



# Nursing Notes

November 2011

## SPOTLIGHT ON BRONSON ADVANCED PRACTICE NURSES

### Innovations, Articles and National Conference Presentations

Many of you may be unaware of the accomplishments and far-reaching professional influence that our Bronson clinical nurse specialists and nurse practitioners have. Here is a summary of some recent activities that three of our advanced practice nurses have been involved in:

**Rita LaReau, MSN, GNP, BC** gave the presentation "Dissecting the Delirium Dilemma" at the 20th Annual Academy of Medical Surgical Nursing (AMSN) Convention in September, 2011 at the Sheraton Boston Hotel in Boston. More than 900 staff nurses, educators, managers, advanced practitioners, students and educators attended. In addition to the education sessions, attendees earned Continuing Nursing Education (CNE) contact hours, networked with colleagues, visited with vendors in the exhibit hall and viewed poster presentations.

Her presentation was also accepted and given at the 2011 Gerontological Advance Practice Nurse Association (GAPNA) later that month in Washington D.C. Educational sessions at the conference were tailored toward gerontological healthcare and the advanced practice nursing profession. They focused on: renewing participants' motivation to continue providing excellent care for older adults; providing evidence-based knowledge critical to the management of acute and chronic illness in older



Left to right are Rita LaReau, MSN, GNP, BC; Glenn Carlson, MSN, ACNP-BC, CCRN; and Karen Bergman, PhDc, RN, CNRN.

adults; disseminating current pharmacologic management strategies specific to the gerontological practice; establishing a forum for the exchange of ideas and clinical experience with expert faculty and colleagues specializing in the care of older adults; and the examination of emerging trends in practice, and health policy.

As a clinical advisor in the Hartford Geriatric Institute at New York University, her attendance at both conferences was supported by the Hartford Geriatric Institute at New York University.

Rita was also a contributing author to the article "Top Ten Clinical Innovations in Long-Term Care," published in the September, 2011 issue of *Long-Term Living* magazine. See the NICHE page on the Nurses & Clinicians tab online for more information.

Critical Care CNS **Glenn Carlson, MSN, ACNP-BC, CCRN** has been active in several national organizations as well as speaking and publishing.

Glenn served as an American Association of Critical Care Nurses National Com-

mittee Member in the Advanced Practice Institute Planning Committee, has been a CE article pilot tester since 2005, and has reviewed poster abstracts.

For the Society of Critical Care Medicine, Glenn has been a national committee member for patient and family support since 2008.

Recent speaking engagements have included presenting "The Pressure is On: Management of Intracranial Hypertension" at American Association of Critical Care Nurses National Teaching Institute- National Meeting, and presenting "Care of the obese pregnant patient" at the Southwest Michigan Perinatal Association in May of this year.

Glenn has also become an adjunct faculty member and CNS graduate program preceptor for the Michigan State University School of Nursing.

His recent published articles include *Use of Action Plans with Limited Patient Education for COPD Patients* in *Nursing Times*.

Other speaking engagements in 2012 include presenting "Sedation and Delirium in a Trauma ICU" for Kalamazoo College of Medical Studies Trauma Grand Rounds, and "Research, the down and yummy — A cookie research study" at Biennial Bringing Evidence to the Bedside Conference at Bronson Methodist Hospital.

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## Bronson Welcomes National Speaker on Media Portrayal of Nurses

On Thursday, October 13, the Professional Practice Council sponsored guest speaker, Sandy Summers, MSN, MPH, RN to speak to Bronson nurses and area nursing students about media portrayals of nurses and how we can influence public perceptions of our profession. Nearly 300 people attended. Nursing Professional Practice Planning Team members pictured here with Sandy Summers (*lower right*) are (*left to right*) Kelly Mezo, Kacie Root, Angela Bills, Char Rensberger, Sandy Summers, and Diana Girolam; Not pictured are Gail Mercer and Maggie Bullard-Marshall.



## Fall Bereavement Education

**DVD Presentation: "Beyond Kubler-Ross: New Perspectives on Death, Dying and Grief"**  
**Thursday, November 10, 1-4 p.m.**  
**Gilmore Center Auditorium**

Continuing education credits will be available through the Hospice Foundation of America and will be the only cost for this educational presentation for Bronson employees.

Contact Brenda Terburg-Fawley, LMSW C-TLS, Bereavement Coordinator at (269) 341-6639 with questions.

## November Pain Management Classes

**Class 1: Monday, November 14**  
**Class 2: Monday, November 28**  
**8 a.m. - 5 p.m. (both days)**  
**Gilmore Center**

Enroll on Bronson e-Learning for Pain Management Day 1 & 2. Be sure to enroll in both classes! Call Pat Woitzel at (269) 341-8844 or pager (269) 269-513-3008. Or, call Lu Lutz at (269) 341-6004.

