intensive care unit and pediatric intensive care unit. After graduating in 2009, he joined Children's Hospitals and Clinics of Minnesota as a respiratory therapist in both ICUs, where he still works when not doing transports.

"The education I received in Rochester really prepared me to do the job," he says. "I appreciated the clinical experience and the expertise of the staff and instructors. I saw how the transport teams worked and wanted to be part of that."

A year after he joined Children's, he achieved his goal: transport respiratory therapist. He is certified as a neonatal pediatric specialist, which authorizes him to perform procedures including endotracheal intubation and delivery of intravenous medication.

Sura offers this advice to students considering a career as a transport respiratory therapist. "Always continue to improve your skills. Watch what the nurses do. Learn things outside the scope of your normal practice.

"When you provide critical care in an ambulance, you have to treat the patient as whole and not just focus on the heart and lungs." 



Abracadabra! Magic makes medical care less scary

When Joe Swicklik, RT (R)(CT), radiologic technologist at Mayo Clinic in Arizona, started working with pediatric patients, something didn't feel right.

"I was performing exams that were uncomfortable or scary for them," says Swicklik, a 2005 graduate of the Mayo Clinic School of Health Sciences Radiography Program. "I asked myself, 'What can I do to make it better for them and for me?'"

MAGIC!

"Magic is wonderful for building rapport and engaging. It's something kids absolutely love," says Swicklik, who has been studying and practicing prestidigitation — sleight of hands tricks — since he was 8 years old.

So he brought magic to Mayo Clinic and turned anxiety into giggles, by making objects appear or disappear, by transforming a CT scanner into a toy-making machine and by making funny sounds come from intimidating medical equipment.

If magic helps children hold still, there's less need for immobilization tools or sedation, he says. The experience is better for the child and the parents.

"The results are quite amazing," Swicklik says. "Earlier this week, a young child was in for a cardiac study. The mom was so happy to see her child laughing and giggling. The stress level went from 10 to 2. And I was able to get better images because there was less motion."


After becoming a CT technologist, Swicklik transferred to the Rochester campus in 2009. For the past five years he has been sharing how magic can be used as a tool in the medical setting. In presentations to departments and conferences, he explains how to make patients' anxiety vanish:

Be aware of your audience. He performs magic only when he senses that it might benefit the patient. For example, if the patient sees people in scrubs as pain givers, turning a tissue into a rose suddenly makes him fun and interesting.

Set the stage. Theater uses music, lighting, color and images to control how the audience feels and reacts. "We can use the same ideas in a medical setting to help patients relax," Swicklik says. Build rapport quickly. "I need to be a likable person in the first 10 seconds," he says.

Use the power of suggestion. By involving patients in the story and giving simple, playful instructions, you can get them to do what is needed to complete their care.

Swicklik advocates more magic because he's seen sleight of hand bring comfort to patients of all ages. Mayo Clinic has recorded videos of Swicklik teaching simple magic tricks for staff learning modules.

"We have music therapy," he says. "Why not *magic* therapy? I think it could benefit patient care." 

>> LEARN MORE

Watch and learn patient-focused magic from Swicklik

youtube.com/watch?v=jgGDQXSSoT8



Poof! Anxiety disappears when CT Technologist Joe Swicklik brings out a magic trick.



Pam Lovett strolls with her mentee Jeannie Yen, who now works as a business analyst for Florida Blue, Jacksonville, Florida.

Why we all could benefit from a mentor

By Jeannie Yen

When I started graduate school for health administration in 2014, I was one of the few students in my cohort who did not have any experience in health care.

Though I valued everything I learned throughout the program, I did not know what area of health care I was interested in until the semester before graduation. That's when I started the Administrative Internship Program through Mayo Clinic School of Health Sciences (MCSHS). One of my projects was assessing patient experience data for transplant patients, and I quickly learned that my passion was data analysis. Looking back, I wish I had a mentor who might have helped me discover my passion earlier in my graduate studies.

During my time at Mayo Clinic, I worked closely with Pam Lovett, DNP, CRNA, ARNP. She's a MCSHS alumna, program director for the MCSHS Doctorate of Nursing Practice Academic Support Program and my mentor. She is part of the team that developed the new mentorship program for MCSHS alumni. (See story page 18.)


As my mentor, Pam provided me insight on the importance and need for mentorship. I see mentorship as a professional development tool that allowed me to gain knowledge and skill from someone who has successfully mastered skills I'm interested in developing.

