



# connections

MAYO CLINIC SCHOOL OF HEALTH SCIENCES ALUMNI ASSOCIATION SPRING 2019







## From the Alumni Association president

Greetings, fellow alumni!

Our annual meeting is only weeks away. I look forward to seeing many of you at this wonderful event. Our keynote speaker, Cesar Gonzalez, PhD, LP, will discuss effective ways to work with transgender patients, a topic that has received much media attention and recognition in recent months. I'm excited to hear what he will teach us.

I want to thank current Board members who have made generous monetary donations to the Alumni Association and everyone who ordered MCSHS Alumni Association-logo apparel items. Proceeds from the sales of those items support increased activity by the Alumni Association, so you not only show your alumni pride but also support programs for alumni and current students. Watch your email inbox for a summer apparel offer.

I would love to see more of you volunteer to mentor current and future MCSHS students. This is a rewarding way to stay connected with your Mayo roots

and gain satisfaction by sharing your knowledge with others. You can sign up to be a mentor on the Alumni Association website, [mshsalumni.mayo.edu](https://mshsalumni.mayo.edu).

I would like to share this powerful statement courtesy of John Noseworthy, MD, recently retired president and CEO of Mayo Clinic:

*"Continue to embrace innovation and change, just as our founders embraced them, just as you have in the last decade, leading Mayo Clinic with dignity, creativity, resiliency and strength. The innovations you have created have secured our position as the most trusted name in health care and have placed us on a solid foundation. There is pride in what we have accomplished together. Thank you for your courage and commitment."*

*Jocelyn Moen*

Jocelyn Moen, RDCS (ECHO '99)  
Registered diagnostic cardiac sonographer  
Mayo Clinic Rochester

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On the cover:

Daniel Patterson (EMT '18) is a new paramedic with Mayo Clinic Medical Transport since completing the MCSHS Emergency Medicine Program. He traded in a career as a chef to become a paramedic, saying both careers involve pressure, stress, camaraderie and teamwork.









# Optimizing student well-being

Patricia gets help preparing for a job interview. Ryan gets grief counseling after the death of his father. Yvonne gets guidance in setting up a payment schedule for her student loans. Manuel gets a copy of his transcript. Jasmine gets a list of apartments.

Mayo Clinic School of Health Sciences students seek help from Student Services every day for situations just like these. While some of the services may seem routine, together they encompass a package aimed at optimizing student well-being.





Robert (R.J.) Sparling (PT '20)  
with a member of the Caring  
Canines program



Charline  
(Stephanie)  
Nguimatsa  
(RAD '19)



Isalah Grafe  
(RAD '19)

Students can access services in person or by phone, email or Skype.

## STUDENT SERVICES INCLUDE



### HOUSING RESOURCES



### BURSAR AND STIPENDS

Tuition billing and  
payment, stipend  
payment



### FINANCIAL AID

Eligibility,  
disbursement,  
loan repayment  
counseling



### REGISTRAR

Academic records,  
course registra-  
tion, grading,  
transcripts, diplo-  
mas, certificates,  
verification of  
education and  
training



### ADMISSIONS SUPPORT

On-boarding  
services including  
paperwork prior  
to beginning a  
program; receiving  
building access,  
system access and  
email account;  
exam proctoring;  
background checks;  
drug screening



Mayo Clinic College of Medicine and Science has centralized Student Services, ranging from registrar and bursar to ombudsperson and mental health counselor.

“These services are intended to enhance all aspects of the student experience,” says Debra Lafferty, director of Student Services, Mayo Clinic College of Medicine and Science. “Student Services are now easier than ever to access, which makes it more likely students will take advantage of them. And, because the services are centralized, MCSHS students who rotate among Mayo Clinic campuses have access to seamless services no matter where they are.”

New to the service offerings are academic success advisers and mental health providers on all campuses. Lafferty says the college strives to promote mental health services to students and break down barriers to seeking help. To date, the number of students across all colleges using the provided mental health services is twice that of what was anticipated. Since centralization occurred and new services were introduced, overall student satisfaction across schools has increased from 77 percent to 83.6 percent according to data collected by the college.

“We are working hard to bring awareness of our services to learners and faculty, as well as help faculty know how to refer learners to us,” says Lafferty. “We conduct annual satisfaction surveys to ensure we meet students’ needs.” Lafferty says Student Services was a focus of the college’s accreditation quality project for the Higher Learning Commission.



## ACADEMIC SUCCESS ADVISING

Study strategy, tutoring, exam preparation, time management, disability services and accommodations, interview tips, resume preparation



## HEALTH & WELLNESS EDUCATION & COUNSELING

Personal health counseling, health education, healthy eating and cooking demonstration, fitness facilities



## MENTAL HEALTH SERVICES

Confidential individual and family counseling sessions; resiliency and mindfulness workshops



## STUDENT OMBUDSPERSON

Representation of student interests in formal and informal grievances; mediation for conflict resolution



## PRIMARY CARE ASSISTANCE

Provider assignment



## CRISIS INTERVENTION SERVICES

# An assist from Student Services

Lisa Yem (CST '18) met with Student Services academic success adviser Stephani Wolfe before she became a MCSHS student in the Central Service Technician Clinical Rotation on the Arizona campus. Yem was a student at Gateway Community College in Phoenix and wanted to make sure she could succeed at MCSHS. Yem is hard of hearing as the result of an untreated severe ear infection during infancy at a refugee camp in Thailand. She wears hearing aids for her moderate hearing loss, but they don't pick up high-pitched sounds. When people speak, they sometimes sound to Yem as if they are mumbling.

