

## Frewoine Dessu

BIDMC Patient Care Technician



### What do you like about being a Patient Care Technician?

I have been a Patient Care Technician at BIDMC for 11 years. I love my job and really enjoy

taking care of patients. I became a Patient Care Technician because I enjoy helping others. I also like talking with the patients and their families. It makes me feel good knowing that I can help a patient feel more comfortable during their stay in the hospital.

### What qualities do you feel are important in being a successful Patient Care Technician?

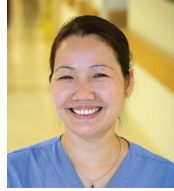
To be a successful Patient Care Technician, you should like to work with patients who can be very sick and in need of your help. Patient Care Technicians must be team players because we work with doctors, nurses and other staff. It is important to have good listening and communication skills and be able to get along with all types of people.

### What do you like about working at BIDMC?

I really enjoy working at BIDMC. Each day is a new experience for me. I have learned a lot from working on a very busy patient floor. BIDMC has the best staff. I enjoy working closely with the nurses and other Patient Care Technicians. At the end of the day, I feel great because I know that I was a big help to my patients and coworkers.

## Hongfang Li

BIDMC Patient Care Technician



### What do you like about being a Patient Care Technician?

I love my job and I am proud of being part of BIDMC's team. Helping and caring for patients

is valuable and meaningful work. It makes me very happy to see my patients receive great care and improve their health. Being a Patient Care Technician is a wonderful opportunity to provide direct care to all types of patients. I also like that I learn about different cultures from my patients and coworkers.

### What qualities do you feel are important in being a successful Patient Care Technician?

I believe that caring, compassion, respect and kindness are essential qualities to be a successful Patient Care Technician. It is critical to observe, communicate and listen to patients. The patients help us understand what their needs are. It is very important to have empathy for all patients.

### What do you like about working at BIDMC?

BIDMC is a great employer. The medical center offers a lot of opportunities for development, growth and continuing education. I am always learning new skills from my colleagues and I know with their support I can reach my professional goals.

Beth Israel Lahey Health   
Beth Israel Deaconess Medical Center

330 Brookline Avenue  
Boston, MA 02215

[bidmc.org](http://bidmc.org)

Beth Israel Lahey Health   
Beth Israel Deaconess  
Medical Center

# Become a Patient Care Technician



## Beth Israel Deaconess Medical Center (BIDMC) is seeking Certified Nursing Assistants, Home Health Aides and direct patient care workers to become Patient Care Technicians (PCT).

BIDMC is offering a program to hire experienced and new graduate direct care workers, train them in the acute care skills needed to be a successful Patient Care Technician (PCT) and place them in full-time jobs on inpatient floors.

Patient Care Technicians work closely with nursing teams to support patients in many ways, from taking their blood pressure to helping a doctor with a physical exam. They observe and report on patients' conditions, check vital signs and assist patients with many tasks that they cannot do for themselves. Nurses and doctors rely on technicians to ensure a safe and quality experience for patients.

PCTs at BIDMC work a regular schedule that generally alternates between two weeks on day shift and two weeks on evening shift or two weeks on evening shift and two weeks on night shift. PCTs also rotate weekends and must be available to work some holidays.

### Benefits of becoming a PCT

- A competitive benefits package including subsidized public transportation, health care, dental and retirement benefits
- Shift differential and overtime opportunities
- Full-time schedule
- Access to our nationally recognized career development resources, including free on-site college classes, career and academic advising, pipeline programs into other hospital opportunities, scholarships and tuition reimbursement
- Becoming part of a high performing team that prides itself on excellent patient care

### Who is Eligible?

Eligible applicants must:

- Have a computer or phone with Zoom capability
- Be a recent graduate of a certified nursing assistant, home health aide or medical assisting program or have experience in direct care that could be equivalent to program graduation
- Enjoy challenges and being a part of a team
- Have compassion and empathy for others
- Enjoy interacting with patients and families
- Be highly motivated and set high standards for self
- Possess excellent customer service, computer navigation and communication skills
- Have strong attention to detail
- Have the physical ability to lift, transfer and turn patients
- Be available to work rotating shifts that include alternating day/evening shifts every two weeks, alternating evening/night shift every two weeks with rotating weekends and be available to work some holidays

### How are participants selected?

Applicants will be asked to fill out an application and take in-person assessments of reading, math and computer skills and attention to detail. Applicants will then be informed if they will be moved forward in the selection process, which consists of a written essay, submission of references and panel Zoom interview.

For more information on this program, or to apply, please contact Emily Beck Sloat at [esloat@bidmc.harvard.edu](mailto:esloat@bidmc.harvard.edu)

### PCT Training Curriculum

BIDMC's Patient Care Services department has developed a curriculum to teach acute care skills to graduates of direct care programs and individuals with direct care experience. The curriculum is taught by BIDMC staff over three weeks.

#### Week 1 (24 hours):

- On the first day of training, participants will attend New Employee Orientation from 8:30 a.m. - 4 p.m.
- For the remainder of the week, classroom and skills training will be from 3-7 p.m. both in person and live online

#### Week 2 (20 hours):

- Classroom and skills training will occur both in person and live online from 3-7 p.m.

#### Week 3 (40 hours):

- Participants will work full time, 7 a.m. - 3:30 p.m.
- Participants will receive hands-on training on an inpatient floor
- After completing three weeks of training, participants will be assigned to a unit for further training

### How do I apply?

- Apply online at [jobs.bidmc.org](https://jobs.bidmc.org)
- In the "Search Our Jobs" keyword field type in **36096BR**. Then click the magnifying glass icon to search
- Next, click on the "**Patient Care Technician Trainee**" link to apply
- The deadline to submit an application is **Nov. 6**

### Important Dates

- Assessments will be held during the week of Nov. 9 & 16
- Offers will be made to selected participants by the end of December
- Selected applicants will start Monday, Jan. 11