



EMERGENCY NURSES ASSOCIATION
New York State Council
P.O. Box 23451
Rochester, NY 14692-3451

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EMERGENCY NURSES ASSOCIATION
New York State Council

Setting the Pace

Fall, 2010 • Volume 30, Number 3

NYSCENA • P.O. Box 23451 • Rochester, NY 14692-3451

2010 PRESIDENT'S MESSAGE

Deb Taylor



This month as we get ready to EMBRACE San Antonio for the 2010 ENA Annual Conference on September 22-25,

I encourage you to hold close our chosen profession and make this a truly wonderful experience. We have 36 people representing New York State at the General Assembly this year. I hope that everyone has a great time as we discuss and vote on new bylaws, procedures and resolutions for the future of ENA.

It is an honor to be part of an organization that has grown remarkably over the last 40 years and supported us as we fight for the safe care and safe practice that our patients deserve.

We had a great meeting in August at Newburgh with a busy schedule. We accomplished much, including reviewing and discussing the bylaws and policies that will be presented at the General Assembly.

Emergency Nurses Week is October 10 -16 and I honor your commitment to "Make a Difference." Embrace your profession and celebrate. I am truly humbled by your dedication to safe practice and safe care. I also encourage you to make a difference every day at work, at home and at play.



GOVERNMENT AFFAIRS

Coleen Vesely, RN, BSN, CEN, CPEN, MEP

As individuals and as members of a national organization, we can make an impact on legislation that affects nursing and/or health issues. These are my suggestions for getting involved.

Please to go to the national ENA web site, www.ena.org and explore Government & Advocacy. There is so much information in this section of the web site. Have the web site up and review a section together at your chapter meetings. Find out who represents you, how they voted on an issue that might have changed your practice or where they stand on current bills.

*Have your Chapter plan a visit to your representatives.
Here are some tips to make your visit easier.*

1. Call the Appointment Secretary/Scheduler of each office that you intend to visit. Explain your purpose and whom you represent. Arranging a meeting is easier for congressional staff if they know what you want to discuss and your relationship to the area or interests represented by the member of Congress. If your senator or representative cannot meet with you, ask to meet with the legislative director or Health LA (Legislative Assistant). Do not be disappointed if you cannot actually meet with your member of Congress. Remember that the staff IS the power behind the scenes. Most often, the scheduler will ask for a letter of request to be faxed or e-mailed. We can provide you with a letter template to use. You will find all the contact information you will need to make your appointments on ENA's Legislative Action Center. Go to <http://www.capwiz.com/ena/home/>.

2. When it is time to meet with the member, be punctual and be patient. It is common for a member of Congress to be late, or to have a meeting interrupted, due to the member's crowded schedule. If interruptions do occur, be flexible. When the opportunity presents itself, continue your meeting with the member's staff. If you are going to be late to an appointment, call the office and let them know.

3. "Leave behind" packets with any material that is relevant to your state or congressional district is welcomed. Make sure that any insert is short (try to keep it to one page) and succinct.

4. Have a plentiful supply of your business cards with you. The protocol is to exchange cards at the beginning of your meeting. Meeting with your members of Congress always makes for a great "photo opportunity" so feel free to bring a camera. Don't forget to send a copy of the photo along with a story of your visit to Phyllis Parker for the next newsletter.

5. How you present yourself can be almost as important as how you present your ideas. If you go with business attire, you won't go wrong. Having said that, make sure you wear VERY comfortable shoes. You may be doing a lot of walking.

6. In each building you will go through a metal detector. Keep that in mind when you dress for the day.

7. Don't forget to bring your picture ID in case you are asked to present it.

8. Follow up the meeting with a thank you letter outlining the different points covered during the meeting, and send along any additional information and materials requested.

Enjoy Yourself and Make an Impact!

