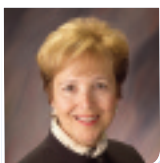


Pathways to Excellence



Message from the Chief Nursing Officer

There is a section in the book, *The Power of Full Engagement* by Loehr and Schwartz, titled "A World Hostile to Rest" As I write, I am in the frenzy of trying to finish work to go on vacation, and this stopped me in my tracks. They write, "We live in a world that celebrates work and activity, ignores renewal and recovery, and fails to recognize that both are necessary for sustained high performance."¹

We have overridden the natural rhythms that are a part of our existence as human beings. We are available 24/7 via our cell phones, e-mail, or pagers; we work in the middle of the night, sleep less than eight hours, and are consumed by the schedules of our families. While writing this paragraph, I just received eight new e-mails. Working at a feverish pace without breaks may be addictive since the hormones produced create adrenalin high, and it may be difficult to shift gears.

The only way I know to shift gears is to exercise, and that can be walking, yoga, playing golf, or swimming — something to turn off the mind and renew our energy. Did you know that if you burn 100 more calories a day that you could lose 10 pounds in a year? Exercise helps clear our minds, reduce depression, and restore energy. The authors write, "Intermittently disengaging is what allows us to passionately reengage." So, while the days are longer this summer, let's give something back to ourselves every day, whether that is sitting in a garden, reading a novel, or taking a long walk. It will be worth the investment to care for you.

Pamela Klauer Triolo, PhD, RN, FAAN
UPMC Chief Nursing Officer

¹ Loehr, J. and Schwartz, T. (2003). *The Power of Full Engagement: Managing Energy, Not Time, is the Key to High Performance and Personal Renewal*. New York: Free Press Paperbacks.

UPMC Healthy Workforce initiative

A historic paradigm shift is under way within UPMC Nursing that will lead the nation in improving the health and wellness of nurses. Nursing leadership is committed to supporting, role modeling, and encouraging a healthy work-life balance among all of its nurses. In this spirit, a partnership has been created between UPMC Nursing and UPMC Health Plan to concentrate on nurse health and wellness strategies. The Healthy Workforce Nursing Steering Committee's mission is to champion UPMC nurses to become "a highly engaged nursing workforce that is physically, emotionally, and spiritually at peak performance at every age of their career lifetime."

The overall goals of the committee are:

- Explore the health issues and conditions that affect the quality of life for nurses and the impact of nurses' health on patient care, nursing satisfaction, and UPMC.
- Assess the quality of work life for nurses around issues such as health, stress, and worked hours.
- Launch programs that support the quality of work health that are led by nurses for nurses.

The Healthy Workforce Nursing Steering Committee will focus on developing programs and supporting lifestyle changes related to nutrition, exercise, and weight management. The following programs are part of the 2008 Healthy Workforce initiative:

- UPMC Nursing leaders are developing and piloting a menu of heart-healthy foods to be made available to UPMC nurses while on the job.
- The Professional Practice Council is teaming up with the American Heart Association by forming teams of nurses to participate in the 2008 Run-Walk.
- The Unit Directors Leadership Council enrolled in the UPMC Weight Race as a cohort and engaged in healthy peer competition devoted to weight loss.

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UPMC Nursing Vision

UPMC Nursing will create the best patient experience, nationally and internationally, through the selection, development, retention, and reward of the highest-performing nurses, while creating systems and programs that create consistency and excellence in patient care.



'Healthy Steps' are yours for the taking

Have you visited the "Take a Healthy Step" website yet? Now is a great time to take a look by going to *MyHealth OnLine*, available through My HUB. There is still time to earn your *MyHealth* deductible credit for 2009. Visit the site to acknowledge a Health Pledge and complete or update the *MyHealth* Questionnaire and then take one additional healthy step by having a free biometric screening or engaging in one preventive or health-enhancing activity of your choice. The site links to a convenient biometric screening scheduler.

Another Healthy Step to consider: *MyHealth* fitness classes co-sponsored by the YMCA at many UPMC worksites. Enjoy a special rate of \$35 per eight-week session and choose from an array of classes from kickboxing to yoga to exciting new Zumba. Visit the "Take a Healthy Step" site to link to an interactive class scheduler.

Betty's Committed Chicks lead the 'weigh'

This spring, 287 UPMC nurses participated in the *MyHealth* Weight Race, including 13 teams composed of unit directors from various UPMC locations. In 2008, the UPMC Unit Director Council set a health and wellness goal to lose weight and achieve better weight management. In February, they selected the *MyHealth* Weight Race to help them accomplish their goal.