Although we come from different professional backgrounds, our mentorship relationship worked. Pam's academic and professional achievements showed me her determination. That inspired me to learn how I could become a leader early in my career. During my internship, I expressed interest in learning more about other areas within Mayo Clinic. Pam connected me with contacts in those departments, something that would have been more difficult without her help.

Pam also showed me that a mentorship relationship is mutually beneficial. About halfway into my summer internship, Pam asked me to conduct a mock job interview for her as a fun exercise. I didn't immediately understand the purpose. She told me this mock interview was to both help

her prepare for an upcoming interview and give me practice for future interviews I will conduct as a health care administrator. It was an opportunity for me to help Pam.

As I grow in my career, I would definitely love to be a mentor. I'm excited to see how I could share my skills and knowledge and encourage my protégé's academic or professional career.

I encourage both students and alumni to participate in the new mentorship program. We could all use a little advice and help to achieve our goals sooner! 



Jeannie Yen is a 2016 graduate of the MCSHS Administrative Internship Program. The program allows students enrolled in health administration or business administration baccalaureate or master's program at MCSHS-affiliated education institutions to complete an administrative internship as part of their required education.



» SIGN UP NOW TO BE A MENTOR

Alumni Association launches web tool for students to find mentors

The Mayo School of Health Sciences Alumni Association has launched a web-based tool for matching students and alumni mentors.

Called Alumni Connect, it offers a simple way for Mayo Clinic School of Health Sciences students to find an alumni mentor. The new program is modeled on a similar online system that puts Mayo Clinic School of Medicine students in touch with physicians who studied at Mayo Clinic.

"Mentoring is a win-win for all participants," says Judith Anderson, director, Mayo Clinic Alumni Center. "Students benefit greatly from a mentor's insights, and alumni get to share their knowledge and guide the

next generation of allied health professionals. The alumni association is thrilled to be able to help form mentorships between students and alumni."

Anderson says that the Alumni Association Board of Directors proposed the idea because of its commitment to giving back and encouraging new allied health professionals.

Prospective mentors, here's what you need to do:

1. Visit <https://mshsalumni.mayo.edu>.
2. If you haven't yet, activate your account with your 10-digit alumni ID. (Obtain your number by clicking the blue "Request ID" button. You'll

- receive your number via email.)
3. Complete the mentorship form.

Once the mentor database has a sizable number of volunteers, students will receive an email with details about Alumni Connect and how to use it.

Students will be able to self-select a mentor based on profession and geography. Then it's up to the student and mentor to arrange to connect, in person, by phone or electronically.

"The mentor and mentee can define the parameters of the relationship and what they want to accomplish," says Anderson. "They might focus on a job search, career planning or finding contacts in a new market." ©

Preceptor and student spot skin cancer

As any newly minted health care worker knows, preceptors play vital roles in the education process. And most preceptors would likely agree that they benefit from working with students as well. “A good student asks good questions and that challenges you as a provider,” LeeAnn Ranieri says. “You have to always be ready to answer those questions.”

Ranieri, a certified nurse practitioner at Mayo Clinic in Arizona, knows students can benefit a clinical practice in other ways, too. Inty Moreno, a dermatology nurse at Mayo Clinic, recently completed an eight-week clinical rotation with Ranieri through the Mayo Clinic School of Health Sciences Nurse Practitioner Program. And during an appointment, Moreno put her dermatology experience to good use.

The patient came in for lower back pain. But when he arrived, it was his ankle that caught Ranieri’s eye. More specifically, a small black dot on his ankle.

“He was wearing shorts, tennis shoes and no socks, so the dot really popped out,” Moreno says. She and Ranieri examined the spot with a dermatoscope. “It’s essentially the stethoscope of dermatology,” Moreno says of the tool which provides a clear and detailed view of skin lesions. The pair had recently attended a Grand Rounds presentation on the use of dermoscopy on skin lesions.

After reviewing the patient’s mole, Moreno and Ranieri determined it needed to be biopsied. He was diagnosed with malignant melanoma the next day.

“This is a case of being in the right place at the right time, with the right tools and education and people around you,” says Ranieri. “We picked up on the dot so quickly and that could have saved the patient’s life.”

Moreno says she’s grateful to have played a role in getting the patient the diagnosis he needed. She’s also grateful to Ranieri for the education she’s provided.