2010 NEW YORK STATE OFFICERS

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585-425-4753 - sbreese@rochester.rr.com

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607-762-3268 - Mary_Ellen_Jennison@uhs.org

COMMUNICATIONS COMMITTEE

Please submit any ideas, suggestions, or articles to:

Editor:
Phyllis Parker www.nysena.org (click Contact Us)
pparker39@optimum.net

**You can contact us via the website:
www.nysena.org. Click on Contact Us.
Deadlines for the 2010 newsletters:
Nov. 5, 2010**

**ENA IS GOING GREEN!
This newsletter is now printed on recycled paper.
Paper contains 30% post-consumer recycled fiber.**

Do you have a clinical question?
Send it to us.
One of our expert clinicians will answer it in a future newsletter

CREATING A CONTEST TO ENHANCE PARTICIPATION IN AN ONLINE LEARNING PROGRAM

Lori Barker, MS, RN, CEN
Saratoga Hospital Emergency Dept
Saratoga Springs, NY
Adirondack Chapter ENA

Our community hospital emergency department was in the midst of many changes: a new Director, a hiring initiative, and a 30,000 square-foot department renovation. My challenge was to stimulate coworkers' interest in our newly contracted ENA On-line Orientation Program. Our goal was to demonstrate a basic level of competency within a 171-bed community hospital emergency department that sees over 33,000 patients annually. Additionally, it was hoped that participants would seek their Certification in Emergency Nursing (CEN). Unfortunately, simply offering a free, basic emergency nursing on-line learning program, with 68.8 contact hours accessible from home or work, had not created sufficient interest to fill our seats.

I developed a contest dubbed The Peak Performer Contest. Participants were encouraged to take a virtual journey up Mt. Marcy, New York's highest peak at 5,344 feet. Miles towards completion were awarded for each completed module. Bonus mileage was awarded for on-time module completion. All those who "summitted" by the end of our contract year (9 months remained) would be in a drawing for a complimentary new ENA membership or a membership renewal. Additionally, those who completed their assignments on time were eligible for mini-prizes along the way. The contest was open to all ED registered nurses in good standing and who did not have their CEN. A poster-sized model of Mt. Marcy, with key milestone markers known to those familiar with the Adirondack Mountains and the trail on Mt. Marcy, and ending with the summit at 7.4 miles, was posted prominently in the department. Each participant had a laminated hiker with their name that I would move according to their progress made during the past week.

The ENA On-line Orientation Program consists of 42 lessons of varying lengths and topics. As the Program Administrator, I linked like subjects together in two-month assignments, worth approximately 6 hours of continuing education credits each. I had to consider that our shortened participation period would leave some lessons unassigned. For contest purposes, 20 lessons were designated for completion. All participants had the added option to self-enroll in unassigned lessons, which earned additional mileage towards completion. Learners indicated their intent to complete the 20 assigned lessons by signing an enrollment form. A letter from the Director outlined the program, the hospital's significant financial support towards the program and the professional expectation to complete the program once started. No punitive actions were identified if learners failed to complete the program.

Thirty-eight registered nurses participated in the contest, 73% of the eligible staff. Three were inactivated by request or administrative choice due to inactivity and four were inactivated due to termination of employment. Eleven staff (29%) members completed at least 20 assigned lessons, which was sufficient to "summit" and meet the contest requirements. These staff each received a T-shirt imprinted with our hospital logo, emergency department and "Peak Performer" designation. Two staff members (5%) completed all 42 lessons; one of whom subsequently received his/her CEN. The grand prize winner received an ENA membership renewal.

It is important to note that 8 weeks from the contest's end, we moved into our new space. The Mt. Marcy poster came down and departmental priorities shifted to functioning in a new environment, three times our previous size.

I conducted an anonymous survey of participants who did not complete the contest requirements to try to identify why it wasn't more successful. The results:

- Respondents cited acquiring knowledge as the primary reason they enrolled.
- Once they started the program, they liked the lesson content best.
- Half of respondents indicated they plan to seek their CEN within the next 6 months.
- All indicated they would participate in future on-line learning courses if offered.
- The top reasons cited for not finishing the program included lack of sufficient time to complete assignments at work and/or at home.

