

January 2004

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Once Upon a Time

*Be an Author
in LVHNN's
First Book
of Nursing
Stories!*

See page 5 for details!

Sue O'Neill, R.N.,
TNICU, escapes into
her own world of stories.

*Magnet hospitals
are so named because of
their ability to attract
and retain the best
professional nurses.
"Magnet Attractions"
profiles our story at
Lehigh Valley Hospital
and Health Network
and shows how
our clinical staff truly
magnifies excellence.*

LEHIGH VALLEY
HOSPITAL
AND HEALTH NETWORK



Once Upon a Time...

Those four simple words have the power to take us anywhere and feel so much. And isn't that the beauty and power of storytelling? As caregivers, we live stories every day, and we share intimacies with our patients and families. It demands the best of us not just as clinicians, but as compassionate human beings; and in so doing, our own lives become enriched.

Some of our stories are poignant, as in this issue's "Nursing Voice" column by Erin Colley about caring for a beloved uncle. Others make us smile or laugh. But how many of us share our stories? We usually go about our business with quiet humility. Yet, think about the best teachers in your life, and I'll bet they had a gift for storytelling.

Storytelling reinforces our art and science—critical thinking, advocacy, risk taking, teamwork, perseverance and creativity. If we don't tell our stories, who will? If we don't make our voices heard, how can we build the profession?

When we tell stories, we educate others about practice models and research achievements. We recognize our colleagues' contributions. We evaluate and grow through peer reviews and assure continuity of care each time we give report (both forms of storytelling). We discover new ways to improve patient care, whether it's learning how to better manage our stress or sharing research strategies.

Tell Me a Story

Storytelling
reinforces the
art and science
of nursing.

*What's your story?
We want to know!*

Once Upon a Time...

If you were to build on that phrase, what story would you tell? The wealth of stories to be mined is endless, *which brings me to an exciting new project.*

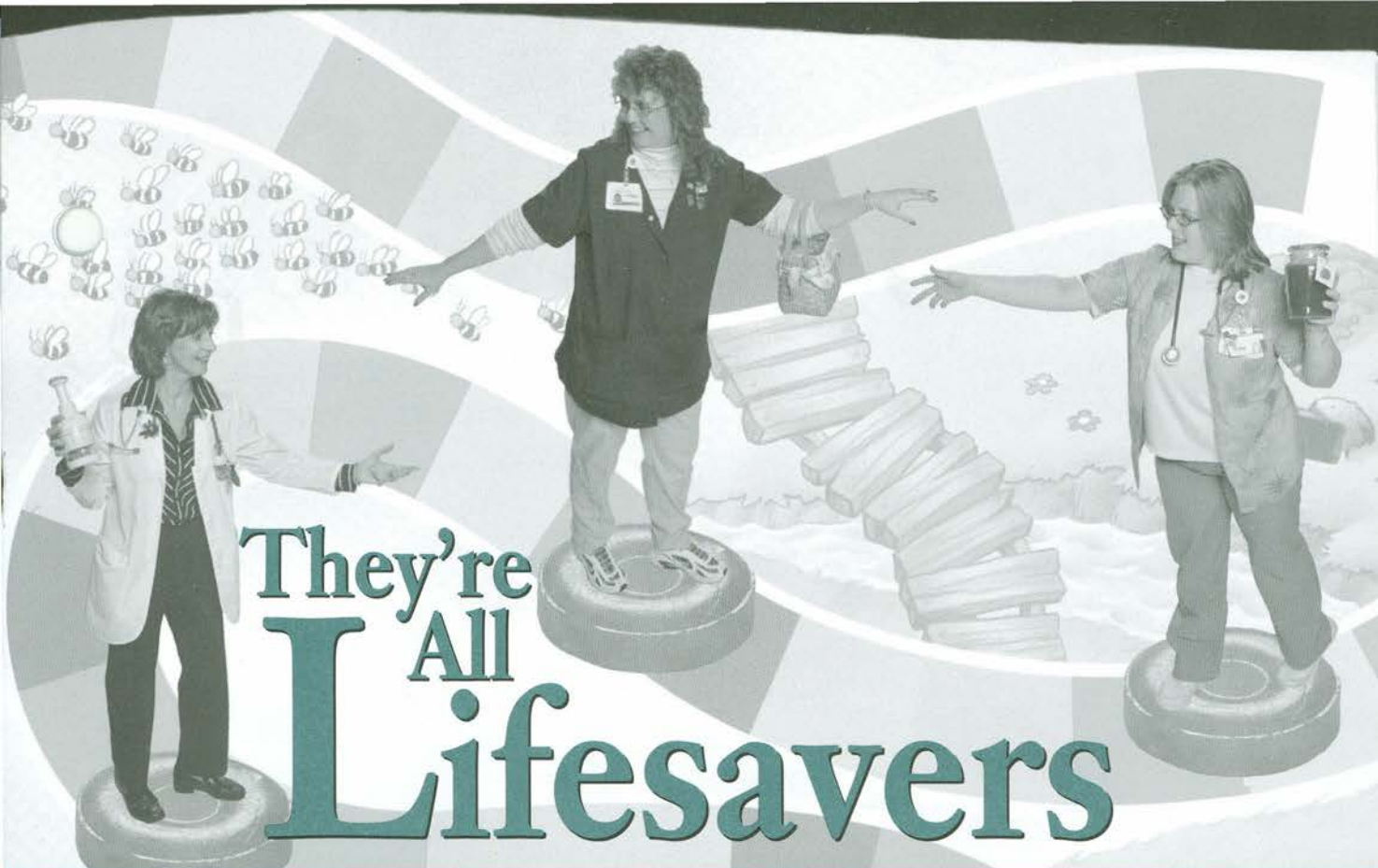
In May, we will publish a book of stories—your stories—about nursing. Similar to the essays in "Nursing Voice," we're looking for personal stories from the front lines of patient care. We want to hear from nurses, caregivers and patients. We want compelling stories of a memorable person who or event which left a lasting impression, or an experience that impacted your life as a caregiver in a unique and powerful way.