“I feel like she teaches me something every time she comes into the room,” Moreno says. ©



Inty Moreno learned from LeeAnn Ranieri, a certified nurse practitioner, during an eight-week Nurse Practitioner Program rotation.

Pharmacy residents pitch in during Hurricane Matthew

In early October 2016, Hurricane Matthew hit Florida.

Three Mayo Clinic School of Health Sciences pharmacy residents were part of Mayo Clinic's Planned Emergency Response Team (PERT), which is enacted in emergencies to ensure patients continue to receive excellent care.

About 500 employees and 100 physicians, residents, fellows and administrators volunteered to stay on campus for the duration of the emergency to serve patients. PERT members represented every area of the hospital. Outpatient areas were closed for two days during the hurricane, noncritical hospital patients were discharged, and elective procedures were canceled.

Pharmacy resident Hiba Ahmad, PharmD, volunteered for the learning experience. "I'm from Nebraska. I knew I might not have another opportunity like this. I also wanted to help patients who weren't able to be discharged from the hospital before the hurricane."

Resident David Veasey, PharmD, also was new to hurricanes. He's from southern Georgia and volunteered because many pharmacy staff members have families. "It's easier for me, a single person, to pack up and be at the hospital for an extended period," he says.

Jacqueline Walker, PharmD, was the only hurricane veteran of the trio. "From 1992 to 1999, I lived in the Bahamas, Puerto Rico and South Florida because my parents were in the military," she says. "I've been in several hurricanes."

On Oct. 6, Ahmad, Veasey and Walker were alerted to stay on campus for the duration of the storm which turned out to be about 48 hours. They were ready, with personal essentials for three to four days.

The residents verified medication orders and provided consultations for hospital patients. "We performed some pharmacy technician duties and delivered medications to the floor when the techs were getting some sleep," says Ahmad. "We answered phone calls from physicians and did anything else that was necessary. We were always busy."

"It was valuable to experience what other members of the pharmacy team do, and it was a bonding experience with other team members — both within and outside of the pharmacy. We all had to rely on each other," she says.

Veasey had worked in a pharmacy as a courier in high school, so he was well prepared for running medications to patient floors. "I fit in wherever I was needed," he says. "Everyone came together to get the job done and put patients first."

Walker says she gained confidence verifying orders. "As residents, we practice as a pharmacist one weekend a month and one evening a week. In this emergency, we verified orders and did consults on a consistent basis. This experience helped me become a better pharmacist."

Cher Enderby, PharmD, BCPS, BCNSP, director of the Pharmacy Residency Program, says the residents' efforts were appreciated. "I heard positive comments about their contributions. They were willing to do whatever tasks were needed. The ultimate goal was to get the job done correctly for our patients."

Mayo Clinic escaped significant damage from the hurricane. 



Hurricane Matthew presented learning opportunities for pharmacy residents Jacqueline Walker, David Veasey and Hiba Ahmad.

Board members answer questions on careers, lessons learned



**MATTHEW CURRAN,
PHARM.D, CPH**

- President-elect, Mayo School Health Sciences Alumni Association
- Pharmacy operations coordinator, Memorial Hospital Miramar
- Miramar, Florida

Education and career path

Bachelor of Science: Exercise Science, Florida State University, Tallahassee

Doctor of Pharmacy: Lake Erie College of Osteopathic Medicine, School of Pharmacy, Bradenton, Florida

PGY-1 Pharmacy Practice

Residency: MCSHS, Jacksonville, Florida

Why did you choose MCSHS?

My aunt and uncle work at Mayo Clinic in Florida, and I heard many good things from them. At Mayo Clinic, people consistently take time out of their busy days to make sure rotational experiences help to prepare you for your career.

What's a valuable lesson you learned at Mayo Clinic?

When you see complex cases and very ill patients every day, you're aware of the importance of not taking anything for granted. Make the most of every opportunity. Try to make a difference in others' lives.

How do you contribute to the alumni association?

Being involved with the Alumni Association Board of Directors helps me keep in touch with people from Mayo Clinic and give back to my Mayo family at the same time. I now bring an outsider's perspective to what our residency programs need to remain at such a high level.

What advice would you give to those starting out in health care careers?

Remember the foundations of what you were taught — the core elements of clinical practice — and why you got into health care. Question things that don't seem right.

What do you do in your free time?

I like the outdoors, especially beach and water. I also have a passion for fitness and working out and nutrition.

