

New Hampshire Nursing News

Year of the Nurse 2020



Official Newsletter of New Hampshire Nurses Association

Quarterly publication direct mailed to approximately 17,700 Registered Nurses and LPNs and delivered electronically via email to 3,700 Registered Nurses and LPNs in New Hampshire.



December 2019 | Vol. 44 No. 1

www.NHNurses.org

Florence Nightingale (1820-1910)

Briana White Selected for J+J Fellowship

Briana White, MSN, RN, CPN, CCRN-K, CNL, Clinical Nurse Supervisor, CHaD Pediatric Clinics, Dartmouth Hitchcock Medical Center has been selected as one of 12 nurse leaders for the Johnson & Johnson Nurse Innovation Fellowship. The program aims to strengthen the leadership and entrepreneurial skills of inspired and innovative nurses to help amplify and integrate nurse-led innovation in healthcare.



Briana White

As part of the Nurse Innovation Fellowship, the 12 selected nurse leaders will receive individualized mentoring and participate in action learning projects and both virtual and in-person sessions aimed at strengthening their leadership, entrepreneurial and innovation skills. The two-year program was developed in partnership with the Center for Creative Leadership, a leading international provider of executive education, and Nurse Approved, a premier nursing organization

striving to educate and provide opportunities for nurses in healthcare innovation. When asked how it felt to be a part of the first cohort of Innovative Fellows, White remarked:

"I feel like I am buzzing with creative energy and complete gratitude for this opportunity. There is so much to look forward to: the unknown, the mentors, the lessons, meeting the other nurse innovators, taking this step into uncharted territory to challenge my ideas and give me feedback. I tried to capture my thoughts in a poem shortly after I found out that I was accepted, which also speaks to a feeling of untapped empowerment."

I will not be a contortionist
To become a conformist
When my ideas outweigh my fears
I know it's NOT all been tried
Because I live with my eyes wide
Moving forward with creative intention
Power and potential, possibility of extension
Flexible I may remain
But walls no longer contain
— Briana White

Please be sure to notify us with address changes/corrections. We have a very large list to keep updated. If the nurse listed no longer lives at this address—please notify us to discontinue delivery. Thank You!

Please call 877-810-5972, extension 701 or email to office@nhnurses.org with Nursing News in the subject line.

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SAVE THE DATE

Legislative Town Hall Forum January 7



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Manuscript Format and Submission:

Articles should be submitted as double spaced WORD documents (.doc format vs. .docx, please) in 12 pt. font without embedded photos. Photos should be attached separately in JPG format and include captions.

Submissions should include the article's title plus author's name, credentials, organization / employer represented, and contact information. Authors should state any potential conflict of interest and identify any applicable

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Publication Selection and Rights:

Articles will be selected for publication based on the topic of interest, adherence to publication deadlines, quality of writing and peer review. *When there is space for one article and two of equal interest are under review, preference will be given to NHNA members. NHNA reserves the right to edit articles to meet style and space limitations. Publication and reprint rights are also reserved by NHNA. Feel free to call us any additional questions at 877-810-5972.

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New Hampshire NURSING NEWS

Vol. 44 No. 1

Official publication of the New Hampshire Nurses' Association (NHNA), a constituent member of the American Nurses Association. Published quarterly every December, March, June, and September. Library subscription rate is \$30. ISSN 0029-6538

Editorial Offices

New Hampshire Nurses Association, 25 Hall St., Unit 1E, Concord, NH 03301. Ph (877) 810-5972, E-mail office@NHNurses.org

Editor: Susan Fetzter, RN, PhD

NHNA Staff

Joan Widmer, RN, Nurse Executive Director
Paula MacKinnon RN, Executive Assistant/
Communications Specialist
Beth Dow RN, Event Coordinator

NURSING NEWS is indexed in the Cumulative Nursing Index to Nursing and Allied Health Literature (CINAHL) and International Nursing Index.

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VISION STATEMENT

Empower New Hampshire nurses as leaders in advancing the profession of nursing and the health of New Hampshire.

MISSION STATEMENT

NHNA, as a constituent member of the American Nurses Association, exists to promote the practice, development and well being of NH nurses through education, empowerment and healthcare advocacy.

Adopted 10-20-2010.

business cards, a curriculum vitae or resume. The Board of Certification for Emergency Nursing has a similar retired designation for its credentialing program. To be eligible for these programs you must be retired from nursing practice with no plans to return to active practice, hold a current unrestricted RN license at the time of retirement, be certified in good standing with ANCC or BCEN, and submit an appropriate application.

If you are planning to retire in the next few years, consider some of these options.

Nurses impact lives long after they retire from the bedside!!!

FROM THE ED'S DESK

What Will You Do in Retirement?

As Nurse Executive Director of the New Hampshire Nurses Association, I have occasion to meet many nurses dedicated to their specialties. I recently attended the retirement party of Lu Mulla, Executive Vice President of Emergency Services for Catholic Medical Center. Lu retired after 24 years of nursing leadership at CMC. This occasion made me reflect on the fact that we all need to have plans for our retirement years. Lu's retirement is just one of many nursing leaders who have retired within the past year, others include:



Joan Widmer

- Denise Nies, Board Administrator for the New Hampshire Board of Nursing
- Carole Boutin, Chair and Professor of Nursing, Nashua Community College
- Sue Fetzter, Professor of Nursing, University of New Hampshire
- Joanne Samuels, Professor of Nursing, University of New Hampshire

Almost half of the current New Hampshire nursing workforce is within 10 to 15 years of retirement; this is especially true of the state's nursing faculty. New Hampshire cannot afford to lose the collective knowledge of its nursing workforce. There are 15 nursing programs in New Hampshire and most struggle to find enough master's prepared nurses to fill their clinical faculty positions. Could you teach a clinical group each semester and help to train New Hampshire's next generation of nurses? Or serve as a guest speaker for educational conferences and programs offered by professional organizations?

Have you thought about retirement yet? Fortunately, many retired nurses remain active, even in retirement, through participation in professional nursing organizations such as the New Hampshire Nurses Association. NHNA is so very fortunate to have many members of this collective nursing brain trust among its members. In fact, in November, at its Annual Membership Business Meeting and the Nurses Night at the Museum, NHNA recognized over 50 members with 25 years or more membership in our organization.

Nurses possess the skills and knowledge that make them desirable volunteers for many organizations. Just some of the volunteer opportunities in which nursing knowledge will be greatly appreciated include:

- American Red Cross (603-225-6697 x208)
- American Diabetes Association (888-DIABETES x 3681)
- American Cancer Society (800-ACS-2345)

- Brain Injury Association (800-773-8400)
- CareGivers, Inc (877-394-5192)
- Home, Health & Hospice Care (800-887-5973)
- New Hampshire Hospital Volunteers (603- 271-5788)

If you are interested in some travel, consider:

- Project Hope (<https://www.projecthope.org/ways-to-help/volunteer/>)
- Doctors without Borders (<https://www.doctorswithoutborders.org/volunteer>)
- Other locally organized humanitarian missions

Nurses on Boards: Consider serving on the board of a health care organization. Nurses comprise over 50% of the health care workforce, but few serve on a health care board. Consider contributing your nursing knowhow to help health care organizations consider the nursing perspective in making strategic decisions and helping guide the organization through the rapidly changing healthcare environment. Visit their website at: <https://www.nursesonboardscoalition.org/>.

Use your voice for legislative advocacy. Write an opinion piece or letter to the editor sharing your knowledge of healthcare issues or healthcare policies. Speak at legislative hearings on bill that may impact healthcare. Consider running for political office to provide a nursing voice on proposed legislation. Nurses have been voted the most trusted profession for the past 17 years by the Gallup Poll. Your knowledge and voice can help steer New Hampshire legislators to improving healthcare for all New Hampshire residents. It is very true: when nurses speak, legislators listen.

Are you considering retiring in the next few years? New Hampshire has a retired RN credential, this is designated as R.N. (Ret.) or A.P.R.N. (Ret.), depending on your license. For nurses which to maintain an active license when no longer actively employed the Board of Nursing also recognizes volunteer and unpaid nursing work towards the satisfaction of the re-licensure requirement for the "use of nursing knowledge, judgment and skills within their license category for a minimum of 400 hours every four years." In fact, applicants may use "unpaid work or by providing care to a family member if licensed expertise is required and a nursing plan of care is implemented." As professional caregivers, nurses often find themselves in the role of caregiver for family members, and these hours can be used to maintain your nursing license.

The American Nurses Credentialing Center offers retired nurses the opportunity to retain their certification(s) after retirement. The Retired Certified Nurse Recognition grants adapted use of certification to include the addition of –Retired after the certification credential for use on

PRESIDENT'S MESSAGE

Reflecting on the past two years of my roles as president-elect and president and as I prepare to become a past-president, I am proud of NHNA's accomplishments, feeling good about my contributions to the Association, and am grateful for the relationships I have developed. NHNA has been driven by a strategic plan which we are on target to achieve by the end of 2020. A succession plan will be implemented in January and should be ongoing. In reviewing my previous Messages in the *Nursing News*, I find a common theme running through them; widening the circle. I am seeing glimpses of the circle widening.



Carlene Ferrier

In 2019 our leadership team, the NHNA Board of Directors and our paid staff, invested a significant amount of time developing a Business Plan to accompany the budget ensuring that we allocate resources to successfully accomplish the strategic plan. Please peruse *A Year in Review* for the specifics on all we have accomplished with many hands. I am fortunate that I had the opportunity to contribute to this success from a unique perspective and I enjoyed giving my best. I learned that some areas come easier for me such as nonprofit management, and others are

more challenging such as public speaking. I expected the role to be demanding, and it was, but I knew it would be rewarding, and it did not disappoint.

Being a part of Membership Assembly, the governing body for the American Nurses Association ANA, was a gift in many ways. Nothing is more inspiring than gathering in a room full of four hundred nurses. Having witnessed a transformation of ANA, I am confident that ANA understands that we are better together. I am grateful for the shared experience of the president's role with Meredith and Catherine, from VT and Maine, respectively. They were so much fun to be with and great to talk to about the joys and strains of leadership. I plan to stay connected with them for years to come.

Although we can check many boxes for the items we got in order, there is work to be done in moving the culture at NHNA. I heard often, "that's not the way we used to do it." We need to be open to how others may "do it." I am sure what I have contributed to NHNA is very different from my predecessors, but I stand on their shoulders. The Association has withstood 113 years of leaders, volunteer and members of different perspectives. There is room for everyone at the table. Contribute your time and talents. Mentor others so they do the same. The Association is counting on you, and needs your perspective.

We are very fortunate that our incoming president, Jan Deizel, has been involved with NHNA for several

years as a member of the Commission on Government Affairs and has been a nurse for thirty-seven years. She will bring her expertise from the bedside to the boardroom. I'm looking forward to the next phase and supporting her transition in 2020.

In closing, I am pleased to honor one of my most formative mentors, Sue Ellen Van Nostrand. She was my high school health occupations teacher and then went on to be a Professor of Nursing at Manchester Community College for twenty-four years. I was delighted to publicly thank her during my opening address at the 2019 Excellence in Nursing Awards.

NURSING BY THE NUMBERS

Licensed Nurses in New Hampshire

Year	RNs	LPNs	Total
2019	24,320	3,157	27,477
2018			26,714
2017			25,907

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A MENTOR

Carlene Ferrier, NHNA President

I'd like to share a story of one of my first mentors. At age 16 I had a Health Occupations teacher, Mrs. Van. Before there were smoke free campuses and schools, she allowed a girl named Lisa, to smoke a cigarette in the back of the room during class. First, we took Lisa's Blood Pressure (BP) and documented it. Then we checked Lisa's BP again after she smoked. The class saw first-hand how smoking increased her BP and heart rate. When we studied the reproductive system, Mrs. Van let all of us teenage girls, write down any questions we had anonymously. She never even blushed when she read the questions out loud and gave matter of fact answers. A few years later when I was applying to nursing schools, Mrs. Van insisted I attend a baccalaureate program. She said, "you are going to be a leader, you need to go to a BSN program."

I share this story with you as an example of one of the most crucial elements we need in nursing today: mentoring. As I look around the room, I am certain that each of you has had several mentors who helped you to reach the success you have attained. In your nursing careers, each mentor contributed something unique to help you transition and become the nurse you are today.

But as wonderful as it is to be a nurse, we all know the challenges of long shifts, workload, and workplace



Sue Van Nostrand (L) and Carlene Ferrier

violence. Our reality includes the fact that the NH Department of Security estimates 1,309 RN vacancies and 1,169 LPN vacancies annually! And upwards of 33% of new nurses leave the profession within five years, with only an estimated 600 nurses graduating in NH every year. We can't afford to have any of them leave our profession! We must pay it forward to the next generation of nurses.

When you think about your mentors, your coaches, your supporters in nursing, what qualities come to mind: passion, commitment, support, guidance, sharing, protection, expertise. They push you; but don't let you fail!

Based on the story I shared about Mrs. Van, the two most important qualities she demonstrated to me were trust and affirmation. She embodied psychological safety before it was "a thing" and she let me know regularly that she believed in me.

At the NHNA, we strive to widen the circle to include all nurses, regardless of their path or passion. We may push you, but we won't let you fail. Please join us. Help us to magnify the potential of nursing. Become active, become engaged, serve on a task force, commission, or on the board of directors. Diversity and inclusion are our greatest assets for achieving our mission: to support nurses in their important work.

A few years ago, Mrs. Van friended me on Facebook. I was so pleased because I had thought of her a hundred times over thirty years. She is here tonight and I am grateful to be able to publicly thank her for being such a positive force in my life.

Lastly, I would like to thank my daughter Rachel, she is here supporting me. She mentors me at times, and I have mentored her too. She just finished her first year of nursing school and I am thankful to experience nursing through the eyes of the next generation. The future is bright.

Congratulations to all of the 2019 Excellence in Nursing awardees, their colleagues, family members and mentors sharing in this joyous occasion.

Carlene Ferrier RN, MPH, CPM served as President of the New Hampshire Nurses Association from January 2018 to January 2020 and provided this message at the opening of the 2019 Excellence in Nursing Awards Dinner.



NH Nursing News Needs YOU

Guest Editor Opportunity

Do you read the *NH Nursing News* and wonder how it is put together? Do you like to write and organize? Did you ever wonder why the *NH Nursing News* doesn't include _____? Then you should give being a Guest Editor a try. The August 2020 Issue needs you! You will be mentored and have the resources of NHNA available to you. The guest editor is primarily responsible for the intellectual content of the issue itself and the content that comprise it. This includes not only securing articles from authors, but also reviewing them and working with authors to make necessary revisions. You will offer an editorial

opinion, create the table of contents and review the final copy from the publisher. Interested? Contact Joan Widmer at nhna.ned@gmail.com and attach your resume or vitae.



