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The Official Publication of the Arizona Nurses Association
Circulation 81,000 to every Registered Nurse and Licensed Practical Nurse in Arizona

Volume 64 • No. 3

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President's Message

Lead from Where you Stand

Teri Wicker, PhD, RN, AzNA President

Working as a nurse leader is demanding and requires complex skills and competencies that can directly impact engagement. Leadership roles are often at risk for failure from the beginning with poor job descriptions, a constant increase in responsibility, and a lack of formal education or training (Krugman & Smith, 2003). Without proper support, education, and mentoring, nurse leaders can struggle to lead others, which may contribute to nurse dissatisfaction and poor work environments.



Teri Wicker

When I entered in to my first nursing leadership role, I was taught to lead through decision making based on my "gut feelings" and move forward with what I thought would be best for the nursing staff. A lot has changed since that first leadership experience. It is not uncommon for many nurse leaders to question their ability to be effective. This fact compounded with results of opinion polls and the latest research reveal that nurses today no longer respond to traditional leadership practices, instead they expect leaders to set the tone for great work environments. Today our style of leading needs to be creative, evidence-based, innovative, and influential.

In my current practice I recognize transformational leadership as an effective style of leading that sets the tone for positive change. As a leadership concept, transformational leading, is one that involves the process for involving others in decision-making. This form of leadership has the ability to raise the leader and follower to a higher level of motivation and create synergistic environments that can creatively manage change (Marquis & Huston, 2006). In return, staff have a greater sense of engagement and are encouraged to become involved in their work place.

Nurses who lead with a transformational style have empowered staff into self-governance models, creating accountability for nurses to improve their work environments and increase engagement. Nurses also want a more visible leader, one that is easy to access and has open lines of communicating, all characteristics of a transformational leader. Transformational leaders make work experiences meaningful, inspiring, and exciting which appeals to the nurse that he/she is making a difference in people's lives (Anderson & Miller, 2007).

Transformational leadership has demonstrated effective results and organizations recognize the importance of the shift in leadership styles. Magnet work environments support transformational leadership as a form of leading that inspires others and instills in them the belief that they can improve outcomes. Through transformational leadership nurses will become more engaged in their work environments and patient care outcomes can improve (Heuston & Wolf, 2011). Nursing outcomes also improve through lowered turnover, higher

retention, increased educationally prepared nurses, and increase in certified nurses.

Nursing leadership has always come in many different forms and with many different titles. In my experience in Arizona, we have called someone in a leadership role a clinical manager, nurse manager, director, chief nursing officer, clinical nurse specialist, nurse educator, and case manager—just to name a few! Regardless of the title, I believe all nurses are leaders. Not only do we lead our patients, staff, and peers—we lead our families, friends, and the public in healthcare. However, one of the more important roles is to lead as a profession. Collectively, we are empowered to be leaders in healthcare change and the future of nursing. Transformational leadership will guide us to set standards for nursing leadership and build a profession that can face the challenges we will meet. As you evaluate your leadership practice, extend your assessment to include how you can lead your profession. I invite you to embrace one of the ANA themes for 2011 Nurses Week and "Lead from where you Stand."

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Article and Submissions for Peer Review

Articles (manuscripts) must be typed, double spaced and no more than four pages. Manuscripts must be original, unpublished and not under review for another publication. Members of the Communications Committee will review manuscripts. Format for publication will be according to the *Publication Manual of the American Psychological Association, 6th ed., 2010*.

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Arizona Nurses
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Arizona Nurse
Volume 64, Number 3
August 2011

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The *Arizona Nurse* (ISSN 0004-1599) is the official publication of the Arizona Nurses Association (AzNA) published quarterly by AzNA, peer reviewed and indexed in Cumulative Index for Nursing and Allied Health Literature. Format and style of items and articles in the *Arizona Nurse* will follow the guidelines offered in the *Publication Manual of the American Psychological Association, 6th Ed., 2010*. Opinion articles are usually not referenced but authors are requested to provide reference sources for any controversial statements using APA format. The editor selects materials for publication that are consistent with AzNA's mission, vision, values, strategic plan and association work.

No material in the newsletter may be reproduced without written permission from the Executive Director. Subscription price: included in AzNA membership or \$30 per year. The purpose of the *Arizona Nurse* is to communicate with AzNA members and non-members in order to 1) advance and promote professional nursing in Arizona, 2) disseminate information and encourage input and feedback on relevant nursing issues, 3) stimulate interest and participation in AzNA and 4) share information about AzNA activities.

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Executive Director's Report

If not now when? If not us, who?

Robin Schaeffer, MSN, RN, CNE



Robin Schaeffer

For one of the first times in nursing history, the focus is on nursing's ability to act as influential change agents to improve how health care is currently delivered in our country. Healthcare reform and the *Institute of Medicine's (IOM) Future of Nursing: Campaign for Action* (www.thefutureofnursing.org) may very well determine our future role in the delivery of quality patient care. For one nurse, this call to action can seem daunting, but as a collaborative group of 3.1 million nurses, imagine the powerful voice we can have?!

An example of a powerful nursing voice is *The Tri-Council for Nursing* (<http://tricouncilfornursing.org>), comprised of the American Association of Colleges of Nursing, the American Nurses Association, the American Organization of Nurse Executives, and the National League for Nursing. Although each organization has a different mission, together they

build consensus and disseminate information to the public on issues that affect nursing in order to provide stewardship within the profession.

A Nursing Tri-Council has been created in Arizona. The Arizona Nurse Leadership Group, consists of the Arizona Nurses Association (AzNA), the Arizona Organization of Nurse Executives (AzONE) and the Arizona State Board of Nursing (AZBN). These three organizations work together on state and national issues that affect Arizona nurses. The goal is to represent the voice and interests of Arizona nurses to the legislature and the public.

Nurses have been given the opportunity to change the way we practice health care both on a state and national level. The best way to keep abreast of the changing health care landscape and the work of Arizona nursing is by joining at least one nursing organization and making it a point to attend local professional meetings. I invite everyone to attend the AzNA convention *Imagine Nurses Driving Healthcare* on October 13-14, 2011. This event will influence your future and help you make important professional decisions. I close by reminding you that as one of the 3.1 million nurses you can make nursing history by asking and answering this powerful question also asked by two well-know politicians, Massachusetts Senator Robert F. Kennedy and U.S. President Ronald Reagan; "If not now when? If not us, who?"

Nurses Health Study III in Full Swing

The Arizona Nurses Association supports the Nurses' Health Study III a follow-up to the Nurses' Health Study 1 & II. The participation of over 230,000 nurses in the original Nurses' Health Study and the Nurses' Health Study II supplied data on how foods, exercise, and medications can influence, for better or worse, a woman's risk of developing cancer, heart disease, type 2 diabetes and other serious health conditions. More information about the Nurses' Health Study and the Nurses' Health Study II is available at www.nurseshealthstudy.org. Information is also available on Facebook by searching Nurses Health Study III.

The goal is to enroll 100,000 or more **female RNs and LPNs between the ages of 22 and 45** into the Nurses' Health Study III. About 16,000 nurses have signed on so far, the plan is to reach the enrollment target within 12 to 18 months. The new study is entirely web-based, which will allow today's busy nurses to complete questionnaires quickly and at their convenience. Please visit www.nurseshealthstudy.org today!

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Sunday IOM Future of Nursing; ACHE courses (Cat 1); AONE update;
Monday KEYNOTE: Steven Harden, "Miracle on Hudson: What Every Nurse can Learn About Leadership from Captain Sully"; NV Legislative update; RNs becoming CEOs; plus
CHARGE NURSE Ed. track all day (keynote, courses, lunch & reception)
Tuesday ENDNOTE Greg Nelson, "Nurse Leadership: The Core of Stellar, Stupendous Care"
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Nurse Case Management Specialty Practice for a New and Improved Healthcare System

The term case manager is used to describe many professional and non-professional positions in healthcare today. The professional practice of Case Management has at its core the values of care coordination, utilization management and patient advocacy across the continuum of care.



Carol K. Smith

A process that mirrors the nursing basics of assessment, planning, implementation & evaluation, case management is a "collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes" (Case Management Society of America, 2010).

This complex view of case management describes the priorities that make up the daily life of a case manager. In a fragmented healthcare system, case managers strive to make sense of the challenges faced by individuals with chronic & acute illnesses, and by those who suffer traumatic accidents and injuries. Use of nationally accepted medical management standards such as InterQual & Milliman Care Guidelines assist the nurse case manager in assuring an individual is receiving appropriate care and services at the most cost effective level of care.

The skills of a case manager are essential to managing health care services in many settings including acute care, managed care, Workman's Compensation, the United States Veteran's Administration, and home health care. Service providers at various levels of care employ case managers. Acute and sub-acute care medical facilities, acute care rehabilitation, payor organizations, ambulatory and home care settings all offer case managers an opportunity to make a difference in the lives of individuals and their families.

Preparation for case management at the Master's level is now offered at academic institutions such as Case Western Reserve University in Ohio, Seton Hall in New Jersey, and the University of Oklahoma. Hard earned years of healthcare experience in a variety of care settings are common training ground for many case managers.

Certification is an option for professionals interested in advancing their knowledge of case management and increasing employment options. The credentialing arm of the American Nurse Association, the American Nurses Credentialing Center (ANCC) offers a Nurse Case Manager certification. The Commission for Case Manager Certification (CCMC) also offers a Case Manager certification for nurses and other healthcare professionals such as social workers.

Case managers are recognized experts and vital participants in the care coordination team. A case manager is a problem solver who empowers individuals and families to understand and access quality, effective health care.

The terms care coordination and transitions of care figure prominently in the 2010 Patient Protection and Accountability Care Act (PPACA). In recognition of the importance of coordinated, comprehensive transitions of care as well as social and economic costs of poor transitions, PPACA includes several initiatives specifically designed to address gaps in care that occur between and among health care settings.