The results of the unit director race included an average weight loss of 4.9 pounds. Betty's Committed Chicks from Western Psychiatric Institute and Clinic led the "weigh" for the nurses, losing 79.5 percent of the goal the team set at the beginning of the competition. In all, seven of the 13 teams lost more than 30 percent of their goal weight.

Professional development

Continuing education opportunities at UPMC

Many educational opportunities throughout UPMC, such as nursing education classes and inservices, offer continuing education (CE) credits. In addition, the UPMC Center for Nursing Excellence and Innovation hosts monthly Nursing Grand Rounds, presenting topics ranging from clinical knowledge to professional development. Each presentation offers one CE from the Pennsylvania State Nurses Association after attending either the live presentation or viewing the archived webcast, and after submitting the program evaluation and quiz. You may access a list of the upcoming presentations, as well as the live webcast or archived presentations, by visiting Infonet and following the "Hospitals and Departments" drop-down menu to "Nursing" where you will find the Grand Rounds link on the right. You also may go directly to <http://nursing.infonet.upmc.com/GrandRounds.htm>.

Nursing certification

Professional nursing certification is a measure of distinctive nursing practice. Compared to the initial RN licensure, which assures basic competence and provides legal authority to practice at the entry level, certification validates attainment and maintenance of specific criteria and knowledge, skills, and abilities in a specific nursing specialty beyond licensure. Certifications from recognized professional bodies require initial testing as well as ongoing CE credits for renewal. The additional benefit of certification is that the CEs required to maintain your certification also can be used toward your CE licensing requirements.

Professional organizations

Nurses strive to be lifelong learners. There are many ways to learn and not all are in classrooms or through inservices. Have you considered joining a professional organization to gain a greater breadth and depth of understanding of your profession or specialty? Learning also comes from sharing and community with others. It comes from banding together with your professional colleagues to explore trends and concerns and to work on efforts to create direction and solutions. It also comes from networking with colleagues, whether they are in your city or across the country. You can learn from peers and connect with those who may become valuable mentors to you. Additionally, many organizations offer grants and scholarships of which you can take advantage. For a comprehensive list of professional organizations, visit www.nurse.org/orgs.shtml.

what's
new

Take a new Path to healthy eating

Looking for recipes for quick and healthy meals to prepare for your family? Visit these websites for nutritious recipes, meal planning, and preparation tips.

www.eatingwell.com
www.cookinglight.com

2008 UPMC Student Nurse Internship Program

This summer, 132 student nurse interns worked at UPMC hospitals as part of the UPMC Student Nurse Internship (SNI) Program.

As part of the program, each participant wrote an essay about a particular experience during his or her internship that signifies the commitment to providing compassionate patient care.



SNI Caring and Compassion Award essay winners: Pictured with Pamela Triolo, center, are, left to right: Kara Carpenter, Lindsay Fischer, Jamie Aquino, and Jessica Gates. Missing from photo is Jessica Watson.



SNI Preceptor Caring and Compassion Award winners and nominators: Pictured with Pamela Triolo, center, are, left to right: Jamie Aquino, Lynette Ullom, Susan Brodt, and Sara Pearce

SNI Caring and Compassion Award

We were impressed with the caliber of stories recounting internship experiences. Here is one of the five winning stories of caring and compassion selected to receive the first *SNI Caring and Compassion Award*. We hope you enjoy this story and help us celebrate these future nurses.

Lindsay
UPMC Presbyterian, Transplant Unit

Previously, when I thought of caring and compassion, I thought of sitting at the patient's bedside and listening to the patient's story. My view of compassion has changed during my time here at UPMC. The act of teamwork now comes to mind when I think of compassion. Every day I see collaboration among nurses, patient care technicians, HUCs, physicians, and physical and occupational therapists. Without one aspect of this team, the care of a patient may suffer. In order to ease the suffering of the patient who is in distress, Merriam-Webster's definition of compassion, one of the team members may have to provide care that may not normally be in his/her daily routine.

