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at Lahey

March/April 2002

A Preceptor: One Who Teaches

◆ Nancy Rainier, RN, BA

I remember the first time I saw a code in the ED and all I could think was, 'I'll never learn all this,'" recalls Jeanne Femia, RN. Now, with 10 years of experience as an emergency room nurse, Jeanne is teaching others to be effective and knowledgeable ED nurses, even in situations that may seem frightening. After taking part in the Lahey Clinic Preceptor Course, Jeanne worked with Alicia DeCrosta, RN, when Alicia started work in the ED.

"I really enjoy being a preceptor," states Jeanne. "It keeps me up to date on everything and continues the learning process. Occasionally an orientee will ask a question I can't answer, and together we'll both find an answer." Jeanne found the preceptor course useful. "It helped me to understand how everyone learns differently. As a preceptor you have to be able to step back and see how this particular person is going to learn."

An effective preceptor can make all the difference for a new employee. A preceptor can teach orientees new skills, introduce them to the culture of the facility, and serve as a buffer while they gain the confidence to assume their roles. Under the guidance of the clinical educators in the ED—Sandy Steen, RN, and Nancy Butters, RN—Alicia also benefited from following Jeanne's

schedule. As Jeanne stated, "If things didn't go well on one shift, I was able to find positive experiences for her the next day.

"Alicia was great to work with. She was highly motivated and holds the same high standards. We both want to do what is best for the patients."

Alicia says having Jeanne as her preceptor was a great match.

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SPOTLIGHT

*Jeanne Femia and
Alicia DeCrosta*

Jeanne Femia, RN, a graduate of Middlesex Community College, worked at St. John's Hospital in Lowell for five years, initially on a surgical floor and then in the Emergency Department. She has been in the ED at Lahey for the past five years and has been preceptor for many new hires.

Alicia DeCrosta, RN, BSN, graduated from Salem State in 2000. While a student, Alicia worked at Lahey in the ED as a medical technologist. After becoming an RN, she worked on 6 Central for eight months and then transferred to the ED.

"The experience I had on 6 Central has been invaluable," says Alicia, "particularly for improving organizational and assessment skills." Her advice to new graduates: "Take all the classes you can."



COUNCIL REPORTS

Professional and Education Council

The P&E Council is developing a Nursing Resource Directory (see page 4).

The council is also planning for Nurses Week, May 6-12, and considering a number of opportunities to honor nurses and increase our visibility. Check the weekly calendar and posters for updates. A task force working on a proposal for a Professional Practice Model hopes to have a proposal completed by May 1.

—N. Rainier, RN

Clinical Practice Council

The Clinical Practice Council is in the midst of reviewing the policy manual and has approved a methodology for revising old policies and adding new ones. There is now a process in place for reviewing every policy for revision. The council is particularly concerned that the "local experts," those who use the information in the policy, have input to the revision and are diligently attempting to have you—the users—help with this revision. These are the policies that affect your practice. The

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Lahey
CLINIC

CNO Corner

◆ Kathie Jose, RN, MSN, Chief Nursing Officer

As this issue of *Notes on Nursing* goes to press, we have been going through the yearly process of reviewing last year's goals and deciding what to focus on this year. It's somewhat like our New Year's resolutions—in January we look back to see if we were successful in achieving last year's resolutions and write down new goals for the next year. However, there is a major difference between the two—success rates! Many of us dust off last year's New Year's resolutions and reuse them for another year, but not so in our Lahey nursing community. You all contributed to an excellent and productive year in 2001. As a member of our forward thinking nursing community, take a moment to congratulate yourself on our achievements—and then take a deep breath and look at the 2002 goals.

Our goals for 2002 focus on improving clinical practice, maintaining a high reliability patient care delivery system, and retaining and recruiting staff. These goals were discussed at the nursing assembly in January and can be found on your unit or in the nursing office. Make it your personal goal to ask your nurse manager for a copy of the goals so you can take an active role in the Lahey nursing community.

Kathie S. Jose, RN, MSN

COUNCIL REPORTS

Continued from page 1

council has formed a task force to work with Pharmacy and review the medication administration policy. Also, please contact Jean Brown, nurse manager, ED, with your feedback on the Clinical Pathways. Are they user friendly? Do they help? What works, what doesn't? Comments from staff would be appreciated.

—N. Rainier, RN

Nursing Quality and Safety Council

Last year the Institute of Medicine urged hospitals to begin process improvement projects aimed at reducing medical errors. A study of nearly 500,000 errors in 1,116 hospitals published by *Pharmacotherapy* in Sept 2001 found that one medication

error occurred for every 23 hours of care and for every 19 admissions.

Lahey has long been involved with other organizations in efforts to reduce the chance of medication errors. The Nursing Quality and Safety Council reviewed the most recent project, scheduled to begin March 1. As of that date, several well-known abbreviations (such as "MS04" to indicate morphine sulfate or "U" to indicate insulin dosages) will no longer be processed by the pharmacy. Both abbreviations are known to cause errors in transcription and serious harm to patients. The entire list of taboo abbreviations will be circulated to all nursing units in the next few weeks.