Final Update: Nursing Assistants – To License or To Certify

The Committee to Study the Regulation of Nursing Assistants by the Board of Nursing and Criminal History Record Checks for Nurses has sent its final report to Governor Sununu and "After carefully reviewing all the information gathered and testimony given during the meetings, the Committee recommends no changes to the regulation of nursing assistants by the Board of Nursing nor to the criminal history background check process." So...nursing assistants in New Hampshire will continue to be referred to as "Licensed Nursing Assistants."

In 2018, Senator Jay Kahn proposed a bill (SB 273) to discontinue the licensure of nursing assistants and to return to the previous process of certification. This bill was proposed with the goal of reducing the time it takes to credential a nursing assistant to practice in New Hampshire and to encourage more individuals to enter this profession by reducing barriers to entry. The New Hampshire Nurses Association (NHNA) was invited to attend a stakeholders meeting prior to the introduction of this legislation. Upon learning that neither Senator Kahn, nor the Board of Nursing with whom he was working, had surveyed the current nursing assistant workforce to seek their perspective on this proposed change, NHNA offered to create and email a survey to LNAs.

NHNA emailed a survey, with an explanatory introduction in the email, to 4,259 LNA's from the Board of Nursing's licensee list on November 29, 2018. The survey remained open until December 9, 2018, with 228 LNAs responding (5.4%). The majority of the respondents opposed the loss of licensure (131 or 57.5%), with the remaining respondents evenly split between supporting changing to certified nursing assistants and not caring one way or the other. The overwhelming comment provided by respondents was concern about the loss of professionalism if nursing assistants ceased being licensed, regardless of how they voted.

NHNA drafted a summary report on the survey results and circulated this report among other key stakeholders. At follow up meetings with Senator Kahn and the Board of Nursing, these stakeholders proposed changing the bill from affecting this change to forming a study commission to investigate this change. SB 273 was ultimately amended to become a legislative study committee, tasked with investigating the proposed change. This bill was passed in both legislatures and signed into law by Governor Sununu on July 24, 2019.

Senator Ruth Ward (District 8), a retired APRN, Representative Polly Campion (Grafton, 12) and Representative Carol McGuire (Merrimack, 29) were appointed to the legislative study committee and convened several meetings between September 4, 2019 and October 16, 2019 to discuss the proposed change. This Joint Legislative Study Committee (Senate and House members) was tasked with studying the regulation of nursing assistants by the board of nursing and criminal history background checks for nurses. Sen. Ward, Reps. Campion and McGuire reviewed testimony related to SB 273, both supporting and opposing the changes. They listened to testimony from

- Gina Balkus of the Home Care Hospice Association speaking with concerns that employers would be burdened with the need to make sure regulations are being followed.
- Lyndsay Courtney, newly appointed Office of Professional Licensure and Certification, on the current process for credentialing and licensing a nursing assistant.
- Joni Menard, from Dartmouth-Hitchcock regarding concerns about the differences between the licensure standard in New Hampshire and the Federal regulations for certification, sharing concerns that the lower Federal standard could result in nursing assistants with less education, less training and lower continuing education requirements.
- Brittany Boutin, an LNA working at Catholic Medical Center, testified before the Committee. She spoke passionately and eloquently on her desire to retain licensure. Boutin shared her opinion that licensure is a recognition of her education, training and professionalism. She said the cost of license renewal (\$25.00 every two years) is not an impediment to licensure, but rather that the fundamental problem discouraging more individuals to become nursing assistants is the low level of LNA compensation.

Most importantly, the Committee invited LNAs to come and share their opinions on the proposed change. NHNA reached out to LNA's and asked for them to share their opinions on licensure vs. certification. Joan Widmer, Nurse Executive Director of NHNA, spoke or exchanged emails with 15 LNAs. She compiled written testimony from these LNAs and presented it to the members of the Committee. The members of the Committee appeared affected by Boutin's testimony.

When nurses and nursing assistants speak, legislators do listen!

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SPOTLIGHT ON A SPECIALTY

Nephrology Nursing



Nephrology nurses care for patients with varying levels of kidney disease. Outpatient hemodialysis is the most common area thought of when nephrology nursing is discussed. Hemodialysis is only one of the many roles of a nephrology nurse. There are several areas which include care of the patient with chronic kidney disease (CKD) before dialysis begins, outpatient dialysis, home dialysis, care of the hospitalized patient with kidney disease, acute kidney disease, and transplantation. Chronic kidney disease (CKD) is categorized by stages from stage one to stage five. The number rises as the kidney disease progresses. Once patients progress to the stage of end stage kidney disease (stage five), they require some form of dialysis or transplantation to live. Nephrology nurses have different roles based on the stage of a patient's kidney disease.

In the early stages of CKD, nephrology nurses work primarily in clinic environments to manage and slow down the progression of kidney disease. Lorraine Gerraughty is an example of a nephrology nurse who works with patients in a non-dialysis role. A nurse at Dartmouth-Hitchcock Medical Center works with patients who have stages four and five CKD, but have not started dialysis. Lorraine works in a combined clinical and case management role helping to slow the progression of kidney disease as well as prepare patients for dialysis. She uses social determinants of health to identify potential issues such as transportation concerns, food insecurity, family dynamics or financial barriers to care.

Patients can choose to receive their dialysis in an outpatient hemodialysis unit or perform their dialysis at home. Due to the nature of dialysis, treatments multiple times weekly, nephrology nurses care for their patients frequently and are able to easily build a rapport and continuity of care. Nephrology nurses play an integral part in the day to day operations of dialysis units. This includes performing the dialysis treatments, supervising technical staff, as well as continuing education of patients. For patients who choose to complete their treatments at home (home hemodialysis and peritoneal dialysis), the nephrology nurse serves as the patient's lifeline. The nurse trains the patient to complete their dialysis at home and supports the patient to ensure the patient continues to complete their treatments as taught.



Lorraine Gerraughty

Nephrology nurses also practice in kidney transplant departments, a role that includes guiding patients through the selection process and preparing a patient for transplantation. The nephrology nurse also works with the patient who has received a transplant and helps the patient throughout the life span of the transplanted kidney.

In the hospital setting, nephrology nurses can have varying roles. They can care for kidney disease patients who are admitted to the hospital on nephrology-focused units. Nephrology nurses can work in the dialysis unit managing the treatments for patients who are suffering from acute kidney disease as well as those patients who have CKD and require maintenance dialysis. Melissa Brouillard is an example of a nephrology nurse who practices in a hospital setting, caring for veterans at the White River Junction VA Medical Center. As an acute dialysis nurse, Melissa monitors the equipment that provides life-saving treatment, monitors the patient's response, and interprets the information to ensure the patient is getting the best experience and most benefit from their treatment. She cares for patients with varying degrees of kidney injury and disease. This includes patients who have acute kidney injury due to illness, procedures, or medication. Many of these treatments occur at the bedside in the intensive care unit. She also cares for patients who are receiving dialysis for the first time.

Education for patients and their families is a very important part of nephrology nursing. There is a continual need to educate patients with kidney disease on issues such as diet restrictions, medications, and treatment regimens. Kidney disease spans all ages, races, and socioeconomic groups. Nephrology nurses care for all groups of patients with varying levels of kidney disease.

To learn more about nephrology nursing contact the American Nephrology Nurses Association at www.annanurse.org



Melissa Brouillard



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NEW HAMPSHIRE NURSES ASSOCIATION – A YEAR IN REVIEW 2019

Carlene Ferrier, President NHNA

NHNA is a volunteer led, staff supported organization and relies on engaged volunteers to carry out the mission, vision and strategic plan. As president, I applied the nursing process to all programs and activities and integrated our core values to ensure program development and investments are based on data, EBP and evaluation. This report, based on the Strategic Plan and Goals, provides a year-in-review of the hard work carried out by two paid staff, and the many volunteers who make up the NHNA Board of Directors, Commissions and Task Forces, to achieve the mission of NHNA.

Vision: Inspire New Hampshire Nurses as leaders to expand the impact of the nursing profession to improve the health of the people of New Hampshire.

Mission: As a Constituent State Nurses Association of the American Nurses Association, the New Hampshire Nurses Association (NHNA) exists to promote nursing practice and the wellbeing of New Hampshire nurses by providing professional development, fostering nurse innovation, and leading in health advocacy to enhance the health of the people of New Hampshire.

Core Values: Autonomy, Collaboration, Respect, Professionalism, Innovation, Safety, Integrity, Data-driven, Promotion of Evidenced-Based Practice (EBP), and Leadership—all nurses are leaders

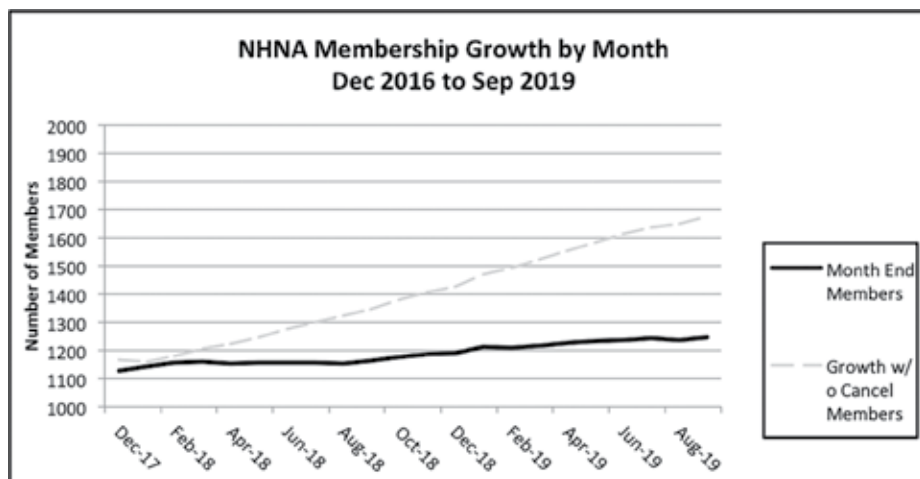
Strategic Plan 2017-2020

Strategic Goal #1: Membership: Growth and Sustainability

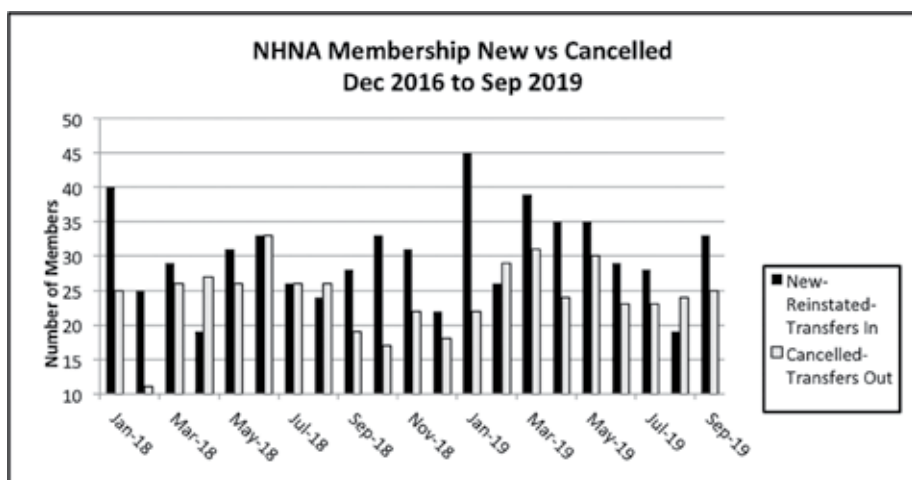
Goal: Strengthen and actively grow a relevant and financially secure organization.



Note: Peak growth occurred in 2014/2015 with the institution of ANA Value Pricing Program, steady growth since.



Note: Dotted line reflects what membership would look like with no attrition, solid lines is actual membership.



Note: Shows monthly incremental new/reinstated members compared to monthly cancelled members.

A Business Plan was developed based on the Strategic Plan 2017-2020. Refer to the balanced budget which includes a new **investment** in a Membership & Communications Coordinator, Paula MacKinnon, to design digital media campaigns, increase web presence, maintain a strong organizational voice through social media, and develop a bi-weekly E-Flash to provide an update on NHNA activities and events and reduce the number of discrete emails to members. McKinnon also supports the Commission Chairs and the Nurse Executive Director (ED), Joan Widmer, in the application of EBP volunteer development and mentoring programs. Between October 2018 and October 2019, Facebook followers have increased from 756 to 934, Twitter followers have increased from 71 to 114, and Instagram from zero to 258.

In an effort to address attrition, NHNA has made an **investment** in a new NH Center for Nonprofits initiative, High Impact Volunteer Engagement (HIVE) Program, an intensive, cohort-based training, coaching and education program that will build the Association's capacity to fulfill its mission. The program continues through October, 2020. An evaluation summary with recommendations will be presented. Goals of the HIVE Program:

- Develop an on-boarding program for new volunteers to increase the success of each volunteer and for their clear awareness of their vital role in the work of the organization; providing volunteers with the tools they need to effectively and actively participate.
- Increase the effectiveness of the recruitment of new volunteers for elected and appointed positions to increase the number of members volunteering for these roles, particularly targeting early-career members.
- Develop a new volunteer mentor program, pairing experienced volunteers with novice volunteers.

Program	Registered	Actual Attendance	NHNA Members Attending	Actual Attendance Growth	NHNA Member Growth
Legislative Town Hall Forum-2017	231	112	37		
Legislative Town Hall Forum-2018	347	202	66	80.4%	78.4%
Legislative Town Hall Forum-2019	226	204	39	1.0%	-40.9%
Breakfast for Legislators-2017	N/A	11	11		
Breakfast for Legislators-2018	N/A	7	7		
Breakfast for Legislators-2019	N/A	16	16		
Graduating Student Conference-2017	258	242	Nil		
Graduating Student Conference-2018	224	204	Nil	-15.7%	N/A
Graduating Student Conference-2019	343	333	Nil	63.2%	N/A
Innovation & QI Conference-2019	N/A	64	17		
Spotlight on Nursing-2017	69	56	14		
Spotlight on Nursing-2018	55	41	15	-26.8%	7.1%
Spotlight on Nursing-2019	37	32	17	-22.0%	13.3%
Healthy Nures Scholarship 5K-2017	78	78	N/A		
Healthy Nures Scholarship 5K-2018	65	65	N/A	-16.7%	N/A
Healthy Nures Scholarship 5K-2019	66	43	N/A	-33.8%	N/A
Annual Meeting-2017	155	116	52		
Annual Meeting-2018	103	97	42	-16.4%	-19.2%
Annual Meeting-2019	TBD	TBD	TBD		

Strategic Goal #2: Nursing Practice

Goal: Advance nursing practice and promote wellness in New Hampshire.