Lessons Learned and Recommendations

- Trial new programs with a manageable number of participants prior to agreeing to large volume contracts.
- It is ideal if the program administrator is also a participant, as learners have questions or discover flaws in the program.
- Start a structured program together as a group and advance assignments as a group. This will make the program more manageable.
- When possible, do not have many competing initiatives in your department when rolling out a major educational activity.
- When possible, allow participants a self-enrollment option and give them the schedule of future assignments.
- Make it fun. Staff enjoyed watching their hikers' progress and winning prizes.
- Allow both home and work access to the program. It was a productive use of downtime and orientation time.
- Consider an enforceable learning contract or a system where the learner pays for their seat up front and is refunded their fee upon successful completion.
- Set limits for participant inactivity; participation should be a privilege.
- Consider building participation time into the learner's work schedule.
- Network with other emergency departments to share best practices related to successful on-line learning.

References

MC Strategies Healthcare E-Learning Co. ENA On-line Orientation Program. Mcstrategies.com/enaorientation.

Editor's note: At the time Lori coordinated the online program, she was a Nurse Educator. She has since resumed her staff nurse role.

For comments or for more information, please contact Lori at lbarker@saratogacare.org.

COURSE SCHEDULE

| COURSE | DATE | PLACE | CONTACT |
|-----------------------|-------------|-----------------------|---|
| TNCC | Sept. 30 | Utica | ftaleric@stemc.org |
| TNCC | Oct. 4 | Stonybrook | bcarlstrom@sjcny.edu |
| TNCC | Oct. 6 | Syracuse | RyanA@upstate.edu 315-464-2982 |
| TNCC | Oct. 8 | Cortland | RyanA@upstate.edu 315-464-2982 |
| TNCC | Oct. 13-14 | Cheektowaga | Joanne Fadale 716-574-7336 tjjmf40@aol.com |
| TNCC | Oct. 25 | Saratoga Springs | lbarker@saratogacare.org |
| TNCC | Oct. 28-29 | Bassett, Cooperstown | coleen.vesely@bassett.org 607-547-4812 |
| TNCC | Oct. 29 | Valhalla | petersent@wcmc.com 914-493-6458 |
| TNCC | Nov. 13-14 | Rochester | rknapp5@rochester.rr.com |
| TNCC | Nov. 20-21 | Lincoln Hospital | lkosits@montefiore.org |
| TNCC | Dec. 1 & 8 | St. Francis Hospital | jwalsh@sfhhc.org |
| ENPC | Sept. 29-30 | Cheektowaga | Joanne Fadale 716-574-7336 tjjmf40@aol.com |
| ENPC | Oct. 2-3 | Montefiore Med Center | lkosits@montefiore.org |
| ENPC | Oct. 9-10 | Rochester | rknapp5@rochester.rr.com |
| ENPC | Oct. 16-17 | Rochester | rknapp5@rochester.rr.com |
| ENPC | Oct. 21 | Plattsburg | aheywood@cvph.org 518-562-7378 |
| ENPC | Oct. 25 | Stonybrook | mfeiler@notes.cc.sunysb.edu |
| ENPC | Oct. 29 | Winthrop Hosp. | jjax@winthrop.org 516-663-8708 |
| ENPC | Nov. 22-23 | Southern Tier | Alice C. Sturckler alice_sturckler@uhs.org |
| ENPC | Dec. 15-16 | Southern Tier | alice_sturckler@uhs.org |
| Teaching Day | Oct. 6 | Southern Tier | alice_sturckler@uhs.org 607-762-2545 |
| EMS Trauma Conference | Nov. 5 | Bassett | coleen.vesely@bassett.org |
| CEN Review | Nov. 19-20 | Central Chapter | CNYENA.org |



CONGRATULATIONS



Congratulations to:
MARYLOU KILLIAN,
who was elected to the National ENA Board of Directors

And
CHERYL MARCEL,

who will be receiving a "Behind the Scenes" Award at the Annual Meeting in San Antonio.

Way to go, Marylou and Cheryl!!

CALL FOR 2010 NYS ENA COUNCIL CANDIDATES

The New York State Council is looking for candidates for officers for 2010. All of these positions provide leadership and networking opportunities that may not be available to an emergency nurse in the course of his/her regular employment. As a member of the Board of Directors, you can help to shape the future of emergency nursing practice.

