

Healthcare Video Interview Series

Students watch and discuss videos of experienced home health aides describing various aspects of their work. Links to additional healthcare videos are provided.

ACTIVITIES IN THIS SERIES

2.1 • Video Interview 1: Cynthia Gets a Promotion

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Video Interview 1: Cynthia Gets a Promotion



30 MINUTES

Students watch a video about an experienced home health aide describing the steps she took to get a promotion. The skills she discusses are applicable across a variety of labor sectors.

PREP

Watch Cynthia's interview at

<https://www.youtube.com/watch?v=dbNio6ZoW-U&feature=youtu.be>

MATERIALS

This activity requires computer projection with internet and sound.

EXPLAIN

- 1 You're going to watch a short video interview with a home health aide named Cynthia who gives her advice on how to get a promotion. Ask students: If you were interviewing Cynthia, what would you ask? Possible questions might include:

 - *How long did it take you to get a promotion?*
 - *Did you have to ask for it or was it offered?*
 - *Do you have regularly scheduled performance evaluations?*
 - *Have you ever had an evaluation you disagreed with?*
 - *Has a patient ever complained about you?*
 - *What if your supervisor doesn't like you?*
 - *Would you have stayed at your job if you had been denied a promotion? Why or why not?*
- 2 Students watch the video at <https://www.youtube.com/watch?v=dbNio6ZoW-U&feature=youtu.be> and discuss what they saw.

DISCUSS

Cynthia says several times that she loves her job. What do you think she likes about it?

- › *She gets to help people.*

What are some of her responsibilities at work?

- › *Make the client's food, listen to them, support them, comfort them.*

How did Cynthia get promoted?

- › *She fulfills her duties and does them very well.*

List three pieces of advice Cynthia gives to new employees.

- › *Present yourself professionally, have a good attitude, respect your elders, be yourself, do your best, ask questions.*

Cynthia talks about being a peer mentor. What is that?

- › *She teaches less experienced HHAs how to do their jobs well.*

Having seen the video, what are some additional questions you have?

Do you think you would like Cynthia's job? Why or why not?

Do you think Cynthia should stay in her job? Why or why not?

Video Interview 2: Zaida's Advice for Working with Supervisors



45 MINUTES

Students watch a video about an experienced home health aide who gives advice about working with supervisors. Students discuss Zaida's advice and their own experience with supervisors and supervising, at work and home. The skills Zaida discusses are applicable across a variety of labor sectors.

PREP

Watch Zaida's interview at <https://vimeo.com/115571766> by logging on with the password **CUNYHHA**.

MATERIALS

This activity requires a computer with projection.

EXPLAIN

- 1** Zaida is a home healthcare worker who speaks about working with supervisors to solve problems. She also speaks about getting a raise. What questions do you have for Zaida? Write students' questions on the board. Possible questions might include:
 - *What is the best way to speak to a supervisor about a problem?*
 - *When should I talk to a supervisor?*
 - *What kinds of things can a supervisor help me with?*
 - *How do you develop a good relationship with supervisors?*
 - *What did you do to get a raise?*
- 2** Students watch the video and listen for the answers to their questions.

DISCUSS

Cynthia and Zaida have different suggestions about how employees can get the hours they need. What is Zaida's advice? What is Cynthia's advice? Which do you prefer?

Zaida's advice: Keep calling your employer from home until you get a case

Cynthia's advice: Go to your job in the morning and see if there are cases for you.

Watch the video a second time and discuss:

Why did Zaida's mentee consider applying for unemployment? How did Zaida help her?

› *She didn't have enough hours. Zaida spoke to the supervisor for her.*

Why does Zaida say, "you have to know how to play the game?" What is the game?

› *Knowing who to talk to, what questions to ask, how to get what you need.*

What does Zaida say about not speaking English well? Do you agree with her?

› *If you don't speak English, that doesn't mean you are going to be without work.*

Why did Zaida and Cynthia go to Albany? Who are the "big men" they spoke to?