- Commission on Nursing Practice issued position statement on Nursing Delegation.
- *Nursing and Beyond Conference*: 11/14/18 at River University, six presentations on current issues such as work life balance and resilience, leadership panel, 11 sponsors, three awards, 97 attendees.
- *Graduating Student Nurse Conference*: 3/29/19 at Manchester Community College, opening remarks by Congressman Pappas, eight presentations, 31 career fairs exhibitors, 14 sponsors, 333 attendees.
- *Innovation & Quality Improvement Conference*: 5/2/19 at Saint Anselm College, Keynote: Bonnie Clipper, ANA, VP of Practice and Innovation, Kate Collopy WDH, & Faina Bukher, UNH, seven QI project podium presentations, four QI project poster presentations, 64 attendees.
- *Excellence in Nursing* Task Force: Presented by NHNA and New Hampshire Magazine: 5/23/19 at Doubletree Hilton, sponsored by Harvard Pilgrim Healthcare, Dartmouth-Hitchcock Health, Rivier University Granite State College and Hornitos, 144 nominations for 13 specific awards, 41 volunteers.
- *Spotlight on Nursing*: 6/13/19 Hosted by CNP at Granite State College, presentations on human trafficking, Michelle Poirier, Concord Hospital and nursing delegation, Carol Allen, SNHU, 32 attendees, non-perishables collected for The Friendly Kitchen.
- Commission on Nursing Practice created new Graduate Nurse Scholarship.
- *Healthy Nurse Scholarship 5K & Health Fair*, Hosted by Rivier University Student Nurses Association. This event supports NHNA's commitment as a Champion of ANA's Healthy Nurse Healthy Nation Program, 43 runners, 13 exhibitors, three scholarships awarded, \$2,200.00 raised for the Healthy Nurse Scholarship Fund.
- Commission on Nursing Practice has six members as of 10-31-19, with four a potential for four new members on the 2019 Election ballot.
- Organizational Members: NH School Nursing Association.

Strategic Goal #3: Advocacy

Goal: Engage nurses in Advocacy.

- Formed the Legislative Advocacy Council to support the work of the Commission on Government Affairs (CGA). The Council consists of four teams led by CGA members, who provide encouragement to volunteers to become active advocates for public policy issues in the areas of public health, nursing licensure, mental/behavioral health and maternal/child health.
- **Investment** in sending ED to American Nurses Advocacy Institute. ED's project was to create a tool box for NHNA website, including how to write a letter to

the editor, how to draft an op-ed piece and resources for use by the Legislative Advocacy Council and other nurse advocates.

- **Investment** in sending ED to ANA Lobbyist Meeting to be apprised of hot legislative and regulatory topics such as compact licensure issues, nurse staffing, medical marijuana, workplace violence, Medicaid rules and other legislative and regulatory topics around the country.
- Sherrie Palmieri served on ANA's Professional Policy Committee.
- *Legislative Town Hall Forum*: 1/29/19 at Granite State College and nine other locations, available via Zoom Web conference, 10 Bills presented, 20 to be watched, 204 attendees.
- *Breakfast for Legislators*: An opportunity to meet with representatives to discuss relevant legislation, 12 attendees including Lobbyist Bob Dunn and Legislative Liaison, Rep. Polly Campion.
- Roundtable discussion with Congresswoman Annie Kuster on workforce issues and the Opioid Crisis on September 17, 2018.
- Roundtable discussion with Congressman Pappas on the high cost of prescription drugs on June 14, 2019.
- Commission on Government Affairs issued position statement on Cannabis Legalization for Recreational Use.
- Commission of Government Affairs has seven members as of 10/31/19, with the potential for three new members on the 2019 Election ballot.
- Appointment to state-wide Commissions and Task Forces:
 - o Governor's Commission on Alcohol and Drug Abuse, Intervention, Prevention and Treatment (Kate Thomson)
 - o Health Care Task Force (Cynthia Cohen)
 - o NH Commission on Primary Care Workforce (Pam DiNapoli)
 - o NH Workforce Coalition (Joan Widmer, Pam DiNapoli)
 - o Seatbelts4All Coalition (Pam DiNapoli)
 - o Tobacco 21 Coalition (Pam DiNapoli)

NHNA made a significant **investment** in ED's time to provide oral and written testimony on 10 Bills, with outcome of seven successes, one partial success and two tabled for future consideration.

NHNA made a significant **investment** in ED's time to address regulation issues involving the Board of Nursing (BON):

- *Deferred Action Childhood Arrivals and licensure eligibility in NH*. Submitted discussion on mechanisms other states use in lieu of SSN; but RSA:326 (practice act section that relates to nursing compact) requires an SSN, so legislative solution would be required to change. NHNA will work to educate nursing programs on the issue.
- *Nur 900 Rules (Alternative Recovery Monitoring Program)*. Developed a coalition of nursing organizations to support alternative rules, drafted by Dr. Sally Garhart of NHPHP, to those presented, but subsequently rejected by JLCAR. The rules drafted by Dr. Garhart are more recovery friendly and consistent with the intent of the legislation (HB 1571) passed in 2018.
- *MOU between the Board of Pharmacy and Board of Nursing*. This pertains to the inspection and regulation of prescription drugs, including reconstitution of administered medications. Submitted written concerns regarding the MOU and spoke at BON meetings on same.
- *Licensure for Foreign Educated Nurses*. Worked in partnership with a coalition of health care organizations to encourage BON to modify English language requirements to be more consistent with those of neighboring states, thereby increasing the number of foreign educated nurses eligible for licensure in NH.
- *Nur 704.04 Instructor Qualifications of LNA Programs*. At the request of a member, NHNA sent a letter requesting the BON consider a rule change to allow nurses to use Medical-Surgical or Intensive Care work experience in lieu of long-term care work experience to satisfy the geriatric nursing experience requirement. BON reported this requirement is based on a CMS regulation.
- *LNA Licensure vs Certification (SB 273)*: Solicited testimony from NH Licensed Nursing Assistants to present before Legislative Committee studying whether nursing assistants should continue to be licensed, or change to certified status. Final report recommended retention of licensure requirement for nursing assistants.
- NHNA convened a meeting of nursing stakeholders to discuss the controversial topic of Nurse Anesthetists using the descriptor, Nurse Anesthesiologist. This was in response to numerous phone calls and emails in reference to Sue Fetzer's "In My Opinion" article, published in NHNA's official publication, *New Hampshire Nursing News*.

Strategic Goal #4: Nursing Professional Development

Goal: Foster nursing professional development and continued education.

NHNA **invested** in supporting ED to complete training to become a Nurse Planner for the New England Multistate District (NEMSD) and participate in quarterly NEMSD

Nurse Planner/Reviewer meetings. The NEMSD Continuing Education Unit serves as the Approved Provider Unit for NHNA and this service is provided in exchange for NHNA annual dues of \$6,000. Other services associated with this dues expense are the following shared services: Nursing Network website hosting, Association Voting, JotForms, and Grasshopper web-based phone system. NHNA performs a quarterly Return on Investment analysis to determine ongoing benefits and costs associated with continue participation in the NEMSD.

NHNA leadership instituted quarterly meetings of Commission on Continuing Education (CCE) to provide mentoring of newer nurse reviewers and address issues as they arise. ED participates in these meeting to assess for effectiveness, volunteer satisfaction, communication, systems analysis and opportunities for improvement.

CCE has seven members as of 10/31/19, with the potential for a new member on the 2019 Election ballot.

NHNA Board of Directors (BOD) maintains a standing agenda item: Sharing insights on emerging issues in nursing, for ongoing discussion within the BOD.

Strategic Goal #5: Leadership

Goal: Identify and mentor members to assume leadership roles within organization.

- NHNA President, Carlene Ferrier, attended many Commission meetings throughout the year and conducted analysis of Strengths, Weaknesses, Opportunities and Threats (SWOT) relative to volunteer participation, engagement, meeting effectiveness and opportunities for growth.


Strengths: Commission Chairs are committed to the mission and the goal and some volunteers are engaged.

Weaknesses: Attendance at meetings less than optimal and phone meetings are not conducive to engagement. Knowledge deficit of NHNA Bylaws, policies and procedures identified for all commissions.

Opportunities: Mentoring and training newer volunteers. Need to increase "voice" of early career nurses and facilitate the development of leadership skills.

Threats: Lack of engaged volunteers for future leadership roles in NHNA.

- NHNA **invested** in sending Commission on Nursing Practice Chair to experience Membership Assembly, along with three other attendees including the President, President Elect and ED.
- NHNA **invested** in the ED to write for *New Hampshire Nursing News* and solicit articles from members and other nursing organizations to raise awareness of the contributions of nursing to our communities and the profession.
- In terms of governance of the Association, the BOD follows *The Standards for Excellence, An Ethics and Accountability Program for the Nonprofit Sector*. As a result, NHNA updated the following documents this year:
 - o Bylaws update for congruence with ANA Bylaws, completed by volunteers with previous experience drafting Bylaws (Bylaws Task Force).
 - o Employee Handbook.
 - o Volunteer Handbook including volunteer job descriptions.
 - o General Policy Handbook.
 - o Calendar of operation/fiscal deadlines.
- NHNA formed the new Financial, Investments and Audit Task Force. The Task Force will meet quarterly, and provide recommendations to the BOD on financial performance to budget, budget preparation, and related fiduciary matters.
- NHNA will form a new Membership Task Force in January 2020, dedicated to increasing and improving membership and membership engagement.
- A draft Succession Plan will be submitted by the President to BOD for approval before the end of 2019.



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Holiday Greetings

FROM THE BOARD AND STAFF OF

New Hampshire Nurses Association



Success for 2019 Healthy Nurse Scholarship 5K Run-Health Fair

On a gorgeous, quintessential New England fall day September 28, 2019, New Hampshire Nurses Association (NHNA) hosted the third annual Healthy Nurse Scholarship 5K and Health Fair. The event was once again held on the Rivier University campus with the support of the Rivier University Student Nurses Association. "We are so fortunate to have Rivier's support in putting on this program," stated Joan Widmer, NHNA's Nurse Executive Director. Kate McDonough, faculty advisor for the student nurses, and Debbie Dodge, Rivier faculty member, provided invaluable assistance in securing the location for the event and organizing the student volunteers who helped with set up, clean up, directing the race participants along the race course and aiding with the children's activities.

The third annual race included 67 registered participants. Jay Hansen, from Banyan Tree Yoga, lead the race participants in a pre-run stretch. The race began promptly at 10:00 am when Chris Lewis, of Total Image Running, the race coordinator, fired the starting gun. The first finisher crossed the 5K finish line a mere sixteen minutes later. Most of the runners completed the course by 10:50 when the awards were presented. The top three male finishers were Louis Saviano III (16:10), Christian Smith (17:11) and Eric Pociask (18:59). The top three female finishers were Suzanne Lacerte (22:09), Jill Kracke (23:56) and Jean Lagasse (30:05). The top finishers by age group also recorded impressive times.

18 and under	E. Mbatia	24:53
	A. Mbatia	31:59
19 to 39	Louis Saviano III	16:10
	Jill Kracke	23:56
40 to 59	James Lowry	20:26
	Suzanne Lacerte	22:09
60 and over	Stephan Montibello	26:33
	Jan Deziel	35:55

The youngest participants were C. Wanjiru and P. Eric (age 9) while the oldest participant was Dick Kuhl (age 84).

At the conclusion of the awards presentations, the first Healthy Nurse Scholarships were presented. This year a series of children's events were sponsored by members of the Commission on Nursing Practice and included face painting, a ring toss, a bean bag toss and a children's 1K race. Race management services, including time keeping, were provided by Total Image Running. Chris Lewis and her team did a fabulous job managing the race, as well as, handling the pre-event registration. Event sponsors

were also crucial for the event's success. A special thank you to members of the NHNA Board of Directors and Commission on Nursing Practice who helped with the event: Carlene Ferrier, Jan Deziel, Lyndsay Goss, Carol Allen, Darby Thomas and Cathy Cucchetti.

The Health Fair was held at the start/finish line, with 13 exhibitors providing wellness information for the 5K participants and their supporters. The 2019 exhibitors included:

- AMR
- Carol McIntyre (AWHONN)
- Sue Camirand, Jay Hansen & Anna Marie Morgan (Banyan Tree Yoga)
- Jacquelyn Allen (Sigma Theta Tau International-Epsilon Chapter)
- Regina Blaney (NH Oral Health Coalition)
- Cathy Cucchetti (American Heart Association)
- Tim Dryer (Rivier University)
- Barbara Cormier (Manchester Community College Student Nurses)
- Colleen Deitrich (Planned Parenthood)
- Jose Rodriguez and Miguel Rangel (NH Partnership for Successful Living)
- Flavia Martin and Jessica Hillman (Nashua Department of Public Health)
- Lindsey Dupuis and Carey Shaw (Southern New Hampshire Health)
- Jenn Nason and Kathryn McKillop (Concord Hospital)



Race start



Cathy Cucchetti with the American Heart Association, GO RED for Women!



Jenn Nason and Kathryn McKillop from Sponsor, Concord Hospital promoting hydration



Lindsey Dupuis from sponsor, Southern New Hampshire Health, and Carey Shaw, a certified car seat safety technician from the NH National Highway Traffic Safety Administration. Information on child passenger safety should be forefront in every parent's mind.



Jessica Hillman and Flavia Martin of the Nashua Dept. of Public Health. Promoting, Protecting and Educating the Nashua Region.

2019 Healthy Nurse Scholarship 5K Run Sponsors

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2019 NHNA 5K Scholarships Awarded

On Saturday, September 28th the New Hampshire Nurses Association hosted the Third Annual NHNA Health Nurse Scholarship 5K & Health Fair. The race has been used to raise funds for nursing scholarships in the state of New Hampshire. The scholarships were developed in appreciation of one of the core values from American Nurses Association, commitment to life-long learning, to support nurses who wish to improve their nursing practice through higher education and specialty certification. Three scholarships were awarded in 2019: Certification, RN-BSN and Graduate Program and announced at the 5K by Darby Thomas, member of the Commission on Nursing Practice

Certification Scholarship applicants shared why the certification was important to them and how their certification will impact nursing practice. A Certification Scholarship (\$250.00) was awarded to Angela Biron who is working toward becoming board certified as a Nurse Executive through the American Nurses Credentialing Center. This certification will allow Angela to display a mastery of knowledge in nursing leadership to support

her work as the Director of Primary Care Operations and Improvement. Angela hopes to advance the role of nurses within primary care by enabling them to practice to their full scope.