"I wasn't aware of very many deaf or people who are hard of hearing employed in medical fields, so I didn't know it was possible," says Yem. "A relative told me about his work as a sterile processing technician, and I became interested in it and thought it might be a good fit. I could be behind the scenes and still play an important role in keeping patients safe."

Along with a Mayo academic adviser, Yem met with educators from Central Services. "We discussed a plan for my clinical rotation including what would and wouldn't work and how I could learn at my own pace," says Yem. "We decided to focus on one work area at a time with help from an American Sign Language interpreter provided by Gateway's Disability Resource Office, my preceptor

and the department educator. Mayo was very accommodating and made sure I felt competent and comfortable to work independently. Everyone involved was sensitive, open-minded, patient and creative. This was the first workplace I'd had that provided accommodations for me, and I truly appreciate it. It made me feel as if I am equal to other staff."

Yem says her colleagues learned to talk to her face-to-face, pull down their surgical masks and write difficult, specialized words on a notepad. She uses vibrating timers to alert her when to check equipment.

After her six-month clinical rotation, Yem was hired as an assistant technician in the Central Sterile Processing Department at Mayo Clinic in Arizona. The department is responsible for the processing, sterilization, high-level disinfection and quality control of sterile and disinfected supplies and equipment used on patient care units.

"I'm happy I took on the challenge of working in health care because there are people who will help you make it work even if it takes a little extra time," says Yem.

Scott Daughetee (CST '10), education coordinator in the department, says Yem helped the group look at things differently and consider what it truly means to be inclusive. "These are the types of events that help shape our culture."



A woman with dark hair, wearing a blue bouffant surgical cap and light blue scrubs, is shown in profile, looking upwards and to the left. She is holding a pair of surgical forceps in her right hand. The background is a blurred operating room environment with bright lights.

"This was the first workplace I'd had that provided accommodations for me, and I truly appreciate it."

Lisa Yem

# Incoming Alumni Association president

Pamela Lovett, DNP, CRNA (NA '03), will be installed as president of the MCSHS Alumni Association at the annual meeting in April. Dr. Lovett, a certified registered nurse anesthetist at Mayo Clinic's Florida campus, recently marked 28 years with Mayo Clinic.

Dr. Lovett began her career at Mayo Clinic's Florida campus as a registered nurse. She pursued nurse anesthesia training on the Rochester campus and has since practiced as a CRNA at Mayo Clinic in Florida.

Dr. Lovett is a CRNA nurse manager in the Department of Anesthesiology and Perioperative Medicine and an instructor in anesthesiology in the Mayo Clinic College of Medicine and Science. She co-manages a staff of 70 CRNAs. In her academic role, she oversees student nurse anesthetists who rotate from the University of North Florida as well as Mayo Clinic's anesthesia medical residents.

"Education has changed my life and made me who I am," says Dr. Lovett. "I started with an associate's degree from community college and then got my bachelor's degree in nursing, master's in nurse anesthesia and doctorate in nursing practice. Every level of education made me more confident and driven to seek more. Mayo Clinic has systems in place to help those who have the drive and motivation to advance their allied health careers, and I surely benefitted from that."

Dr. Lovett says she's passionate about anything she does, including mentoring. She mentors future CRNAs and hosts an administrative intern every semester. She cites the personal and professional mentors who influenced her.

"I had a baton-twirling instructor from age 5 through high school who set high standards and from whom I learned the power of positive thinking," says Dr. Lovett. "She taught me that nothing is outside my reach as long as I put in hard work. At Mayo Clinic, Dr. Tim

Lamer in the Pain Clinic in Rochester showed faith in my abilities before I enrolled in the nurse anesthesia program. I questioned whether I had the tools and academic ability to succeed, and he supported my decision to proceed and wrote a letter of reference. It's important to reach out to others who can mentor you and are willing to give you guidance and tools to succeed. Look to your fellow MCSHS alumni for career advice and mentorship."

When she assumes the presidency, Dr. Lovett hopes to increase awareness of the Alumni Association, particularly at Mayo Clinic's Florida and Arizona campuses. She encourages MCSHS alumni to get involved and serve on the Alumni Association Board of Directors, a three-year commitment. "It's important that we have diversity of allied health professions on the Board," she says. "If you're interested in advancing your profession and having the opportunity to experience the heritage and history behind Mayo Clinic and Mayo Clinic School of Health Sciences, nominate yourself to serve on the Board. You'll have a sense of pride and accomplishment at the end of three years."



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To nominate yourself or someone else for the MCSHS Alumni Association Board of Directors, visit [mshsalumni.mayo.edu/about/board-of-directors/nominate](https://mshsalumni.mayo.edu/about/board-of-directors/nominate).













## A 'fantastic opportunity'

In 2018 MCSHS introduced a Pharmacy Technician Program. Seven students began the 20-week program in August, and another group of 10 commenced in February. Students must be at least 18 years old, have a high school diploma or GED, and pass a math competency test. The outlook for graduates' employment is high.

Katelyn DeWitt was in the first Pharmacy Technician class. She graduated from John Marshall High School in Rochester, Minnesota, in 2017 and had been unsure of her career path. She worked at a local flower shop and coffee shop while considering her options.

"I was interested in health care but am not good with blood," says DeWitt. "My mom (Cheryl DeWitt) is a teller in the Mayo Credit Union. She saw information about the new Pharmacy Technician Program and urged me to apply. I hadn't had any solid plans for a while."

DeWitt talked to her aunt, Kimberly Simons, a supervisor in Pharmacy Purchasing at Mayo Clinic, about working in pharmacy. "It sounded really interesting, and she likes her job, so

I applied for the program. My mom almost cried when I told her I was accepted."