Leaders from the Case Management Society of America have been working with the Centers for Medicare and Medicaid Services (CMS) and legislators to operationalize the concepts of care coordination and transitions of care. Established in 1990, the Case Management Society of America (CMSA) is a multi-disciplinary professional

organization dedicated to the support and advancement of case management.

CMSA has been on the forefront of healthcare reform efforts by developing and leading the National Transitions of Care Coalition (NTOCC) that encompasses thirty healthcare organizations and associations. NTOCC has developed educational materials for individuals, families and healthcare providers, to support safe, appropriate transitions of care from one setting to another. Valuable information and resources can be accessed from the CMSA website: www.cmsa.org, policy makers tab, or directly at www.NTOCC.org.

Case Management is a challenging, rewarding nursing specialty. There are many opportunities for nurses to use their unique education, work experiences and critical thinking skills to support quality outcomes for acute and chronically ill individuals.

Reference:

Case Management Society of America. (2010) *CMSA standards of practice for case management*. Little Rock, AR: Case Management Society of America.

Carol K. Smith, RN-BC, MSN is certified as a Nurse Case Manager through the American Nurses Credentialing Center and served two terms on ANCC's Content Expert Panel. As a registered nurse with fifteen years case management experience, Carol has provided services in a variety of payer and care environments. She is an active member of Case Management Society of America, serving as a Director on the CMSA Board of Directors. She is also a member of CMSA's Public Policy Committee, serving as Co-Chair of the Multi-State Licensure Task Force.

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Promise of Nursing for Arizona Raises Over \$20,000 for Nursing Scholarships

The Arizona Nurses Foundation's held its ninth annual Promise of Nursing for Arizona Celebration Luncheon honoring Arizona nurses at the Ritz Carlton on Friday, May 6, 2011. Over \$20,000 was raised from the Promise of Nursing event and will be donated to the Arizona Nurses Foundation a 501(c)3 organization, to use for nursing scholarships for Arizona students.

There were nearly 300 nurses in attendance! Guests were treated to a wonderful lunch and presentations including one from the keynote Helene

Neville, the nurse who ran from California to Florida promoting self-care for nurses and her book, *Nurses in Shape*. Johnson & Johnson Campaign for Nursing's Future representative Andrea Higham, delighted guests with three new commercials featuring real nurses. The event continues to be a huge success and the festivities were enjoyed by all.

Mark your calendars for next year's Promise of Nursing on May 4th 2012!



Patt Rehn, DNP, RN, Chief Nursing Officer at John C. Lincoln North Mountain and a former AzNA Executive Director, Fran Roberts, PhD, RN, FAAN, Group Vice President – Strategic Alliances, The Healthcare Group and former Arizona Nurses Foundation Chair and Andrea Higham, Johnson & Johnson Campaign for Nursing's Future enjoy the festivities at the Promise of Nursing.



Helene Neville, MBA, LPN, the Promise of Nursing Keynote speaker, Dana Kennedy, RN, and Marty Velasco Hames, Mistress of Ceremonies take a break during the meal to visit with friends.



Robin Schaeffer, MSN, RN, CNE, Executive Director of the Arizona Nurses Association, Ashley Jones and Jena Rhea, students at Pima Medical Institute, Jasmine Bhatti, a Grand Canyon University student and Carol Coffin, AzNA staff, prepare the 300 corsages and boutonnieres for pinning on the guests.



Pictured here is a group of nurses from Yuma who made the trek to the Promise of Nursing.

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Nursing's Public Policy Agenda

Ray Kronenbitter, RN, MSN, PCCN

For many years the Arizona Nurses Association (AzNA) has published a Public Policy Agenda that reflects the association's priorities on legislative issues pertaining to health care and professional nursing practice. The current agenda can be found at the association's website at https://www.aznurse.org/public_policy/agenda.html. As health care policy and nursing practice change, so does the agenda. Every two years the AzNA Public Policy Agenda is reviewed by the membership and revised to include the most current issues and challenges facing our profession and the patients we serve. Proposed changes are discussed in open forum at the AzNA Biennial Convention, this year on October 13th and 14th, and then approved by the Board of Directors. The newly revised agenda is published by the time the Arizona legislature convenes in January.



Ray Kronenbitter

Much has changed in health care and nursing practice over the last two years at both the state and federal levels, changes that will shape the revisions to the Public Policy Agenda for 2012-2013. On March 23rd, 2010, President Obama signed the Affordable Care Act. Next year we will see changes proposed to integrate health systems, fight health disparities, new options for long-term care insurance, reducing paperwork and administrative costs and increased linkage between costs and outcomes. 2013 will bring changes to preventive health coverage, increasing reimbursements for primary care providers, expanded authority to bundle payments and additional funding for the children's health insurance program <http://www.healthcare.gov/law/timeline/index.html>. This year the Arizona legislature cut approximately half a billion dollars from state budget from AHCCCS for the fiscal year beginning July 1st, which has profound impacts to health care for our citizens most in need, hospitals, providers and nursing practice. The Institute of Medicine's October 2010 report, **The Future of Nursing: Leading Change Advancing Health** suggests four key areas where our profession can influence dramatic change in health care in the years to come as our nation navigates the challenges of health care reform. The four areas are listed on their website <http://www.iom.edu/Reports/2010/The-Future-of-Nursing-Leading-Change-Advancing-Health.aspx>. 1) Nurses

should practice to the full extent of their education and training; 2) Nurses should achieve higher levels of education and training through an improved education system that promotes seamless academic progression; 3) Nurses should be full partners, with physicians and other health care professionals, in redesigning health care in the United States and 4) Effective workforce planning and policy making require better data collection and information infrastructure.

The best ideas to improve nursing practice are evidence based, and so must be the improvements to our Public Policy Agenda. Not only must our policy issues be great ideas, they must also be proven to improve health and practice. I challenge each and every one of you to examine the AzNA Public Policy Agenda and think of evidence based ideas that will improve the focus of nursing's governmental affairs in Arizona. Please consider sharing your ideas with me at rayrn@roadrunner.com as we move forward to prepare for our public policy agenda revision forum in October. If you feel passionately about an issue and want to present your idea at the convention, please consider registering at <https://www.aznurse.org/events/index.html>. If you would like to become involved in AzNA's Public Policy Committee and are not an AzNA member, please consider joining at https://www.aznurse.org/membership_info/index.html.

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Operations and Business Development: It's Fun!

Troy Garland, RN, MBA, BA

In 2010, the Arizona Nurses Association (AzNA) Board of Directors voted to establish the Operations and Business Development (OBD) Committee. The OBD Committee is a finance sub-committee dedicated to community outreach. The goal of this committee is to build community relationships that will help AzNA develop strategic and innovative concepts to increase growth and revenue. Areas of committee contribution include but are not limited to offered business services, service and product sales, fundraising, marketing and strategic communications.



Troy Garland

According to AzNA Executive Director, Robin Schaeffer, "Community input and participation is important to our work at AzNA since this is the group that has voted nurses the most trusted profession for the 11th time, according to Gallup's annual survey of professions." In the inaugural OBD meeting it didn't take long for Michael Bullock of Homeowners Financial Group to make the ominous statement, "You need to get out and shake some hands." Since making this statement, Michael has been volunteering his time shaking hands and supporting AzNA by sharing his knowledge on mortgage issues and raising money through raffle sales.

The four "Angels," Christina, Jennifer, Tara, and Veronica with the Williams Real Estate Company

have also volunteered their time and talent to help AzNA. To date, the Angels have donated \$1,600 to AzNA. Christina Catalano, Angel realtor stated, "When we can identify ways to help each other with our goals, everyone wins."

The newest community member of the OBD Committee is John Guignon from Stryker Medical. John works with nurses everyday and sees them do miraculous things. John seeks ways to appropriately thank nurses for all they do; serving on AzNA's OBD Committee is a way he can make a difference.

The OBD Committee is the "fun" side of finance, seeking innovative ways to network and build relationships inside of the profession and within the community. Relationships take time to grow, but in a short time, the committee has fun building and expanding non-nursing partnerships. The committee is currently planning a great opportunity for nurses to celebrate the nursing profession together at an upcoming Diamondbacks game. The event will provide a chance to recognize outstanding nurses in Arizona and to tell stories about the great care that they provide. More information is available at www.aznurse.org. In the meantime, take the challenge offered by AzNA's OBD committee...break down the silos and go out and shake some hands. Make an effort to meet a few people in the community and bring them to the Diamondbacks event. The OBD Committee always has an open door and welcomes additional members. Please contact AzNA at 480-831-0404 for information about committee membership.

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Members on the Move

AzNA Members Amongst Inductees in the American Academy of Nursing

The American Academy of Nursing announced that five Arizona nurses are among the nurse leaders selected to be inducted as Fellows during the Academy's 38th Annual Meeting and Conference on October 15, 2011, in Washington, D.C.

"Selection for membership in the Academy is one of the most prestigious honors in the field of nursing," said Academy President Catherine L. Gilliss, DNSc, RN, FAAN. "Academy Fellows are truly experts. The Academy Fellowship represents the nation's top nurse researchers, policymakers, scholars, executives, educators and practitioners."

The five nurses from Arizona are:

- Joan Dodgson, PhD, MPH, RN, Arizona State University
- Colleen Keller, PhD, RN-C, FNP, Arizona State University
- Denise Link, PhD, RN, WHNP, Arizona State University
- Elizabeth Reifsnider, PhD, WHNP, PHCNS-BC, Arizona State University
- Susan Stillwell, DNP, RN, ANEF, Arizona State University

Congratulations!