“Question things that don't seem right.”

>> MATTHEW CURRAN



Why not get involved with your alumni association?

More than two dozen Mayo Clinic School of Health Sciences alumni volunteer to serve on the Alumni Association Board of Directors.

To volunteer, here's what you need to know:

- Board members provide direction for Alumni Association programming and activities.
- Board terms are three years.
- Board members return to Mayo Clinic in Rochester each spring for an annual meeting.
- To apply, complete the nomination form on the alumni association website and submit a letter indicating your interest to the MSHS Alumni Association at mshsaa@mayo.edu.
- A nominating committee considers applications to ensure a broad representation of MCSHS programs.

» QUESTIONS?

Call the MSHS Alumni Association at 507-284-2317 or learn more at <https://mshsalumni.mayo.edu>.



CLAIRE JENSEN, MMS, PA-C

- Physician assistant, Division of Plastic and Reconstructive Surgery
- Mayo Clinic in Arizona

Education and career path

Bachelor of Arts: Biology, University of San Diego, California

Master of Medical Science:

Physician Assistant, Midwestern University, Glendale, Arizona

Postgraduate fellowship:

Otolaryngology, MCSHS, Phoenix, Arizona

Why did you pursue a career in health care?

When I was in high school, my aunt was diagnosed and treated for cancer at Mayo Clinic in Rochester. She told me she had many caring physician assistants on her health care team and mentioned it as a great career possibility for me. By the time I went to college, I was pretty set on attending physician assistant school. I didn't waver from my decision.

What's a valuable lesson you learned at Mayo Clinic?

The needs of the patient come first. Providers here work to meet the needs of the patient. I didn't get that feeling anywhere else.

How do you contribute to the alumni association?

I'm positive, ready and willing to be involved. I like helping to spread the word about our programs.

What advice would you give to those starting out in health care careers?

Health care is a wonderful field, but it changes constantly. You never know what's coming, but it all works out for the best. Job prospects for physician assistants are very good.



CAREN HUGHES, PHARM.D., BCOP

- Clinical pharmacist
- Mayo Clinic in Florida

Education and career path

Bachelor of Science and Master of Science: Tufts University, Medford, Massachusetts

Master of Business

Administration: University of Louisville, Kentucky

Doctor of Pharmacy: Creighton University School of Medicine, Omaha, Nebraska

PGY-1 Pharmacy Practice

Residency: MCSHS, Jacksonville, Florida

PGY-2 Residency in Oncology:

University of Texas M.D. Anderson Cancer Center, Houston

Employment: Eight years as clinical pharmacy specialist, University of Texas M.D. Anderson Cancer Center; 20 years in plant and project management for consumer products company »

Why did you pursue a career in health care?

I have a science background, with engineering and business degrees. I worked for large corporations, but medicine is my first love. When I wasn't involved in it, I felt like something was missing. I went to pharmacy school after having a successful business career. I chose oncology because I could do the most to support patients and their families.

What's a valuable lesson you learned at Mayo Clinic?

I came from a huge cancer institution that has similar objectives to Mayo Clinic. Organizations struggle to stay on top and be the leader. But there's almost gentleness at Mayo Clinic. The institution cares about people — patients and employees.

How do you contribute to the alumni association?

I have significant experience in leadership and working on teams. I also have a strong emotional connection to Mayo Clinic. I was here for my first year postgraduate, then somewhere else for 10 years, and now I'm back.

What advice would you give to those starting out in health care careers?

Find work you love. Make sure you chose health care due to love and service — supporting patients and medical teams. Strive to better yourself in your career even if it involves changing companies or moving.



JOCELYN MOEN, RDMS

- Vice president, Mayo School of Health Sciences Alumni Association
- Registered diagnostic cardiac sonographer
- Mayo Clinic in Rochester

Education and career path

Certificate: Luther Hospital School of Radiologic Technology, Eau Claire, Wisconsin

Certificate: Sonography Program, Echocardiography Track, MCSHS, Rochester, Minnesota

Employment: 10 years as X-ray technologist at Mayo Clinic

Why did you choose Mayo Clinic School of Health Sciences?

For my last two years as a radiologic technologist, I did mostly mammography. I enjoyed it but wanted to expand to another imaging modality. I looked into MCSHS Sonography Program and was drawn to the cardiology track.

What's a valuable lesson you learned at Mayo Clinic?