Nathan Glasgow, also of Rochester, was DeWitt's classmate, but his life experience is considerably different. Glasgow's wife, Amy Glasgow, is a senior health services analyst in the Center for the Science of Health Care Delivery at Mayo Clinic. He relocated from Illinois to Rochester when the couple married. Glasgow had worked in a factory in Illinois and in retail in Rochester. For the last couple of years, however, he's been a stay-at-home dad with the couple's daughter. Anna was born early at 25 weeks' gestation and spent 107 days in the neonatal intensive care unit at Mayo Clinic Hospital – Rochester, Saint Marys Campus.

"While our daughter was in the hospital, I gained a deep appreciation for people in the medical field," says Glasgow. "It made me want to find a way into a career at Mayo Clinic."

Glasgow's wife learned about the Pharmacy Technician Program and told him about it. "I jumped at it," says Glasgow. "We'd been

Pharmacy technician students Nathan Glasgow and Katelyn DeWitt.



talking about what I would do when I went back to work. Having a job that fulfilled me had been missing from my life.”

Both DeWitt and Glasgow are excited to have found a fulfilling career. The 12-week didactic portion of the program’s curriculum is online, and both worked their jobs — barista and stay-at-home dad, respectively — around their learning.

“The program director, Matt Rewald, is very hands-on and responded to questions quickly,” says DeWitt. “We told Matt what we thought should be adjusted in the curriculum, and he changed it to make it better for the next class. Being in the first class was kind of thrilling. We were guinea pigs — the pioneers.”

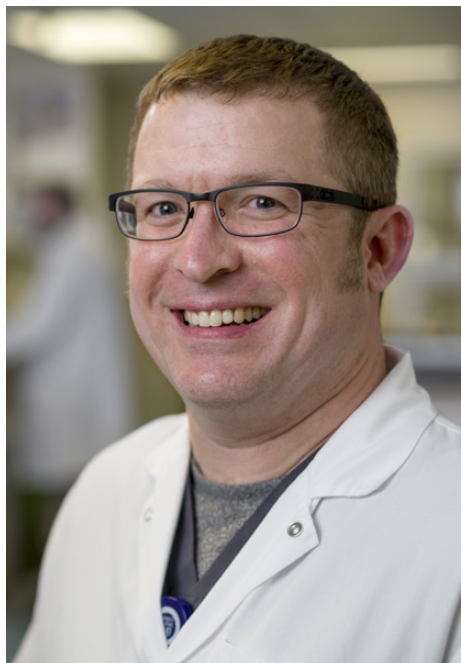
Glasgow says it was apparent that Rewald wanted to help students learn the material. “He was very motivated to help us start our careers. My daughter went to daycare one day a week, so I devoted Thursdays to coursework. The other days, I headed to

the basement when my wife came home from work to focus on my coursework.”

Students in the program meet on campus one day every other week during the first 12 weeks, and then complete eight weeks of pharmacy rotations at Mayo Clinic. Upon completion of the program, students are prepared to sit for the national Pharmacy Technician Certification Exam.

Rewald says pharmacy technicians have career opportunities including working in inpatient and outpatient settings; specializing in fields such as the operating room, pediatrics or oncology; and being involved in research and education. “This program offers an opportunity for people in the community who are looking for a career.”

Glasgow seconds that statement. “It’s a fantastic opportunity for young people who want to get into this field or for people like me who have no formal education but want to start over with a new career.”







# In the thick of it

Matthew Rewald, CPhT, was recruited from Rochester General Hospital in Rochester, New York, to be the coordinator of pharmacy technician education and program director of the MCSHS Pharmacy Technician Program in Rochester, Minnesota.

Rewald built a nationally accredited pharmacy technician program from scratch at Rochester Educational Opportunity Center affiliated with The College at Brockport in Rochester, New York — the only nationally accredited program in the state. In Minnesota, he adapted the structure, curriculum and rotations to fit MCSHS and worked to get the necessary approvals.

“When I interviewed with the team in Minnesota, I was very drawn to Mayo’s mission and to the vision for this program,” says Rewald. “The Department of Pharmacy has been very invested in advancing pharmacy technician education and advocacy.

“Just as other allied health professions have increased their educational requirements, movement is afoot in this profession to create national standards. We believe this will better prepare technicians and increase patient safety; we want to be part of this movement. I’m a member of the national Pharmacy Technician Accreditation Commission of the American Society of Health-System Pharmacists and Accreditation Council for Pharmacy Education to make sure MCSHS continues to be part of this conversation.”

Currently each state decides what’s required to be a pharmacy technician. Some states require no education or training. Minnesota requires completion of a board-approved pharmacy technician training program, which can be a formal education program or an employer-provided training program. To date, Mayo Clinic pharmacy technicians in Rochester have been trained on the job in a program of its own creation.

The new MCSHS Pharmacy Technician Program will become the preferred pathway for education and training of future pharmacy technicians at Mayo Clinic’s Rochester campus. New technician hires will be fully trained and ready for the national certification exam. Because the new MCSHS program constitutes 600 hours of training, graduates will meet national qualifications and be prepared to work in any state.

By early 2020 MCSHS and the Department of Pharmacy plan to expand the Pharmacy Technician Program to the Arizona and Florida campuses. Plans also are under consideration to increase the class size and number of cohorts per year.

“As we look to expand the number of students per year in the program in Minnesota, we’re identifying rotation opportunities in Mayo Clinic Health System,” says Rewald. “As the profession evolves and adopts national standards, we will make sure MCSHS is in the thick of it — having a voice for our profession and its patients — and ahead of the game in being prepared for what is sure to come.”