You can read more about this project and how you can contribute on page 5. It's part of several events we are planning to promote storytelling here.

So what's your story? Get those creative juices flowing and let's make our voices heard.

Terry A. Capuano

Terry A. Capuano, R.N.
Senior Vice President, Clinical Services



They're All Lifesavers

A Nightingale finalist credits colleagues for helping her earn the prestigious nomination

If collaboration is the bedrock of learning, then as far as Erin McCarty, R.N., O.C.N., is concerned, there's no better place to be than 7C.

"Our patients are so complex here, we're always learning from one another, whether it's talking about different treatments or deciding whether a patient would do better at home or in hospice," McCarty says. "There's also trust between physicians and the nursing staff that builds confidence every day. That's what makes us Magnet."

McCarty's passion for patient care bubbles over like the proverbial pot on the stove. Joining her is a dedicated team of caregivers who have nurtured her as she has nurtured others. And that, she says, is a big reason she was one of two LVHHN finalists in the state's 2003 Nightingale Awards. Patient care specialist Joyce Brill, R.N., in pediatric intensive care, was the other proud finalist, adding their names to a roster of LVHHN staff members who have been nominated every year since the awards have been given.

"It's a great honor to be nominated," McCarty says, "but I really have my colleagues to thank. We all work as a team, and they've shaped me into the nurse I am today."

McCarty, who grew up in Danielsville, always knew she wanted to work at LVHHN because of its reputation as a premier teaching hospital. After graduating from Penn State in 1998 with a bachelor of science degree in nursing, she interviewed on several different units before finding just the right fit on 7C.

(l-r) Monica Michalerya, R.N., cancer center, multipurpose area, Emily Mari, administrative partner, and Erin McCarty, R.N., 7C, are Lifesavers colleagues in caring.

"I like caring for oncology patients and wanted to grow in this specialty," says McCarty, who has since achieved her oncology certification. "Many of the nurses on our unit are oncology-certified. That level of expertise raises the bar of patient care here. I'm very proud of that."

McCarty not only enjoys getting colleague support (she consistently gets high "5s" on peer evaluations and is one of the most popular choices for precepting graduate nurses), she enjoys giving it, too. She serves on the unit's reward and recognition committee and is part of the Lifesavers team—a joint venture between 7C and the multipurpose area—helping raise funds for cancer research and education.