Mayo Clinic values every patient from every walk of life and every

aspect of their culture. I look at every patient as a unique human being that I feel privileged to interact with. My job is to be a compassionate soul who provides excellent health care and understanding.


Why are you involved in the alumni association?

Being involved with the board offers the opportunity for professional growth. My career is more than just showing up at work every day. I want to pursue other work-related opportunities. This is my second term on the board.

What advice would you give to those starting out in health care careers?

Consider cardiac sonography. I recently attended the American Society of Echocardiography annual conference and learned that there's a huge demand for cardiac sonographers in the U.S. It's a very rewarding career. We work very closely with our staff cardiologists and learn so much from them.

What do you do in your free time?

I enjoy spending time with my husband, two adult children and two grandchildren — and my dog. I visit my dad at a nursing home in Wisconsin on weekends and enjoy interacting with the seniors who love seeing me visit with my dog. Someday I'd like to get involved in a therapy dog program that focuses on bringing comfort to seniors and other shut-ins. 

Amanda Chaney: Leading the way in professional development



Working as a nurse practitioner in the Department of Transplant at Mayo Clinic's Florida campus keeps Amanda Chaney, ARNP, MSN, plenty busy. But she makes time to take advantage of opportunities for professional growth outside of her primary role. And she helps others do the same.

For starters

Since she started at Mayo Clinic in 1998, Chaney has published numerous journal articles, presented at local, state and national conferences and worked on quality improvement projects. She is an assistant professor of medicine and mentors students in the Mayo Clinic School of Health Sciences (MCSHS) Nurse Practitioner Program. She recently authored a book for nurses about gastrointestinal and liver disease.

Chaney is one of only a handful of Mayo Clinic staff in Florida to receive an associate appointment, a designation awarded to individuals who are not consulting or administrative staff but who contribute in important ways. She was one of 19 nurse practitioners

from across to the U.S. to be part of the inaugural leadership program with the American Association of Nurse Practitioners. One more thing, Chaney is completing her doctor of nursing practice degree in April 2017.

Chaney says she has overcome obstacles in her professional growth and wanted to make the journey more straightforward for others. "I learned who to talk to and how to accomplish my goals, but I thought the process should be more clear-cut," Chaney says. "There was no guide to move to the next level in leadership or academics."

For broader benefit

Chaney convened a meeting to gauge interest in professional development for staff members who didn't hold supervisory or management positions. She hoped a few dozen people would attend; 75 showed up.


"I knew I had hit on something," says Chaney. Her next step was to establish a Mayo Employee Resource Group (MERG) on professional development. MERGs are

employee-organized groups that form around a common dimension of diversity.

Chartered in April 2016, the Influence, Inspiration, and Growth Professional Development MERG focuses on networking, academics, presentations and leadership. The group's goals include increasing the proportion of women and minority students, faculty, administrators and staff at Mayo Clinic and increasing the proportion of women and minorities in senior leadership.

"You meet people you otherwise would never know," she says. "This group allows for robust networking." The group grew from 40 members in April to 225 at the end of 2016.

Why does she do all this? Chaney says her motivation is grounded in seeing others shine.

"It's exciting to be around people who have that spark to become better versions of themselves," she says. "I truly enjoy helping people prepare for the next stages of their careers and making sure they have the information they need to succeed." 

Appreciating differences is key to teaching success

Haesuk Heagney, PharmD, was recently named Pharmacy Preceptor of the Year at Mayo Clinic in Florida.

As a preceptor, she focuses on each resident as an individual, a result of her dual-culture upbringing.

Heagney was born in Phoenix but lived in her parents' native Republic of Korea from age 6 to 16. Her parents are professors, and the family returned to the U.S. when she was in high school for her father's sabbatical.

"I hadn't used the English language for 10 years, and my English was horrible," she says. "Having gone through that, I understand that everybody is different and comes from a different place. I appreciate those experiences and respect differences.

"At the start of each resident's rotation, I establish expectations — what I expect from them and what they expect from me," she says. "The answers are always different, which keeps me on my toes."

Choosing a country

Until she was 18, Heagney was a citizen of South Korea and the U.S. At that point, she had to make a choice. "I thought I'd have more opportunity in the U.S., so I chose that citizenship," she says.

Heagney has played piano since childhood and wanted to pursue her education in music and pharmacy. "In Korea, I wouldn't have been able to do both easily because of strict time commitments for each," she says.