Qualifications for all positions:

Must be a member in good standing of the New York State Emergency Nurses Association (NYSENA). It is recommended that the candidate have been active within their Chapter or at the State Council level.

The positions to be voted on are:

President -Elect (Three year commitment)

The President-Elect is a one-year term, with the commitment to continue on as President and then as Immediate Past President.

The responsibilities of the President-Elect include:

Serve as a parliamentarian for the quarterly State Council meetings.

Serve as Chairperson for the Awards Committee.

Assist the President in the day-to-day running of the organization.

Attend at least 75% of the State Council meetings and Board of Director meetings.

Be available to advise chapters and serve as liaison between chapters, committees and the State Council.

Treasurer (Two year commitment)

As Treasurer, the individual would be expected to:

Manage the financial records for the organization.

Meet with the accountant as needed.

Chair the Finance Committee.

Attend at least 75% of the State Council meetings and Board of Directors meetings.

Assist the President in the day to day running of the organization.

Publish a financial statement for the membership.

Director at Large (Two year commitment)

As Director at Large, the individual would be expected to:

Attend at least 75% of the State Council meetings and Board of Directors meetings.

Assist the President in the day to day running of the organization.

Be available to advise chapters and serve as liaison between chapters, committees and the State Council.

May serve as Chairperson of a State Council Standing Committee.

All members are encouraged to nominate candidates. To nominate yourself or someone else, please contact Sue Chalupa Breese @ 585-425-4753, email at sbreese@rochester.rr.com or by slow mail at 48 Winding Brook Drive, Fairport, NY 14450-2655.

Elections will be held at the October 23, 2010 meeting in Batavia.

AN AFTERNOON WITH DR. JEAN WATSON

Debra Dibartolo, RN, BSN, CEN, CPEN, SANE-A, SANE-P

Until I discovered Dr. Jean Watson's Human Caring Theory, I never understood the importance of nursing theories. I drudged through nursing theory classes, writing what I thought my professors wanted to read regarding my insights on nursing theory, in order to receive a good grade on my papers. I would quickly finish my paper, stop for the day and move on to what I considered more important tasks whenever I was assigned one of those theory papers in school. All I ever gleaned from the assignments was that these papers were yet another "make work" activity to test the endurance and resilience of my desire to be a registered nurse.

After much struggle with trying to understand and appreciate nursing theory, I stumbled upon Dr. Watson's theory. I had an immediate appreciation of her theory, which combines scientific problem solving, caring, faith, hope, honor, teaching, learning, healing, and allowing for miracles, as nurses assist patients in meeting their physical, emotional, and spiritual needs.

On May 21, 2010, I was at the University of Colorado, Denver poking around the nursing facility suites, looking for Dr. Watson's suite. I found her door; I actually felt warmth and energy as I peered through the window. Sue Hagedorn, RN, PHD, the sponsor of the event that I was attending passed by me and asked if I wanted to go in and sit down. As I sat at Dr. Watson's desk, I thought I would be intruding but I felt welcomed. I felt a spiritual peace and presence as I sat at her desk, and read excerpts from one of her books that she had left behind. Dr. Hagedorn saw the tears of joy and my heartfelt appreciation for this spiritual opportunity.

Dr. Hagedorn was going to Dr. Watson's home the next day and invited me to come along. I quickly changed my flights and booked the hotel room for another night. I was privileged to participate in an amazing discussion on "what caring looks like". How do we, as nurses care and how can we teach and quantify caring.

Dr. Watson explained that caring theories are "grounded in the roots of Florence Nightingale". She stated that going into a patient's room hurried and uncentered contaminates the room, just like smoke does. Taking a moment outside the patient's room to center on the patient the nurse is about to care for and appreciating his needs can bring peace to both the nurse as well as the patient. She offered this list of tangibles that support caring change: dim lights, beautiful signage, mindfulness, positive affirmations, personal centering, and sanctuaries for healing spaces.

Dr. Watson states that her work today is about healing the profession of nursing. Nurses must heal themselves, she says. "Everybody wins when society gets the best of medicine and the best of nursing". Nurses today must still strive to actualize Florence Nightingale's vision of nursing.