"It's like we're one big family," McCarty says. "We all help one another be better at what we do."

Elizabeth McDonald

Listening for the

The morning began quietly enough on the trauma-neuro intensive care unit (TNICU). Sue O'Neill, R.N., was keeping a keen eye on her patients, deftly juggling other responsibilities as her unit's patient care coordinator. Then it began. First, one trauma patient was admitted—then another—then a third. The quiet morning dissolved.

And so began another day on TNICU, where the tapestry of life is woven with the threads of countless stories, bringing together patients and caregivers. O'Neill not only lives these stories, but often is inspired to write about them.

"Nursing started me on the path to writing," says O'Neill, who began writing in earnest 15 years ago when she was co-editor of the former *Nursing Voice* newsletter. "My dream is to write a book."

Although O'Neill will have to wait for that book, she won't have to wait to see her name in print. She is one of 100 nurses from around the country sharing their personal experiences from the front lines of patient care in a book, *"Ordinary People, Extraordinary Lives: The Stories of Nurses."* Published by Sigma Theta Tau International, the nursing honor society, the book was released Nov. 15, 2003.

O'Neill's contribution, "A Weekend in the Wilderness," is about an annual camping trip with nursing colleagues and how the experience rejuvenates them and strengthens their friendships.

O'Neill has always loved writing stories. "When I was a child, I had a notepad by my bed, and I'd wake up in the middle of the night and write things down," she says. She still keeps a notebook by her bed, just as she keeps one in the kitchen and by her bathtub.

O'Neill's writing has helped in her job, too. She's a favorite for writing Friends of Nursing Awards nominations and has had fun writing creative headlines for poster presentation abstracts. One she co-authored with TNICU colleagues Sandi Axt, R.N., and Gerald Stoudt, R.N., and submitted to the National Teaching Institute is titled, *"Still Afloat: From the Early Voyage of Our Shared*

Governance Model to Nowaday's Craft." O'Neill has been asked by colleagues for help with abstracts of their own.

O'Neill's writing also has benefited her as a student at Cedar Crest College pursuing her bachelor of science in nursing. "It's really helped me organize my thinking," she says.

Her enthusiasm for her craft is clearly evident and, she hopes, contagious. "Nurses need to be more visible in the media to broaden the public's understanding of who we are and what we do," O'Neill says. "We also need to connect with one another and get more young people interested in nursing to strengthen the profession. Storytelling is key to all that."

Telling Your Stories

- **Just write.** Don't worry about style, grammar or syntax, just get it all down. O'Neill does her first three or four drafts with pen and paper. "I feel more a part of the creative process," she says.
- **Keep notebooks handy.** You never know when an idea will strike, so keep notepads convenient—at work, at home and in your car.
- **Make time.** Writing takes discipline. If you have an idea, set aside time every day, even if it's only 10 minutes, to develop it.
- **Get feedback.** Finding your voice often means having it heard by others. Once your story is presentable, have another nursing colleague read it and help with editing.
- **Read.** "I don't think nurses read enough," O'Neill says. "Read everything from nursing journals to novels, magazines and books. It enriches your own writing."

WANT TO KNOW MORE? To order a copy of *"Ordinary People, Extraordinary Lives: Stories of Nurses"* (\$29.95), call 1-888-634-7575. Read more about the book at www.nursingsociety.org under the publications link.