—M. Catman, RN

Policy Coordination and Development Council

This very busy council continues to assure compliance with JCAHO standards. Job descriptions have been revised and are ready to be presented for approval to the Patient Care Leadership Council and the Senior Leadership Council. Both the inpatient and outpatient "transcription of orders" policies have been completed and utilized in a trial program conducted in the SICU and 6C. These should be finalized and ready for approval soon. The flow sheets for the PACU and Critical Care areas have been revised and are ready for staff review. One major project, revision of the med/surg assessment and flow sheet, is nearing completion.

The PRN medication sheet has already been distributed with a cover letter of explanation for staff review. The Department of Dermatology submitted a policy for infiltration of Lidocaine, which was approved with revision and forwarded to the Senior Leadership Council and the Patient Care Leadership Council for approval. Finally, new guidelines for restraints are being written. Posters with a list of issues to consider prior to restraining a patient are being placed on all units for staff use prior to obtaining a physician order for this.

—C. Horlitz, RN

Do Tell...

Have you recently received a degree, become certified in a specialty, been recognized by a professional organization, or published an article or research?

If so, please let us know! Contact Judith Evans, ext. 8515, or drop a note to her in Nursing Administration. We don't want to miss anyone.

Cover story

Continued from page 1

"We clicked," says Alicia. "Jeanne was very laid back, but she let me know what was expected. She often said, 'If I were in this situation, this is what I would do!'"

What was the single most important piece of advice that Jeanne gave Alicia? "Paint a story when you document so that other people can tell what went on. That—and keep your area organized so you'll be prepared for anything."

Having a formal preceptor program at Lahey has influenced the way we look at orientation. The support of a mentor leads to continued professional growth for all participants. If you are not already a preceptor, please talk to your manager and think about including this in your future.

Notes on NURSING at Lahey

March/April 2002

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Notes on Nursing at Lahey Clinic is a newsletter for and by nurses at Lahey. We hope to improve communication among nurses and bring you information you need. Let us know how it can serve you. Call us, send e-mail to Notes.on.Nursing@Lahey.org, or write to us care of Notes on Nursing, Nursing Administration, Lahey Clinic, 41 Mall Rd., Burlington, MA 01805.

EDUCATION CALENDAR

See below for details.

+ = MNA contact hours applied for

| | | | | | | |
|-------|----------------|---|--------------------------------|----------------------------|----|----|
| March | M | T | W | TH | F | |
| | | | | | 1 | |
| | P&E 4 PC&D | Nursing Research Mtg. Journal Club / CPC 5 | R&R 6 PCL | BCLS 7 Nursing Research | | 8 |
| | 11 + ACLS | CPR at LGN 12 | | + Nursing CE: Trauma 14 | | 15 |
| | P&E 18 PC&D | CPC 19 | + Preceptor Workshop PCL 20 | Q&S 21 | | 22 |
| | 25 | 26 | 27 | 28 | 29 | |

| | | | | | | |
|-------|-------------------|---|------------------|--|----|----|
| April | M | T | W | TH | F | |
| | P&E 1 PC&D | Nursing Research Mtg. Journal Club / CPC 2 | R&R 3 PCL | BCLS 4 Nursing Research | | 5 |
| | 8 | CPR at LGN 9 | + PALS 10 | + Nursing CE: Alternative Treatment 11 | | 12 |
| | P&E 15 PC&D | CPC 16 | + PALS 17 PCL | Q&S 18 | | 19 |
| | 22 | 23 | 24 | 25 | 26 | |
| | 29 Skills Fair | 30 CPC | | | | |

MARCH

5 Nursing Research Meeting

Time: 10-11 am
Place: 6 East Conference Room
◆ Planning session, open to all.

5 Leadership Journal Club

Time: 12 noon
Place: Nursing Conference Room
◆ Open to all. Bring your lunch.
A copy of the article to be discussed is available in Nursing Administration.

6 Retention & Recognition Committee

Time: 7:15 am
Place: ED Conference Room
◆ Open to all.

7 BCLS (CPR)

Time: 1:15-3:15 pm
Place: Auditorium
◆ Recertification only. Space is limited and preregistration is required. Call ext. 8725 or 8552. Also offered April 4.

7 Nursing Research Series

Time: 4-5 pm
Place: 5C Conference Room
◆ Presentation of a nursing research project. Open to all.

11-12 ACLS Two-day certification⁺

12 ACLS Recertification

Time: 7:30 am-3:30 pm
Place: Auditorium
◆ Preregistration is required in person in Nursing Administration. For additional information call Stella Peters, ext. 8725.

12 BCLS (CPR)

Time: 1:30-3:30 pm
Place: Lahey Clinic Northshore Lobby Conference Room
◆ Also offered April 9. Call ext. 4501.

14 Nursing Continuing Education: Trauma Symposium⁺

Time: 7:45 am-3:30 pm.
Place: Auditorium
◆ Open to all. Preregistration is requested for this all-day CE program. Contact Stella Peters at ext. 8725.

