



CASE STUDY

Texas Children's Hospital®

Texas Children's Hospital in Houston ranks 4th nationally among all children's hospitals according to U.S. News and World Report. This top-ranked organization leads its peers in patient care, but they are also leading in other important areas. Texas Children's Hospital cares about offering internships to young people, and they have partnered with Genesys Works for six years to do just that. From treating newborns in critical condition to mentoring high school seniors on the path to a professional career, they are in the business of brightening the future for youth in need.

"Some businesses find it difficult to consider working with high school interns," said Myra Davis, CIO at Texas Children's Hospital. "At Texas Children's, we've committed to the youth participating in the Genesys Works program and we've seen the benefits. The interns we work with bring energy and diversity into our workplace, and our employee supervisors are doing their part to mentor them and guide them toward a professional career – one that many of these students never thought possible. And yet here they are, highly productive members of our team."

A SUPERVISOR'S PERSPECTIVE

Texas Children's Hospital has partnered with Genesys Works since 2011. Over the years, the hospital has refined a unique approach involving three distinct rotations for Genesys Works interns during their year-long internship. In each rotation, interns work with a new team and under new managers, engaging with different departments and different work styles. This tactic allows Genesys Works interns to maximize their time at Texas Children's and discover what roles within an IT Department interest them the most. Some of their rotations include: accounts management, building activation, Epic training (the hospital's electronic medical record), telecommunications and departmental operations.

Mary Hermocillo manages the communication center in the Information Services department at Texas Children's and believes in the Genesys Works program. "I can't stress enough just how important and critical a program like Genesys Works is to those students who are fortunate enough to become part of the program," Mary said. "The confidence they build through the program is fantastic and it's an opportunity that shouldn't be overlooked. I was lucky enough to have an internship



Emerance Umutoni
Texas Children's Hospital Intern, Margaret Long Wisdom High School

throughout my high school and college career and I knew what I desired out of that relationship."

Texas Children's initially began working with two Genesys Works interns and has increased to eight interns within the department of Information Services including Emerance Umutoni, a senior at Margaret Long Wisdom High School (formerly Lee High School).

SOCIAL RESPONSIBILITY IN ACTION

Emerance recently sat at her desk at Texas Children's Hospital in the Texas Medical Center in Houston with a big smile on her face. "I've already been accepted to Texas A&M and the University of Texas," she said. Emerance was excited to share the news with Mary, her supervisor.

"Emerance is a fantastic intern who has brought lots of strengths and is never afraid to ask questions," Mary said. "One of the greatest benefits to come out of the internship for me is seeing her growth and her confidence level increase. Emerance really immersed herself in our pager management system, issuing pagers to our medical and clinical staff so that they may be contacted in the event of an emergency. There were a lot of tasks involved with assigning new pagers, including making sure the systems were updated with the correct contact information and that a pager that is issued is reflected across the system. She was instrumental in helping us get that information updated."

OVER

CASE STUDY **TEXAS CHILDREN'S HOSPITAL**

Four years ago, Emerance was living in Rwanda, surrounded by poverty and crime. She left her home and entered the United States as a refugee with her mom and three older sisters. Once she arrived, she needed to learn English and navigate a new education system. Some of her classmates were wearing suits and interviewing for an internship program. Throughout their senior year, they dressed differently – professionally – and she noticed. Emerance decided she wanted to join the Genesys Works program and positively impact her future.

Emerance successfully completed eight weeks of Genesys Works' intensive technical and professional training and was placed as an intern in the IS department at Texas Children's Hospital. Once there, she was immersed in their unique internship approach.

"With Emerance, I wanted to make sure she understood that what she was doing was not busy work but critical to our department," Mary said. "It was important that she understood why her tasks were critical to the whole organization. She would get a task and start asking questions and connecting the dots on her own; I would leave those conversations beaming like a happy parent!"

MORE THAN A MENTOR

Interns such as Emerance are getting more than meaningful work experience and mentors focused on their professional growth. Genesys Works pays interns an average of \$10,000 during their year-long corporate internship. Specifically at Texas Children's, interns benefit from regularly scheduled roundtable meetings with the department of Information Services senior leadership. On Fridays, interns alternate between individualized stretch session trainings. In each stretch session, interns continue to develop their professional and technical skills to meet the expectations of Texas Children's IS department and participate in a collaborative intern-directed project.

"My favorite day so far was a Friday session, where one of the Texas Children's staff members talked to us about managing your day and managing your stress," Emerance said. "I was worrying about college applications and they told us to just plan our day and our priorities and focus each day on that."

Emerance is grateful for this life-changing opportunity, and she hopes to pay it forward to some of her classmates at Wisdom High School. "There is a lot of diversity at my school and a lot of refugees from all over the world," Emerance said. "I want to be able to help them so they don't struggle like I did when I first came here. I can help them with important information like, 'What are AP classes?'" After finding a faculty sponsor, Emerance received permission to start a club for refugees at her school. She hopes it will be a support system for others like her, and she plans on encouraging them to apply to the Genesys Works program. Her supervisor, Mary, would approve.

**GENESYS
WORKS.** For **Students**
For **Companies**
For **Communities**
Texas Children's Hospital

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CIO AT TEXAS CHILDREN'S HOSPITAL
HOUSTON, TEXAS