International Nurse Researcher Hall of Fame to Induct Two Arizona Nurses

Two Arizona nurse researchers will be inducted into the Honor Society of Nursing, Sigma Theta Tau International's (STTI) Nurse Researcher Hall of Fame. The prestigious award honors STTI nurse researchers from around the world who have achieved long-term, broad recognition for their work and whose research has had global or national impact on the profession and the people it serves.

The inductees are leaders, mentors, scholars and role models whose research has focused on patient/family outcomes, community wellness, health care policy and health care interventions. The Arizona nurses being inducted are:

- **Bernadette Melnyk**, PhD, RN, CPNP/PMHNP, FNAP, FAAN, Arizona State University College of Nursing & Health Innovation (USA)
- **Ida (Ki) Moore**, DNSc, RN, FAAN, The University of Arizona College of Nursing (USA)

Congratulations!

The Academy of Nursing Education to Induct AzNA Member in the Fall

AzNA member Karin Sherrill, RN, MSN, NEd, CNE will be inducted as a fellow of the National League for Nursing's Academy of Nursing Education at the 2011 NLN Education Summit this fall in Orlando, Florida. Karin joins a group of eleven other distinguished nurse educators from around the country who will also be inducted. AzNA congratulates Karin on this wonderful accomplishment.



Karin Sherrill

AzNA Member Appointed to ANCC Board

The American Nurses Association (ANA) has appointed Anne McNamara, PhD, RN, Grand Canyon University (AZ) dean and nursing professor to the board of directors of the American Nurses Credentialing Center

(ANCC). Dr. McNamara, has been a member of AzNA since she moved to Arizona in 1984. She has held many AzNA board positions including President and was a founding member of Chapter 6 for nurse educators. Anne is currently the President of the Board of Trustees for the Arizona Nurses Foundation. Congratulations Anne!



Anne McNamara

Thompson Accepts Position at Banner

Professional Issues Steering Committee member Sandy Thompson, MSN, RN, recently accepted the position of Magnet Program Coordinator at Banner Thunderbird Medical Center. Congratulations Sandy!



Sandy Thompson

AzNA Nurse Practitioners in the News!

Angela Golden, DNP, MEd, FNP-C, RN, FAANP, was elected as president of the American Academy of Nurse Practitioners (AANP). Angela currently serves as assistant professor at the Northern Arizona University NP program and owns a practice that provides urgent care and in-home care services. She is an active AzNA member, Vice President of the Arizona Nurse Practitioners Council and secretary of AANP board of directors. Congratulations Angie!

Denise Link, PhD, WHNP, and co-applicant Reverend Ina Mae Copeland have been accepted to the 2011 University of California, Los Angeles and Johnson & Johnson Health Care Executive Program (HCEP). Both will attend the program July 10-19, 2011. Denise is on the AzNA Board of Directors and an active member of the Nurse Practitioner Chapter. Congratulations Denise!



Denise Link



Long-time AzNA member and past member of the Board of Directors, Carol Stevens, PhD, MS, RN, is pictured here at her recent graduation from Arizona State University College of Nursing and Health Innovation. Congratulations Carol!

Dahn Receives AANP Award

Janeen Dahn, RN, MSN, FNP-C, President of AzNA Chapter 9, the Arizona Nurse Practitioner Council, is the recipient of the 2011 American Academy of Nurse Practitioners State Award for Excellence. This award recognizes an NP who demonstrates excellence in clinical practice or who has made a significant contribution toward increasing the awareness and

acceptance of NPs. Janeen is a nationally certified family nurse practitioner and the Assistant Dean for the University of Phoenix. She is the founder and sole proprietor of NP House Calls. Janeen is a member of the American Academy of Nurse Practitioners, the National Organization of Nurse Practitioner Faculties, the Arizona Nurses Association and Sigma Theta Tau International. Janeen is an advanced practice consultant for the Arizona State Board of Nursing and is currently working toward her PhD in Nursing. Congratulations Janeen!!!!



Fuller Receives Award of Excellence From Sigma Theta Tau

Pam Fuller, PhD, RN, Dean of University of Phoenix College of Nursing has been named the 2011 international award recipient of the Melanie C. Dreher Outstanding Dean Award for Excellence in Chapter Support by Sigma Theta Tau International, the Nursing Honors Society. Congratulations Pam!



Pam Fuller

Smith Named CMSA Director

AzNA Member, Carol K. Smith, RN-BC, MSN, was recently named as a Director on the Case Management Society of America (CMSA), Board of Directors. She is also a member of CMSA's Public Policy Committee, serving as Co-Chair of the Multi-State Licensure Task Force. Congratulations Carol!



Carol K. Smith

RN MDS Coordinator

Responsible for the assessment and documentation of Residents on all MDS (Minimum Data Set) and Care-Plans. Must have a productive knowledge of computer use for the purpose of developing the Minimum Data Set (MDS). Maintains charts representative to monitor charts for completion, etc.

Skills/Requirements: Must be a Registered Nurse currently licensed by the State of Arizona. Previous experience as a MDS Coordinator Preferred.

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Imagine If... Every Patient Received Evidence-Based Stroke Care

Karla M. Baning, ACNP-BC, MSN, CCRN, CNRN

Three familiar chimes ring out over the paging system followed by, "May I have your attention please? Code Neuro... ED... EMS bay." The announcement barely finishes as the stroke team makes its way to the emergency department (ED). Meanwhile, the Emergency Medical System (EMS) triage nurse registers the patient, the ED physician briefly examines the patient, and then the patient goes to the radiology department for an immediate head computerized tomography (CT). The Neurology Resource Nurse meets the team at radiology and continues the process of informing and interviewing the patient to establish a neurological baseline and the exact time of symptom onset. Radiology completes the CT scan within five minutes. The ED charge nurse arrives with a special stretcher to weigh the patient; a critical step in the process of administering tissue plasminogen activator (tPA), the only FDA approved drug for the treatment of ischemic stroke (American Heart Association, 2011). The nurse positions the patient to maximize perfusion pressure to the brain. This simple, non-invasive technique greatly improves symptoms in some patients (Wojner-Alexander, Garami, Chernyshev, & Alexandrov, 2005).

Within minutes, the patient is back in the ED where a specialized team assumes care of the patient. An ED physician, Nurse Practitioner, or Registered Nurse performs the National Institute of Health Stroke Scale (NIHSS) (National Stroke Association, 2011) examination, while the rest of the team draws blood, obtains a 12-lead electrocardiogram (ECG), and obtains a portable chest x-ray. The chaplain arrives to help



Karla M. Baning

comfort the patient and family and, in conjunction with the rest of the team, helps to establish exact time of symptom onset and any pertinent medical history.

The examination is complete. The patient cannot speak or move the right side of her body. After consulting with the Neurologist, the ED physician approaches the family to obtain consent for the administration of tPA. The family anxiously consents. The Neuro Resource RN has been in constant contact with the pharmacy and they are ready to mix and deliver the "clot buster" medication upon receipt of the physician's order. The nurse readies the patient to receive the tPA, which includes adequate blood pressure control, a dysphagia screen, placement of two intravenous lines, a nasogastric tube, and urinary catheter.

Fifty-two minutes after the patient arrived in the ED and ninety minutes after her symptoms began, the Neuro Resource RN administers the bolus dose of tPA followed by an intravenous drip that will run for exactly one hour. The nurse assesses the patient's vital signs and neurological function every fifteen minutes and prepares the patient for transfer to the Intensive Care Unit (ICU). Suddenly, the patient's daughter exclaims, "She's moving her right hand!" The Neuro Resource RN notes that the patient is indeed moving her right hand. The ICU staff closely monitors the patient over the next twenty-four hours. The next morning, the patient is talking and able to move her extremities, stating, "I can't wait to get home and cook dinner for my family."

According to The Internet Stroke Center (2011), stroke is the leading cause of serious, long-term adult disability in the United States. Each year, approximately 795,000 people suffer a stroke; about 600,000 of these are first attacks. On average, someone in the United States has a stroke every 40 seconds. More than 143,500 people die each year in the United States from stroke.

Between the years 1995 and 2005, the death rate from stroke fell almost thirty percent, likely due in part to the increased prevalence of primary stroke centers (PSC) and comprehensive stroke centers (CSC). Seven hundred of the approximately 5,000 acute care hospitals in the United States housed Joint Commission certified PSCs in 2010 and there may be as many as 200 additional PSCs certified by other entities (Alberts, 2010).

The purpose and goal of a stroke center is to consistently provide evidence-based stroke care. Protocols and processes designed to maximize the use of tPA in appropriate patients, prevent complications, and maximize functional outcomes involve the entire multi-disciplinary team and nearly every department in the hospital. It is no small endeavor; however, imagining a world in which every one of the hundreds of thousands of stroke victims receives evidence-based stroke care is the first step in making it a reality.

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Legislative Update

HB 2157 passed through the house and senate this past legislative session, and was signed by the Governor on April 12, 2011. The bill requires DHS by January 1, 2014 to advance coordinated stroke care between emergency medical service providers (EMS) and hospitals.



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Education

New Graduates Hopeful for Brighter Job Market

Robin Schaeffer, MSN, RN, CNE

The Arizona Nurses Association (AzNA) hosted its 3rd New Grad forum on June 22nd at Gateway Community College. The program featured presentations on resume writing, interviewing, utilizing social media and much more. There were 60 new grads and senior nursing students from several Arizona colleges in attendance, all of them seeking assistance finding a job in this challenging economic market.

Karin Sherrill advised the new nurses to stay current during the job search period by volunteering or working part-time at a healthcare facility. "This not only keeps you current on nursing trends, it also looks great on a resume," said Sherrill. The new grads were instructed on the benefits of electronic resume posting and the use of Facebook and Twitter to assist with their job searches by Jessica Rush from jobing.com. Roni DelaO Kerns and Sherry Ray improvised a "good" and a "better" interview to showcase how to "shine." Melanie Logue shared that a professional portfolio is a great way to showcase all of your accomplishments and Robin Schaeffer discussed the benefits of belonging to your professional association such as AzNA.