Darby Thomas announces Angela Biron's Certification Scholarship.

RN-BSN Scholarship applicants shared how they exemplify one of NHNA's core values and how achieving their BSN will help them to exemplify an additional core value. The 2019 RN-BSN Scholarship (\$750.00) was awarded to Fallon Marchand. Fallon is working toward her BSN from Rivier University. In Fallon's application she described how she exemplifies the core value of autonomy through working the night

shift at the New Hampshire State Prison for Men, using assessment skills and good judgement while maintaining safety and the safety of her patients.



Lyndsay Goss, Commission on Nursing Practice Chair, presents RN-BSN Scholarship to Fallon Marchand.

The Graduate Scholarship applicants shared examples of how they exemplify NHNA's core values in nursing practice and described how achieving a graduate degree will assist them in meeting professional goals and contribute to the advancement of the nursing profession. The 2019 Graduate Scholarship (\$750.00) went to Diane Donaher. Diane is working towards her MS in Palliative Care from the University of Maryland, Baltimore. Her goal is to provide education to assist with making each death experience as beautiful and meaningful to the patient and family as possible.



Darby Thomas announces Diane Donaher's Graduate Scholarship.

IN MY OPINION

On Ending Nurse Abuse

2020 is the Year of the Nurse, in memory of the 200th birthday on May 12 of Florence Nightingale. The *Nursing News* will be focusing on her exploits and legacy throughout the year. And as the Year of the Nurse it is only natural that we look at the current state of nursing and prepare for the future. New Hampshire boasts over 24 thousand licensed nurses according



Susan Fetzer

to data reported by the National State Boards of Nursing, though we do not know who they are, where they practice, their education or employment status. Last year, New Hampshire schools added over 700 more licensed nurses to the ranks, though we do not know if they stayed in the state. NH schools of nursing are bulging with nursing students, though we do not have sufficient nurse educators. But the most troubling statistics in New Hampshire is the recent increase of violence against nurses by the public. A woman in Wolfeboro assaulted two nurses at Huggins Hospital. A man in Manchester, head butts an Elliot nurse and causes a concussion. All over the state, nurses in medical-surgical units are spit on, cussed at and have food trays thrown at them. If nursing is the most trusted profession, why are we being abused? Nurses need an assurance of environmental safety when we practice our profession.

As first steps, nurse researchers at UNH and DHMC are surveying nurses to determine the extent of the abuse problem. Senator Gray (R-District 6, Rochester) has proposed legislation to "establish a commission to study health care workplace safety in a health care setting." The bill proposes the committee address the following issues:

- a. Review past history of incidents of violence in the health care workplace that have been instigated by the public, including patients, against health care workers.

- b. Explore barriers to reporting incidences.
- c. Creating a culture that supports reporting by reviewing of best practices.
- d. Determine a structure for reporting incidences and effective mechanisms for responding to incidences.
- e. Identify education and other strategies to identify risks, increase and reduce vulnerabilities in order to prevent workplace violence.
- f. Review other states' workplace safety policies.
- g. Review current statutes regarding penalties for assaulting a health care worker and consider changes to the statutes.

NHNA will be a member of the commission, but in my opinion this important legislation will need all of our efforts. I urge you to attend NHNAs Legislative Town Hall Forum, either in person or remotely, on January 7, to hear more about this effort. Your presence at the State House will be needed, if not to speak or provide written testimony, to appear in support. This is the year of the nurse, and we must advocate for a safe environment for ourselves, our colleagues and our future. See you in the halls of the State House!

Farnum is looking for a dedicated LPN or RN to join their team! - 2nd or 3rd shift, full or part-time

Farnum is a comprehensive alcohol and other drug treatment facility. This position will provide physical care, carry out therapeutic and medical regimens including related health care activities, maintain proper documentation and foster collaboration with ancillary service providers and physicians.

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EOE

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Legislative Success for New Hampshire School Nurses



New Hampshire School Nurses' Association
 Leading ~ Advocating ~ Educating

Kathy Barth

School nurses are often stretched and pressed for time in the health office. It is easy to forget that to create change for the better, for whatever it is we believe in, we need to speak up and give our time to support a cause. We teach our students to have a voice, but are often humble, quiet, and we don't take the time to advocate for the nursing profession in order to be:

- Recognized for the important role we have in supporting students with so many complex health needs,
- Included as a valuable administrative and teacher team member,
- Acknowledged for the many roles we have as school nurses as we support public health in the school communities:

NHNSA honored two NH legislators who have advocated for school nurses by writing and supporting HB 719, a bill for the permanent position of a School Nurse Coordinator at the NH Department of Education. The bill passed and became part of the state budget recently signed by Governor Sununu. Polly Champion, D-House of Representatives from Hanover NH, and Linda Tanner, D-House of Representatives from Georges Mills were awarded the 2019 Barbara C French Award at the organization's fall meeting.

Barbara C. French practiced as a school nurse in the Concord School District from 1963-1990. During her years as a school nurse, she served as a member of NHSNA as well as a member of the National Association of School Nurses (NASN). In 1968, Barbara served as the first secretary for the just formed NASN. At the time, NASN had approximately 800 members but now has 50 affiliate organizations and 17,000 members. Since being a school nurse, Barbara has held many positions in which she has advocated resoundingly for issues related to school health. Most of us know Barbara from her role as a representative in the New Hampshire House of Representatives where she passionately advocated for school nurses. Barbara retired from the legislature in 2017. At 93 years young, she continues to speak out and support school nurses.

Criteria for the Barbara C. French Award is presented to individuals who have successfully achieved:

- Collaboration with key stakeholder on legislative issues related to school health or school nursing initiatives, and
- Demonstrates a commitment to School Health/School nursing initiatives, programs, or projects

Barbara French, and the award recipients, Polly Champion and Linda Tanner, are strong, brave women who are not afraid to speak out for what is right. They have advocated for many health and education issues, and most recently have supported the 500 school nurses in New Hampshire by advocating and shepherding a school nurse coordinator position.



Linda Tanner (L) and Polly Champion (R) receive the 2019 Barbara French Award for Legislative efforts from Barbara French (center)

Polly Champion is a registered nurse who serves on the NH Legislative Committee of Health and Human Services and Elderly Affairs. She is also a former elementary school teacher. Polly retired from DHMC after 24 years of working in a variety of nursing roles, from caring for oncology patients to education roles focusing on improving the quality of patient care. She served as the Chair of the NH Healthcare Quality Assurance Commission that worked to improve the quality of care across hospital and ambulatory surgery centers, and she is currently an active member of the New Hampshire Nurses Association.

Linda Tanner serves on the House Education Committee. Linda is a former physical education teacher who retired from Kearsarge Regional High School in 2004, where she was department chair, as well as an adjunct professor at Colby-Sawyer College in New London. Linda is passionate about supporting education issues in schools and this past year provided support as an educator to help pass HB 719.

Kathy Barth BSN, RN, NCSN is the currently the President of the New Hampshire School Nurses' Association.

Rose Meadow Group (RMG) is seeking LPN's or Registered Nurses who are looking to make a positive impact on the quality of the lives of our residents.

Beyond holding the applicable licensure, our ideal candidates will possess a strong caregiver instinct, a desire to provide care in a smaller setting where they can truly get to know and understand the needs of our residents, and a sincere willingness to support the needs of our program.

Positions can be filled on either a part-time (24 hours/week) or full-time (32 hours/week) basis

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RMG will consider alternate, 12-hour shift option (7pm to 7am) for interested applicants

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NCLEX Reconsidered Focus on Pediatrics

Ed Note: Where it has been a year or years since you too the NCLEX (AKA "Boards"), how well would you do now?



I PASSED THE NCLEX-RN

- Which of the following pediatric client is in need of emergent intervention?
 - Five year old presenting with a protruding tongue and drooling
 - 10 year old with obvious deformity of the right arm
 - Nausea, vomiting and diarrhea of a 13 year old
 - Fussy five month old
- A couple has brought their 7-year-old child in for a routine pediatric physical. The parents are concerned because their son seems much shorter when compared to his peers. Which component of the assessment is most important to include when identifying growth problems with this patient?
 - The patient's sleep habits
 - Whether the patient is exposed to secondhand smoke
 - Whether the patient has a history of allergies
 - The patient's nutrition status and fluid intake
- A nurse is giving a liquid medication to a two month old baby in the pediatrics unit. Which intervention is most appropriate to consider when giving medicine to a child this age?
 - Be firm when administering the medication or the child will not cooperate
 - Ask the parents to hold the child down to administer the medication
 - Hold the child and talk in soothing tones while giving the medication
 - Explain to the child what the medication is for and why it is important
- A pediatric nurse has floated to the NICU where the provider has ordered a dose of intravenous caffeine for a newborn baby who was born four weeks prematurely. What is the desired outcome of the caffeine? (Select all that apply)
 - Weight gain by accumulating brown fat
 - Maintain alertness during feeding
 - Maintain blood pressure at normal levels
 - Reduces instances of infant apnea
 - Increase ventilator weaning
- The provider orders a 10 year old patient with cystic fibrosis to use a positive expiratory pressure (PEP) device to help with airway clearance. As the nurse you will provide education to the patient and family on which device?
 - Incentive spirometer
 - Bipap mask
 - Peak flow meter
 - Flutter valve

Answers on page 13

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Invitation for Research



Ed Note: The Nursing News occasionally receives requests from researchers to solicit study subjects or participants. All studies must demonstrate evidence of Institutional Review Board approval.

My name is Larry Masterson and I am Doctor of Health Sciences student (2020) at A.T. Still University. I am requesting participants complete a confidential online survey for my applied research project (ARP), the Psychoeconomic Effects on Providers in Response to Nonparticipatory Out-of-Court Settlements. The purpose of the study is to determine if non-participation in out-of-court medical malpractice settlements affects the severity depression, anxiety, relationship failure, hopelessness, haplessness, and suicidal ideation, and determine if non-participation in out-of-court settlements adversely affect professional status and income. The online survey will require approximately 10 minutes to complete.

For confidentiality purposes, participants will be assigned a randomly generated code that will allow access to the online survey. All correspondence between a participant and researcher will be encrypted. Participant identifiers will not be documented in the final study report. Because the

survey is asking personal questions about mental health, professional reputation damages, and financial losses, there is a risk to participants of re-experiencing emotions associated to the original malpractice case and psychological pain and suffering.

If you have questions regarding participation in the survey, confidentiality, or are not satisfied with the manner in which this study is conducted, you may report your concerns to the researcher via the secure email address, mmsresearch@outlook.com, or Dr. Jeffery Alexander, A.T. Still University, JAlexander@atsu.edu, or (480) 219-6039.

Thank you for your contribution to this important study of the psychological and economic responses to non-participation in out-of-court medical malpractice settlements.

We are inviting you to join a nursing Community of Practice study to discuss the scope and value of nursing contributions role in team-based primary care practices. Our plan is to meet monthly, virtually, using audio conferencing during the lunch hour. Our goals are to share experiences about current primary care nursing roles and responsibilities, showcase best practices of nursing contributions to team-based patient care, identify barriers to utilization of nurses in team-based care, brainstorm innovative approaches, and make recommendations for maximizing the contributions of nurses in primary care.

The topics for each session will be determined by nurses working in primary care. To date we have discussed the nursing role in medication reconciliation and nursing models of care with the Medicare Annual Wellness Visit. We look forward to your unique contributions to patient care. At the completion of each

call, you will be asked to complete a short survey as to the value of the discussion and how we can improve the structure of the calls. At the end of the one-year pilot, we will conduct a phone interview with you about your experience if you are willing. We hope the data will show the value of a nursing Community of Practice in team-based primary care. You do not need to participate in the survey or interview to join the calls.

This study is conducted by the University of New Hampshire and the Dartmouth COOP Primary Care Research Network. If you are interested, please contact Joyce Cappiello at joyce.cappiello@unh.edu for the call-in information. Please join us for our next call on January 29, 12:15-1 pm.

Joyce Cappiello PhD, NP, Nursing Faculty, University of New Hampshire, Maureen Boardman NP, Dartmouth CO-OP Primary Care Research Network, Peter DiMili, Research Project Manager at Dartmouth CO-OP Primary Care Research Network, Amanda St. Ivany PhD, RN, Department of Community Medicine, Geisel School of Medicine at Dartmouth

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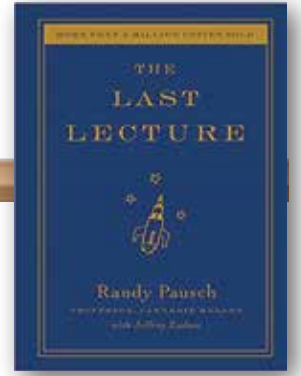
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From the Bookshelf



The Last Lecture

By: Randy Pausch | Hyperion Publ, 2008; ISBN-10: 9781401323257

Review by Anita Pavlidis, RN, MSN

Carnegie Mellon University is known for its last lecture series, in which professors are invited to give a talk where they consider their demise and ruminate on what matters most to them, essentially answering those very questions. What wisdom would we impart to the world if we knew it was our last chance? If we had to vanish tomorrow, what would we want as our legacy? Randy Pausch was one of those professors and this book was his last lecture.

When Randy Pausch, was asked to give such a lecture, he didn't have to imagine it as his last, since he had recently been diagnosed with terminal cancer. But the lecture he gave, 'Really Achieving Your Childhood Dreams,' wasn't about dying. It was about the importance of overcoming obstacles, of enabling the dreams of others, of seizing every

moment (because time is all you have and you may find one day that you have less than you think).

In this book, Randy Pausch has combined the humor, inspiration, and intelligence that made his lecture such a phenomenon. This book is emotionally charged and to some, spiritually powerful. The author is exploring territory that we all face, but he was at the edge of existence when he put this together.

Much has been written about this book and it is worth the time to read and reflect on life choices. Although it has some good life lessons that are not revolutionary but do need repeating from time to time, this book is not well written and does not provide any depth analysis of his philosophy. The book is written in short chapters, three to four pages each, which provides a good time to stop and reflect on the chapter.

Some of his more notable quotes provide opportunity for reflection and discussion.

"The brick walls are there for a reason. The brick walls are not there to keep us out. The brick walls are there to give us a chance to show how badly we want something. Because the brick walls are there to stop the people who don't want it badly enough. They're there to stop the other people."

"We cannot change the cards we are dealt, just how we play the hand."

Read it, discuss it, share it!