## A pipeline for Mayo Clinic in Midwest

MCSHS has introduced a new two-year master's degree Physician Assistant (PA) Program. The first class of 24 students will begin in August 2020, pending achieving Accreditation – Provisional status in March of that year.

You may be thinking, “Wait – doesn’t MCSHS already have a PA program?” Yes, for many years MCSHS has collaborated with the University of Wisconsin-La Crosse PA program to provide a year of clinical rotations for selected students. MCSHS will continue this long-standing relationship while adding its own PA master’s degree program in an effort to bring more PAs into the regional workforce.

### **Innovative instruction**

In the new PA Program, MCSHS will provide the entire two-year course of graduate study and clinical learning experiences for students selected through a competitive admissions process beginning in April 2019. Graduates of the program

will receive a Master of Health Sciences in Physician Assistant Studies degree from MCSHS.

“The demand for PAs is great and has been for more than 20 years,” says Michael Huckabee, PhD, a PA program director and senior associate consultant in the Department of Education Administration at Mayo Clinic in Rochester. “The new program is intended to be a pipeline for much-needed PAs in communities served by Mayo Clinic in the Midwest.”

The first year of PA studies will be led by Mayo Clinic faculty in Rochester. Second-year clinical rotations will extend across Mayo Clinic Health System sites and Mayo Clinic’s Rochester campus.

The program will use innovative instructional strategies to move away from traditional methods that are dependent on long periods of lectures and PowerPoint presentations. Instead, students will be engaged in active learning to continually problem solve and develop critical-thinking

The new MCSHS Physician Assistant Program is represented by Katie Rieck, MD, medical director; Michael Huckabee, PhD, director; and Shekitta Acker, MS, PA-C, academic director.

skills. Many courses and labs in the new MCSHS program will take place at Saint Mary's University of Minnesota's Cascade Meadow campus in Rochester, with other clinical learning experiences at Mayo Clinic.

"Schools that prepare medical professionals recognize the struggle students experience with information overload due to the rapidly increasing fund of medical knowledge," says Dr. Huckabee. "Educators increasingly recognize that it's more valuable to develop critical thinkers than to teach students to memorize every treatment and drug. Many medical schools and PA programs are transitioning their curriculum to this newer model. Our advantage is that we're building our curriculum from the ground up."

Dr. Huckabee has been a physician assistant for 35 years and worked in PA education for 20 years with three different PA programs, including one he helped start at Union College in Lincoln, Nebraska. Most recently, he was the director of the Division of Physician Assistant Education and assistant dean for clinical affairs at the University of Nebraska Medical Center in Omaha.

## Pipeline programs

MCSHS has partnered with Saint Mary's University in Winona, Minnesota, and University of Minnesota-Rochester to provide two other paths into the new PA program. High school students may apply to 3+2 (three years undergraduate plus two years graduate) programs at those institutions. Students who are accepted will complete their first three years of undergraduate study at their university

campus and the final two years at MCSHS. After year four, they will receive a bachelor's degree from their respective university. After year five, students will receive a Master of Health Sciences in Physician Assistant Studies degree from MCSHS.

Students approaching high school graduation can apply for the 3+2 programs now. These programs will enroll their first students in August 2019. Students who start 3+2 studies in 2019 will begin the PA master's degree portion of the program at MCSHS in 2022.



## Leadership Development Award

Michael Huckabee, PhD, the Physician Assistant Program director in MCSHS and senior associate consultant in the Department of Education Administration at Mayo Clinic in Rochester, received the National Leadership Development Award from the Physician Assistant Education Association. The award recognizes an individual who develops future leaders among faculty by demonstrating exceptional leadership.

Michael Silber, MB, ChB, dean of MCSHS, nominated Dr. Huckabee for the award: "Dr. Huckabee truly has led by example by developing and leading innovative PA programs, actively participating in professional associations, and mentoring numerous students and associates."

Michael Huckabee, PhD, with Shekitta Acker, MS, PA-C, academic director of the new MCSHS Physician Assistant Program. Acker came to MCSHS from MGH Institute of Health Professions' physician assistant program.









"It's been a pleasure to be part of instituting programs that strengthen our department and our profession's role in providing high-quality patient care."

Linda Pachuta



# Distinguished Allied Health Educator of the Year

## MCSHS Arizona

Linda Pachuta, APRN, CNP, loves teaching and passing on knowledge to others. So it's no wonder she received the MCSHS 2018 Distinguished Allied Health Educator of the Year Award in Arizona. She was selected for the award for her pioneering efforts as an advanced practitioner at Mayo Clinic's Arizona campus, including helping to define the advanced practitioner role in the evolving health care environment.

Pachuta is the program director of nurse practitioner student clinical rotations in MCSHS. She interacts with clinical instructors at universities throughout the region, helping to place students and raising Mayo Clinic's visibility in primary care education. Her preceptor efforts have helped the Department of Family Medicine recruit and hire students after they've completed their programs.

Pachuta joined Mayo Clinic in 2009 and was the first advanced practitioner in the Department of Family Medicine, which now has 13 nurse practitioners in family medicine and primary care at four locations. She practices primarily

at the Mayo Clinic Family Medicine – Thunderbird campus. She's the former supervisor of nurse practitioners in family medicine, and an instructor in family medicine in the Mayo Clinic College of Medicine and Science.

"When I joined the department, there was no formal onboarding process for newly hired nurse practitioners," says Pachuta. "I helped to develop a three-month process with specialty rotations to ensure NPs have specialty knowledge to properly refer patients. Rotations in orthopedics and dermatology provide hands-on training. Each new NP is assigned a physician mentor during the orientation process. We also have regular educational topics and presentations with our monthly NP meetings.