## Hand Hygiene Reminder CAT

The CAT (check, ask, thank) tool has been developed to encourage each other to use proper hand hygiene. Follow CAT to hold each other accountable and thank those who remind you to exercise proper hand hygiene.



## Nursing Professional Advancement Ladder Open Houses in November

If you are thinking of submitting a nursing professional advancement ladder application in January 2012, you are encouraged to take advantage of one of two open houses scheduled in November to ask specific questions you may have and/or receive some mentoring in portfolio preparation. Open houses will be held on both the north and south campuses in the cafés on the following dates: November 16 and 17, 11 a.m. to 1 p.m.

and 11 p.m. to midnight. Drop by and bring your portfolio if you are already working on it. This is an excellent opportunity to get some helpful tips!

**NPAL OPEN HOUSES**  
**Wednesday, November 16**  
**Thursday, November 17**  
**11 a.m. to 1 p.m., 11 p.m. to midnight**  
**Bring your portfolio!**

## Easing Patient Fears Can Raise Patient Satisfaction Scores

Colleen Sweeney, RN, the director of innovation, ambassador and customer services at Memorial Hospital and Health System in South Bend, IN, recently completed a patient empathy project where she interviewed patients on what they fear about hospitals and healthcare systems. Ninety six percent of patients suffer from "Clinicophobia," a term Sweeney coined meaning the fear of healthcare. She identified the most common patient fears (*see box at right*).

Asking patients about their fears has improved Memorial's Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores.

"The huge result of having nurses ask the question is that it has changed their view of caring for the patient and [made them] realize that they were neglecting

### Most Common Patient Fears

1. Infection
2. Incompetence
3. Death
4. Cost
5. Mix-Ups
6. Needles
7. Rude doctors and nurses
8. Germs
9. Prognosis
10. Communication issues
11. Loneliness

the very thing that concerned the patient the most," Sweeney says. "And to ask the question is the only way to arrive at truly 'patient-centered care.'"

## Time to Apply for 2012 Tuition/ Targeted Need Scholarship/Certifications

### Beginning November 1, 2011

- The Tuition Assistance Application for 2012 will be available online.
- Applications for Targeted Needs Scholarships for 2012 (job classifications determined by organizational needs) will be available online.
- Certification applications for 2012 will be available online.

### Beginning May 1, 2012

- Bronson Nursing Scholarship applications for 2012 will be available online. (May be received in addition to Targeted Needs Scholarship and Tuition Assistance.)

### Please remember:

- You must apply each year.
- These programs run on a calendar year (January to December, 2012), not the school year.
- You are required to submit your application before taking class or exam.

For more information contact Jane Morrow at 341-7738 or Nancy Pendziszewski at 341-7754.

## 9th Straight Year: Bronson Again The Consumers' Choice

Bronson Methodist Hospital has received National Research Corporation's 2011/2012 Consumer Choice Award. This marks the ninth year in a row that Bronson has been chosen by residents of the Kalamazoo-Portage area as the hospital with the best overall quality, best image/reputation, best doctors and best nurses. Congratulations!



## Caution: Do Not Microwave Sage Shield Barrier Wipes

The packaging on the new Sage brand shield barrier cloths that are used for incontinence care suggests microwaving the cloths for 45 seconds in order to warm them for patient comfort. Please DO NOT microwave this product. Bronson is not purchasing the Sage microwave and does not endorse the use of kitchen microwaves for warm compresses or any product to be placed on the patient's skin.



## Spotlight on Advance Practice Nurses

(continued)

Glenn's ongoing IRB approved research projects include studying glucose variability in trauma patients, and the affect of insurance type on length of stay for percutaneous tracheostomy patients.

Neuroscience program coordinator **Karen Bergman, PhDc, RN, CNRN** recently co-authored a clinical practice guideline for the management of mild traumatic brain injury that was accepted by the National Guideline Clearinghouse. She specifically wrote two chapters and presented the guideline for the American Association of Neuroscience Nurses via webcast.

## Bronson e-Learning Tips Available

Bronson Education Services has developed an online tutorial and tip sheet for the Bronson e-Learning upgrade. Access these tools on the intranet under "Applications-Web," "Bronson e-Learning."

## Bronson Nurses Attend Magnet Conference



*Divisional Nursing Shared Governance Council (DNSGC) leaders attended the Magnet Conference in Baltimore, MD October 4-6, 2011. Pictured here are (left to right) Jennifer Singleton, Clinical Quality Committee chair; Patti Rohloff, DNSGC co-chair; Dee Till, DNSGC chair; Char Rensberger, nursing clinical quality coordinator; Kim Brown, Professional Practice Committee co-chair; and Tina Sullivan, nursing director. Not pictured is Denise Neely, chief nursing officer.*