Anita Pavlidis, RN, MSN was the former Director of Nursing at the NHTI, Concord's Community College and Program Specialist at the New Hampshire Board of Nursing.



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Night Shift

**Debra Rhinewalt, BSN, CHPN,
Director, Council on Nursing Practice**

Reprinted with permission from Mississippi RN, December, 2019

What if you were: age 51, a newly licensed RN, first job assignment was in ICU, working a 7 p.m. to 7 a.m. 12-hour shift, and this was the first time working nights.

Well folks, that was me eleven years ago. Being a newly licensed RN was very exciting and the ICU assignment was overwhelmingly frightening; therefore, I never even thought what working nights might mean.

My family and friends were horrified that I was going to be working "shift work" ("at my age," I'm sure they were thinking). Shift work is work that takes place on a schedule outside the traditional 9 a.m. to 5 p.m. day. Shift work may involve evening or night shifts, early morning shifts or even rotating between these two shifts.

It is vital in many industries. The majority of professions that participate in shift work are in the service industry, such as: policemen, firemen, healthcare workers, and transportation. These are areas that require 24-hour availability.

There are a variety of reasons people work shift work: allows for better arrangements for family or childcare, personal preference, "nature of the job," or simply the only option available. Being a new nurse in a facility almost always guarantees you a night shift position; it is said "we have to pay our dues." So is shift work a punishment or privilege? I guess that can best be answered by each individual.



Debra Rhinewalt

MANAGEMENT MINUTE



Health care conflicts exist and are inevitable: nurse to nurse, nurse to provider, nurse to patient, and provider to patient. Resolving conflict decreases workplace stress, can provide opportunities for change, and improve communication. Frequently when presented with a conflict, knowing what to say is challenging. Conflict management is a required skill for all nurse managers and leaders. These twelve statements should be in a manager's tool box.

- 1. I sense that you're feeling emotional about this topic. Is that right?**
 - Sometimes to break tension you need to label the emotion.
- 2. Let's take a breather before we think this through.**
 - Sometimes the best thing to do is to take a break.
- 3. Thank you for your candor—I appreciate your feedback.**
 - The best way to resolve conflict is to remain open to all feedback
- 4. I recognize your efforts and hard work.**
 - Helping people feel appreciated and valued can establish a positive connection and help open up common ground.
- 5. Let's work on this problem and fix it together.**
 - It shows that you about building and maintaining a spirit of collaboration.
- 6. Tell me more — I want to understand.**
 - It doesn't mean you have to agree, just that you are willing to hear them out.
- 7. Let's see what we can do to make sure it doesn't happen again.**
 - When you express concern for the work without placing blame, you shift the discussion from a defensive back-and-forth to a prevention-focused exploration.
- 8. What can we do to change the situation?**
 - Using we signals collaboration instead of hierarchy and problem-solving instead of finger-pointing.
- 9. Yes, you're completely right.**
 - Find something you can agree on together so you can start the conversation.
- 10. I wasn't aware of this — tell me more.**
 - Stating your ignorance is sometimes a good place to begin defusing a situation.
- 11. I am with you on that.**
 - If you let people know you are with them, you can not only resolve the current situation more readily but also avoid future confrontations.
- 12. How can I support you?**
 - It eases stress, defuses conflicts and sets a positive tone for relationships.

Adopted from Lolly Daskal, author of *The Leadership Gap: What Gets Between You and Your Greatness*

Becoming a nurse was a life-long dream and I simply felt privileged to fulfill the dream. It was just my husband and me, both our sons were grown and in college. My husband willingly offered to step up and take on many of my responsibilities at home, which I must say he did very well!

I could give you a list of the pros and cons from scientific research, but I would rather tell you what I experienced and how I chose to "accentuate the positives and worked to eliminate the negatives" as the Bing Crosby song goes.

Actually one of the first things I did was to give myself a head start. If you are able, about a week before you start your job, try the new schedule at home. You will be able to see when you will need to wake up, how long it will take to prepare for work, and how long the drive will take. If you have children to get ready for school, try a couple of "dry runs" and be sure to assign your children age appropriate duties such as dressing themselves or preparing lunches and snacks. If you have a spouse or other drivers in your family, check your schedules to see where they may line up. Be sure to make a point of having family time to have a meal or talk together; personal time is also important. These practice runs will help you budget your time successfully.

Acquiring restful sleep was one of my biggest challenges, but I knew I had to make my sleep schedule feel as normal as possible. Waking up when the sun went down and going to sleep when the sun comes up had not ever been my normal pattern. Well, maybe as a teenager, but that's been quite some time!

Light was my biggest enemy; it took some time but I finally found a "black-out" shade that really worked. I had to learn to turn off the TV or any noise creating device. I bought a sound machine which really worked wonders. I learned to make this work, I had to silence my phone and allow all my calls to be forwarded to voicemail.

Shift work can result in weight gain. It is a scientific fact, which I said I wasn't going to talk about BUT I must have a valid reason for gaining weight. Switching sleep schedules can interrupt your natural circadian clock (human body's natural, internal inclination to follow a 24-hour cycle), which research has shown can impact everything from insomnia to weight gain—hence my reason for gaining weight. Because I am quite sure the wonderful pot lucks or the late-night visits to pick up fast-food had nothing at all to do with it! I would recommend that you take healthy snacks that are easy to access and eat - especially when you are pressed for time.

It is difficult on your days off. Some night-shift nurses try to keep the same wake hours and bedtime on their days off, so their body doesn't have to keep readjusting. I found that adjustments could be made for family time and I tried to have an "almost normal" schedule when I wasn't working.

I was fortunate to have a "dream schedule" where I worked 40 hours a week, which included only one weekend and once a month I had seven days off in a row. It was a great schedule. It was like a "free" week of PTO every month. Honestly, the first day off, I usually spent as a "catch-up" day. Everyone does not have that luxury and many rotate between shifts, which I think requires even more work to ensure you get the rest that you need. No matter your shift schedule, you have to find what works for you and your family!



New Hampshire Nurses Association

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Answers to NCLEX Reconsidered from page 10

1. A 2. D 3. C 4. D/E 5. D

WELCOME NEW and RETURNING NHNA MEMBERS!

NHNA welcomes these new and returning members. Thank you!!!

NHNA welcomes these new and returning members. Thank you!!! What do these 67 nurses and over 1,100 NHNA members know that you don't? If you are not a member ask your neighbor on this list why they joined! Go to nhnurses.org where joining is easy and one of the best professional values for your money! We want to see your name here in the next issue of the *NH Nursing NEWS!*

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MONEY CPR

HELP, It's an Emergency!

Shawn Harrell, MS, RN

Reprinted with permission from *Arizona Nurse*, May 2017



Shawn Harrell

A 2016 report from www.bankrate.com stated that over 66 million Americans have no emergency savings. None, zip, nada. An emergency fund is defined as enough liquid cash to cover routine living expenses. Most financial advisors recommend a minimum 3 month fund. Some advise at least a 7 month fund. According to the Bureau of Labor Statistics, www.bls.gov, the average annual hourly rate for an RN in Arizona was \$34.51 in 2015, the last year of complete data. With the help of easily available websites and my crude calculations, I figured the average Arizona nurse, single and not a home owner, brings home about \$50,790 after taxes a year. That hypothetical nurse should have around \$12,500 saved in an emergency fund, very liquid and able to be accessed any time without penalties.

To determine your after tax monthly income, your pay stub is the best place to start. Remember, in case of an

emergency, you would not be making contributions to 401K plans or other automatic routine savings plans. However, you *would* want to have health insurance, especially if the cause of the emergency were due to illness, so count those dollars as after tax income. Now multiply that amount by 3 to determine the minimum amount you should have in an emergency fund. Ok, that's one way to figure what you need for an emergency fund. Another way is to add up your monthly expenses. That should be easy if you are working from a budget. If not, go back through the last 2 or 3 months' expenses. Remember, you are looking for monthly necessities. If you lost your job you wouldn't be taking a vacation, buying new clothes, or spending money on entertainment. You're looking at rent/mortgage, insurance, car expenses, utilities, food, healthcare expenses, and consumer credit bills. You may be able to negotiate consumer credit or school loan bills for lower monthly payments, but for planning, consider them a bill due. Take the monthly total of these expenses and multiple by 3. Remember, 3 months is the absolute minimum you need.

How are you doing? Are you average, above average, or in trouble? Is the amount you calculated for an emergency fund too darn big to contemplate? Start with a \$1,000 goal. If you need to start or pad that emergency fund, here are some tried and true ideas to help.

- Treat the building of an emergency fund like a bill. Contribute to it every month.
- Use a budget. If you don't have a budget, get on line and find the many helps there are to create a budget.
- Save money on food by using the store's loyalty card. If you don't like carrying around a card, most stores allow you to use a phone number. Several stores also offer discounts on gas for using their loyalty cards. Look at unit price to determine which packaging or sale price is better. Sometimes the results will surprise you. Take your lunch to work. Just that alone could start an emergency fund. Trent Hamm of The Simple Dollar, www.thesimpledollar.com, did some pretty impressive home grown research and concluded that while lunch costs something whether you buy out or bring it with you, on average, brown bag lunches save \$6.35 a day. That's \$127 a month!
- Cut back on unnecessary frivolous spending. Do you really need to stop for that skinny vanilla latte? Are you eating out, not for enjoyment, but because you are just too tired to cook? There are whole books and websites to help you make food shopping more efficient and meal planning and preparation more fun with less expensive, healthier meals for yourself and your family. Make eating out a planned treat.

Whatever strategy you decide to use, be sure to start that emergency fund on the best day possible, today!



New Member Profile: *Matthew Kitsis*

My name is Matthew Kitsis, and I have been a nurse since 2014. I have lived in New Hampshire my entire life, grew up in Bedford and now live in Bow. I graduated from UNH in 2010 with a Bachelor's in Health Management and Policy and started my career as an administrative assistant in the Anesthesia Department at Massachusetts Eye and Ear Infirmary. In 2012, I enrolled in an accelerated BSN program at Massachusetts College of Pharmacy and Health Sciences University and graduated in 2013. I am currently enrolled in Franklin Pierce's MSN Leadership program. I started my first nursing job at Dartmouth-Hitchcock Medical Center, on their inpatient cardiac floor, and transitioned into Cardiovascular Critical Care. At the end of 2015, I accepted a position as the Nurse Supervisor of the Primary Care/Urgent Care Clinic at DH-Concord and was recently promoted to Sr. Practice Manager and Ambulatory Nurse Practice Lead for the division. I met my future wife the night that I found out I was accepted into nursing school, she happened to be an oncology nurse, so naturally we had a lot to talk about.

Why did you become a nurse?

My first job after UNH gave me great exposure to the hospital setting. Being one of only three non-clinical support staff in the department, I spent a good amount of time down in the OR/PACU helping out providers. After shadowing a few cases with the CRNAs, I knew that I wanted to get more of a clinical background and provide patient care. I passed the NCLEX and worked in the unit for a while, but I then realized that by combining my management degree with my newly acquired clinical skills, I had to opportunity to provide a unique perspective. I enjoy taking care of patients, being there for them when they are most vulnerable. Unlike many nurses, including my wife, I didn't know I always wanted to be a nurse, but taking care of people comes naturally. I couldn't be happier to work in a profession I feel passionate about and one in which I can truly make a difference.

What has been your biggest challenge in nursing?

The biggest challenge in nursing for me was integrating behavioral/mental health into primary care. New Hampshire has made great strides in taking care of our mental health patients but nationally we are a little behind. The clinic I practice in was lucky enough to be part of the Integrated Delivery Network and consequently received two behavior health counselors and a resource specialist. Additionally, one of the clinic's family nurse practitioners went

back to school for her psychiatric certification. In the past, the providers and nurses would refer patients who needed a higher level of care out to a specialist, but now we had the ability to see them in-house. Unfortunately, this new service came with a lot of stigma and uncertainty. It took a lot of coaching and education sessions with the staff to help them feel comfortable talking to patients with certain diagnoses, even though they had been their patients for years. The opioid crisis and lack of mental health services in the state will continue to be a challenge, but the more nurses educate themselves the better off we will be as a community.

What has been your biggest success?

My biggest success also comes from my leadership role. As a direct patient nurse I had many amazing encounters with patients I will never forget. Entering a leadership role has given me the opportunity to make a difference on so many different levels. I was lucky enough to rehire an amazing employee who was in the process of finishing her MSN in education. At the time, the clinic had only one nurse educator, who was responsible for over 300 nurses and it was obvious that there was a need for more. Getting a new non-revenue generating position can be extremely difficult, through constant advocating to senior leadership and frequently encouraging this nurse to stay within the organization, it all paid off. This nurse is the happiest she has ever been and she has been a catalyst in making sure all nurses receive the education they need to be successful. Even though I played a very small part in all of this, I couldn't be prouder of her and the work that she is doing. She sets a great example to every nurse in the organization and encourages each nurse to be the best they can be for their patients.

What advice would you give new nursing graduates?

My advice to any new graduate nurse is to never stop learning. If you are lucky enough to work in an organization that has a new graduate residency program, take full advantage of it. Work hard, ask questions, join nursing practice committees and don't be afraid to share with your leadership team your career goals. There are endless possibilities in this profession, and if you want to be a great nurse, you have to put in the time and effort. Nursing is not easy, and there may be times you question why you do it. Remember that every shift you have the chance to make a positive impact in someone's life. There is no better feeling than patient coming back weeks after

you take care of them, thanking you for all you did.

Why is membership in NHNA important?

Nursing is the largest profession in the healthcare industry. As a group, we have a very powerful voice in making change. NHNA membership is a great way to network with nurses who you would never meet and a great way to stay up to date with the most current literature. This membership provides a great platform to have your voice heard by policy makers who can make a huge difference in the care patients receive.



Matt Kitsis and his wife Kelly

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Katie-Marie Pawlowski, RN-BC, MSN, manager of care management at Alice Peck Day Hospital, recently participated in a test development panel meeting at the ANCC/American Nurses Association headquarters in Silver Spring, Maryland. The panel was comprised of select nurse experts from across the country and were tasked with evaluating the current board examination for Nursing Case Management by the American Nurses Credentialing Center's (ANCC). Pawlowski holds a seat on this panel for the next three years. Pawlowski holds an associate's degree at Community College of Rhode Island, and her Bachelors and Masters in Nursing at Chamberlain University. She holds a national board certification through the ANCC, and is currently working towards her Doctorate of Nursing Practice.

clinicians and staff who provide a broad array of services, including Home Care, Hospice Care, Palliative Care, Pediatric & Maternal Child Health and Personal Home Service, to more than 6,500 New Hampshire residents of all ages each year. Concord Regional VNA also offers Wellness programs to help people maintain their health, wellbeing and independence.



