



OHSU/PSU Partnership ELL Program

Presented by Kirsten Wall, OHSU Human Resources, Workforce Development
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Aims of the Program

- To address through training the development of cultural and English language competencies for healthcare workers at OHSU, specific to the needs of non-native English speakers, whom we term English Language Learners (ELLs).

Applied Workplace Context

OHSU employs nearly 13,000 employees

- Approximately 2,000 are non-native English speakers
- Many speak multiple languages
- Of those, 600 – 800 need additional English language support in order to improve their workplace performance and advance in their careers
- ELLs serve at all levels of the organization (including environmental services, food and nutrition, researchers, RNs and doctors)



ELL Program Overview

Benefits

For OHSU Employees

- Choice of Level 1, 2, or 3 Conversation classes
- Pronunciation Class
- Grammar and writing class
- 1:1 Tutoring with a PSU M.A. student

ELL Program Overview

Benefits

For PSU M.A. Students in Applied Linguistics

- Experience designing ELL curriculum in a real-life, applied workplace context
- Experience teaching or tutoring ELLs in a workplace context, supporting workforce development
- Receive benefits of being official OHSU volunteers

OHSU Gains

- Tutoring and training for ELL employees that is customized and ongoing, without the overhead cost of dedicated staff
- Assistance in conducting and analyzing needs assessments
- Access to professional-level language instruction and methods specific to the employee's workplace needs



Challenges

- Program Management and Oversight
 - a) OHSU no longer has a dedicated program manager
 - b) PSU is providing support through volunteer efforts
- Need for in-depth research about
 - a) the intersection between institutional needs, workforce development needs, linguistic and cultural competence needs,
 - b) the barriers to and opportunities for addressing these needs, and
 - c) best practices

Challenges (continued)

Managing expectations:

- OHSU managers
- OHSU ELLs seeking services
- OHSU HR as the program sponsor
- PSU Academic program requirements
- PSU M.A. student learning and academic needs
- PSU M.A. needs as volunteers at OHSU

Opportunities

- For employees, managers, both institutions, and PSU students to learn how to address the ongoing and expanding needs of an increasingly diverse workforce in Oregon.
- To identify shared PSU/OHSU interests and to build partnerships where academia, workforce development and training intersect – ultimately benefiting the larger community.



Shared Values

Honoring OHSU/PSU shared values:

- Partnership
- Community service and outreach
- Volunteerism
- Diversity and cultural competence

Value Added

The ELL program adds value by:

- Creating a context in which the wealth of knowledge, skills and abilities of an high-quality, academic program can be applied, demonstrated, and developed in the context of workforce development and a complex culture
- Creatively blending the learning strategies and methods from the fields of academic education and training in ways that benefit both institutions goals and that foster relationships.

Successes

- Developed and deployed five distinct ELL curriculum (5 – 8 weeks each), run multiple times over 3 years
- Approx 50 served by 1:1 and small group tutoring
- Approx 150 served through classroom instruction; supporting a culture of inclusion among colleagues
- 15 M.A. students gained practical experience teaching and tutoring in a high-level workplace setting
- An instructional design course in PSU's Department of Applied Linguistics dedicated to the OHSU ELL program.
- Promotion of ELL program graduates into higher positions, including some team-lead roles

Closing

Q & A

ELL Program Contact Information

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Successful Strategies for Building a Diverse Nursing Student Body



Claudia Garcia; Director of Multicultural Programs
Gerardo Ochoa; Associate Director of Financial Aid
Linfield-Good Samaritan School of Nursing
Portland, OR

Linfield College – Portland Campus

Liberal arts college with a nursing and health science campus in Portland, OR

2-year upper division BSN

Accelerated BSN

Fall 2003 student enrollment

Approximately 340 BSN students

12.5% minority students

2.6% (9) Hispanic students

Oregon population statistics (2000 census)

8% Hispanic (currently 11%)

<1% of RNs Hispanic

Commitment of faculty and administration to increase diversity; philosophy of student success.



Ayudando Podemos

(Together We Can)

This project was supported by funds from the Division of Nursing (DN), Bureau of Health Professions (BHPr), Health Resources and Services Administration (HRSA), Department of Health and Human Services (DHHS) under grant number D19HP02626 entitled "Building the Hispanic Nursing Workforce in Oregon" for \$639,728 and a continuation entitled "A Project to Increase the Number of Culturally Diverse BSN Nurses in Oregon and Southwest Washington" for \$758,691.

The information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any official endorsement be inferred by, the DN, BHPr, HRSA, DHHS, or the US Government.