e Muse

The **DEADLINE**
to submit is
Feb. 1



Sharing Stories

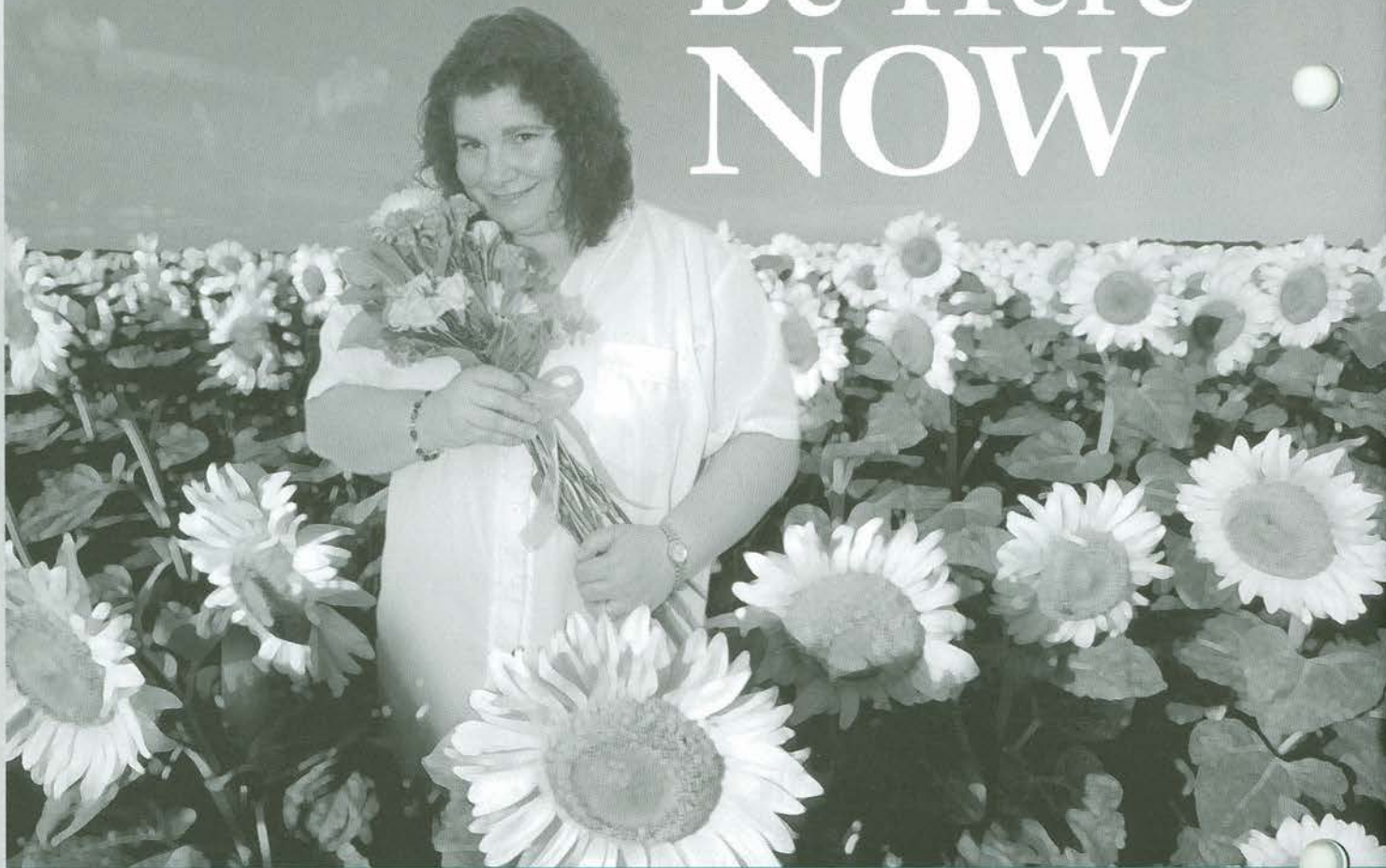
Leslie Baga, R.N.,
clinical research
coordinator, Tracey
Gallagher, R.N., TNICU,
and Susan O'Neill, R.N.,
TNICU

Be an Author!

Do you have a good story to tell about nursing? Is there a patient or caregiver colleague with a powerful story to share? LVHHN is publishing a book of nursing stories. Here's what you need to know for your story to be considered:

- LVHHN nurses, caregivers or patients are eligible. The focus should be on some dimension of nursing or caregiving.
- Stories can be up to 600 words.
- Copy should be typed and include your name, title, unit and phone numbers where you can be reached day or night.
- E-mail your stories by Feb. 1 to Barbara Versage at barbara.versage@lvh.com; or send to her in the Center for Professional Excellence at LVH-Cedar Crest. For more information, call her at 610-402-1789.

Be Here NOW



How one nurse learned to cope with stress—and you can, too.

Anita Ambler, R.N., didn't realize how much stress was affecting her or how much of life she was missing. Now, when she walks to work on the post-anesthesia care unit at LVH-17th and Chew, she looks at things in a whole new light.