Marie Morency, RN celebrated 50 years as a Registered Nurse. To celebrate, she wore her original nurse's cap to work this week which drew congratulations from staff and residents at Langdon Place of Dover. She has worked at Langdon Place of Dover for 19 years. Marie graduated in May 1969 from Sacred Heart

Hospital School of Nursing in Manchester, NH. During her career, she has worked in Surgery, Intensive Care Unit, Emergency Department, Rehab and as a Director of Nursing. At Langdon Place of Dover, Marie was Staff Development Director for eight years, Director of Nursing for three years and has been a staff nurse for seven years on the TCU (Skilled) and Assisted Living/Memory Units.

Patti Roncone RN, BSN presented a poster at the October, 2019 American Nurses Association Magnet Conference in Orlando Florida. Roncone is the clinical educator for the NICU at Southern New Hampshire Medical Center and presented "Nurse Driven Hypoglycemia Algorithm Decreases NICU Admissions."

Drs. Raelene Shippee-Rice and Sue Fetzer presented papers on "Clinical Decision Making," and Nursing Education in the United States to an International Meeting held in St. Petersburg, Russia in November 2019 held at the Medical University of St. Petersburg. Also presenting were speakers from Iceland and Finland.



The **Concord Regional Visiting Nurse Association** marked its 120th anniversary on October 29, 2019 with a video, photos and a replica of the agency's signature 1968 blue Volkswagen Bug once used by nursing staff. Concord Regional VNA was incorporated in 1899 as the not-for-profit "Concord District Nursing Association" to establish and maintain a system of district nursing in Concord, NH. In 1913, the organization expanded its service area to Penacook. Today, Concord Regional VNA is the state's largest home health and hospice provider, serving the residents of 44 communities in New Hampshire. The agency employs more than 400 dedicated, highly-skilled

If you are ready for a change or a new challenge, we invite you to explore our current Nursing Opportunities.

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Use your Voice – Complete a NH Workforce Survey

You are invited to participate in a research project conducted by Lisa A. Mistler MD, Assistant Professor of Psychiatry from the Geisel School of Medicine at Dartmouth and Pam DiNapoli PhD, Associate Professor of Nursing at the University of New Hampshire. The project is called, "A survey of healthcare workplace violence in New Hampshire" and consists of an anonymous questionnaire about your experiences of violence directed toward you in healthcare settings by patients, family, and visitors.

The purpose of this study is to explore healthcare workers' experiences of violence and the frequency and variety of violent acts in New Hampshire healthcare settings. Violence from patients, family members, and visitors is a recognized problem in the healthcare workplace, but this type of violence often goes unreported. The aims of this survey include determining the prevalence of violence, exploring staff experiences of violence, and identifying reporting mechanisms and training to protect New Hampshire healthcare workers.

If you would like to participate please follow the link to the anonymous RedCap Survey <https://redcap.dartmouth.edu/surveys/?s=RE4C8JHJLF>

Thank you in advance

Pam DiNapoli, PhD, RN, CNL

Chair Commission on Government Affairs

ALSO IN THE NEWS...

Littleton Regional Healthcare and North Country Healthcare announced that they have mutually agreed to Littleton Regional Healthcare's withdrawal from its affiliation with North Country Healthcare effective as of September 30, 2019. As of that date, Littleton Regional Healthcare became an independent hospital and North Country Healthcare continues to operate a multi-hospital system including Weeks Medical Center, Androscoggin Valley Hospital, and Upper Connecticut Valley Hospital.

Exeter Health Resources, Wentworth-Douglass Hospital and Massachusetts General Hospital were advised in mid-September by New Hampshire Attorney General, Gordon MacDonald that his Office plans to formally object to the proposed affiliation between the entities based on antitrust concerns identified as part of the Attorney General's initial review of the transaction. In a meeting with the hospitals, the Attorney General made it clear that his Office is continuing the investigation.



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HUMOR ME

Regularly exercising our sense of humor improves resiliency, positivity and balances anti-negativity. Laughter may not solve problems but can change your chemistry allowing you to face them anew. In this issue we present one-liners from would-be philosophers. Submissions are welcome.



The children were lined up in the cafeteria of a Catholic elementary school for lunch. At the head of the table was a large pile of apples. The nun made a note, and posted on the apple tray: 'Take only ONE. God is watching.' Moving further along the lunch line, at the other end of the table was a large pile of chocolate chip cookies. A child had written a note, 'Take all you want. God is watching the apples...'



A teacher was giving a lesson on the circulation of the blood. Trying to make the matter clearer, she said, 'Now, class, if I stood on my head, the blood, as you know, would run into it, and I would turn red in the face.' 'Yes,' the class said. 'Then why is it that while I am standing upright in the ordinary position the blood doesn't run into my feet?' A little fellow shouted, 'Cause your feet aren't empty.'



The children had all been photographed, and the teacher was trying to persuade them each to buy a copy of the group picture. 'Just think how nice it will be to look at it when you are all grown up and say, 'There's Jennifer, she's a lawyer,' or 'That's Michael, He's a doctor.' A small voice at the back of the room rang out, 'And there's the teacher, she's dead.'



A Sunday school teacher was discussing the Ten Commandments with her five and six year olds. After explaining the commandment to 'honour' thy Father and thy Mother, she asked, 'Is there a commandment that teaches us how to treat our brothers and sisters?' From the back, one little boy (the oldest of a family) answered, 'Thou shall not kill.'



A little girl was talking to her teacher about whales. The teacher said it was physically impossible for a whale to swallow a human because even though it was a very large mammal its throat was very small. The little girl stated that Jonah was swallowed by a whale. Irritated, the teacher reiterated that a whale could not swallow a human; it was physically impossible. The little girl said, 'When I get to heaven I will ask Jonah.' The teacher asked, 'What if Jonah went to hell?' The little girl replied, 'Then you ask him.'



A soccer coach was teaching soccer to children. "When you are trying to score a goal, kick the ball with the laces of your shoes." A four year old player: "Umm, we are in preschool. Dere's only belcro (Velcro) walking around here."



A mom told her children that they were no longer saying "shut-up" because it sounds mean and could hurt people's feelings. Later, when her nine year old daughter was talking, her six year old brother couldn't take it anymore and said "Silence, you peasant."

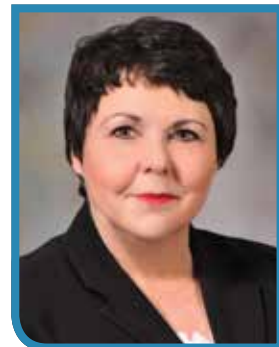
NURSES

ON THE MOVE



Anne Tyrol, RN, MSN, has joined Alice Peck Day Memorial Hospital (APD) as Associate Chief Nursing Officer. Tyrol was previously at Concord Hospital where she was the director of emergency services. She also spent two years as the Nurse Manager of the emergency department at Concord Hospital and over 10 years in various nursing roles in Maine and California. Tyrol earned her Bachelor of Science at the University of New Hampshire, in Durham, New Hampshire; her Associate Degree in Nursing at Central Maine Medical Center School of Nursing in Lewiston, Maine; and is currently pursuing a dual degree masters in nursing and health care administration at Saint Joseph's College of Maine in Standish.

Wilma Hyde, APRN, has joined the Child Development Team and the Children's Hospital at Dartmouth (CHaD) to provide care for medically complex patients. Hdye moves to CHaD after 23 years of pediatric practice at the Plymouth Pediatric and Adolescent Medicine group.



Lucille (Lu) Mulla, RN MN, was feted with a retirement party by friends and colleagues at Catholic Medical Center, culminating 48 years of nursing. Mulla retired from the position at CMC she has held for 14 years as Vice President of Clinical and Emergency Services. Her past positions at CMC have also included Director of Education and Administrative Director for Nursing Systems.



Project Echo Update

The mission of the Project ECHO is to design and implement a regional network of telehealth services using the Project ECHO model to improve access, care delivery, outcomes and health for Northern New Englanders residing in Maine, New Hampshire and Vermont. The Project ECHO NNE Network supports providers and patients to work effectively together to manage common, emerging and complex conditions safely, effectively and compassionately."

The UNH ECHO Hub is continuing to offer the Partnership for Academic-Clinical Telepractice Medications for Addiction Treatment ECHO and will launch the second cohort beginning February 2020.

A new project will be launched in winter 2020. The New Hampshire Pediatric Improvement Partnership (NH PIP), in partnership with the NH Department of Health and Human Services (NH DHHS) and funding from HRSA, is launching the New Hampshire Mental Health Care Access in Pediatrics (NH MCAP) project to provide pediatric providers an opportunity to increase knowledge and capacity to treat mental health concerns of patients through the ECHO model. The NH MCAP will have three cohorts over the next three years. Cohorts will meet for 1.5 hours monthly for 10 sessions. The first cohort will begin in winter of 2020 and will focus on anxiety and depression. Up to 15 practice may participate. Participants will also have access to a limited teleconsult service with the ECHO panel experts and a state and local behavioral health referral directory. Interested NH pediatric and family practices may contact Devan Quinn at devan.quinn@unh.edu for more information.

Question: Is it within an LNA Scope of Practice to vent a G-Tube?

BON: No, it is not in the LNA Scope of Practice (June, 2019)



In the September 2019 meeting the Board of Nursing affirmed that registered nurse programs shall provide a minimum of 1080 hours of nursing classroom instruction and concurrent clinical practice offering students the opportunity to care for individuals, families, groups and communities during various developmental stages who are experiencing physiological, or psychosocial, or environmental disruptions.

Humanitarian Healthcare Missions 101

Jean Proehl

Nurses, by their very nature, want to help others and many seek ways to use their knowledge and skill to help people in low- and middle-income countries (LMICs). "I've always wanted to do that," is a common response when healthcare providers hear about my ongoing volunteer work in Uganda. Further discussion usually reveals a limited understanding of the work and idealized visions of white people "saving" non-white people from disease and death in LMICs. This is mind set is known as the "White Savior Complex" (Guarino, 2018). The reality is that humanitarian missions can easily do more harm than good by disrupting local patterns of behavior, creating dependency, and fostering the belief that people in LMICs cannot "save" themselves. However, there are ways to make a positive and sustainable impact and there are many people who can benefit from your knowledge and skill.

»**Choose the right type of mission.** If you are drawn to disaster relief, there are several organizations specializing in disaster response. These tend to be short-term, unscheduled deployments to areas with little to no surviving healthcare infrastructure. Short term missions, two to three weeks, to areas with inadequate healthcare resources are often the best fit for those who have employment and family obligations. Longer term missions or assignments, 6-12 months, are typical for groups with a sustained presence (i.e., clinics or hospitals) in the regions they serve.

»**Choose the right organization.** Do the organization's activities and values align with your values and beliefs? Many aid organizations are faith-based and include an element of proselytizing which may or may not appeal to you. Ensure that the organization adheres to ethical principles. This includes allowing practice only within the scope of your education and license, collaboration with local healthcare entities, appropriate vetting and preparation of team members, and knowledgeable team leadership. Ask for references from previous volunteers and query the experience level of the team leader.

»**Choose the right team.** What are the team's goals? How large will the team be? The degree of personal hardship may also be a factor in your decision. What type of accommodations will you have (i.e., camping, hotel, local homes, churches, schools)? What will the weather be like? Will you be at an extreme altitude? Will you have access to flushing toilets, running water, electricity, and wifi? How is in country travel accomplished (i.e., buses, hiking, airplanes)?

»**Prepare yourself.** Personal preparation usually includes vaccinations, malaria or high-altitude prophylaxis, passports, visas, and insurance. The Centers for Disease Control and U.S. State Department websites are an excellent source of this information. Pack wisely and look to your team leader for specific information about what you should and should not bring. Clothing that you can wash out in a sink and hang to dry overnight is a must. Snacks, especially high protein, are helpful even if you think you can eat "anything" because local food options are likely to be limited. A water bottle and a way to purify water are also essential.

»**Educate yourself.** The team leader should provide basic information about the area you are visiting but you should take it upon yourself to learn about more the area including common illnesses and causes of death and disability. Read up on the history of the country. Often violent circumstances such as war, military coup, or genocide have shaped the country and influenced the people. Learn about the possible downsides of humanitarian missions and what constitutes ethical practice (Lasker, 2016; Poverty, Inc, 2014).

»**Provide evidence-based care and education.** Avoid unnecessary complexity and medications when possible. Education is more valuable than pills in many cases, e.g. teaching back stretching exercises will confer much more long-term benefit than a bag of ibuprofen tablets and, without the risk of renal damage. Think about what happens next, do they need a referral to a local facility for follow up care? Can they pay for that care? What if they have an adverse reaction to a medication?

»**Collaborate with local healthcare providers.** Local providers have invaluable knowledge and insight about local diseases, treatments, and social norms – learn from them. Provide education for healthcare providers in the community but first find out about current practices and resources, they may be better educated than you expect. An excellent educational resource is the World Health Organization's (WHO) freely available course, *Basic Emergency Care* (2018). The content was developed in conjunction with healthcare workers in LMICs specifically for low-resource settings and has been piloted in several countries.

»**Maintain situational awareness.** Team safety is paramount. In an LMIC, you are seen as enormously wealthy and can become the target of crimes ranging from theft to kidnapping. Stay with the group and follow the instructions from your team leader and host. Don't draw attention to yourself with loud conversations or laughter. Don't display wads of cash, expensive jewelry, or electronics. You will stand out despite your efforts to blend in so try not to draw attention to yourself.

»**Comport yourself with humility.** Remember, you are a guest. Do not assume that you know more or better than the people you are serving. They were surviving before your arrival and will continue to do so after you depart. Your goal is to help them improve their quality of life in ways that are meaningful to them. Listen to what they have to say and observe their daily activities. Offer information and advice that is reasonable and feasible in their setting. Ask them what you can do to help instead of assuming you know what they need.

»**Cultivate patience and flexibility.** Manage your expectations and accept that you may not be able to accomplish everything you want in one day or even one trip. Attitudes toward timeliness are often very different in LMICs. Impatience can easily be interpreted as rudeness or criticism. The plan for the day may change many times based on circumstances outside the control of the host and team leader.

»**Take care of yourself.** Humanitarian work can be physically, mentally, and emotionally exhausting. Stamina is essential. Eat, drink, and rest so that you do not become a patient yourself. Moral distress can be crippling so debrief with your team regularly. Disaster triage principles often apply in that you must choose to do the most good for the



greatest number of people with the limited resource at hand. Remember, you can do *anything*, but you can't do *everything*. When you come home, you may experience re-entry phenomena including anger, guilt, and even post-traumatic stress disorder. Talking with teammates and others who have done similar work can help you work through these feelings.