Troy Garland, MBA, BA, RN, Senior Director of Nursing, Chandler Regional Medical Center and AzNA's Treasurer, shared what is happening at his facility with their New Grad Hire programs and the job market as a whole. During breaks, Troy met with participants in small groups to discuss individual situations.

The program was wrapped up with a question and answer session and at the conclusion, participants were invited to stay and have one of the presenters review their resumes and make suggestions. Comments from the participants included, "I learned some valuable information today" and "this will really help me in my job search."



Robin Schaeffer addresses the attendees at the New Grad Forum on June 22nd at Gateway Community College on the benefits of AzNA membership.

The event presenters, seasoned nurses with many years of experience and a representative from jobing.com are listed below:

- Roni DelaO Kerns, PhD, RN**, Brookline College
- Melanie Logue, PhD, DNP, APRN, CFNP**, Academic Research Fellow, University of Arizona
- Sherry Ray, MSN, RN**, Brookline College
- Jessica Rush**, Vice president of Client Experience, jobing.com
- Robin Schaeffer, MSN, RN, CNE**, Executive Director, AzNA
- Karin Sherrill, MSN, RN, Ned, CNE**, Faculty Educator, Maricopa Nursing at Mesa Community College

AzNA plans to continue hosting the New Grad Forum in January and June each year.



Troy Garland meets with a group of new grads who are picking his brain for tips on finding a job.



The esteemed panel of presenters Roni DelaO Kerns, Sherry Ray, Karin Sherrill, Jessica Rush and Melanie Logue answer questions at the conclusion of the event.

Arizona Healthcare Leadership Academy

Betty Falter, RN, MS, NEA-BC, Executive Director

The Arizona Healthcare Leadership Academy is a two-tiered multidisciplinary program, each in four parts, designed for front-line and middle managers in healthcare, including charge nurses, clinical leaders, managers and/or supervisors who aspire to such positions. It was designed for those individuals recognized for their leadership abilities and potential.



Betty Falter

The Academy is not-for-profit and was made possible by the generous donation of the Campaign for Caring, an Arizona Hospital and Healthcare Association workforce initiative. Grants for both Tier I and Tier II were awarded as a collaborative effort of the Arizona Nurses Association, the University of Arizona College of Nursing and the Eller College of Management. The first grants were submitted by Marla Weston, PhD, RN (currently CEO of ANA), Gerri Lamb, PhD, RN, FAAN for the College of Nursing and Keith Provan, PhD, for the Eller College. Both Tiers are based on competencies developed by the Arizona Organization of Nurse Executives and the Arizona Nurses Association. This highly successful program is the result of many contributions both from service and education. The Academy has an outstanding faculty supported by a diverse and highly supportive board. Programs are provided in collaboration with the hospitals, particularly chief nurse executives. The first class was held May 4, 2004 at the Eller

College of Management. Since then programs have been held throughout the state of Arizona.

The mission of the Academy is to assist hospitals and healthcare organizations in achieving optimum work environments and quality patient care through contemporary leadership training provided to front-line and middle managers in healthcare settings. Tier I was designed to provide the fundamentals of leadership that highlight the typical issues that are encountered in frontline leadership. Tier II builds on and expands the core content of Tier I. Both programs use a Dynamic Learning Process in their presentation. Additionally, speakers provide leadership stories, lessons learned and updates on Healthcare Reform. Speakers include CNEs, COOs, deans, physicians and prominent community experts. These speakers supplement the contemporary leadership learning in course modules with real world experience.

Both Tiers are designed around eight modules with two offered each day. Participants attend each session one day every two weeks with approximately eight hours of outside readings and assignments. Certificates of Continuing Education Contact Hours are awarded at the end of each module attended and evaluated. A full Academy certificate from the Board and a Leadership Academy pin, is awarded upon completion of the full program.

Tier I courses include:

- Workplace Environment
- Understanding Organizational Performance Measures
- Managing Groups and Teams
- Human Resource Management
- Conflict Management

- Communication
- Time Management
- Capstone

Tier II courses include:

- Managing Uncertainty
- Project Management
- Managing Budget Development
- Strategic Planning & Financial Performance
- Building the Contemporary Workplace
- Negotiations
- Managing Patient Safety & Translation
- Managers as Leaders: The Capstone Experience

AzHCLA 2011 Schedule

Tier I

September 14th, 28th, October 12th and 26th
Eller College of Management The University of Arizona, 1130 E. Helen Street, Room 208

Tier II

September 29th, October 13th, 27th and November 10th
Mercy Gilbert Medical Center, 3420 S. Mercy Road

These continuing nursing education activities have been approved by the Arizona Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Each program has been approved for 22.5 contact hours.

For more information on the Academy, please visit our website at www.azhclleadership.org. Or email us at azhcla@gmail.com

Action Proposals

ACTION PROPOSAL

OCTOBER 2011 BIENNIAL CONVENTION

SUBJECT: **Continued Professional Development**
 INTRODUCED BY: Professional Issues Steering Committee
 REFERRED TO: Professional Issues Hearing

Whereas, the registered nurse is responsible to continually reassess competencies and identify needs for additional knowledge, skills, personal growth, and integrative learning experiences;

Whereas, The ANA Scope and Standard of Practice recognize that continual professional growth, particularly in knowledge and skill, requires a commitment to lifelong learning that includes continuing education;

Whereas, The Institute of Medicine (IOM) advocates for a comprehensive vision for continuing education called Continued Professional Development (CPD) that prepares health professionals to perform to their highest potential by placing an emphasis on individual learning needs and the need for each health care provider to be responsible for their own learning;

Whereas, there is a lack of resources available to nurses to assist them in identifying individualized learning needs related to knowledge and skill in four dimensions of professional practice that include professional responsibility, knowledge-based practice, legal/ethical practice, collaboration,

THEREFORE LET IT BE RESOLVED

That the Arizona Nurses Association will:

1. Educate nurses about the importance of continued professional development related to ANA's Scope and Standards of Practice for Nursing.
2. Create and disseminate a tool-kit to assist nurses in developing an individualized continued professional development plan. The tool-kit will include:
 - a. a self-assessment tool focused on four dimensions of practice (professional responsibility, knowledge-based practice, legal/ethical practice, and collaboration)
 - b. an evaluation tool that can be used to create and maintain an individualized professional development plan

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ACTION PROPOSAL

SUBJECT: **Health Literacy**
 INTRODUCED BY: Professional Issues Steering Committee
 REFERRED TO: Professional Issues Hearing

EXECUTIVE SUMMARY: Health literacy is defined as "The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions." (Ratzan and Parker, 2000).

Among the US population approximately 36% of adults are considered to be functionally illiterate. Those rates are especially high among the poor and impoverished (Vernon et al, 2007, Kutner et al, 2006). The average American reads at a 5th grade level while most health information is written at a 10th grade level (Rosales, 2010).

To be literate in health requires additional skills which only 12% of the US population are considered to possess (National Center for Education Statistics, 2003). Among the additional skills are the ability to navigate the complex public and private programs, institutions, services, products, and information, this requires the ability to read, write, calculate basic math, and comprehend sometimes conflicting information (Berkman et al, 2004).

Skill deficits are common throughout the population but are more pronounced in the elderly, mentally handicapped, non white racial and ethnic groups, those lacking proficiency in English, the poorly educated and those of lower socio-economic status.

Low health literacy has an impact on the cost of health care. This impact is thought to be between \$106 and \$236 billion annually. These costs are reflected in poor use of preventive services, over use of emergency services, inadequate management of chronic disease, medication errors, longer hospital stays, fragmentary care, and increased mortality. Communication difficulties create barriers to appropriate diagnosis, ability to understand and follow treatment recommendations.

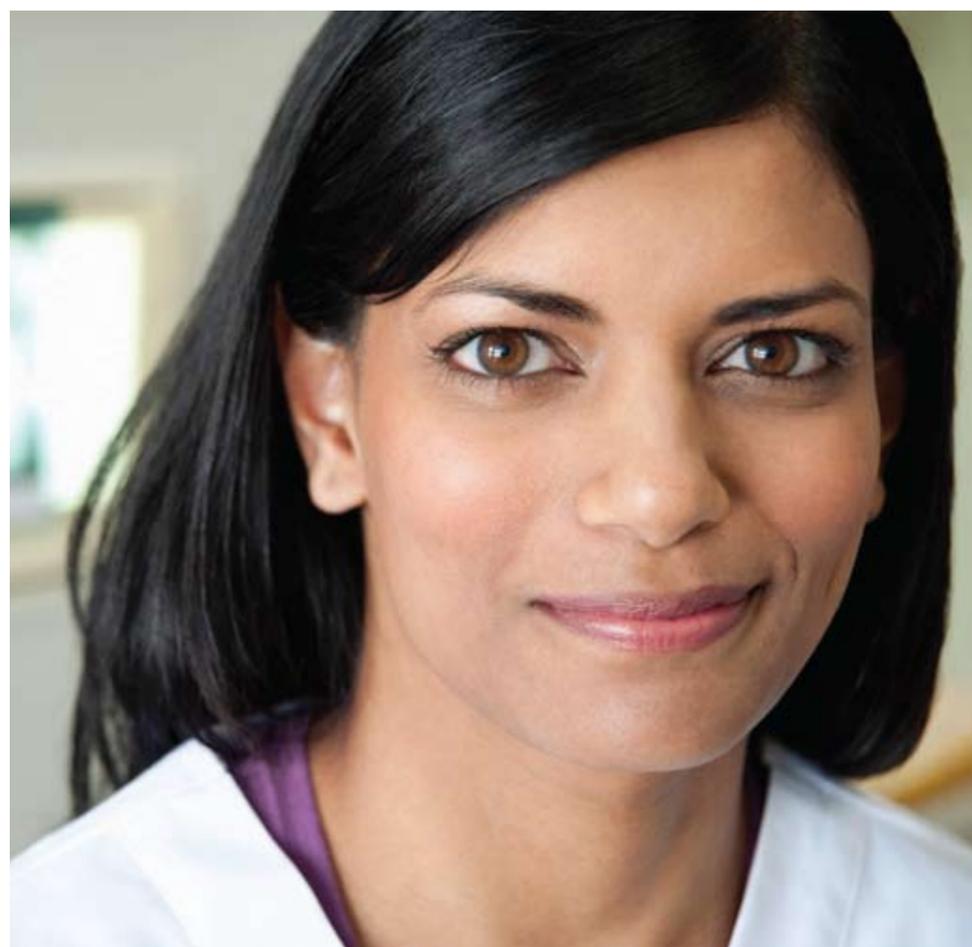
WHEREAS, nursing is the largest professional group in the healthcare industry and registered nurses professionally and ethically commit to serve and protect patients through the role of patient advocate; and