In 2010, the Year of the Nurse, I challenge you to incorporate Florence Nightingale's vision of nursing and Dr. Jean Watson's caring theories into your practice. Allow yourself, your patients, and our beloved profession the healing and caring we all deserve.

You can read more about Dr. Watson and the theory of Transpersonal Caring on the web at www.watsoncaringscience.org.

NEW YORK PRESBYTERIAN HOSPITAL EMERGENCY NURSES WEEK

Melaney Gordon, RN

For the second year, New York Presbyterian Hospital (NYPH) Emergency Department will be hosting a weeklong Emergency Nurses Week celebration. Last year's activities included a recognition breakfast and lunch, state and city proclamations and a community fundraiser.

Our goal for this year's celebration is to promote awareness and recognition of emergency nursing as a dynamic and rewarding career choice. We have secured a proclamation from the mayor of New York City and will be hosting various activities including a celebratory breakfast and community outreach events. Nurses from other departments within the organization are encouraged to visit the ED, view posters about emergency nursing, and ask questions about our experiences and why we enjoy working in such a seemingly chaotic environment. NYPH Emergency Nursing Department continues to grow professionally each year with the support of our leadership. Nurses are encouraged to become certified in emergency nursing (CEN), and increase their involvement in research and community outreach. Our certification numbers continue to grow, along with an active ENA membership campaign spearheaded by Farley Obusan, RN, CEN.



We have many achievements to be proud of and look forward to another memorable Emergency Nurses Week celebration.



New York Presbyterian ED Nurses Hold Emergency Nurses Week Proclamation from New York City

SAVE THE DATES

SEPTEMBER 21-25, 2010 • ENA ANNUAL CONFERENCE

San Antonio Convention Center, San Antonio, TX

For information, see conference brochure or check www.ena.org website

OCTOBER 23, 2010 • NYSCENA MEETING

The Holiday Inn, Batavia, NY

Call 585-344-2100 for reservations. Room rate is \$70/night (ENA Code).

The NYS Council encourages members attending the meeting to stay at this hotel.

APRIL 7 & 8, 2011 • SETTING THE PACE 2011

Saratoga Springs, NY

Contact Kathy Conboy at kconboy@verizon.net for information

Please contact the NYSCENA secretary, Sandi Tetler if attending a Council meeting.

enasandi@tetler.net

All New York State members are welcome to attend NYSCENA meetings. Bring a friend!

CARING FOR THE EMERGENCY ROOM PATIENT: PROVIDING FAMILY SUPPORT AND COPING IMPLICATIONS FOR THE EMERGENCY NURSE

Maggie Miller, RN

Objective:

To help the Emergency Nurse effectively support the coping strategies of the patient and family in the Emergency Care setting.

Goal:

To promote the Emergency Nurse as a caring professional who is competent and skillful in dealing with patients and families.

Factors that can affect the Patient's Recovery

- How does the patient view his illness?
- Is the illness curable by a simple procedure or is it a chronic condition?
- How does the illness affect the patient both socially and economically?
- What impact does the illness have on the patient's ability to cope?
- Does the patient have family support and is that support positive and beneficial to the patient?
- What is the patient's perception of his visit to the Emergency room?
- How does the patient perceive the nurse's care and what impact will the nurse have on the patient's illness?
- Will the nurse be able to allay the anxiety and fears of the patient?
- How does the nurse view the patient's response to the illness?
- What role is the family playing in the patient's care?
- Are the patient and family needs being met?
- What are the educational needs of the patient and family?

Ten Insights for the Emergency Nurse

1. Each patient is unique.
2. Each patient will view his illness differently.
3. "Good" communication is essential.
4. Timely and accurate information is an important part of patient care.
5. It is important for the patient to have a positive outcome.
6. Small things count.
7. Illness is a family affair.
8. Realize the family is going through the illness with the patient.
9. All families experience fear of the unknown and anxiety when a love one is ill.
10. To see not only an ill patient, but also to see a person connected to a family.

Implications for Nursing

- Remember good communication, a touch, a smile and "Is there anything else I can do for you?" goes a long way.
- Remember "good" practice conveys confidence.
- Understand how much family and health/illness affects one another.
- Recognize the family and be available to offer support.
- Understand the coping strategies being used by the patient and his family are effective for them.