»**Or, stay home.** After reading this article you may realize that this type of work is not for you and that's okay. The money you would spend to go on a mission is significant and can be used to support the work of others. Research aid organizations and donate money to charities that practice ethically and share your values and priorities. And, look for opportunities to volunteer locally at a free clinic, soup kitchen, or shelter. As they say, charity begins at home.

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Jean A. Proehl, RN, MN, CEN, CPEN, TCRN, FAEN, FAAN has over 38 years of emergency nursing, has served as President of the Emergency Nurses Association and is an editor for the *Advanced Emergency Nursing Journal*. She offers consultation to emergency services nationwide and practices as a per diem nurse at DNHMC. She is a frequent contributor to the *Nursing News*.



Education is more important than pills. (Photo used by permission of Jean Proehl)



Jean Proehl with the nurse manager of the local clinic, collaborating for both patient care and community education. (Photo used by permission of Jean Proehl)



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Can Mindful Meditation Alleviate Burnout?

Justin Fontenot, MSN, RN

Reprinted with permission from *The Pelican News*
October 2019

The unforgettable call bell alarm, the insistent ringing of the phone, a faint bed alarm with the associated sinking feeling of a possible patient fall, the new admit, 214 needs her pain medication, 218 needs two units of packed cells, and in 230, a mother is lamenting over her son's unexpected and irreversible illness; sound familiar? It's no surprise that nurses frequently feel depleted, stressed out, and emotionally taxed, perpetuating a global peril to the health and wellbeing of nurses and threaten the collective enthusiasm of the nursing workforce. To contend with the unfavorable consequences of burnout and compassion fatigue, one must first understand the nuances of burnout and compassion fatigue and take prompt action to promote impactful vitality and overall wellbeing. Can mindful meditation enhance wellbeing and mitigate burnout?

Although commonly linked contemporaneously, burnout and compassion fatigue, diverge in various fashions (Gentry, 2018). Burnout is physical symptoms that arise among nurses who report their practice settings as demanding, stressful, and overwhelming (Gentry, 2018). Burnout does not occur instantly; instead, it is a zenith of expansive periods of susceptibility to stress (Gentry, 2018). Typical physical manifestations associated with burnout include physical exhaustion, adverse stances regarding one's role in their setting, and sometimes a dearth of concern for the patients they interact with regularly (Gentry, 2018). Compassion fatigue begins with burnout and develops as a response to prolonged exposure to patient suffering, engendering a feeling of helplessness, and inducing an onslaught of challenges (Gentry, 2018). Compassion fatigue can lend itself to unfavorable health difficulties, including anxiety, substance abuse, insomnia, and lack of concentration (Gentry, 2018). Statistically speaking, nurses who encounter burnout related illness, which comprises four out of every five nurses, remain in clinical practice indicating an overarching and commonplace quandary, indicating that nurses are not great at self-care (Gentry, 2018).

Some nurses link self-care to grand gestures of self-indulgence, such as dream vacations or elaborate spa days, often associating self-care with opportunities to spend money, which leads to frequent avoidance. In reality, self-care is the small daily gestures that afford a brief but much obliged time out, and in doing so, studies indicate that burnout and compassion fatigue slowly wains. Small periodic gestures demand less time and even require no monetary spending. Mindful meditation regularly surfaces in the literature as a technique that nurses can exercise, which takes little time, is flexible, and has promising results linked to stress and compassion fatigue mitigation. Evidence points to this concept that nurses are unable to express empathy and compassion without first being permitted to formulate self-compassion through self-care methods (Kelly & Tyson, 2017). Mindfulness-based stress reduction (MBSR) is the practice of taking mindful moments allowing thoughts to focus on the surrounding environment, which leads to relaxation and exhilaration. According to Cohen-Katz et al. (2005), who first studied nurses and MBSR, reported that after a two-part study, a statistically significant increase in mindfulness was reassuring and sustained three months following the intervention. Various other studies designate nearly the same results. Now that we know mindful meditation works, how do we incorporate this practice into our hectic lives as nurses?

Make time to practice mindful moments regularly. Use reminders on your mobile phones to keep you accountable until it becomes an everyday habit. Mindfulness is a tricky skill that warrants time and practice to gain proficiency. Use technology to aid your learning with the basics, such as applications on your mobile phone or using artificial intelligence (AI) such as the Amazon

Echo or Google Home. There are several cost-free possibilities, such as the multiplatform and free application *Headspace* and *Calm*. Take five minutes before your shift while sitting in your car or five minutes before you go to bed to practice mindful moments, to destress, detox, and watch your stress and compassion fatigue gently wither away. These small everyday practices can save your life, better your health, and fosters safe and effective patient care practice and outcomes. Your family and even your employers will thank you.

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School of Nursing News

Three new faculty joined **Colby-Sawyer University** for the 2019 Academic Year: Dr. Ann Fournier, Courtney Rogers, and Kimberly Boulanger.



Assistant Professor Ann Fournier holds a Ph.D. in nursing from Rutgers University, an M.S. in healthcare administration from New England College, an M.S.N. with a specialty in acute care from Massachusetts General Hospital Institute of Health Professions, and a B.A. in French/Spanish from Saint Anselm College.



Assistant Professor Courtney Rogers will teach Health Assessment. She earned a B.A. from the University of New Hampshire, an M.B.A. from Southern New Hampshire University, an A.D.N. from New Hampshire Technical Institute, and an M.S.N. from Franklin Pierce University.



Assistant Professor Kimberly Boulanger will teach maternal-child nursing. Boulanger earned her B.S. in nursing from Western Connecticut State University and her M.S.N. from Norwich University.

The 2019 Class of **White Mountain Community College** nursing students celebrated recently with a 100% pass rate. The nursing program also received initial national accreditation from the Accreditation Commission for Education in Nursing (ACEN) October 2019.



Standing Back Row (L to R): Amy Dorr, Theresa Harrison, Jessica Brigham, Brittany Tardiff, Lisa Crossland, Jennifer Mojica and Stacey Fitzmorris
Standing Middle Row (L to R): Davis Green, Marissa Champagne, Kimberly Raboin, Kyle Whitcomb, Amanda Harriman, Susan Beaudry and Greg Dumesnil
Seated Front Row (L to R): Sandra Harrington, Pamela Smith, Jade De Dios-Arcangelo, Tanya Santy, Sarah Hernandez and Olivia Stalaboin

In 2019, 155,426 nursing school graduates sat for the NCLEX, the pass rate for all programs was 89.11% nationwide.

Keene State College nursing program has been granted full approval by the New Hampshire Board of Nursing. Keene State was granted initial approval when it began in 2012. In 2016, it was placed on probation due to dismal NCLEX pass rates and limits set on enrollment. There are no limits on how long a program can be placed on probation. With new administration the curriculum was revised and program admission standards raised. After three years on probation, NCLEX scores improved, with 88% passing in 2018 and 100% in 2019. The baccalaureate degree program is also accredited by the Commission on Collegiate Nursing Education (CCNE).

Fifth-year **University of New Hampshire** nursing senior Shannon Murdock, a member of the UNH women's cross country team, helped the team to its seventh America East women's cross country Championship taking third overall with a time of 16:59.09. The time was Murdock's second career top-5 finish, taking runner-up honors in UNH's 2017 championship win. In addition, Murdock was honored as the women's cross country Elite-18 award winner, awarded to the event medalist with the highest GPA (3.72).

Plymouth State University nursing program has been granted full approval by the New Hampshire Board of Nursing. The baccalaureate degree program is also accredited by the Commission on Collegiate Nursing Education (CCNE).

On August 29, 2019, **Plymouth State University** celebrated a milestone in the education of its third-year nursing students with a stethoscope ceremony. Twenty-nine third-year nursing students were presented with engraved Littmann stethoscopes, marking their transition to clinical practice.



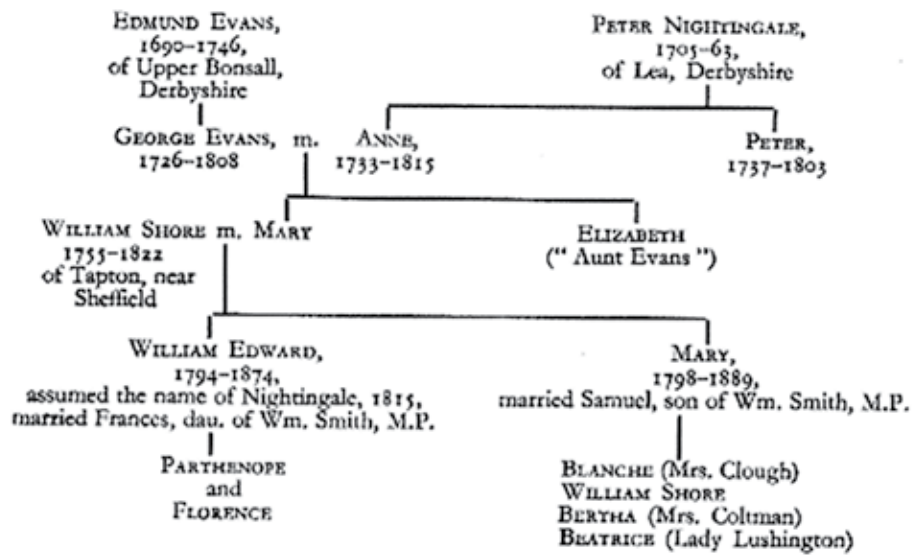
ED Note: News from nursing schools, faculty, students or alumni are welcome. Please direct submissions to office@nhnurses.org with NHNN in the subject line.

Florence Nightingale – the Childhood Years

Sue Fetzer

William Edward Shore was the only son of a banker, William Shore and his wife Mary Evans. The only son, in Victorian England, had the rights of any gentleman, specifically to inherit, unlike his wife Mary Evans Shore. But Mary Evans, the daughter of George Evans and Ann Nightingale, was key to her son's, William Edward Shore, legacy. Mary Evans's mother, Anne Nightingale Evans, had a brother, Peter Nightingale, named after his father. Peter Jr. inherited his father's wealth upon his death in 1763 and Mary's uncle, a typical Derbyshire squire and mining magnate, lived in good style at a fine old mansion in the village of Lea. However, he died a bachelor in 1803. Peter Jr. left extensive land possessions extending from the ancient Manor of Lea, including the villages of Lea, Dethick, and Holloway. In his will he specified that his closest male heir, William Edward Shore, would inherit his fortune provided William would change his name to Nightingale; the name change became official in 1815.

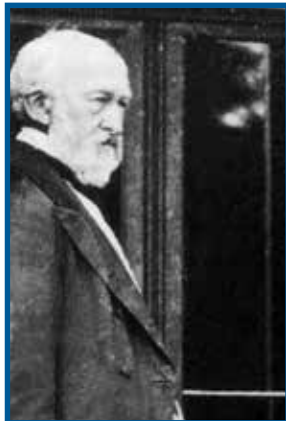
In 1818, after a proper year of engagement, the very eligible bachelor with much wealth, William Edward Nightingale (W.E.N.), married Frances "Fanny" Smith. Fanny was the daughter of William Smith and Frances Coape. Her father was active in politics, an abolitionist Whig Member of Parliament and a society lawyer. William Nightingale and his new bride Fanny embarked on an extended tour of the



Mediterranean for their honeymoon. The three year trip produced two daughters, Frances Parthenope (Parthy) and younger sister Florence. The Nightingales and their daughters returned to England in 1821 and settled into the former home of Peter Nightingale Jr., their inherited home.



William Edward Nightingale, father of Florence Nightingale.



Soon after arriving back in England, W.E.N. began plans for a new house, and in 1823 the family moves into Lea Hurst, a small 14 room manor. Lea Hurst will serve as the summer home of the Nightingale family for the next 90 years. In 1825, W.E.N. purchases Embley Park, a larger mansion house which came up for sale with 3,700 acres of land and many more rooms. It was closer to London, in the parish of Wellow, in Hampshire, where the

Nightingales could engage in the politics and social activities in the fall and winter months. Fanny hailed from a family of merchants and took pride in socializing with people of prominent standing.



Lea Hurst –Built by W.E.N. and served as the home of the Nightingales including Florence beginning in 1823



Embley Park, winter home of Florence Nightingale as a child, serves as a coeducational school today.

Florence Nightingale, born May 12, 1820 in Florence, Italy, was named after the place of her birth near the Porta Romana at Bellosguardo in the Villa Colombia. She was born into upper Victorian society to a father who inherited wealth and a mother who thrived on society events. Entertaining and being invited to important events was essential to maintain and foster Fanny Nightingale's standing in society.

The early education of Parthenope and Florence was placed in the hands of governesses, but by the ages of five and six W.E.N. determined that his daughters should be better educated. Thus, the Cambridge educated father took over the responsibility himself. Nightingale loved her lessons and had a natural ability for studying. Parthy preferred the company of her mother, learning how to run a household, polishing and counting silverware, preparing a banquet table. Under her father's influence Nightingale was provided with a classical education equal to that of boys. She studied the classics, Euclid and Aristotle. She learned German, French and Italian, and Government.



Watercolor of Florence and Parthy with their mother, circa 1822 done by Alfred Edward Chalon.

Although her parents were from a Unitarian background, both daughters were brought up as members of the Church of England and their education included Biblical studies. Religion would go on to play an important part in Nightingale's life.

William Nightingale loved mathematics and passed the interest on to Florence. After many long emotional battles, Nightingale's parents finally gave their permission and allowed her to be tutored in mathematics. Her tutors included Sylvester,

who developed the theory of invariants with Cayley. Nightingale was said to be Sylvester's most distinguished pupil. Lessons included learning arithmetic, geometry and algebra. When not involved with lessons, Florence would spend long solitary hours in her room reading and writing in her journal.

Fanny, like many women of the upper class, was involved in philanthropy, particular in their own neighborhoods. Fanny would take her daughters out to the poor and less fortunate to deliver food and clothing. Florence writes that she looked forward to these excursions and found them gratifying.

During the Victorian Era, where English women had almost no property rights, a young lady of Nightingale's social stature was expected to marry a man of means to ensure her class standing. Despite her mother's interests in promoting her daughters, Florence herself was reportedly awkward in social situations and preferred to avoid being the center of attention whenever possible. Florence was strong-willed, and often butted heads with her mother, whom she viewed as overly controlling. She would seek the company of her father or retreat to her books and journal in the solitude in her room. Despite her mother's interest in social climbing, she was particularly engrossed when she could discuss, with the older learned men of the social circle, ideas of politics, mathematics or social events.