As a summer student nurse intern I was integrated into this team. I knew and understood my role in patient care, but also was ready and willing to help any other team members when needed. One specific time was when a couple of patients a PCT was caring for were incontinent. I felt, in order to relieve the suffering of all the patients, it would be professional to work together with the PCT throughout the day, to get all the patients cleaned up after periods of incontinence. Even though only one of these patients was technically assigned to me, working as a team, we provided compassionate care for more than just "my" patients. The patients expressed gratitude for our timely care. Not only were the patients cared for quicker and more efficiently, but also since we worked together as a team, we had more time to spend on providing compassionate care to our other patients.

SNI Preceptor Caring and Compassion Award

The SNI interns also were given the opportunity to acknowledge the caring and compassionate behavior of their preceptors by nominating them for the first *SNI Preceptor Caring and Compassion Award*. The award committee selected two preceptors to share this meaningful recognition. Following are the winning nominating essays, and you will see why we couldn't choose just one.

continued >>

2008 UPMC Student Nurse Internship Program, *continued*

**Sara nominating Susan Brodt, RN
UPMC South Side, Intensive Care Unit**

Compassion and caring are continual demonstrations in Sue's day-to-day life. She does not view her patients as tasks to be completed; she views them as people with lives and needs beyond the hospital. She ensures that they have everything from their daily bath to their favorite juice or Jell-O. Sue also is compassionate toward the families of her patients as she takes time to thoroughly explain situations and allay fears and worry.

Sue is compassionate toward her colleagues. She comes early so they can leave on time, and stays late just in case anyone has questions. She shows respect toward others and has an excellent teamwork approach. Everyone on the floor knows that Sue will be the first to help someone out, even without being asked.

Sue is very nurturing toward me as an intern. She is very patient with my small but ever-growing knowledge base and does her best to contribute to it in every way. She also is very patient in the sense that even if we are having a busy day on the floor, she still is patient with me and takes time to teach me. She does not neglect me in an attempt to get a better handle on her day. Sue takes me with her to nursing expos and conferences so that I can broaden my horizons, network, and see what is out there for me when I graduate. Sue even rallied for me to be able to stay in the casual pool during school. However, not only do I have what I consider to be the best preceptor at UPMC, I also have found a best friend in Sue and our friendship will continue to grow for many years.

**Jamie nominating Lynette Ullom, RN
UPMC Mercy, Rehab Unit**

Lynette took me under her wing from the very first day as she welcomed me to the Rehab Unit with bagels, another nurse saying jokingly that I should come back more often. She told me that we would take it easy the first day, introduced me to the floor, showed me where things are, and what a normal day is for her. I was surprised how fast the first day went, how comfortable I felt already, and how much I was looking forward to going to work the next day!

As a preceptor and teacher, she has always taken the time to listen to what I have to say and answer any questions, things that I considered "stupid," that I might have been reluctant to say or ask in the past. She has found ways for me to improve and has found ways to boost my confidence throughout each day and during our weekly evaluation discussion. She has gone out of her way to find opportunities for me to learn new procedures, even if they weren't her patients, just so I could learn something new or get more practice.

As a nurse she demonstrates compassion and excellent practice on a daily basis, which motivates me to do the same. What I find unique about Lynette is how she gives of herself to her patients and the other staff continuously and still is able to make her and those around her smile. She uses humor, smiles, and faith to get through the day and it is noticeably contagious. At one point she went so far as to hold hands and sing a prayer for a patient who was in much need of spiritual comfort. She demonstrates how important it is to remain a team on the floor, by helping her co-workers, even when it often goes unnoticed, always making the patient's care the priority. Most importantly she is a role model whom I am grateful to have in my life.

Congratulations to all UPMC summer student nurse interns and to the staff whose contributions enhanced the interns' learning experience.

what's new

New Pennsylvania nursing licensure requirements

Effective October 2009, Pennsylvania requires 30 continuing education (CE) credits per two-year cycle for license renewal. Nurses due for renewal in October 2009 will renew as usual, and then will have the next full two-year cycle in which to earn their CEs for the 2011 renewal.

Financial health and you

Caring for our financial health is not something we often hear about when discussing a healthy workforce, though it is a critical component of total personal health. Fears and worries about money and economic insecurity are some of the leading causes of stress and anxiety for most Americans.

Financial health doesn't happen by mistake, it results from conscious understanding, planning, and goal setting. Financial health is a tapestry woven with the thread of our personal values. The first step to financial freedom is to know our values and align our financial behaviors with them. Behaviors that collide with our values lead to poor self-esteem and deteriorate self-confidence; this includes how we behave and relate with money. We are in a relationship with money, just like our relationships with patients, co-workers, friends, partners, and children, though we seldom think of it as a relationship. How we honor our values in our relationships determines the health of the relationship. The same is true with money. This relationship can be healthy, co-dependent, abusive, or somewhere in the middle.