She received her undergraduate degree in music with an emphasis on piano performance from the University of Florida in Gainesville. Her parents returned to South Korea.

Choosing a residency and employer


Heagney then earned a doctor of pharmacy degree from the University of Florida College of Pharmacy in Jacksonville.

"In pharmacy school, I consistently heard that Mayo Clinic knows how to take care of patients," she says.

"I got some rotation hours at Mayo during pharmacy school and observed the emphasis on patient care, research and education. I wanted to be part of it."

She completed a Pharmacy Residency through the Mayo Clinic School of Health Sciences in Florida in 2012 and joined the staff as a pharmacist in medicine/surgery. Recently she was promoted to supervisor of institutional pharmacy at Mayo Clinic in Florida.

Long term, Heagney sees herself moving into administration, and continuing to teach.

"I'll forever be a preceptor, whether it's part of my formal role or not," she says. "I always want to be in education." 

About the Florida Pharmacy Residency

The Pharmacy Residency at Mayo Clinic School of Health Sciences in Florida is a 12-month program with four postgraduate year 1 (PGY-1) residents. In 2017, a PGY-2 Pharmacy Residency in Solid Organ Transplant was added.



“Everybody is different and comes from a different place. I appreciate those experiences and respect differences.”

» HAESUK HEAGNEY

Teaching for all to understand



Laurie Davis

Laurie Davis, AuD, has trained more than 100 Mayo Clinic School of Health Sciences Audiology Externship students in the intricacies of diagnosing and treating balance problems.

Davis is the 2016 Distinguished Allied Health Educator of the Year in Arizona. "I'm thankful I've had the opportunity to pass on my knowledge to so many students," she says. She has mentored students for 23 years.

Several former students, who spent one year at Mayo Clinic as part of an accredited

Doctor of Audiology program, submitted letters in support of her nomination.

"Though I have had many teachers throughout my academic career, Dr. Davis shines among them due to her excellent teaching, expertise as a clinician, fantastic mentorship and dedication to education," wrote Aileen Wong, AuD, CCC-A, a clinical instructor in audiology at the University of Arizona.

Davis arrived at Mayo Clinic in 1993 as a clinical fellow after earning a master's degree in audiology from Arizona State University. She was drawn to vestibular audiology and became an expert in the challenges of diagnosing balance problems.

"It's like the pieces of a puzzle," she explains. "You're trying to put together all these pieces to figure out what may be affecting the patient's balance."


Diagnosis is complicated because the body's balance performance depends on not only the vestibular system, which includes parts of the inner ear and brain, but also the interactions of the central nervous system, the musculoskeletal system and the cardiovascular system. Symptoms can be vague, and test results obscure.

"It's very complex material, and most students lack that knowledge when they first come to Mayo Clinic," Davis explains. "They may have had one semester on balance concerns and were taught the theory but not the application."

To prepare students for clinical experience with patients, Davis started a video library of interesting cases. She presented the patient's symptoms, medical history, evaluation techniques and clinical findings. Then she told her students to expand the library with their own videos.

"The beauty of Mayo Clinic is that you get complicated cases that may never have been seen elsewhere," she says. And the beauty of online videos is that students can access them any time for self-paced learning of techniques that require observation and repetition.

Former students say Davis held them to high expectations, was a role model for clinical excellence and remained a mentor years after their externship because she wants patients to get the best possible care.

"It's worth it to me to put all the energy into teaching students appropriately," Davis says, "so they will be good clinicians." 

We welcome alumni and student news

Your comments, academic and career news, and story ideas are welcome. Email: connectionsmanager@mayo.edu

About *Connections* and MCSHS

Connections is published three times a year and mailed free of charge to alumni, students and friends of Mayo Clinic School of Health Sciences (MCSHS).

MCSHS has a distinguished history of preparing students for successful careers in the health sciences. Mayo Clinic has been training allied health professionals for more than 100 years.

Nearly 1,700 students are enrolled in more than 128 MCSHS programs and rotations representing more than 68 health sciences careers. Programs are available at Mayo Clinic campuses in Arizona, Florida and Rochester.