Despite her privileged life style, as a teenager, Florence complained about what she saw as her parents' empty, shallow life. She was unhappy, and questioned the purpose of life for the upper classes. Instead of enjoying the comfort and status like other girls of her background, she took an interest in the suffering of the lost and the downtrodden. At 17 she persuaded her parents to let her travel with family friends to Rome. W.E.N. and Fanny felt that travel was preferred to her sulky, solitary lifestyle of Lea Hurst and Embley.

Florence Nightingale

Next Issue: Florence Nightingale – Rebellious Years

IN MEMORY OF OUR COLLEAGUES



The New Hampshire Nurses Association honors the memory of and acknowledges the work of deceased nurses who have graduated from New Hampshire nursing schools or who have actively practiced in New Hampshire during their career. Sharing the names and information about these nurses is one way we honor their contribution to the profession. Brief submissions are welcome.

Psych Nurse



Martha (Lepp Mulligan) Winslow, 81, died Aug. 4, 2019. She obtained a BSN in Massachusetts and practiced as a psychiatric nurse with Greater Manchester Mental Health Center for close to 24 years.

Cadet Nurse Corp



Shirley Elizabeth (Cartmill) Harper died peacefully August 9, 2019, just short of her 92nd birthday. She joined the Cadet Nurse Corp; she received her nursing training at Massachusetts General Hospital, School of Nursing. At the end of World War II, she moved to Nashua, N.H. to do private duty nursing. While there, she joined the Civil Air Patrol as a 1st Lieutenant and served as the medical officer.

SNHMC Nurse



Donna (Levine) Mulligan, 75, passed away August 13, 2019. A Vermont diploma graduate in 1963 her longest and most memorable tenure was spent at Memorial Hospital (now Southern New Hampshire Medical Center) in Nashua NH.

Laconia Nurse



Glennice A (Ludden) Poisson, 85, passed away August 14, 2019. A Maine diploma graduate in 1957 she practiced for over 50 years. Over the course of her life she was associated with Laconia Hospital, Laconia State School, Dr. Elliot Hastings, the State of NH Department of Corrections and Merrimack County Department of Corrections.

Pedi Psych Nurse



Carol Anne (Cooper) Webb, 79, passed away on August 23, 2019. A diploma graduate in Massachusetts in 1963 she earned a Bachelors from New England College in 1977. She practiced for many years as a Psychiatric Nurse in the pediatric and adolescent unit at the Anna L. Philbrook Center at the New Hampshire State Hospital.

Visiting Nurse



Joan E. (Armstrong) Anderson, 83, died August 24, 2019 in North Carolina. After obtaining a diploma in Massachusetts she earned a Bachelor's degree from Notre Dame College in Manchester. She practiced first with Sacred Heart Hospital for two years, then Visiting Nurse Association in Manchester for 25 years, where she was Nursing Supervisor and Clinical Coordinator, retiring in 2001. She was a member of Sacred Heart Hospital Association, Catholic Medical Center Association, and Sigma Theta Tau International Honor Society of Nursing.



Frisbie Nurse



Alice Marie (Gagne) Ferland, 96, of Rochester passed away September 1, 2019. A Laconia native she received her diploma from Sacred Heart Hospital in Manchester and practiced for several years as a registered nurse at Frisbie Memorial Hospital and at Davidson Rubber in Dover, NH as an Occupational Health registered nurse.

Lakes Nurse



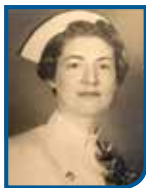
Sharon May McIntire, 64, died September 7, 2019 after a lifelong battle with Multiple Sclerosis. She briefly attended the University of New Hampshire for music. When she realized what her true calling was, she enrolled in the Concord School of Nursing and graduated as a Registered Nurse. Sharon worked for a short time, due to her illness, at Lakes Region General Hospital in Laconia.

CMC Nurse



Jeannette C. (Frerichs) Palmer passed away September 10, 2019, at the age of 78. She was a graduate of the Sacred Heart School of Nursing and practiced at Catholic Medical Center.

Parkland Nurse



Gertrude Genevieve "Trudy" (Mullaly) Brown, 87, died September, 2019. Born in Newfoundland and raised in Northern Bay, a small fishing on the northern tip of Newfoundland's Conception Bay. In 1954, with a diploma in nursing, she moved to the US. After marriage she relocated Derry where she practice at the Alexander Eastman Hospital, which eventually became Parkland Medical Center.

LPN



Norma Barlow, 72, passed away September 2019. She was a graduate of the Dartmouth-Hitchcock School of Nursing as an LPN.

Concord Hospital Nurse



Barbara J. (Gaffney) Caraway, 74, passed away suddenly on September 12, 2019 following complications from an accident. A graduate of Concord Hospital's School of Nursing, she practiced there for over 20 years, until retiring to Florida.

Concord Hospital Nurse



Marilyn "Mitzie" Chidsey LeMay, 92, passed away September 17, 2019. A New York diploma graduate she practiced at Concord Hospital.

Frisbie Nurse



Janet (Boivin) Labrecque, 90, passed away September 18, 2019. A graduate of Notre Dame College, School of Nursing in Manchester she practiced at Frisbie Memorial Hospital as a registered nurse for many years. She also did private duty nursing.

Obstetric Nurse Manager



Ruth S. Ahern, 84, died October 5, 2019. She practiced maternity at Sacred Heart Hospital, Catholic Medical Center, and Elliot Hospital. After 42 years, she retired as a nurse manager.

Notre Dame Grad



Jeanne Irene (Brisson) Lamontagne, 84, of Manchester, passed October 7, 2019. She was a graduate the Notre Dame School of Nursing, class of 1956.

St. Joes Grad



Emmeline I. (Bordeleau) Cronin, 72, passed away October 10, 2019. She was a graduate of St. Joseph Hospital School of Nursing.

Pedi Nurse



Muriel Elizabeth (Power) Cavanaugh, 82, died October 11, 2019. A 1958 graduate of the Sacred Heart Hospital School of Nursing Muriel had a long and distinguished career as a registered nurse working in many capacities. She practiced as a Manchester Public School nurse for the Manchester Health Department for 13 years before starting Power Nursing Service, a private duty nursing service which she owned and operated for many years. Later in her career, she worked as a Pediatric Home Health Nurse providing home care and support to children and their families with complex and challenging medical needs requiring round the clock home care.

Sacred Heart Grad



Mary J. (Kowalczyk) Baron, 96, died October 12, 2019. A graduate of the Sacred Heart Hospital School of Nursing she practiced for many years for the Sacred Heart Hospital.

Rivier Graduate



Kimberly A. (Young) Corriveau, 53, died October 15, 2019, after a courageous fight with cancer. She graduated from Rivier College School of Nursing in Nashua and practiced at Catholic Medical Center and Elliot Hospital.

Moore General Grad



Mildred (Chartier) "Millie" Chapdelaine, 86, passed away October 22, 2019. A Manchester native she was a 1955 graduate of the Moore General Hospital School of Nursing.

LPN



Lillian M. Leclerc, 85, died October 22, 2019. The youngest of 12 children she graduated from Moore General School of Nursing, as a licensed practical nurse. From 1958 to 1966, she was employed at Sacred Heart Hospital, Visiting Nurse Association, and the Veteran Affairs Medical Center. She also served as a Peace Corps Volunteer in Zaire, Africa, for four years, from 1995 to 1997.

When the Thrill is Gone

Priscilla Smith-Trudeau

Reprinted with permission from *Colorado Nurse*, May 2017

Burn your dream bright. Pursue it with the best of who you are. But don't confuse hustle with burnout. Hustle fills you up. Burnout empties you. Hustle renews your energy. Burnout drains it. ~ Jon Acuff



Priscilla Smith-Trudeau

Burnout is nature's way of telling you, you've been going through the motions your soul has departed; you're a zombie, a member of the walking dead, a sleepwalker. False optimism is like administering stimulants to an exhausted nervous system.¹ Healthcare professionals are challenged on a daily basis with a variety of stressors as they care for patients. These job-related stresses can take a toll on the mind and body of these professionals, which in turn may affect the quality of patient care and outcomes. Work-related stress may also impact job satisfaction, workforce stability, and safety in the healthcare environment.² Work stress in nursing was first assessed in 1960 when Menzies identified four sources of anxiety among nurses; patient care, decision-making, taking responsibility, and change. The nurse's role has long been regarded as stress-filled based upon the physical labor, human suffering, work hours, staffing and interpersonal relationships that are central to the work nurses do.³

Self-Care and Self-Reflection

Caring for myself is not self-indulgence, It is self-preservation.

~ Audre Lorde Taken from *A Burst of Light*

Ten years into my career it became glaringly apparent that the thrill was gone. I loved the work, but I had



First St. A's Grad



Pauline J. (Duhamel) Broberg, 81, died October 23, 2019. A Manchester native she attended St. Anselm College becoming one of the first women to graduate from the college's nursing program in 1960. She practiced psychiatric nursing in Massachusetts.

Elliot Keene Grad



Lorraine Chabott Johnson, 87, passed away October 26, 2019. She obtained her nursing diploma from the Elliott Community Hospital School of Nursing in Keene in 1953.

Office Nurse



Andrea M. (Girard) Morin, 97, died October 31, 2019. A graduate of the Sacred Heart School of Nursing. She practiced nursing at various doctors' offices. She was a member of the League of NH Catholic Nurses.

Peter Hatch has requested that his mother, Sheila R. Ryan, be remembered in the *New Hampshire Nursing News*. Sheila graduate from Nashua Memorial Hospital class of 1959 and passed away on September 5, 2012 after a 20 year career.

come to the point where I was mentally, physically and emotionally exhausted. Hanging out with friends, eating healthy food, taking long walks just wasn't solving the problem. Seeking a fresh unbiased perspective, I sought the help of a health psychologist. He was very patient with me for about two weeks as I vented all the reasons why I felt the way I did. He decided it was time to jolt me into change. He said, "We can sit here for a very long time talking about why you feel the way you do, or we can sit here and talk about how you can start solving your problems." I sat back and thought, *Aha, he wants me to get out of my head and get into my heart and soul*. When the counseling was over I had learned a new way of going about my life personally and professionally. There were many lessons the most important being not to make assumptions, not to take anything personally, things do not always go according to plan, and to give up being concerned with being in control of what I am like by becoming curious about what I will be like. "We rarely offer ourselves the time and space to consider: Am I doing what I most want to be doing with my life? Do I even know what this is? Nhat Hanh writes, The noise in our heads and all around us drowns out the 'still, small voice' inside. We are so busy doing 'something' that we rarely take a moment to look deeply and check in with our deepest desires."⁴

Burnout is a major issue for those in the healthcare professions and can lead to:

- Depression & physical illness
- Low morale
- Feelings of incompetence & hopelessness
- Bitterness & anger
- Difficulties in one's home life
- Absenteeism & staff turnover
- Substance abuse

Source: www.ahna.org

Holistic nurses reflect on action to become aware of values, feelings, perceptions, and judgments that may affect actions, and they also reflect on their experiences to obtain insights for future practice. They value themselves and mobilize the necessary resources to care for themselves. They endeavor to integrate self-awareness, self-care, and self-healing into their lives by incorporating practices such as self-assessment, meditation, yoga, good nutrition, energy therapies, movement, creative endeavors, support and lifelong learning.⁵

Finding Balance

So to succeed in life at the personal level as well as professional level and even in your social circles, one has to maintain a delicate balance between what your heart says and what your head dictates.

~ Commander Veerendra Jaitly, *We Can! We Can!*

Burnout is a personal journey and there is no one size fits all approach to recovery. My years of nursing have taught me that there is a place at the center of our being where we all know who we are, where we know undeniably that we are whole and complete and that we need both balance and imbalance. One cannot recognize balance without recognizing imbalance. When we strive for balance, we need to be gentle and forgiving of ourselves. The truth of the matter is that we can't do it all. Trying to do it all is a set-up for a 24-hour guilt cycle. Instead of continually feeling guilty and stressed in your quest for balance, turn your attention toward doing the very best you can do every day with the time you have.⁶

Dr. Wayne Dyer in his book, *Wisdom of the Ages* (1998) asserts that highly productive people have a great sense of balance and harmony in their lives. They are thoroughly familiar with pacing and knowing when to retreat and clear their heads of the immediate concerns. To avoid being consumed by anything you must be able to walk away from it. In the process of walking away, you begin to see your work, or family or a project from a perspective that appears smaller.⁷

The Essence of Spirituality

In the unlikely event of a loss of cabin pressure, please put on your oxygen mask first before assisting others.

When the thrill is gone our spirit needs nourishment and care. Burkhardt and Nagai-Jacobson (2016) offer that a way that nurses care for and nurture themselves influences their ability to function effectively in a healing role with another. Care of their spirit or soul requires nurses to pause to reflect on and absorb what is happening within and around them; to take time for themselves, for relationships, and for other things

Strategies to Recover from Burnout

- Take a break and get help
- Identify and grieve your losses
- Confront denial and cynicism
- Acknowledge one's limitations
- Establish personal boundaries
- Nurture oneself
- Learn and use stress-reducing actions
- Employ problem-solving strategies to prevent future burnout.

Source:

Hamilton, P. M., & Ness, S. M. (2015). Burnout: Coping with job-related stress in healthcare. Retrieved December 22, 2016, from http://www.nursingceu.com/courses/494/index_nceu.html

that animate them; and to be mindful about nourishing their spirits. The many ways nurses nurture their spirits and respond to their spiritual concerns are the same as those that they suggest to their patients.⁸ Turn your mind to beauty, love and gratitude. These are your spirit's three nutritional requirements. Make a commitment to the health of your spirit. Take time to nurture it. See how every day that you feed it, you find that much more to give it the next day. Feel the power of your spirit embracing all that life offers. Watch it soar as your life turns toward a future of peace, fulfillment, and joy.⁹

When the symptoms of an oncoming burnout start surfacing, take the proactive approach. Purposefully disconnect, refresh then recalibrate.
~ Amber De La Garza, Productivity Specialist

Whenever I am feeling that the thrill is gone and a sense of "drift" has started to settle in, I remember the words of Ilan Shamir, who said, *Carve your own path, go slow, channel your strengths, smooth the way for others, keep moving forward, avoid meltdowns, swim the current, stay calm under pressure and Be Cool!*

Priscilla Smith-Trudeau MSM RN BSN CRRN CCM HNB-BC is an author, speaker and healthcare management consultant. She is board certified in holistic nursing and rehabilitation nursing with a focus on integrative health. Holistic nursing is at the core of her nursing practice, self-care and consulting.

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