"These processes provide our nurse practitioners with a strong foundation to meet the challenges of working in our department. It's been a pleasure to be part of instituting programs that strengthen our department and our profession's role in providing high-quality patient care."

# Distinguished Allied Health Educator of the Year

## MCSHS Florida

For 10 years Carleen Van Siclen worked two jobs so she could do both of the things she loves — use her technical skills in a clinical lab and teach medical laboratory technology students. Then she thought, *“Wouldn’t it be nice to be somewhere I could do both and have one full-time job?”* She fulfilled that professional dream at Mayo Clinic in Florida.

Fast forward almost two decades, and Van Siclen is the recipient of the first MCSHS 2018 Distinguished Allied Health Educator of the Year Award in Florida. She received the award for her role as a leader, educator, role model and mentor.

“Interacting with students is the most gratifying part of my job,” says Van Siclen, manager of laboratory staff education and development in the Department of Laboratory Medicine and Pathology at Mayo Clinic’s Florida campus. She’s also an assistant professor of laboratory medicine and pathology in the Mayo Clinic College of Medicine and Science — the first allied health staff member in her department to achieve that academic rank.

Van Siclen joined the Mayo Clinic staff as a lead technologist in hematology, with teaching responsibilities for the medical laboratory science students who rotated through the lab. When an education coordinator position opened up, she jumped at the chance. Today she is the program director for multiple

MCSHS clinical rotations: Medical Laboratory Assistant, Medical Laboratory Technician, Medical Laboratory Science, and Histology Technician.

A colleague who nominated her for the award says Van Siclen’s educational influence reaches every floor and patient care unit of Mayo Clinic Hospital on the Florida campus. The nominator cited Van Siclen’s training of clinical nurse educators in the implementation of computer software used to identify patients’ lab specimens; the creation of online training modules for lab staff; and encouragement of others to seek professional development opportunities through advanced degrees, academic appointments, updated licensure, and professional certifications.

“I enjoy sharing my knowledge, watching students succeed, seeing them excited about job offers and knowing I assisted in shaping the future of our profession,” says Van Siclen. “I feel lucky and honored to be able to give back to the profession I love.”

Last summer Van Siclen secured a grant from the Coastal Blood Foundation to create the MCSHS Medical Laboratory Science Career Immersion Program. “Opening high school students’ eyes to the world of laboratory medicine is rewarding,” she says. “Whether I’m working with MCSHS students or our future students, I take pride in helping them see all the career options available.”



"I enjoy sharing my knowledge, watching students succeed, seeing them excited about job offers and knowing I assisted in shaping the future of our profession."

Carleen Van Siclen







"I love my new career and have no regrets about giving up my cooking career."

Daniel Patterson



# Cooking up a career change

Daniel Patterson (EMT '18) spent the first part of his life in kitchens in Minnesota. After attending culinary school in New England, he helped a friend open restaurants in Wabasha and Lake City, baked artisan bread for a restaurant in St. Paul, and opened his own bakery and café in Lake City.

"In restaurants you work all night with eight-minute deadlines and people needing things from you and expecting perfection," says Patterson. "It's a team-oriented but stressful environment."

He traded that lifestyle for a career as a paramedic. He completed the 20-month MCSHS Emergency Medicine Program in 2018 and is employed as a paramedic by Mayo Clinic Medical Transport in Rochester. He also is a volunteer firefighter in Lake City.

"Pressure and stress are common denominators of being a chef and paramedic," he says. "Both jobs involve camaraderie and teamwork — whether it's around a steak or a stroke — and everyone looks to you to solve problems."

The services Patterson provides have gone from mouth-watering to lifesaving.

"Paramedics identify threats to a person's life, take vital signs, treat symptoms, and transport the patient from their home or another location to the hospital," says Patterson. "We try to figure out pieces of the puzzle causing their symptoms and report that information to the hospital to

continue figuring things out. I enjoy helping people and feeling like I make a difference."

Patterson says being a paramedic isn't the way it's often portrayed in TV shows. "It's not constant horrific accidents. We see many routine, non-life-threatening situations — people who have mental health problems who can't take care of themselves and need help getting to a hospital. My job is to walk into a situation where the person can't necessarily describe their problem and quickly figure out how to help them. It requires calm and fast thinking."

Patterson cites a desire to improve life for his family as the reason for the career change. "I got married, had kids and bought a house. Running a restaurant is labor-intensive. Now I work three or four nights a week and have time to coach baseball and go to dance recitals.

"As a bakery and café owner, I knew a lot of people who worked for Mayo Clinic, and they enjoyed their jobs. I never pictured myself working in health care. Then I became a firefighter and enjoyed that. I went to school to become an EMT and worked in an emergency room. I handled the stress of that environment well and decided to apply to the MCSHS paramedic program. I was accepted but had to get prerequisites under my belt. The extent of my science education had been making soups and sauces. I love my new career and have no regrets about giving up my cooking career. I still get to cook at home and with a lot less pressure."

# Focusing on ergonomics

Andrew Wood, PT (PT '79), is a physical therapist, but he hasn't worked full time in patient care since the early 1980s. Instead, he's spent his career in industry as a wellness and ergonomics specialist.

"After graduating from Mayo Clinic School of Health Sciences, I worked in orthopedics, acute care and cardiac rehab in a small acute care hospital in Montrose, Colorado," says Wood. "While there, I heard a speaker who was the head of health promotion at Coors beer talk about wellness, and I was intrigued. Many of the patients I saw at the time had conditions that could have been avoided by simple healthy lifestyle practices. I was inspired to pursue my master's degree at the University of Minnesota in exercise physiology and then began my career in preventive care."