WHEREAS, the Arizona Nurses Association (AzNA) is committed to promoting and improving the health status of the public and individuals throughout the state of Arizona; and

WHEREAS, the American Nurses Association (ANA) and AzNA identifies Education as Standard 9 in the *Nursing: Scope and Standards of Practice* (2004); and

WHEREAS, poor health literacy has been documented to have negative effects on patient health, quality of life, and resources and nursing has a long history of supporting patients in meeting their healthcare needs, physically, mentally, and emotionally; and

Action Proposals continued on page 11



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Action Proposals

Action Proposals continued from page 10

WHEREAS, the proportion of healthcare is expected to increase the gross domestic product (GDP) and poor health literacy runs an annual price tag of hundreds of billions of dollars; and

WHEREAS, The Joint Commission's 2009 National Patient Safety Goals identify patient education as an evidence-based strategy to improve patient safety; the Patient's Bill of Rights includes seven (7) statements which address the patient's right to know about their personal health problems, health status, treatment, alternative care options, and continuing care requirements (US Department of Health and Human Services, 1999); and

WHEREAS, the National Action Plan To Improve Health Literacy from the U.S. Department of Health and Human Services, and Healthy People 2020 support the right of the population to clear and accurate health care information, tailored to their level of understanding, which supports their ability to make appropriate health care decisions; and

WHEREAS, the 2010 Accountable Care Act considers workforce development as an important lever for establishing health care equity across diverse patient populations (Williams and Redhead, 2010); and

WHEREAS, nursing has direct access to clients in the health care system and many other areas and

WHEREAS, nursing is engaged in all facets of care related to health literacy and

WHEREAS nurses have the ability to influence policy, formulate strategies, and assure the delivery of care in a manner that allows patients and populations to make informed decisions about their health.

THEREFORE BE IT RESOLVED THAT THE ARIZONA NURSES ASSOCIATION WILL:

1. promote collaborative nursing initiatives with ANA to address health literacy problems, address health disparities, and improve health information, communication and informed decision making; and
2. forge partnerships to incorporate existing research findings to strengthen health literacy knowledge and skills in nursing school curricula and the workplace; and
3. promote nursing research efforts to identify evidence-based practices that promote optimum health literacy; and
4. promote the recruitment and retention of nurses representative of the racial, ethnic and cultural diversity of the US population.

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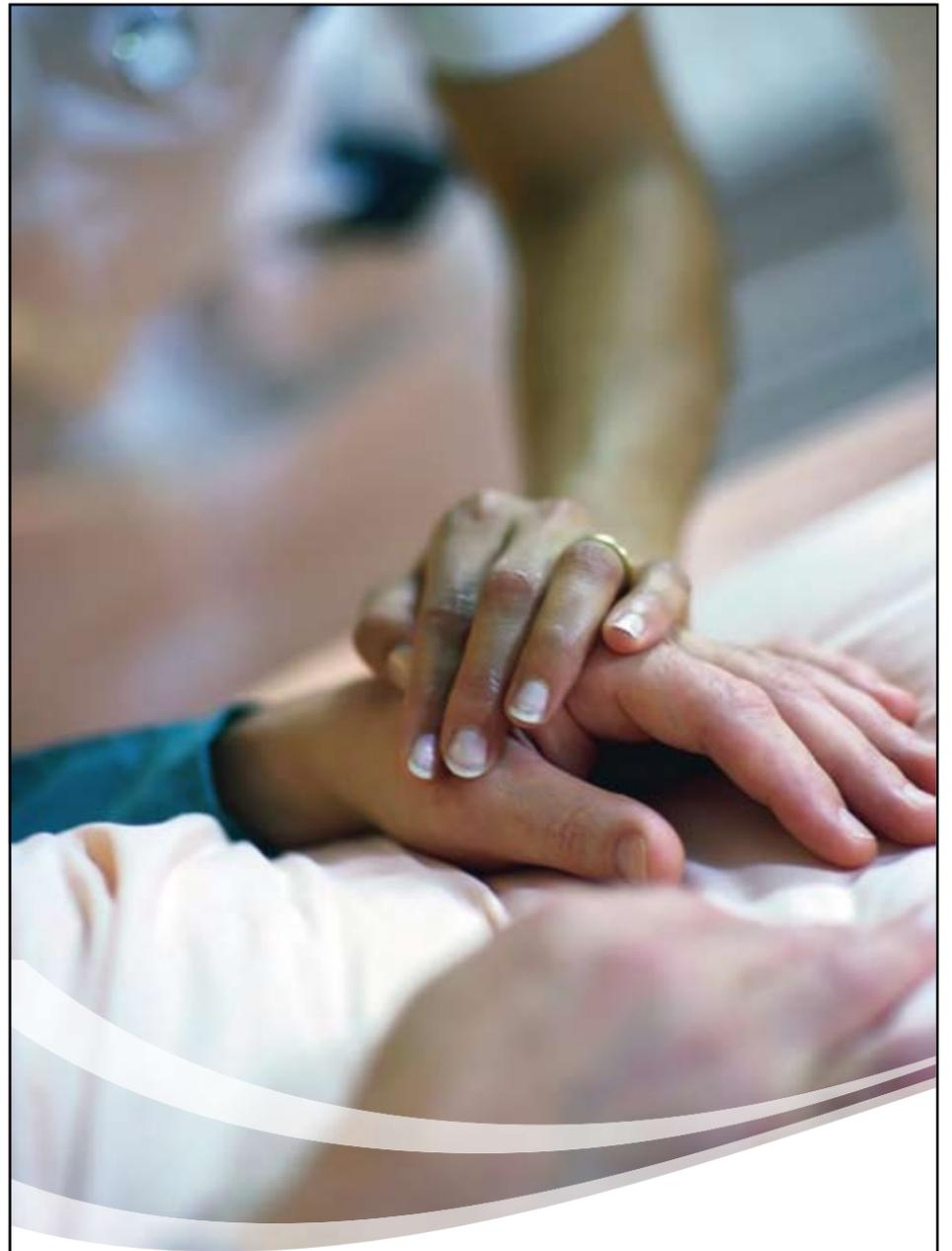
ACTION PROPOSAL

SEPTEMBER 2011 BIENNIEL CONVENTION

SUBJECT: **Nurse Fatigue**
 INTRODUCED BY: Professional Issues Steering Committee
 REFERRED TO: Professional Issues Hearing

Whereas, the Arizona Nurses Association (AzNA) is committed to advancing, promoting and protecting the practice of professional nurses who understand that as part of being a professional nurse, accountability towards managing one's level of fatigue when practicing patient care is of utmost importance in preventing errors,

Action Proposals continued on page 12



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Action Proposals

Action Proposals continued from page 11

Whereas, the ANA Code of Ethics serves as a succinct statement of the ethical obligations and duties of the registered nurse and serves as a resource when nurses must make decisions about whether to accept mandatory or voluntary overtime assignments and nurses as professionals are obligated and responsible for their own practice,

Whereas, fatigue causes physiological changes which include adverse alterations in cognitive functioning resulting in impaired concentration, slowed reaction time, decrease in vigilance, reduced problem solving abilities, and increase risk of errors;

Whereas, no state or federal regulations restrict the number of hours a nurse may voluntarily work in a twenty-four hour or seven-day period,

Whereas, research studies have shown:

- the likelihood of making an error was 3 times higher when nurses practiced for longer than 12.5 consecutive hours
- errors significantly increased when nurses practiced beyond their scheduled work hours (overtime) or more than 40 hours a week
- nurses report that they are able to take a break and/or eat a meal free of patient care responsibilities on less than half of the shifts they work
- night shift workers often have difficulties staying awake at night due to circadian rhythms
- the majority of errors made from nurse fatigue are medication related
- sleep deprivation has been linked to increase in medication dispensing errors, documentation deviations from standard practice and falling asleep unintentionally at work
- Not receiving enough sleep, working at night and having difficulties remaining awake at work increases the likelihood of drowsy driving episodes.