› *To speak with government representatives about improving their working conditions.*

How much do Zaida and Cynthia get paid? How much do they want to get paid?

› *They make \$10/hr. They want to get paid \$15/hr.*

Why does Zaida mention restaurant and daycare workers?

› *She believes they do not make enough money either*

Have you ever had a difficult experience with a supervisor? Were you able to solve it? If so, how? If not, why do you think you could not reach a solution?

Do you ever have to supervise anyone, either at home, such as a younger sibling, or at work? What do you think makes people listen to a supervisor? What do you think makes an effective supervisor?

Footnote: Since the making of this video, the governor of New York State has approved a raise to \$15/hour for home health aides beginning in 2018.

Additional Healthcare Videos

There are dozens of career-related videos on YouTube, containing short video interviews with healthcare professionals speaking about their jobs. Classes can discuss these videos similarly to the ones of Cynthia and Zaida. YouTube can also be searched to find additional career videos by using a keyword search.

1. Healthcare Career Pathways

A 6-minute video introducing healthcare careers that do not require Bachelor's degrees. Many require certificates or Associate's degrees. Includes job descriptions, salaries and education.

https://www.youtube.com/watch?v=fvkCs_63HSM

2. Healthcare Managers

A 3-minute video introducing what healthcare managers do and where they work.

https://www.youtube.com/watch?v=fvkCs_63HSM

3. Healthcare Information Management

A 3-minute video explaining the data-related world of healthcare information, including what college courses are required.

<https://www.youtube.com/watch?v=ITbY8taAMcg>

4. Medical Assisting

A medical assistant is interviewed and describes a sample appointment. She explains many of her responsibilities in detail.

https://www.youtube.com/watch?v=dNM_OpSmMyc

5. Surgical Technology

A 5-minute video showing the duties of surgical technologists.

<https://www.youtube.com/watch?v=uNDR2ZT9Yxl>

6. Ultrasound Technology

An ultrasound technologist explains her responsibilities, demonstrating the equipment she uses, and describing educational requirements.

<https://www.youtube.com/watch?v=s3McedzGDgg>

7. Paramedic

A “ride-along,” this video takes place in an on-duty ambulance.

https://www.youtube.com/watch?v=87DvYA3nX_M

8. Community Health Worker/Health Promoter

Immigrant Community Health Workers explain how members of the local community who share language and culture with residents can help improve local health.

https://www.youtube.com/watch?v=_ia9Cfi9KgE

9. Healthcare Interpreter

A college professor describes a new certificate in Healthcare Interpretation.

https://www.youtube.com/watch?v=N3_jrrXbu94



60 MINUTES

A Dental Assistant's Math: Calculations with Percentages and Decimals

Students learn about the role of a Dental Assistant including inventory management, while using percentages, decimals and multiplication to solve workplace math problems.



PREP

- 1 Students should already be familiar with the following concepts: percentages, decimals and rounding.
- 2 Background knowledge: Following are some general responsibilities of Dental Assistants:

Dental Assistants prepare patients for treatments, conduct teeth cleanings, and sterilize instruments. They often assist dentists during procedures by using suction equipment to clear patients' mouths of fluid. Dental Assistants might take oral X-rays, manage inventory of supplies, place orders and help maintain patient records.

MATERIALS

Dental Assistant Inventory sheet

EXPLAIN

- 1 Jacqueline is a Dental Assistant. List what you think her work responsibilities are in pairs.
- 2 Write student responses on the board.
- 3 One of Jacqueline's responsibilities is managing inventory. What are some of the tasks that might be included in this work?
 - *Counting inventory items, recording totals on the inventory sheet, reviewing totals for discrepancies, identifying products that need to be re-ordered and placing orders.*
- 4 What are some types of math that might be included in these tasks?
 - *Calculations involving addition, subtraction, multiplication and division; calculating with decimals; calculating with percents.*