Penn Medicine Experience Week: Acute Care

Randy Dubin, MA, CCC-SLP received his Masters in Speech Pathology at the University of Pittsburgh in 1998. He serves as the Speech Pathology Team Leader for Good Shepherd Penn Partners. He is a site visitor for the Council on Academic Accreditation for ASHA. He is currently on faculty at Salus University Department of Speech. He has presented at regional conferences.

Why is it important to you as a healthcare professional to be proactive in providing a patient with a positive patient experience during their care at Good Shepherd Penn Partners?

The patient has a lot to deal with during their stay - not only their medical but also any psychosocial issues. Patient and family members are typically under a lot of stress - anything that may be done to alleviate some of their stress or concerns should be done. Spending that extra time with a patient or family member and educating them regarding the treatment plan helps set the tone. As a healthcare professional I find it rewarding when patients are able to meet their short term and ultimately long term therapy goals. Seeing patients come back to visit or reading an email about something positive that either myself or one of my colleagues were able to do for them during their stay is very satisfying.

What is your favorite thing about the role you play every day in the experience a patient?

I enjoy getting to know each patient and family member. It is nice learning what the patient was like prior to being hospitalized and working towards their goals of being able to communicate and swallow safely again. Many times the patient comes to us with the inability to communicate or tolerate any food/liquid by mouth. .. being able to work with that patient and ultimately achieve the ability to effectively communicate and eat/drink again is very rewarding to see, especially when it puts a smile back on their face.
How does the interaction and teamwork with your colleagues help enhance your ability to provide excellent patient care and service?

One of the reasons I enjoy working at Good Shepherd Penn Partners is the opportunity to work with such passionate and dedicated clinicians (Occupational, Physical, Respiratory and Dietitians), nurses, chaplains and physicians. We are all working together in order to reach the common goal of getting the patient back to their highest level of functioning. Working for such a large organization affords me the opportunity to interact with other professionals. We are able to learn from each other in order to strengthen our skill set - this enables us to provide excellent patient care. There is always constant communication between members of the team caring for the patient. In turn, this benefits the patient in us reaching their therapy goals in a timely fashion and ultimately being discharged to the next level of care or home.

Research and continuing education are both big parts of Good Shepherd Penn Partners? Why is it important that you and other health care professionals continue to participate in those areas?

Being a part of Good Shepherd Penn Partners offers me the opportunity to work in academic medical settings. Good Shepherd Penn Partners not only promotes but encourages clinicians to conduct research in their areas of interest. As a Speech Pathologist, I believe it is part of my professional responsibility to conduct research in the areas of communication disorders and dysphagia, Good Shepherd Penn Partners provides me with the tools and support needed. There is also strong support from Good Shepherd Penn Partners to participate in continuing education opportunities which in turn strengthens our skill set. We have even developed our own annual Medical Speech Pathology course which draws many Speech Pathologist from the tri-state area. I have even been supported by Good Shepherd Penn Partners to teach at a university Speech Pathology program.