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## Greetings!

We are happy to present you with the New York State Emergency Nurses Association's latest electronic newsletter. It's packed full of information and many opportunities for our members. As always, we welcome your comments, feedback and suggestions!



## PRESIDENT'S MESSAGE



I can't believe it is October already and I am writing my last message as president. I expressed my thanks personally to the board of directors, committee chairs and members,

representatives and alternates at our final meeting in Middletown. But how many of you know who all those professionals are and what they do? I thought about this as we were talking about contacting our state and federal legislators about the issues we are all facing - health care costs, increased violence, patient safety, core measures, safe staffing etc. We know it is important that our legislators know us and hear from us regularly, to be familiar with NYSENA when we need their support or vote for an issue.

Do you know who your NYSENA council members are? Do you talk with them about the role they play in our state and professional practice? Do you realize they do this as volunteers, without pay and on their time off? Do you know how hard they work teaching TNCC, ENPC, CEN reviews, planning the state conference, addressing practice issues, supporting and raising money for the 9/11 ENA Foundation Scholarship? And are you aware how much they enjoy welcoming and mentoring new members or attendees to our council meetings? (I won't tell you that we also have been known to have a good time or two). We share strategies, policies, information from recent regulatory visits, and solutions to problems as educators, clinical staff, managers, SANE nurses. We are never without resources and friends!!!

The 2014 Officers, Committee Chairs, Representatives and Alternates are already beginning to plan and prepare. The next Setting the Pace Conference is going to be in Rochester and the excitement around the planning is palpable. Set your calendar for April 10 and 11, for more

educational opportunities and more fun!! We are working to get our WebEx meetings available to you this year (of course some of us are still struggling with e-mail, twitter and Facebook!) We will be upgrading our web site to have more timely info and access that is easy to find. Our newsletter has been opened by more individuals than ever before. And we will be getting ready for the ENA conferences in Phoenix and Indianapolis and The Day on the Hill.

Emergency Nursing is a specialty for all of us! Join us if you can, stay connected with us, be part of an extraordinary group of professionals who helped me more than I can ever fully thank them for!!

Sincerely your 2013 President,

Kathy Conboy RN, BS, CEN

## 2013 Membership Renewal Winners Awarded for Recognition of Emergency Nursing Week

Adirondack.....Lisa West  
Brooklyn/Staten Island.....Julia Kim  
Central.....Steven Olson  
Chatt.....Layne Brainard  
Genesee Valley.....Karlo Pacheco  
Lower Hudson.....Gene Iannuzzi  
Manhattan/Bronx.....Arzu Romano  
Mark Twain.....Kristen Canzler-Ito  
Mid Hudson.....Douglas Erdley  
Mohawk.....Lynn DuBois  
Nassau/Queens.....Susan Nelson  
Southern Tier.....Heather Foley  
Suffolk.....Patricia Alban  
Western.....Laura Giallella

## What's Happening in Your Chapter?

This section lets you see what is happening with other New York chapters around the state. We ask each chapter to write a little something of what they are working on, any questions they may have for other chapters, and can post any events.

### Genesee Valley Chapter:

We had an ENPC class in October with 15 students and a TNCC class coming up in November. Our chapter has classes scheduled already for both next year. We held elections in October and have new officers. We continue to have an Ad hoc committee for 2014 Setting the Pace and continue to work on ideas and have special meetings to try and make it a special event.

-Tammy A. Ophardt, Chapter secretary

## Tell us what is happening for your chapter!

## BURNOUT

By Tammy A. Ophardt

Emergency nurses feel burnout? NEVER! Yeah, right. Actually burnout is a very large reason for nurses to leave their jobs in the ED as well as other nursing positions. The definition of burnout from Maslach & Jackson (1996) is emotional exhaustion, depersonalization, and reduced personal accomplishment (O'Mahony, 2011). What are the consequences of burnout? Low morale,

absenteeism, poor job performance, and higher staff turnover (O'Mahony, 2011). Nurses have a high demand job with a large responsibility but they usually feel they have limited power and authority which could contribute to decreased professional efficacy (Hansen, Sverke & Naswall, 2009).