Whereas, a growing number of nurses have multiple roles and responsibilities as nurses and caregivers; working in full-time direct patient care positions and also providing elder care and / or dependent care and as a result of parallel demands endure sleep deprivation and fatigue,

Whereas, fatigue and long work hours have been identified as contributors to several well-publicized industrial accidents such as the explosion at Chernobyl, the Exxon Valdez grounding and the loss of the Challenger spacecraft,

Whereas, studies from industries including but not limited to aviation, space, transportation, medicine and the military have adapted safety limits specific to limitations on work schedules in order to prevent fatigue related errors,

Whereas, in a 2004 report, "Keeping Patients Safe: Transforming the Work Environment of Nurses," the Institute of Medicine makes the recommendation: to reduce error-producing fatigue, nursing staff should be prohibited from providing patient care in any combination of scheduled shifts, mandatory overtime or voluntary overtime, in excess of 12 hours in any given 24-hour period or in excess of 60 hours in any given seven-day period,

THEREFORE, BE IT RESOLVED

That the Arizona Nurses Association will:

- Educate nurses to be responsible and accountable for their practice; including understanding the relationship of working excessive hours to safe practice, monitoring their own levels of fatigue when practicing nursing and to seek appropriate treatment and /or professional care when needed, and
- Partner with AzONE to develop a system perspective regarding the issue of nurse fatigue, and
- Partner with schools of nursing to incorporate the physiological effects of fatigue and its relation to nursing practice into nursing curricula, and
- Offer resources to employers who have a significant role in addressing the issue of fatigue and support development of infrastructures within health care institutions that focus on strategies to minimize nurse fatigue and promote intervention when a colleague is fatigued while at work.

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Not Only a Distant Memory . . .

Have you noticed? We live in a day and age where there seems to be more and more to do and less time in which to do it. Our families, our patients, our bosses all want a piece of us—and as time goes by, we suddenly realize we have given ourselves away, one piece at a time. Because it happens incrementally, we often don't notice . . . until things just aren't working as well as they used to . . . until we find ourselves snapping at our co-workers, spouses and children (maybe even our patients) when we don't mean to . . . until the last time we felt calm and joy is only a *distant memory*.



Nancy Noonan

Being in the healthcare world is demanding. And nurses are the ones at the front-line of this world. Patients often make their strongest connections with nurses—almost a family connection. And, as we often do with family members, patients get comfortable with their nurses and consequently often ask more of their nurses than they do of their doctors.

When my brother, Bill, was eighteen years old, he was in a severe auto accident that put him into a coma for several weeks, hanging onto life by a thread. As our family held vigil at the hospital, I still remember what we received from the nurses: not just care, but also *caring*. When a code blue was called several times on my brother, the nurses not only communicated with us with words, but also with compassion and concern. As a scared 20-year-old, I relied on our nurses for even the tiniest bit of hope and optimism to help us pull through. I scanned their faces, looked into their eyes and noticed every slight change of tone of voice—all the while depending on them for clues about my brother's extremely critical condition. The **nurses** were the ones who *did* help us pull through and I am happy to say they also helped my brother pull through. For that I am forever grateful.

Finally our family could breathe again and remove ourselves from the stress and fear of our hospital situation. But as I look back, I realize that although we went home, those nurses went right back into

the trenches with the patients and their families who came in after us. Once again they were not only skilled technicians and scientists, but also the hand holders and the hope keepers. I wondered how they, how *you*, maintain your own life balance and restore yourself as you give so much. How do you continue to make each day the best day it can be—for you and for those around you, instead of shutting down or just getting by? How do you continue to paint the best pictures possible of your life and work?

If you could use some energizing ideas and insights to help you “keep on keepin’ on,” I’ll look for you in my audience on Friday, October 14th at the annual Arizona Nurses Association Biennial Convention in Mesa. Throughout my keynote, “The Art of Mastery: *Inspiring Excellence in Work and Life*,” you will have some fun, gain some strategies to revitalize, hear some good stories and feast your eyes on some breathtaking masterpieces.

Ah – what a great way to invest in yourself! Come to convention to restore your spirit and your life balance . . . so that calm and joy are *no longer just a distant memory!*

©Nancy Noonan 2010

Nancy Noonan, President of “The Art of Mastery,” is an award-winning professional keynote speaker, workshop leader and author. She specializes in helping individuals and organizations achieve peak performance and success by being less stressed, more creative, energized and productive, and better able to embrace change & risk. Contact her at nn@nancynoonan.com, (720) 304-3597 or www.nancynoonan.com.

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This first annual event will feature keynote speaker Dr. Tim Porter O’Grady who will focus on leadership decision-making and accountability. Porter-O’Grady is a leading expert in clinical leadership and healthcare innovation. He will be sure to stimulate, encourage and challenge all of us to meet the challenges we face in reformed healthcare. There will also be a panel of healthcare experts from Arizona to discuss implications of healthcare reform for our state.



Tim Porter O’Grady

The event is scheduled for August 24th at the Fiesta Inn Resort and Conference Center in Tempe. Registration is \$125 per person and there is a special discounted rate for groups. For more information and to register please visit: <https://www.SignUp4.net/Public/ap.aspx?EID=ARIZ45E> or call 480.831.0404.



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Membership News

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The Arizona Nurses Association is a constituent member of the American Nurses Association. Please complete the information below and mail to 1850 E. Southern Ave., Ste. 1, Tempe, AZ 85282-5832 or fax it to 480.839.4780. For more information or to apply online, please visit our website www.aznurse.org where you will be directed to the ANA Membership page.

Name _____ Credentials _____

Chapter # _____ E-mail _____ H-Phone _____

Address _____

City _____ State _____ Zip _____

Employer _____ W-Phone _____

Clinical Practice Area _____

Position _____ RN License # _____

State of Licensure _____ Year of birth _____

Signature _____ Date _____

Chapter Membership Category

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 - Employed Full-time
 - Employed Part-time
- R-Reduced Membership**
 - Not Employed
 - Full-time student (must be a RN)
 - New graduate from basic nursing education program, within six months of graduation (first year only)
- S-Special Membership**
 - 62 years of age or over and not employed
 - Totally disabled

Payment Plan

- EFT (monthly electronic payment)**
By signing on the line below, I authorize AzNA/ANA to withdraw 1/12 of my annual dues and any additional fees for this service (approximately 2.5%) from my account.
- Checking:** Please enclose a check for the first month's payment; the account designated by the enclosed check will be drafted on or after the 15th of each month.
- Credit Card:** Please complete the credit card information and the credit card will be debited on or after the 1st day of each month.

Annual Credit Card Payment

This is to authorize annual credit card payments to ANA. By signing on the line, I authorize AzNA/ANA to charge the credit card listed for the annual dues on the first day of the month when the renewal is due.

_____ Annual Credit Card Authorization Signature*

*By signing the EFT or Annual Credit Card authorizations, you are authorizing ANA to charge the amount by giving the above-signed thirty (30) days advance written notice. Above signed may cancel the authorization upon receipt by ANA of written notification of termination twenty (20) days prior to the deduction date designated above. Membership will continue unless this notification is received. ANA will charge a \$5 fee for any returned drafts of chargebacks.

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_____ Printed Name

\$ _____
\$ Amount

_____ EFT Signature*

Membership Dues Vary By Chapter

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|--|--------------------------------------|
| <input type="checkbox"/> 1 Greater Phoenix | <input type="checkbox"/> M \$ 278.00 |
| <input type="checkbox"/> 2 Tucson | <input type="checkbox"/> R \$ 139.00 |
| <input type="checkbox"/> 6 Nurse Educators | <input type="checkbox"/> S \$ 69.50 |
| <input type="checkbox"/> 8 Nursing Informatics | |
| <input type="checkbox"/> 9 Nurse Practitioners | |
| <input type="checkbox"/> 15 School Nurses | |
| <input type="checkbox"/> 30 East Valley | |
|
 | |
| <input type="checkbox"/> 4 Verde Valley/Northern Arizona | <input type="checkbox"/> M \$ 273.00 |
| <input type="checkbox"/> 5 Territorial/Prescott | <input type="checkbox"/> R \$ 136.50 |
| <input type="checkbox"/> 7 Rio Colorado/Yuma | <input type="checkbox"/> S \$ 68.25 |
|
 | |
| <input type="checkbox"/> 60 Other (No chapter affiliation) | <input type="checkbox"/> M \$ 263.00 |
| | <input type="checkbox"/> R \$ 131.50 |
| | <input type="checkbox"/> S \$ 65.75 |

AzNA Membership Dues Information

Annual membership dues in the Arizona Nurses Association (AzNA) include membership in the American Nurses Association (ANA) and the local chapter. AzNA dues are not deductible as a charitable contribution for tax purposes, but may be deductible as a business expense. The percentage of dues used for lobbying is not deductible as a business expense. Contact AzNA for the current non-deductible percentage of dues.

AzNA Welcomes New Members

The Arizona Nurses Association would like to extend a warm welcome to the following nurses who have recently joined the association:

Chapter 1

- Sarah Christopher
- Deanna Petriello
- Maria Quimba
- Melissa Williams
- Irene Mendivil
- Robbie Zaricki
- Cheryl Hnatiuk
- Brian Eggen
- Mitchell Truman
- Kelsey Reschke
- Theresa Thornton
- Christine Minch
- Stacy Ann Campbell
- Michael White
- Jason Odhner
- Jacqueline Craig
- Marlene Gantert
- Deborah D. Baker
- Roberta Rogers
- Jessica Aragon
- Misty Mangus
- Karen Smith
- Linda M. Chapman
- Adriana Furletti

Chapter 2

- Amanda Cousins
- Natalie Sanchez
- David DeBruyne
- Debra Griese
- Jane Shovlin
- Beverly Poole
- Anna Nyberg
- Anne Rosenfeld
- Jacqueline Retel
- Helene Gutfreund
- Elizabeth Hoffman
- Susan Downey
- Casey Waits
- Rhonda Susini
- Tammy Grunzweig
- Jenna Simpson
- Samantha Conroy
- Theresa Grassau
- Tawnya Meeks-Modrzejewski

Chapter 4

- Valerie Peterson
- Gwendolyn Sanders
- Allison Scott

Chapter 5

- James Ramaglino

Chapter 6

- Vernon Thacker
- Deborah Hunt

Chapter 7

- Emily Adams
- Shawna Welch
- Cheaber Welch

Chapter 9

- Marlene Allshouse
- Linda M. Alvarez
- John Jamison
- Monica Rauton
- Cynthia Tobin
- Michelle North
- Lori Harger
- Anna Bjorgum