Project Goals

- 1. Increased numbers of Latino/minority students enrolled in the BSN programs***
- 2. Retention/graduation of AP students***
- 3. Student participation in a peer mentorship program**
- 4. Increased cultural competence of the graduates/campus community.**
- 5. Graduates working in MUA/HPSA**



Ayudando Podemos



AP Program: Relationship Building and Student Connection

- **Community partnerships**
- **Community outreach and education**
- **On-campus recruitment events**
- **Pre-nursing pipeline**
- **Family involvement**
- **Peer mentoring**
- **Multicultural Advisory Council**



AP Program: Individualized Academic Coaching

- Intensive advising
- Exam reviews
- Writing support
- Student note-takers
- NCLEX-RN preparation



AP Program: Financial Aid and Scholarship Coaching

- **Path to Scholarships® College Curriculum**
- **Bilingual, bicultural financial aid outreach and counseling**
- **Scholarships and stipends**
- **Scholarship match agreements**



Linfield College



AP Program: Institutional Catalysts and Commitment

- **Bilingual, bicultural director of multicultural programs & staff**
- **Faculty leaders**
- **Administrative support**
- **Faculty development**
- **Curriculum transformation**
- **“Inclusive Excellence” philosophy (AAC&U)**



Effective Practices

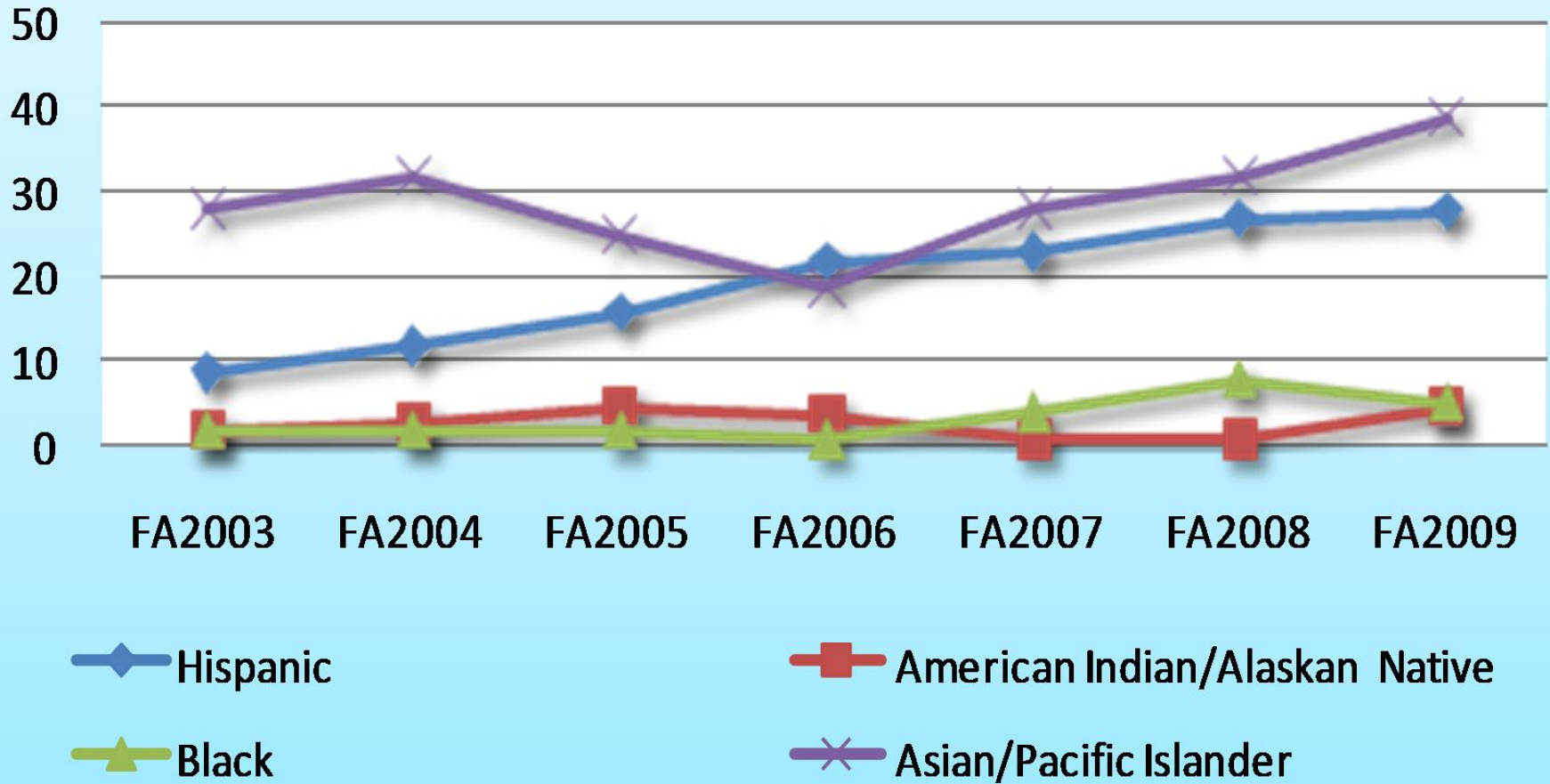
- **Bilingual, bicultural student services staff**
- **Community outreach and support of pre-nursing students**
- **Path to Scholarship® Program**
- **Individualized academic planning**



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Minority Student Population



“As I near the completion of the nursing curriculum, I leave the program with the sentiment that nursing is something greater than just a profession and that the very image of nursing is itself a rapidly changing dynamic that is still in its infancy stage.”



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“As RN’s become more representative of the diverse populations served, we will contribute and redefine our society’s perception of the image of nursing. As a Hispanic nurse, I welcome the opportunity to make a positive contribution over my lifetime.”



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