Wood spent 25 years managing health promotion and ergonomics at General Mills in Golden Valley, Minnesota. "In the early 1980s corporate health promotion was in its infancy," he says. "I developed the company's health promotion programs for field sales and manufacturing, designed their fitness centers, implemented their first health-risk appraisal system, created a musculoskeletal injury-prevention program and provided on-site physical therapy services for employees in the corporate medical department."

When Wood's wife, Krista Coleman Wood, PhD, PT, a physical therapist and biomedical engineer, got her dream job at Mayo Clinic in the Motion Analysis Laboratory, the couple relocated to Rochester, Minnesota. Wood took a

position as director of ergonomics and corporate services at Muve Inc., a Mayo Clinic joint venture aiming to produce a wearable product that would track caloric expenditure from physical activity, predating the Fitbit. The product was derailed by the 2008 economic recession.

Today, Wood is an ergonomics consultant with Ferguson Risk Management, a Florida-based company focused on industrial safety, ergonomics and environmental services for corporate clients. He works with clients including CVS Health. Pharmacy staff who stand all day, opening and closing medication bottles, can develop wrist problems. Call center employees who sit all day, keyboarding and talking on the phone, can develop back, wrist and neck problems. Wood evaluates work areas and makes recommendations about workstation design, furniture, equipment, accessories and activities to increase employee comfort and company productivity. He also develops strategies for individuals returning to work after injury or illness.

"Ergonomics, wellness and prevention fields offer tremendous nontraditional opportunities for physical therapists," says Wood. "I use the knowledge I learned in the Mayo Clinic School of Health Sciences physical therapy program every day, along with training in occupational health and safety, to evaluate the workplace as opposed to individual patients. My role is to match the job to the individual by design and proper equipment, and the employee to the job by education and training and make adjustments as necessary to ensure a good, healthy fit."

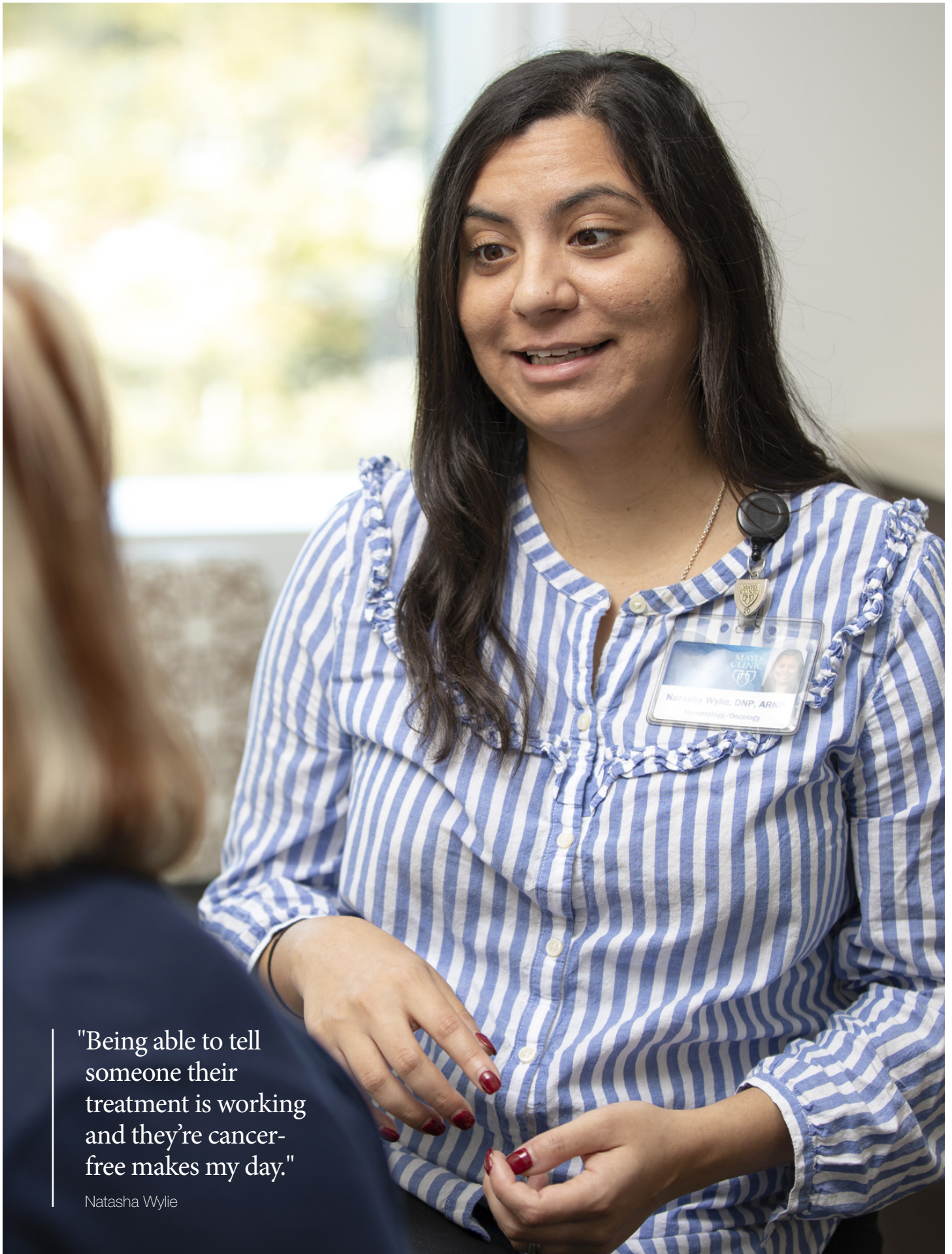




"I use the knowledge I learned in the Mayo Clinic School of Health Sciences physical therapy program every day."