Specific reasons for burnout in the ED are: experiencing death and suffering, lack of support, excessive workload, staff conflicts, and problems with patients and families. One study used questionnaires given out to three EDs and the final analyses discovered five major causes of stress were: cynicism, interpersonal conflicts, lack of support, emotional exhaustion, and a feeling of reduced professional efficacy (Garcia-Izquierdo & Rios-Risquez, 2012). Many of these issues described ultimately are the causes of high attrition rates. Moral distress due to inadequacies of meeting the demands of the job in addition to difficult workloads, value conflict, and lack of reward affect work satisfaction (Miller, 2011). According to O'Mahony's research, nurses feel they are overburdened, ignored, undervalued, administration fails to listen to employee concerns, and staff is inadequate for the number of patients; but staff is expected to still provide a high standard of care (O'Mahony, 2011).

What can be done for nurses? Administration can educate staff on burnout and stress as well as how to manage it. A positive work environment includes support for nurses' work. Other methods are team building exercises and allowing for opportunities for reflection on shared values and concerns (Miller, 2011). Questions to ponder: Are there signs of burnout in yourself or other staff? Are nurses' concerns appreciated and considered or is there a lack of support? Is there an increased workload? Does your workplace have education on stress and how to manage it?

Many aspects of burnout effect nurses' decisions on whether to leave their job and/or that can cause great amounts of stress. Are there signs of low morale, absenteeism, and a high turnover in your ED? Lastly, if burnout has this effect on nurses, what effect does it have on patient care in the ED?

#### References:

Garcia-Izquierdo, M. & Rios-Risquez, M.I. (2012). The relationship between psychological job stress and burnout in emergency departments: An exploratory study. *Nursing Outlook* 60: 322-329.

Hansen, N., Sverke, M. & Naswall, K. (2009). Predicting nurse burnout from demands and resources in three acute care hospitals under different forms of ownership: A cross-sectional questionnaire survey. *International Journal of Nursing Studies* 46: 96-107.

Miller, J. (2011). Burnout and its impact on good work in nursing. *Journal of Radiology Nursing* 30(4): 146-149.

O'Mahony, N. (2011). Nurse burnout and the working environment. *Emergency Nurse* 19(5):30-37.

## **TNCC 7th EDITION IMPLEMENTATION PLANS**

The following information was recently announced on a quarterly conference call with State Trauma and Pediatric Chairs, regarding the TNCC 7th edition:

- TNCC 7th edition Provider manuals will be available to ship upon purchase, Monday January 13, 2014. The exact date when you can start ordering books will be forthcoming.
- Current 6th edition TNCC instructors will gain access to 7th edition update materials and the update exam, online, Monday February 10, 2014 (complete instructions to be provided)
- Updated 7th edition instructors can purchase the 7th edition Instructor Supplement as of Monday February 10, 2014
- Updated 7th edition course directors and instructors can teach 7th edition courses as of Monday February 10, 2014
- All current 6th edition TNCC instructors must successfully pass the TNCC 7th edition instructor update exam by Friday May 30, 2014
- No 6th edition TNCC courses can be held after Friday May 30, 2014 (international countries may have a longer time period to accomplish the update)

The TNCC 7th edition provider manual will be priced at \$68.00 each. This new provider manual is now in full color, with thicker pages than the current versions of TNCC and ENPC. Indirect fees will not change at this time.

The price of the TNCC 7th edition instructor supplement will be provided soon. A downloadable version will also be available.

All TNCC instructor potential providers, who successfully complete a 6th edition TNCC instructor course, MUST be monitored in a TNCC 6th edition provider course to become a 6th edition instructor. Once TNCC 6th edition instructor status is achieved, access will be provided to the online TNCC 7th edition update materials and exam, so that the new instructor can update to the 7th edition. This must all be completed prior to May 30, 2014.