"I was in total denial about stress," she says. "Caregivers do that. We give to others but not ourselves. Now, I live more in the moment. I notice the beauty around me; I look at the birds and the sky; one day I actually stopped and smelled some flowers. The world opened up for me."

Ambler's awakening came about through a program called Mindfulness-Based Stress Reduction developed more than 20 years ago at the University of Massachusetts Medical Center.

The same program, taught locally by LVHHN psychiatrist Susan D. Wiley, M.D., vice chairperson of the department of psychiatry, and department of family practice psychologist Joanne Cohen-Katz, Ph.D., is now offered at the newly created HealthSpring family medicine group. Located in the Health Center at Bethlehem Township, HealthSpring is dedicated to mind-body caring through traditional and complementary medicine.

Meditation, deep breathing, yoga and poetry are some strategies taught in the eight-week course that helps people reprogram their response to stress, whether life-, job- or health-related. It's proved so successful, Cohen-Katz and Wiley received an Anderson grant and clinical services education funding (that covers a portion of the costs for participants) to study the program's effectiveness with nurses. Stress, burnout, job satisfaction, empathy with patients and heightened self-compassion will be measured.


"This is an opportunity for nurses to care for themselves and fill the well so they have more to give to their patients," Cohen-Katz says.

Certainly for Ambler, her reservoir of self-awareness and empathy as a caregiver has been replenished. "I'm more compassionate with my patients, helping them better manage their pain with guided imagery or by concentrating on their breathing," she says. "I've learned to do things in a more loving, accepting way."

Manage Your Stress—Join the Study

See inside back flap for details.

Elizabeth McDonald



Darryl Arnold,
research specialist,
helps Eileen Sacco, R.N.,
hunt for clues.

Eileen's Excellent Research

ADVENTURES

Join Eileen Sacco, R.N., as she uses LVHHN's resources to measure patient satisfaction

When she heard LVHHN Nurse Research Day keynote speaker Janet Houser, R.N., Ph.D., discuss an important but often overlooked aspect of research—perseverance—Eileen Sacco, R.N., nodded in agreement.

"Sometimes you get frustrated and don't want to go any further," says Sacco, patient care specialist on LVH-Cedar Crest's 5B. "That's when it's best to take a deep breath and realize you can't do it alone."

Sacco knows from experience, having stamped her own passport to research by tapping into LVHHN's numerous resources. On her journey, she met new people and discovered an innovative way to improve nursing practice by measuring patient satisfaction beyond Press Ganey.

TAKING FLIGHT

Sacco's research flight began with a request from urologic surgical oncologist Joseph Trapasso, M.D., who wanted to know how comfortable and satisfied radical prostatectomy patients were with a reduced length of stay (one day instead of the typical two to three days). Sacco took it one step further by studying the quality of nursing care and education on 5B, where prostatectomy patients recover from their surgery. "Knowing what to research is easy," Sacco says. "The trick is knowing where to go from there."

Her quest led to practice specialist Pat Matula, R.N., who worked with Sacco and Cedar Crest College nursing students to find medical journals and practice guidelines on the topic. Nurse researcher Joni Bokovoy, R.N., Dr. Ph., and health care research specialist Darryl Arnold from health studies helped Sacco find the right survey for measuring patient satisfaction.

SOARING TO NEW HEIGHTS

Together, Sacco and her team created a telephone survey given to patients within three months of discharge. The survey includes questions on satisfaction with care, pain management, level of preparedness, home care services and suggestions for improvement.

"On 5B, R.N.s. tell patients they'll walk a few hours after surgery and teach them how to care for their catheter, how to safely manage tubing and other issues," Sacco says. "The survey will let us know how well we're doing that."

Survey results won't be finalized until mid-2004, but the work has Sacco and her 5B colleagues enthusiastic about doing more. "Nurses are asking me about the research process," Sacco says. "I tell them they have the power to be researchers too, because they're the experts educating patients every day."

Kyle Hardner

by Erin Colley

Erin Colley, a medical assistant at College Heights OB/GYN and a former administrative partner at LVHHN, uses storytelling in a powerful way in her 2003 Friends of Nursing nomination essay. She is graduating January 2004 with a bachelor's degree in nursing from Cedar Crest College.