TNCC AND ENPC NEWS

Coleen Vesely, RN, BSN, CEN, CPEN, MEP

The TNCC and ENPC course test and evaluation Scantron forms have had a small but very important change made to them. The new forms are being sent out as of the end of August, 2010. These forms allow students to enter only the last four digits of their social security number. The older forms may still be used until you run out, however, please request that students only fill in the last four digits of their social security number in the corresponding spaces so that National's scanner can record the numbers correctly.

National ENA has also asked that students fill out their entire name, address, and phone number on the demographics portion of the Scantron. This will provide an accurate history of their course participation, which is often needed for verification of contact hours, pursuing instructor status or for employment purposes. The evaluation portion of the form is also very important. All instructors must be listed on the back of the Scantron in the same order as they are listed on the final faculty roster. Each instructor should only be listed once. If an Instructor only participated in one of the skill stations and the student did not work with that instructor, he/she should leave that instructor's scores blank.

In order to attend an ENPC/TNCC Reverification course the participant must be a current ENPC/TNCC provider. The Course Director is responsible for making sure that all participants in the Reverification course have a current provider card/status. If the person's provider status has expired, he/she must either attend a two day Provider course, or challenge a two day Provider course if the Course Director is able to accommodate him/her. To challenge a course the student must attend the written and skill station testing portions of the course. He/she does not sit through the lectures or the skill station teaching portions of the course and does not receive contact hours for challenging the course. The number of challengers allowed in a course is completely up to the Course Director's discretion.

The ENA Marketing Department has developed new, customizable flyers under the "Course Directors Only" section on the web. There are at least three to choose from. The latest flyer will expand to two or more pages, as needed, for customization. Each flyer is available in an easy to use Word document template. Please save them to your own computer before making any changes. Course logos are also available in this section.

A person must have Course Director status to access the "Course Directors Only" area. After logging on to the ENA Home Page, select the "Courses and Education" tab and the drop down menu will include a selection for "Course Directors Only", which will be available for those with a current Course Director status.

To contact me or to send the post-course paperwork, please use the following email and snail mail address:

Coleen.vesely@bassett.org

Coleen Vesely, RN, BSN, CEN, CPEN, MEP

Trauma & Stroke Program Coordinator

Bassett Healthcare • 1 Atwell Road • Cooperstown, NY 13326

PLEASE NOTE THE CORRECT SPELLING OF MY NAME. If you misspell it, the email will not work. Snail mail will still be delivered.

KICK OFF TO A SAFE SUMMER

Jacquie Glendinning

CHATT Chapter in cooperation with Mercy Flight and Southern Tier Health Care Systems presented the first ever "Kick Off To A Safe Summer." There were many demonstrations with give-aways and safety information for kids and their parents. The day's events included Safe Kids ID, car seat checks, a bike rodeo, tours of a Mercy Flight helicopter, a raffle and a chicken barbeque, just to name a few. Demonstrations were conducted by fire safety and prevention personal, Cattaraugus County Sheriff's K-9 unit, Stranger Danger and the City of Olean Police Dept Emergency Response Team. The day was a success with many children and parents learning about safety, while having fun and enjoying the start of summer. Organizers said that if just one child was helped by either providing a bike helmet or making sure that their car seat was safe, it would be one more child that may enjoy a safe summer without needing the services of area Emergency Departments.

Good Job organizers!! See you next year.



*CHATT Chapter members
Jacquie Glendinning and Tom Sampson
with Mercy Flight Coordinator Crystal Page*

INJURY PREVENTION

Judy Jax, Committee Chair

If anyone is interested in doing alcohol screening in the ED, the SBIRT (Alcohol Screening, Brief Intervention and Referral to Treatment) program is now available on the ENA website, under the Institute for Quality, Safety and Injury Prevention tab.

Select SBIRT to download information and program details.

EMERGENCY NURSES: Making a Difference Every Day

Emergency Nurses Week
October 10-16, 2010



Emergency Nurse Day
Wednesday, October 13, 2010