Andrew Wood





"Being able to tell someone their treatment is working and they're cancer-free makes my day."

Natasha Wylie



# Finding dream job in GI oncology

Natasha Wylie, APRN, DNP (NP '18), has always wanted to make people feel better. She's bitten off more than some people could chew by specializing in gastrointestinal hematology/oncology. GI cancers — which include stomach, esophageal, liver, colon, rectal, anal, appendix, pancreatic and gallbladder — are among the most aggressive solid tumor cancers.

Dr. Wylie and two other advanced practice providers each see about 10 GI cancer patients per day in the Division of Hematology and Medical Oncology on Mayo Clinic's Florida campus.

"We see the patients throughout their cancer journey," says Dr. Wylie. "We meet with them before they begin treatment to make sure their symptoms are managed properly, check their lab tests and review their scans to determine if their cancer is progressing. We help them make decisions about how to maximize their quality of life for however long that will be."

Dr. Wylie says she fell in love with oncology during a rotation in her MCSHS training. "My program director, Andrea Moreno-Lackman (APRN, DNP), let me stay in oncology because

she knew I loved it. Our profession has come a long way and now provides opportunities to specialize in areas such as oncology."

Working with cancer patients takes a toll on providers. Dr. Wylie says she and her advanced practice provider and physician colleagues discuss their emotional well-being at weekly meetings and find ways outside of work to alleviate stress. "Many of our patients are palliative — there's no curative intent to their care. We form deep connections with them, and they put their trust in us to help them make decisions. It's rewarding to share this journey. Empathy and bonding with patients come easily to me."

Dr. Wylie was a registered nurse at Mayo Clinic in Florida for three and a half years before becoming a nurse practitioner. When she was growing up, her primary care provider was always a nurse practitioner or physician assistant, and she aimed for that type of career herself.

"This is my dream job — what I always wanted," she says. "Being able to tell someone their treatment is working and they're cancer-free makes my day."

# Craving new cultures & environments

Sinokuthaba “Snono” Sibanda, DNAP, RN (NA ’19), says she craves new cultures and environments. She was raised in San Diego, California, and spent six years in Atlanta, Georgia, for her undergraduate education at Georgia State University and work as a critical care nurse at Grady Memorial Hospital. After completing the three-and-a-half-year Doctor of Nurse Anesthesia Practice Program at MCSHS in Rochester, Minnesota, Dr. Sibanda ventured off to Barnes-Jewish Hospital in St. Louis, Missouri.

“I loved being at Grady in Atlanta because it’s an inner-city hospital,” says Dr. Sibanda. “It was incredibly challenging; we cared for the least-cared-for population. I found peace and purpose there and felt like I was giving back and serving people. I had equally rewarding opportunities to provide health care in Haiti and Zimbabwe.”

Dr. Sibanda says she applied to MCSHS as a wild card, not thinking she’d be accepted. “I wanted the experience of working in a magnet hospital that’s a massive referral center with a leading research and medical community. The DNAP program is the hardest thing I’ve ever done. I was exposed to cases I wouldn’t have had the opportunity to see somewhere else, and I developed an appreciation for rural America and rural camaraderie, which can be lost in bigger cities.

“Moving to Minnesota, where I didn’t know anyone, and succeeding in the nurse anesthesia program furthered my professional and personal growth — growth I wouldn’t have experienced if I’d stayed in Atlanta or San Diego, where I was comfortable. I even traveled to Morocco by myself. I now know whether I’m in Menomonie, Wisconsin (where she did a clinical rotation), or on the other side of the world, I’ll be OK.”

For her next step, Dr. Sibanda cast a wide net. “I searched for jobs in places where I knew at least one person. I have a good friend in St. Louis, and I was able to shadow at Barnes-Jewish Hospital to see if I fit in with the operating room culture and anesthesia team,” she says. “It’s a huge academic medical center and large referral center for that part of the Midwest, and it serves a severely

underserved population. I get the best of both worlds — seeing big, magnificent cases at a tertiary referral center and serving the underserved.”

Dr. Sibanda comes by her love of other cultures naturally: her parents are from Zimbabwe. They came to the U.S. in the 1980s. “I feel strong ties to Zimbabwe and its people and culture; I try to visit every couple of years,” she says. “I’m proud of my connection to that culture; it makes me unique.”

Dr. Sibanda is secretary of the nonprofit organization Hope for Mtshabezi, whose mission is to provide the medically underserved population in the Mtshabezi area in Zimbabwe with access to quality health care via outreach clinics.

“Hope for Mtshabezi is now building freestanding clinics in the village where my mother was born and raised,” says Sibanda. “I’m proud to be part of this effort.”

Dr. Sibanda also was first runner-up in the 2014 Miss Zimbabwe USA competition, which is open to women who are Zimbabwean descendants. Her platform was to encourage health literacy in rural Zimbabwe. “I’d never competed in a pageant, and it exposed me to different experiences,” says Dr. Sibanda. “I wanted to bring awareness to the dichotomy those of us born in the U.S. to immigrant parents feel.”

Dr. Sibanda says some days she identifies as being Zimbabwean and African and doesn’t relate to certain things about the American culture. Other days she feels very much American and doesn’t relate to Zimbabwean culture.

“These different aspects of me aren’t mutually exclusive. You can be two things on any given day,” she says. “You don’t have to neglect your ancestry just because you’re in the U.S. or worry about how your new culture or the culture in which you’re raised will change you. I navigate through life as the child of immigrants, owing something to my parents for the sacrifices they made, feeling compelled to give back to their culture, wanting to serve the underserved here in the U.S. and striving to be the very best patient-centered health care provider I can be.”