As one of my favorite uncles, Uncle Terry and I were very close. He fought with brave and courage, laughter and tears, through his six-and-a-half-year battle with malignant melanoma. He underwent many surgeries, procedures, chemotherapy and radiation. The cancer could always be removed—until an operation in December 2001.

Even though Christmas was only two weeks after his extensive surgery, he came to the celebration Christmas Eve to be with family. I think he knew in his heart it would be his last.

He continued to do well until he was hospitalized in April 2002. I like to think it was more than a coincidence he was placed on the unit where I was a clerk, rather than the oncology unit. While I worked, I visited him, helped the staff and my Aunt Marilyn with his care, and even was his godmother when he was baptized a Catholic right in his hospital bed.

My Most Memorable Nursing Moment



Erin Colley with Uncle Terry and Aunt Marilyn Yoder.



I told him when I was working in case he needed anything. Every now and then I would hear, "Erin!" being yelled from his room. When I went in to see what he needed, I would say, "What's up, Uncle Terry?" and in reply would hear, "Oh, my sweet niece." I went in on my days off to keep him company and give my aunt a break.

I was happy to see him discharged home and at the same time felt lonely because I knew I would not hear my name ringing through the hall. I was able to continue caring for him at home to help out while my aunt went to work. I did everything for him that a student nurse was able to do: blood pressures, back rubs and scratches, and more. We also had wonderful talks about life, about death, and shared our own laughs and tears (all usually over a bowl of Fruit Loops).

Through all our talks, I knew he was preparing for his new journey. I received a phone call late on June 1, 2002, saying he had passed away. Even though our family knew it was coming, the news hit very hard. It was especially hard for me because I had been there with him and knew how much death there was inside his body and how much life he still held in his mind and soul.

His body finally had the chance it needed to rest. He lives on in my family's memories.

While I will have many memorable moments in my nursing career ahead, I believe that Uncle Terry will be my most memorable. He taught me, better than any class ever could, that a patient is more than a blood pressure and a pulse, but instead, a whole person, body, mind and soul.

I thank God for the opportunity and gift of caring for Uncle Terry as one of my first "patients."

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Updates

CAREER AWARENESS Mark your calendar for Feb. 18 and "Spend a Day With a Nurse." The committee is inviting medical product engineers from companies that supply LVHNN with durable medical equipment to get a look at their products in the field. B. Braun was the first company to sign up and plans on sending at least 25 people from research and development.

COMMUNITY OUTREACH The holidays are always a busy time for this committee. Senior citizens needing food were supported through the Adopt-A-Senior program. The committee also met with local scout troops to discuss different community needs. Many of the scouts have troop projects to collect hats, gloves, books, crayons and pencils for children in the Lehigh Valley. They plan to deliver the items to local emergency departments, pediatric clinics and shelters.

ART & FINANCE In September and October, the finance committee approved 86 fund requests of more than \$34,000 for staff to attend and present at regional and national conferences.

PROFESSIONAL ACCOMPLISHMENTS

SEPTEMBER/OCTOBER

POSTER PRESENTATIONS:

- **Carol Balcavage, R.N.**, *Improving Patient Outcomes Through Collaborative Rounds*, Clinical Symposium in Skin and Wound Care 2004 Conference, Chicago, Ill., October 2003.
- **Marnie Buchanan, R.N., PCC**, *Service Excellence: It is Not Just Aesthetics*, Nursing Management Congress, San Diego, Calif., October 2003.
- **Andrea Geshan, R.N.**, *Cancer Changing Patterns of Care Through the Development of Disease Management Teams*, Third Outcomes Management Conference, Chicago, Ill., September 2003.
- **Diana Haines, R.N., PCS, Sharon Kloiber, R.N., and Sharon Hoffner, R.N.**, *Implementation of an Emergency Behavioral Health Unit*, Emergency Nurses Association Annual Meeting, Philadelphia, Pa., September 2003.
- **Diana Haines, R.N., PCS, Mark Gutekunst, R.N., and Kathy Herron-Buttillo, R.N.**, *Development and Implementation of a Myocardial Infarction Alert Process*, Emergency Nurses Association Annual Meeting, Philadelphia, Pa., September 2003.
- **Cindy Meeker, R.N., PCC, and Sharon Clark, PCC**, *Extending Our Hearts—Mentoring Our Network Nurses in Open Heart Care*, Nursing Management Congress, San Diego, Calif., October 2003.
- **Sarah Lichtenwalner, R.N., Cheri Mease, R.N., Lori Papciak, R.N., and Sharon Rabuck, R.N., PCS**, *Improving Patient Outcomes Through Collaborative Rounds*, Academy of Medical/Surgical Nurses, Reno, Nev., October 2003.
- **Jody Shigo, R.N.**, *Meeting Challenges in Orienting the Patient Care Coordinator*, Nursing Management Congress, San Diego, Calif., October 2003.
- **Lynda Thom-Weiss, R.N., Carol Brensinger, R.N., and Jan Larson, R.N.**, *Effective Use of Bubble Neonatal Continuous Positive Airway Pressure*, National Association of Neonatal Nurses 19th Annual Conference, Palm Springs, Calif., October 2003.

(Cont.)

COMING ATTRACTIONS

CONTINUING EDUCATION PROGRAMS

January

Step-Down Pulmonary Module

Jan. 7 • 8 a.m. – 4:30 p.m.
EMI, 2166 S. 12th St.

SCORE! NCLEX Prep Course

Jan. 16, 17 & 18 • 9 a.m. – 4 p.m.
Auditorium, LVH-17th

Trauma Nurse Course

Jan. 20, 21, 22 & 23
8 a.m. – 4:30 p.m.
Day 1: EMI, 2166 S. 12th St.
Days 2-4: Auditorium, LVH-CC

February

Preceptor Preparation

Feb. 5 • 8 a.m. – 4:30 p.m.
2024 Lehigh St., Classroom C

Basic Dysrhythmias

Feb. 9 & 12 • 8 a.m. – 4:30 p.m.
Classroom 1, LVH-CC

Continuous Renal Replacement Therapy Workshop

Feb. 11 • 8 a.m. – 12 p.m.
Classroom 2, LVH-CC

Critical Care Course: Interdisciplinary Concepts for Critical Care

Feb. 24 • 8 a.m. – 4:30 p.m.
Auditorium, LVH-17th

For more information, or to register, go to the Nurs_Ed_Cont_Ed Bulletin Board on the e-mail system. For questions, please call 610-402-2482.

PROFESSIONAL ACCOMPLISHMENTS

ORAL PRESENTATIONS:

- **Anne Panik, R.N., and Kim Hitchings, R.N.,** *Use of a Model to Evaluate the Impact of Nursing Delivery Context on Outcomes*; Seventh Annual Magnet Conference, Houston, Texas, October 2003.

PUBLICATIONS:

- **Kimberly Bartman, R.N., PCC,** *SVN Members Celebrate Vascular Nursing Week*, *SVN...pm*, September/October 2003.
- **Diana Haines, R.N., Chris Lewis, R.N., Sharon Kloiber, R.N., Sharon Hoffner, R.N.,** *Implementation of an Emergency Behavioral Health Unit*, *Journal of Emergency Nursing*, October 2003.
- **Chris Lewis, R.N., Kathy Herron-Buttillo, R.N., Diana Haines, R.N., Mark Gutekunst, R.N.,** *Development and Implementation of a Myocardial Infarction Alert Process*, *Journal of Emergency Nursing*, October 2003.

Manage Your Stress—Join the Study

Learn how to manage stress and add a new dimension of patient care by participating in the Mindfulness-Based Stress Reduction research project. Here's how:

- Enroll by Jan. 21—Your (reimbursable) Healthy You dollars can be applied to help cover program costs.
- The study runs in two phases: Jan. 27-March 9 and April 27-June 22, at HealthSpring, Route 33 and Freemansburg Ave., Bethlehem Township.
- Come to an information session: Jan. 20, 4:15-6:15 p.m., LVH-Cedar Crest, Classroom 1; and Jan. 21, 4:15-6:15 p.m., LVH-Muhlenberg, 1st floor conference room. For more information, contact Debra Baker, research assistant, at 610-402-4955.