

“Careers in Healthcare”

A virtual webinar series hosted by Yale New Haven Hospital Volunteer Services

4 - 5 pm

Jan. 12 and 19

Zoom link available at

www.ynhh.org/about/community/volunteers

The webinars feature panelists who are in both clinical and non-clinical roles at YNH. They will discuss the personal and academic challenges they have faced in pursuing their professional objectives. Careers represented include those that require a college degree and others that do not. Fields include pharmacy, physical therapy, medicine (physician and registered nurse), emergency department technician, patient experience and business operations.



Emma Acampora



Juliana Arbelaez



Natalia Charles



Irma Dadic



Farah Farooqui



Madison Kuppich



Karen Marlett



Diego Ruiz



Juan Ruiz



Sara Taylor

Panelist Bios

January 12:

Juan Ruiz is a pharmacy technician in the Operating Room pharmacy at YNHH. Since graduating from YNH's Pharmacy Technician Training Program, he has worked in the central pharmacy making and distributing sterile and non-sterile medications, as well as the children's hospital pharmacy where he learned to compound oral medications and learned about pediatric IV doses.

Sara Taylor attends Springfield College as a junior in the health science/pre-physical therapy major and is part of the 3+3 Doctor of Physical Therapy program. She was a dedicated volunteer at YNHH throughout her high school years and had the opportunity to be placed in two physical therapy volunteer settings, which helped to solidify her career path.

Farah Farooqui is a patient service manager for several units at YNHH Saint Raphael Campus. She manages human resources, patient throughput, patient experience and staff engagement on the units. She has a bachelor's degree in biology with a minor in chemistry and a second bachelor's in nursing as well as a master's degree in nursing administration. She is a native of India who came to the U.S. in 2006 to pursue her college education.

Irma Dadic is a certified patient experience professional (CPXP) and currently holds the role as the project lead for Patient Experience at YNHHS. In this role, she serves as the program manager for the Patient and Family Advisory Program, overseeing and implementing best practices for engaging patients and family members as key members on hospital committees and projects. She also leads various patient experience improvement projects. She holds an undergraduate degree in human development and family studies and a master's degree in business administration.

Emma Acampora is a sophomore at the University of New Haven who is studying public health with the goal of pursuing a master's degree in emergency management. She currently works full time in YNHH's Emergency Department as an emergency room technician on the night shift. Before joining the YNHH staff she logged more than 500 hours as a volunteer at the hospital.

January 19:

Madison Kuppich is a registered nurse in Interventional Psychiatry Services at Yale New Haven Psychiatric Hospital. She works with patients receiving electroconvulsive therapy (ECT), ketamine infusions, and nasal esketamine treatment and has also worked in Intensive Care Unit (ICU) and ambulatory settings.

Karen Marlett is a physician assistant in nuclear cardiology with Northeast Medical Group (NEMG). Over the years, she has worked in the e intensive care unit, nephrology and internal medicine. Before she became a physician assistant, she worked as a nuclear medicine technologist and as a researcher at a food laboratory. She has a bachelor's degree from Quinnipiac University.

Juliana Arbelaez is a nurse on the medicine/telemetry unit at YNHH Saint Raphael Campus. She is a native of Colombia where she completed an undergraduate degree in nursing. After arriving in the U.S. in 2014, she worked various jobs while learning English and studying for her nursing boards. In 2017 she was granted a RN license for the State of Connecticut. She recently completed a master's degree to become a family nurse practitioner.

Diego Ruiz is a patient care assistant (PCA) in the respiratory step-down unit at YNHH. He is enrolled in the nursing program at Gateway Community College.

Natalia Charles is a business and quality leader in the Perioperative Services Department at YNHH. She collaborates with multidisciplinary teams to improve and implement projects and initiatives associated with patient experience and employee engagement. She is responsible to connecting teams, organizing and assisting in the direction of projects, ensuring stakeholder satisfaction, and evaluating project performance within perioperative services. She has an undergraduate degree in psychology and a master's in healthcare administration.