Additional information and directions will continue to be provided in future editions of CourseBytes, as well as direct emails to current TNCC 6th edition instructors. If you know of any TNCC instructor that did not receive CourseBytes, please advise them to email [Coursebytes@ena.org](mailto:Coursebytes@ena.org) so that they will stay informed.

## **Congratulations to the New incoming!**

### **New York State Emergency Nurses Association Officers for 2014**

#### **President - Virginia Hebda**



#### **President Elect - Sandi Tetler**



#### **Secretary - Dan Dennis**



#### **Director at Large - Ivy Henry**



## RAFFLE ITEMS FOR STATE MEETING 2013-14

|              |                        |              |
|--------------|------------------------|--------------|
| January 2013 | Manhattan/Bronx        | Mark Twain   |
| April 2013   | Mid Hudson             | Mohawk       |
| August 2013  | Nassau/Queens          | So. Tier     |
| October 2013 | Suffolk                | Western      |
| January 2014 | Brooklyn/Staten Island | Adirondack   |
| April 2014   | Central                | Chatt        |
| August 2014  | Genesee Valley         | Lower Hudson |
| October 2014 | Manhattan/Bronx        | Mark Twain   |

## SETTING THE PACE 2014

Excitement is just around corner, plan ahead, **SAVE the DATE-** The Emergency Nurses Association of New York State will be holding their annual conference in Rochester, April 10 and 11, 2014.

The location will be at RIT Inn and Conference Center 5257 West Henrietta Road, Henrietta, NY 14467 on Thursday / Friday -April 10th and 11th, 2014

Please make your hotel reservations using code ENA, for discounted rate \$129.00 nightly (single or double occupancy) -phone number 585-359-1800

Complimentary shuttle bus service to & from the airport-Rochester- as well as to & from any point of interest within a 5 mile radius of the hotel- there are many to choose from

The state council meeting will be held on Saturday, April 12, 2014 at RIT Inn and Conference Center -

Everyone is WELCOME

See you in Rochester!

Sue Chalupa Breese

## SAVE THE DATE 2014

Mar 5th - 9th - Leadership Conference  
**Phoenix, AZ**  
**Phoenix Convention Center**

Apr 10th & 11th - Setting the Pace  
**Rochester, NY**  
**RIT Inn & Conference Center**

Apr 13th - NYS Council Meeting  
**Rochester, NY**  
**RIT Inn & Conference Center**

Oct 7th & 11th - Annual CinfERENCE  
**Indianapolis, IN**

## Questions?

Please submit any suggestions or articles to:

Dawn MacMullen at [enadawn@gmail.com](mailto:enadawn@gmail.com)

Or [NYSCENA.Newsletter@gmail.com](mailto:NYSCENA.Newsletter@gmail.com)

## 2013 New York State Officers

President - Kathleen Conboy, Southern Tier [President@nysena.org](mailto:President@nysena.org)

President Elect - Ginny Hebda, Genesee Valley [PresidentElect@nysena.org](mailto:PresidentElect@nysena.org)

Secretary - Sandi Tetler, Lower Hudson [Secretary@nysena.org](mailto:Secretary@nysena.org)

Treasurer - Mary Ellen Jennison, Southern Tier [Treasurer@nysena.org](mailto:Treasurer@nysena.org)

Immediate Past President - Audrey Sealey Brooklyn-Staten Island  
[ImmediatePastPresident@nysena.org](mailto:ImmediatePastPresident@nysena.org)

Director at Large - Sue Chalupa-Breese, Genesee Valley [Board1@nysena.org](mailto:Board1@nysena.org)

Director at Large - Jacquie Glendinning, Chatt [Board2@nysena.org](mailto:Board2@nysena.org)

Thank you for spending some time with us today.