20 Preceptor Workshop⁺

Time: 8:30 am-4 pm
Place: Nursing Conference Room
◆ Preregistration is required. Contact Stella Peters, ext. 8725.

APRIL

2 Nursing Research Meeting

◆ Open to all. See March 5.

2 Leadership Journal Club

◆ Open to all. See March 5.

3 Retention & Recognition Committee

Time: 7:15 am
Place: ED Conference Room
◆ Open to all.

4 BCLS (CPR)

Time: 1:15-3:15 pm
Place: Auditorium
Preregistration is required. Call Stella Peters, ext. 8725.

4 Nursing Research Series

◆ Open to all. See March 7.

9 BCLS (CPR)

◆ Lahey Clinic Northshore. See March 12.

10, 17 PALS Two-Day Certification⁺

17 PALS Recertification

Time: 7 am-3 pm
Place: HR Training Room
◆ Preregistration is required. Call Sandy Steen, ext. 2943.

11 Nursing CE: Alternative Treatment Modalities⁺

Time: 7:45 am-3:30 pm
Place: Auditorium
◆ Open to all. Preregistration is requested. Call Stella Peters, ext. 8725.

29, 30 Skills Fair

Time: 7 am April 29 through 10 am April 30
Place: Alumni Foyer
◆ All inpatient staff nurses must attend one of three yearly sessions to complete their mandatory competencies.

Nursing Council Meeting Schedule

PC&D: Policy Coordination & Development Council meets 3/4, 3/18, 4/1, 4/15 at 2 pm, Alumni Conference Room.

PCL: Patient Care Leadership Council meets 3/6, 3/20, 4/3, 4/17 at 1:30 pm, Lobby Conference Room.

P&E: Professional & Education Council meets 3/4, 3/18, 4/1, 4/15 at 8:30 am, Lobby Conference Room.

Q&S: Nursing Quality & Safety Council meets 3/21, 4/18 at 11:30 am, ED Conference Room.

CPC: Clinical Practice Council meets 3/5, 3/19, 4/2, 4/16, 4/30 at noon, ED Conference Room.

COMMITTEE ROUNDUP

Pharmacy and Therapeutics

The pharmacy has just completed a study on the proper use of the anticoagulation drug Enoxaparin. The medication should not be prescribed for patients using heparin nor for patients who have renal dysfunction. The pharmacy is currently setting up a computer safety check that will warn pharmacists of inappropriate prescribing that puts the patient at risk.

Several new medications have been added to the Clinic

formulary. The complete list of drugs in the formulary can be found on the Lahey Intranet under "Clinic Resources." Quick links will direct you to the formulary.

Research Committee

The research series resumed on February 7, 2002. Lectures are presented the first Thursday of the month. Watch the nursing calendar and weekly bulletins for times, speakers, and topics.

The Research Committee has been preparing to assist

nurse researchers at Lahey by guiding them with IRB preparation and subject availability. Students from Regis College have been invited to use Lahey as a research site for thesis work. The committee is also honored to welcome new member, Bernadette Hungler, RN, PhD. Dr. Hungler is a renowned researcher and author in the world nursing community. We look forward to her wisdom and expertise in the field of nursing research.

—K. DeLeskey, RN

Nursing Resource Directory

Clinical practice can present situations we are unable to solve on our own. A new device or an unfamiliar diagnosis may leave us struggling for appropriate action.

Recognizing that there is a tremendous amount of nursing knowledge at Lahey, the Professional and Education Council is planning to publish a *Nursing Resource Directory* that will list the names of nurses skilled in specific practice areas. The nurses listed can help their peers with practice issues or answer questions pertaining to the specialty they serve.

We are seeking nurses with varying skills and knowledge to provide support. If you have several years of experience in your area of practice, we need you to be a resource for your colleagues. Sharing our combined knowledge will bring about growth and enrichment for nurses and improved care for our patients. Please call Nancy Rainier, ext. 3649, and tell her you want to support your colleagues.

—K. DeLeskey, RN

BOARD OF REGISTRATION IN NURSING

Frequently Asked Questions: Continuing Education

How do I know if a CE program is approved by the Nursing Board?

A CE program does not require the approval of the Board of Nursing or of a professional nursing organization in order for the nurse to use it to meet his or her CE obligation for relicensure, but it must meet the criteria specified in Board of Nursing regulations.*

Programs approved by

organizations such as the ANA, State Nurses Associations, or the Boards of Nursing in other states will also meet the Massachusetts Board of Nursing criteria.

If I attend a program that offers Continuing Medical Education credits for physicians, can I use that to meet my nursing CE requirement?

If a program offering CME credit to physician participants also meets the Massachusetts state regulatory requirements

for nursing CE (244 CMR 5.00*), the nurse may use the course to meet his or her CE requirement. There is no automatic conversion of Continuing Medical Education (CME) credits to nursing contact hours.

*View regulations on line at: <http://www.state.ma.us/reg/boards/rn/cmr/24405.htm>

—M. Flynn, LPN
Member, Board of Registration
in Nursing

Notes on NURSING

Lahey Clinic
41 Mall Rd.
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