Enrollment information

www.mayo.edu/mayo-clinic-school-of-health-sciences

507-284-3678 or
1-800-626-9041 (toll-free)
young.jolene@mayo.edu

Alumni information

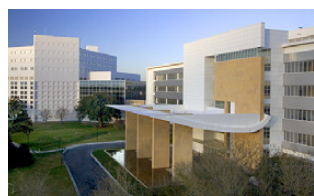
<https://mshsalumni.mayo.edu>

Deborah Oscarson,
Alumni relations
business analyst
507-284-2317
mshsaa@mayo.edu

Stay in touch

You have three easy ways to update your address:

- Visit MSHS alumni website <https://mshsalumni.mayo.edu>
- Email: mshsaa@mayo.edu
- Call 507-284-2317



Editorial advisory board

Robert Adams, Deb Anderson,
Judith Anderson, David Ausejo,
Ruth Bello, Christopher Bleau,
Lisa Buss Preszler, Carlene
Donald, Margaret Dougherty,
Caren Hughes, Shannon
Newberg, Deborah Oscarson,
Bella Panchmatia, Mary Kaye
Peterson, Randy Roesch,
Jamila Rousseau, Michael Schuh,
Ann Sullivan, Claudia Swanton,
Ronda Willsher, Sheri Zastrow

2016–2017 MSHS ALUMNI ASSOCIATION OFFICERS AND BOARD MEMBERS

Officers

Karen Sherk
New Hope, Minnesota
President

Matthew Curran
Fort Lauderdale, Florida
President-elect

Jocelyn Moen
Rochester, Minnesota
Vice president

Joan Hunziker-Dean
Rochester, Minnesota
Secretary-treasurer

Ruthann (Randy) Roesch
North Port, Florida
Past president

Judith D. Anderson
Alumni Center director

Debbie Oscarson
Alumni relations business analyst

Executive Committee

Dancia Asberry,
Jacksonville, Florida

Ruth Bello,
Rochester, Minnesota
*MCSHS operations manager,
ex officio member*

Christopher Bleau,
Jacksonville, Florida
*MCSHS operations manager,
ex officio member*

Courtney Grunewald,
Brookfield, Wisconsin

Caren Hughes,
Jacksonville, Florida

Bella Panchmatia,
Scottsdale, Arizona
*MCSHS operations manager,
ex officio member*

Stacey Rizza, MD,
Rochester, Minnesota
*MCSHS associate dean,
ex officio member*

Board of Directors

Kimberly Bishop,
Minneapolis, Minneapolis

Jane Deering,
Rochester, Minnesota

Brittany Dowling,
Rochester, Minnesota

Jody Erickson,
Jacksonville, Florida

Kerri Fitzgerald,
Farmington, Minnesota

Chelsey Hoffmann,
Rochester, Minnesota

Claire Jensen,
Scottsdale, Arizona

Christina Lazer,
Rochester, Minnesota

Rita Marquardt,
Rochester, Minnesota

Jaime Matthaues,
Scottsdale, Arizona

Erin Morris,
Jacksonville, Florida

Stacey Mroczenski,
Green Bay, Wisconsin

Stephanie Nunn,
Jacksonville, Florida

Karen Shaw,
Aurora, Colorado

Andrew Walker,
Phoenix, Arizona

MAYO CLINIC | mayoclinic.org
200 First Street SW | Rochester, MN 55905

©2016 Mayo Foundation for Medical Education and Research. All rights reserved. MAYO, MAYO CLINIC and the triple-shield Mayo logo are trademarks and service marks of MFMER.

MC4192-1701

MAYO CLINIC SCHOOL OF HEALTH SCIENCES

200 First Street SW
Rochester, MN 55905

<https://mshsalumni.mayo.edu/>

ADDRESS SERVICE REQUESTED

NON-PROFIT ORG.
U.S. POSTAGE
PAID
MAYO CLINIC

» KEYNOTE: FROM CONFUSION TO CLARITY ON CONCUSSIONS

Reserve your spot at the Alumni Association Annual Meeting

Mayo Clinic's David Soma, MD, Community Pediatric and Adolescent Medicine, and Cara Prideaux, MD, Physical Medicine and Rehabilitation, will share their expertise and experience in treating concussion at the annual meeting of the Mayo School of Health Sciences Alumni Association.

FRIDAY, APRIL 21, 2017

Rochester Marriott Hotel	Reception	5:30 p.m.
101 First Ave. SW	Program	6:15 p.m.
Rochester, Minnesota	Dinner	7:15 p.m.

The evening is free for MCSHS alumni and a guest. See page 4 for registration details.



David Soma, MD



Cara Prideaux, MD