# News briefs

## **Mayo Clinic hospitals earn surgical outcomes distinction**

Mayo Clinic Hospital – Rochester, Saint Marys campus and Mayo Clinic Hospital in Arizona have been recognized by the American College of Surgeons National Surgical Quality Improvement Program for achieving meritorious outcomes for surgical patient care. The Mayo hospitals are two of 83 participating hospitals that achieved this status.

The recognition is related to surgical outcomes including mortality, unplanned intubation, ventilator greater than 48 hours, renal failure, cardiac incidents (cardiac arrest and myocardial infarction), respiratory (pneumonia), surgical site infections and urinary tract infection.

The two Mayo hospitals achieved the distinction based on outstanding composite quality scores in these eight areas.

The American College of Surgeons program, which is used in almost 800 adult and pediatric hospitals, is the only nationally validated quality improvement program that measures and enhances the care of surgical patients.

## **Program & faculty updates**

Lisa Hasadsri, MD, PhD, was named medical director of the MCSHS Molecular Genetics Technology Internship Program in Rochester.

Victoria Hochstetler, ME, is operations manager for MCSHS and Mayo Clinic Graduate School of Biomedical Sciences, Mayo Clinic Arizona.

Kevin Mulligan, RCIS (CVIS '11), is interim program director for the MCSHS Cardiovascular Invasive Specialist Program on the Mayo Clinic Rochester campus.

Ashley Pratt was named program director for the Administrative Internship at Mayo Clinic in Florida.

Katie Rieck, MD, Division of Hospital Internal Medicine at Mayo Clinic in Rochester, is medical director for the new MCSHS Physician Assistant Program (page 14). She serves as the NP/PA physician liaison for the division.

## Kent Thielen, MD, is new CEO of Mayo Clinic Florida

Kent Thielen, MD, was named a vice president, Mayo Clinic, and CEO of Mayo Clinic in Florida. He succeeds Gianrico Farrugia, MD, the new president and CEO of Mayo Clinic.

Dr. Thielen is a Minnesota native who came to Mayo Clinic as a radiology resident 28 years ago. He has been on the Mayo Clinic staff for 22 years and served in leadership roles including chair of Mayo's Midwest Department of Radiology. Since 2013 he has led integration efforts between the Rochester and Mayo Clinic Health System practices to create the Midwest Department of Radiology. He significantly expanded scholarship and research support within the department. From 2013 to 2017, the Department of Radiology in Rochester climbed from 19th to eighth in national rankings of National Institutes of Health awards to academic radiology departments.

As chair of the Enterprise Radiology Specialty Council, Dr. Thielen has led the integration of radiology practices across Mayo Clinic. He also led the planning and implementation of the new health records system throughout all Mayo radiology departments. Dr. Thielen served as chair of the Division of Neuroradiology from 2004 to 2013.



## Awards

Jane Linderbaum, APRN, CNP (NP '97), director of NP/PAs in the Division of Structural Heart Disease at Mayo Clinic in Rochester, received the Mayo Clinic Enterprise NP/PA Distinguished Educator Award on behalf of the Enterprise NP/PA leadership. The award recognizes her longstanding contributions to NP/PA education and 20 years of leading the highly successful internal medicine CME course (Internal Medicine Review for Nurse Practitioners, Physician Assistants and Primary Care Physicians). It was Mayo's first course designed for NP/PAs. Linderbaum is an associate professor of medicine in the Mayo Clinic College of Medicine and Science.

## Obituaries

Richard Kubik (CLS '07), died Nov. 26, 2018.

Edward Morgan, RN, CRNA (NA '59), died Dec. 28, 2016.

Patricia Peyla, RN, CRNA (NA '78), died Nov. 30, 2018.

Maximillan Topic, RRT, LRT (RTS '16), died Jan. 13, 2019.



# Connections

*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).

Send comments, story ideas, academic and career news, and address changes to [mshsaa@mayo.edu](mailto:mshsaa@mayo.edu), or call 507-284-2317.

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## About MCSHS

Mayo Clinic School of Health Sciences has a distinguished history of preparing students for successful careers in the health sciences. Mayo Clinic has trained allied health professionals for more than 100 years. Almost 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 Minnesota.

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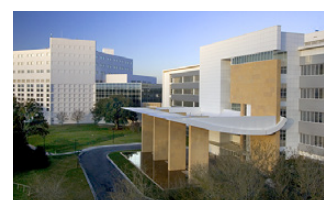
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## **MCSHS Alumni Association annual program, dinner and meeting**

*“From Tolerance to Appreciation: Providing Gender-Affirming Care to Transgender and Gender-Diverse Patients”*

Cesar Gonzalez, PhD, LP, Division of Integrated Behavioral Health, Department of Psychiatry and Psychology at Mayo Clinic in Rochester and assistant professor of family medicine and psychology, will speak about the trajectory of care for transgender and gender-diverse patients and the importance of integrated and interprofessional perspectives to optimize outcomes.

### **Friday, April 26, 2019**

DoubleTree Hotel | 150 South Broadway | Rochester, Minnesota

- |           |   |
|-----------|---|
| 5:30 p.m. | Reception   |
| 6:15 p.m. | Program   |
| 7:15 p.m. | Dinner  |
| 8 p.m.    | Presentation of MCSHS Recognition of Outstanding Contribution award and installation of new president |

The evening is free for MCSHS alumni and a guest. Reserve your spot by April 17, 2019, at [annual2019mcshsaa.eventbrite.com](http://annual2019mcshsaa.eventbrite.com).

Please call hotel by April 3 to reserve rooms in hotel block, 507-281-8000; mention Mayo Alumni to receive \$159 rate.