Chapter 30

- Jeanette Peterson
- Rea Harris
- Jaime Bentley
- Cathy Schloeder
- Jana Giardini
- Jennifer Brinton
- Maria Evidente
- Sharon Reed
- Jennifer Mancebo
- Randall Hamilton
- Lindsey Leija
- Nicola Friskel
- Maria Uyan
- Melanie Westfall
- Aida Amado
- Donna Leonard
- Monica Contreras-Garay
- Linda Shanks
- Kristopher Hunter
- Sherry Wirth
- Michele Farabaugh
- Natasha Jaramillo

Chapter 60

- Mary Ellen Dominguez
- Susan Morgan

Members Celebrating Their 2 Year Anniversary

- Keryl Bauer
- Susan Mary Wilkerson
- Sara Foster
- Marie L. Gagnon
- Eva Mijares
- Irma Silvas
- Erishae Corinthian
- Kerry Berghoff
- Denise Aber-Ramsey
- Kathleen Kingman
- Linda Paul
- Kathleen Karaszewski
- Teresa Vincifora
- Carol Bush
- Frances Ellis
- Michelle Anderson
- Tracy Chesney
- Jolen M. Larson
- Kathy Swartz
- Tania C. Cavallaro
- Vannesa Mann
- Frances Stier
- Jean Penrose Arlotti
- Tiffany S. Banks
- Jan Bland
- Edie Morgan

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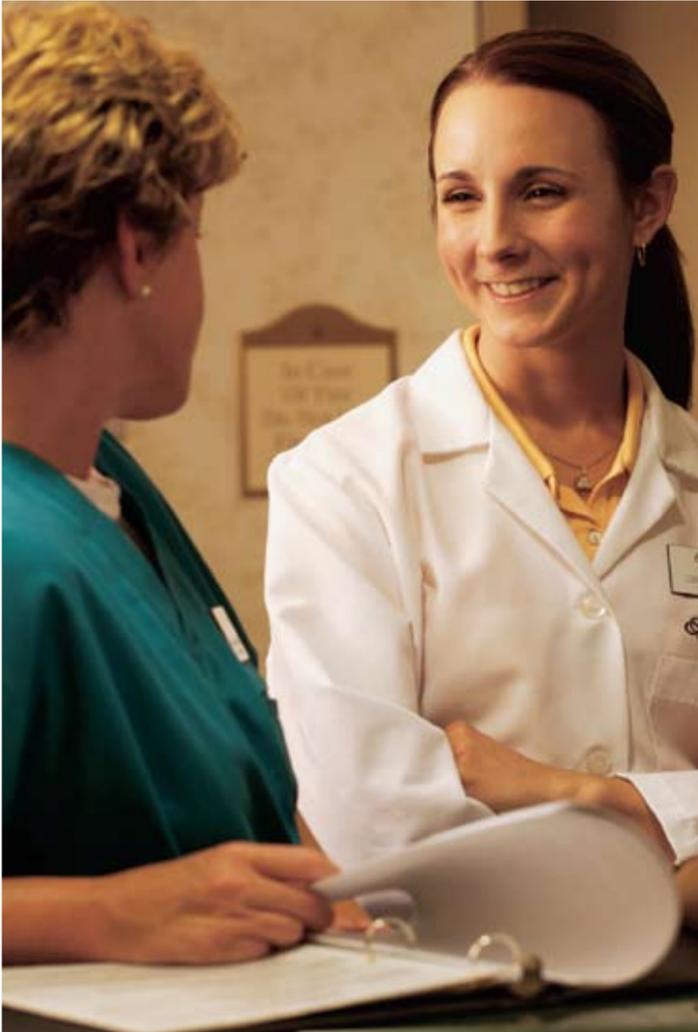
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Do No Harm!

Scarlette Kronenbitter, RN



Scarlette Kronenbitter

Do no harm. A simple axiom familiar to the medical and nursing professions and most nurses truly believe that they do no harm. How many of us consider our personal hygiene as being harmful to our patients, their families or our nursing colleagues and other coworkers? Increasingly in our nation, as more and more fragrances and scented cleaning products are introduced, an alarming increase in sensitivity to these fragrances and scents has come to light (Rodriguez & Marcellin, 2011). People with vocal chord dysfunction (VCD), asthma, COPD, allergies, reactive airway disease and other conditions of the upper airway often experience uncontrollable reactions, sometimes life threatening, to irritants such as scented lotions, hair sprays, deodorants,

perfumes, colognes, laundry detergents, fabric softeners, disinfectants and a variety of cleaning products. Some nurses I know who have lived and practiced with no fragrance sensitivities for decades have suddenly developed moderate and severe sensitivities that threaten their ability to practice.

Most nurses I have talked to about this issue agree that we all learned in nursing school not to wear perfume. When I challenge nurses and other health care professionals who are wearing a scent most say "but I'm not wearing perfume." That may be true, but what about all the other scented hygiene and laundry products that you bring into close proximity to your patients when you are assessing or treating them, or to your coworkers when you sit next to them at the nurses' station or share the elevator? Have we even thought about the possibility that how we smell can actually harm others in both professional and social settings? Many fragrances may smell pleasant to most people, but to some they are toxic airborne irritants. In a study published by Caress & Steinemann, 2009, "30.5% of the general population reported scented products on others

irritating, 19% reported adverse health effects from air fresheners, and 10.9% reported irritation by scented laundry products vented outside. This study reveals that a considerable percentage of the U.S. population reports adverse health effects or irritation from fragranced products, with higher percentages among those with asthma and chemical sensitivity."

Scented hygiene products, room deodorizers, scented disinfectants and cleaning products have no place in the health care industry. In time we may all come to understand this. When that day comes perhaps there will a greater selection of unscented hygiene products than are marketed today. Fragrance free hospital, clinic and provider office policies may be written and enforced, and our patients and colleagues will face one less danger. In the meantime, there are actually a growing number of private businesses and hospitals that take fragrance free seriously. They post signs at all the entrances and ask folks to leave if the staff notices they are wearing scented products of any kind. They try their best to do no harm, and I hope all nurses will too.

References:

Caress S. M., & Steinemann A. C. (2009 May). Prevalence of Fragrance Sensitivity in the American Population; J Environ Health, 71 (9): 51-2

Rodriguez D. & Marcellin L. (May 2011). Fragrance Sensitivity: When Scents Cause Symptoms. Everyday Health [Online], <http://www.everydayhealth.com/allergies/fragrance-sensitivity.aspx>

Mayo Clinic Honored

For the second year in a row, Mayo Clinic Foundation, representing all three Mayo Clinic sites—Arizona, Florida and Minnesota—has been named to the list of Top 10 Health Systems by Thomson Reuters. The Thomson Reuters 10 Top Health Systems study identifies the 10 best health systems in the nation. The annual quantitative study uses objective, independent research and public data sources.

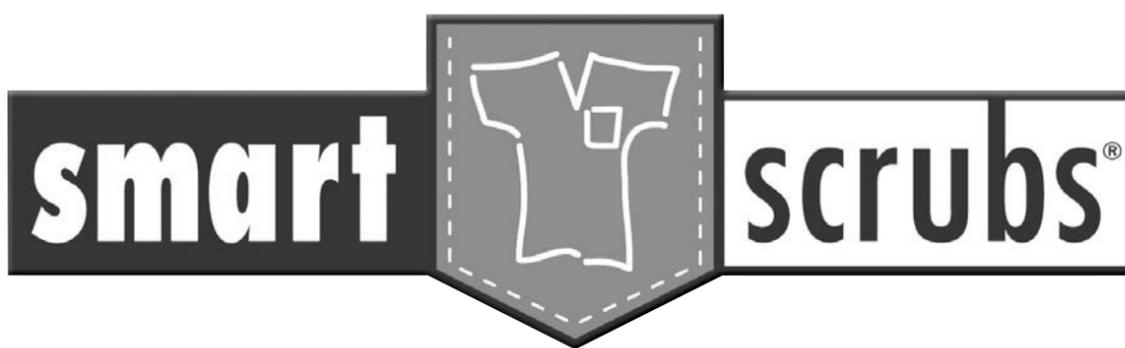


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 or call 480.831.0404
 for more information

Convention Dates to Remember

August 12, 2011

Call for nominations: If you are planning on running for one of the AzNA Board of Directors/ Standing Committee positions, you must have your consent to serve form filled out and in the AzNA office by August 12, 2011. Please call 480.831.0404x101 or email debby@aznurse.org to request the consent to serve form.

September 1, 2011

Nominations for awards are due on September 1, 2011. Please call the AzNA office at 480.831.0404 for awards criteria. The awards will be presented at Convention. The categories are listed below:

- Outstanding Member
- Outstanding Chapter President
- Outstanding Nursing Student
- Employer Excellence
- Health Care Reporter Excellence
- Excellence in Clinical Practice
- Mentoring Excellence

Send to mary@aznurse.org.

September 1, 2011

AzNA invites you to submit an application for the poster session at Convention. The theme of convention is "Imagine Nurses Driving Healthcare." The categories include research, evidence-based practice, practice improvement and practice innovation. Visit www.aznurse.org and click on "Convention: Poster Session Application" in the bulleted list on the right side of the home page for information and the application. You can also send an email to mary@aznurse.org for more information.

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**For more information, contact Belinda Hardy,
 Human Resource Specialist, at (520) 663-5049.**

Two Nursing Pioneers with Ties to Arizona

Jane Arminda Delano, was a nurse and founder of the American Red Cross Nursing Service.

A descendant of one of the first settlers to America, Philippe de la Noye (Delano) (1602-1681), whose bloodline also includes Franklin Delano Roosevelt, Jane Delano attended Cook Academy, a Baptist boarding school in her hometown then studied nursing at the Bellevue Hospital School of Nursing in New York City, where she graduated in 1886.