This is the first in a series of financial health articles to appear in future issues of *Pathways to Excellence*. Before you open your wallet, think about what you value most, and ask yourself if this purchase aligns with your values. For information about how to put your financial plan together, visit the Benefits page on Infonet at <http://benefits.infonet.upmc.com/Retirement.htm>.

best practices

In the spotlight

UPMC congratulates Susan Hoolahan, RN, MSN, NEA-BC, vice president, Patient Care Services, and chief nursing officer, UPMC St. Margaret, who was named a 2008 Robert Wood Johnson Executive Nurse Fellow. She is one of 21 nurses in executive leadership roles nationwide selected for this national fellowship program that focuses on leading the country's health care system into the 21st century.

If you have won a national award and would like to be considered for recognition in *Pathways to Excellence*, e-mail the details to Kim Hester at hesterkr@upmc.edu.

Planet health and you

More than a century ago, Florence Nightingale emphasized the link between human health and the environment. Our planet, like each of us, is under enormous pressure to sustain itself in a world of fast lifestyles increasingly dependent on disposable products. The irony of it is that how we consciously care for the planet is a reflection of how we care for ourselves and our children's future.

As our physical, emotional, and financial health can be improved by taking simple, small steps, so can the health of our planet. A few small, but meaningful, steps include recycling at home and at work, taking the bus, walking or riding a bike, using natural, planet-friendly landscape products, turning off lights when they are not being used, turning off your car rather than allowing it to idle, and conserving water. The planet's health and our personal health are intimately connected. Every choice we make impacts the health of our planet.

To learn more about ways you can help to preserve our planet, visit www.ourearth.org.

The Beckwith Institute Innovation Award

2008 fund guidelines

The Beckwith Institute Innovation Award was established to encourage leaders to discover best practices that advance the quality of health care and to recognize those who make a positive contribution to patient care. This award is available to registered nurses at the business unit level to support work that advances excellence in nursing practice.

Areas of focus for 2008

Research, pilots, or new programs that support innovation and excellence within the following five categories:

- nurse retention
- efficient and effective transition of new graduates to the practice setting and decreasing orientation time
- evidence-based practice within a targeted clinical quality improvement area
- development of leaders at the unit level
- healthy workforce, in particular addressing the health habits and practices of nurses

Application process

To obtain a copy of the application, contact Karriane Moehring at 412-647-2880 or moehringk@upmc.edu. Applications are being accepted through Wednesday, Oct. 1, 2008.

Good sleep for good health

Sleep is essential to the health and wellness of nurses, not just patients. When we are well-rested we are more likely to be cheerful, compassionate, and more effective in the delivery of quality patient care.

Sleep is not just a time to rest and recover from the day's events. Research shows that sleep is a dynamic activity, during which many processes vital to health and well-being take place. Sleep is linked to having a significant influence to maintain good mood, memory, and cognitive performance. Sleep also is influential in the regulation of endocrine and immune system functions. Serious health problems such as diabetes, obesity, hypertension, and depression have been linked to sleep duration and variety.¹

Did you know?

According to the National Sleep Foundation, drowsiness in drivers may cause more than 100,000 crashes, 71,000 injuries, and 1,500 deaths annually.

Sleep deprivation can have the same effects as being intoxicated. People who drove after being awake for 17 to 19 hours performed worse than those with a blood alcohol level of 0.5 percent — the legal limit for drunk driving.

The use of light therapy and melatonin can help the body realign your circadian rhythm. Evidence also suggests that taking a nap, even as short as 20 minutes, may help maintain or improve alertness, performance, and mood.

For more information, visit www.sleepfoundation.org.

¹ National Sleep Foundation, www.sleepfoundation.org

Continuous learning

The books below are recommended reading for nurses.

The Power of Full Engagement: Managing Energy, Not Time, Is the Key to High Performance and Personal Renewal

By J. Loehr and T. Schwartz

Published by Simon & Schuster Adult Publishing Group, 2003

Influencer: The Power to Change Anything

By K. Patterson, J. Grenny, D. Maxfield, R. McMillan, and A. Switzler

Published by The McGraw Hill Companies, 2007

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