She started work in 1888 at a Jacksonville, Florida hospital treating victims of a yellow fever epidemic. There, she demonstrated her superior executive and administrative skills and developed innovative nursing procedures for the patients under her care. Leaving Florida, Jane Delano then spent three years nursing typhoid patients at a copper mine in Bisbee, Arizona until accepting an appointment as the Superintendent of Nurses at University Hospital in Philadelphia, Pennsylvania.

In 1898, during the Spanish-American War, Jane Delano became a member of the New York Chapter of the American Red Cross and served as the secretary for the enrollment of nurses. In 1902 she returned to Bellevue Hospital in New York City as the director of the Training School for Nurses where she remained until 1909 when she was made Superintendent of the United States Army Nurse Corps. During this time, her invaluable contributions to her profession resulted in her being named president of the American Nurses Association and chair of the National Committee of the Red Cross Nursing Service.

A leading pioneer of the modern nursing



Jane Arminda Delano

profession, Delano almost single-handedly created American Red Cross Nursing when she united the work of the American Nurses Association, the Army Nurse Corps, and the American Red Cross. Through her efforts, emergency response teams were organized for disaster relief and over 8,000 registered nurses were trained and ready for duty by the time the United States entered World War I. During the course of the War, more than 20,000 of her nurses played vital roles with the United States military.

Reference: <http://en.wikipedia.org/wiki/index.html?curid=554668>

After graduating from high school, **Hattie**

Josephine Williams Goldwater enrolled in the Illinois Training School for Nurses, receiving her certification as a registered nurse in the latter part of 1903.

Before she could establish herself in her profession, Josephine suffered a decline in health. The attending physician diagnosed the ailment as a virulent strain of tuberculosis, without remedy beyond relocation to a warm, dry climate. He warned that the disease could prove fatal unless she immediately sought refuge in a climate conducive to recovery. Josephine accepted the grim prognosis with the same practical resolve that later became her trademark during times of crisis. As a nurse, she was familiar with reports on the medicinal effects of the Arizona desert on respiratory ailments. She was equally aware that news of her condition and the prescribed relocation to a region where

she had neither family nor friends would prove emotionally devastating to her aged parents. To save them undue concern over a situation they were powerless to change, she wrote them that she had been assigned to accompany a patient to the West, purchased a ticket at the Chicago station and boarded a train bound for Arizona Territory.

Following a long, dusty journey, Josephine arrived in Ash Fork, Arizona penniless and alone. She gathered up her baggage and began to walk along the railroad tracks in the direction of Phoenix. After a few miles, she hitched a ride on a commuter train, riding the caboose to her destination. During her early residency in Phoenix, Josephine lived in a tent city for tuberculars, near present-day Sunnyslope. The climate was immediately beneficial, or her illness had been misdiagnosed because good health quickly returned. Since she was one of the few registered nurses in Arizona Territory at the time, Josephine's services were soon in constant demand. In addition to assisting

Dr. Payne Palmer in the first surgery at St. Joseph's Hospital, she provided private nursing to countless tubercular patients during a time when few members of the profession were willing to run the risk of contagion. In 1907, Josephine married Baron Goldwater and although economics no longer dictated she remain in the work force, she never abandoned her allegiance to her profession. Along with the private assistance she gave to needy individuals, she served as hands-on regional director of the American Red Cross during the influenza epidemic that coincided with World War 1. In the 1940s, she donated \$25,000 to Show Low for the construction of a hospital, which the town named in her honor. Josephine was the mother of long-time Arizona Senator Barry Goldwater.

Reference: <http://www.lib.az.us/awhof/women/goldwater.aspx>



Hattie Josephine Williams Goldwater

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Nursing Opportunities at Hospice of the Valley

Hospice of the Valley is a national leader in hospice care and the largest not-for-profit hospice in the country. Founded in 1977, we serve central Arizona, including greater Phoenix and Pinal County. We offer the highest quality, customized care. Our exceptional staff is nationally recognized for its expertise.

Leadership Opportunities

- Home Health Director
- PCU Associate Team Leader

Staff Opportunities

- Nurse Practitioners
- Continuous Care RNs
- Palliative Care RNs
- Triage Visits/Phone RNs
- Weeknight/Weekend Visit RNs
- LPNs

Hospice of the Valley offers a competitive compensation package, including generous PTO and a 401(k).

Visit us online to view current nursing opportunities: hov.org/careers.aspx



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We are now hiring for Nursing Faculty for innovative Associate Nursing Degree Program (RN)

We are seeking talented, enthusiastic Nursing professionals to be instructors and join our top-notch faculty.

As an instructor at Carrington College you will be responsible for delivering a quality educational experience for the students in the courses that you teach through ensuring that curriculum is up-to-date, that effective delivery methods are employed, and that all students are treated in a fair and equitable manner.

Responsibilities:

- Highly organized and detail oriented.
- Interacts effectively and professionally with all.
- Exceptional customer focused skills.
- Ability to maintain confidentiality.
- Possess a high degree of integrity.
- Commitment to the success of the students and the school.

Required:

- Masters Degree in Nursing (MSN); licensed RN (or eligible for license) in Phoenix
- Three years clinical experience.
- Teaching experience or experience with adult learning principles, curriculum development and implementation desired.
- Computer skills
- Three years direct client care in a specific nursing specialty area desired.

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Share Your Special Skills!

In addition to your skill of delivering nursing, many AzNA members have additional hobbies and/or skills that can help move our nursing profession forward in Arizona!

If you have expertise/experience in any of the areas below and would like share your talents with AzNA, e-mail Robin Schaeffer, Executive Director, with your interest and your area(s) of expertise at robin@aznurse.org

- | | |
|-----------------------------|-----------------|
| Marketing | Public Speaking |
| Artwork | Networking |
| Creative Writing/Journalism | Acting |
| Photography | |

Time commitment can be as much or as little as you want. Thank you in advance for your contribution.

Up to \$15,000 in Scholarships Awarded Each Semester!

The Arizona Nurses Foundation (AzNF) provides scholarships to help support entry into professional nursing and for career mobility within nursing. Scholarships are based on the applicant's merit and financial need. Students may be enrolled part-time or full-time.

Scholarships are available for nursing students who are enrolled or accepted for enrollment in nursing schools and are committed to nursing practice in Arizona.



Application forms and guidelines are available at www.aznurse.org; click on the Arizona Nurses Foundation Link. Application Deadlines are; Fall-March 1 and Spring-October 15.

AzNF is offering a new full-ride scholarship for an accelerated Bachelor of Science in Nursing program at the Brookline College Phoenix campus for students with a bachelor's degree in another field. For information and the application go to www.aznurse.org and click on the Foundation link.



“Lady with the Lamp” Pendants Designed Especially for AzNA

These beautiful pieces are part of the “Lady with the Lamp Collection” designed especially by Coffin and Trout fine jewellers and are available by contacting Coffin and Trout at 800.684.8984 or sales@coffinandtrout.com. The pendant is available in gold, white gold, silver and with or without diamond trim. A portion of the proceeds benefits AzNA.

AZNA Calendar of Events

Save the dates:

For more information on these events, visit www.aznurse.org and click on Events

August 15-19, 2011

2011 Nurse Leaders in Native Care Conference
Albuquerque, NM

August 24, 2011

Adda Alexander Conference on Patient Safety and Quality
Tempe, AZ

October 12-14, 2011

Chapter Leadership Retreat Biennial Convention
Mesa Convention Center

October 22, 2011

2nd Annual AzNF 5K Walk for Education
Phoenix

October 24-28, 2011

Faith Community Nurse Basic Prep Course
Phoenix, AZ

ANA Unveils Immunization Project

ANA's Bringing Immunity to Every Community project has tools available for your immunization project. These tools are useful for your website, meetings, and other interactions with your members.

Please visit <http://www.anaimmunize.org/> for more information on this project.



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Offer for Nursing Professionals



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Port-in Service Credit: This offer is only available online, via telesales, and in participating Sprint Stores. Purchases from other retailers are not eligible for this credit. Requires port in from an active wireless line and mobile number that come through the port process to a new line on an eligible Sprint service plan. Excludes \$19.99 Tablet Plan. Request for service credit must be made at sprint.com/switchtosprint within 72 hours from the port-in activation date or credit will be declined. All lines must be ported from an active wireless line at another carrier and remain active with Sprint for 61 days to receive service credit. Upgrades, replacements, add-a-phone/line transactions and ports made between Sprint entities or providers associated with Sprint are excluded (i.e., Virgin Mobile USA, Boost Mobile, Common Cents Mobile and Assurance). You should continue paying your bill while waiting for your service credit to avoid service interruption and possible credit delay. Smartphones include BlackBerry, Android, Windows Mobile, Palm, and Instinct family of devices. Also includes netbooks, notebooks, tablets and mobile broadband devices. All other phones are considered feature phones. Smartphones require activation on an Everything Plan with data with Premium Data add-on charge.

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May require up to a \$36 activation fee/line, credit approval and deposit. Up to \$200 early termination fee/line applies. **Individual-Liable Discount:** Available only to eligible employees of the company or organization participating in the discount program or Government agencies participating in employee discount pricing with Sprint. May be subject to change according to organization's agreement with Sprint. Available upon request on select plans and only for eligible lines. Discount applies to monthly service charges only. No discounts apply to secondary lines or add-ons \$29.99 or below. **Other Terms:** Sprint reserves the right to modify, extend or cancel offers at any time. Offers not available in all markets/retail locations. Other restrictions apply. May not be combinable with other offers on both.

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* U.S. Department of Health and Human Services, Health Resources and Services Administration, 2008

** The on-site Bachelor of Science in Nursing (BSN) degree program can be completed in three years of year-round study instead of the typical four years with summers off.