

# Arizona Nurse

The Official Publication of the Arizona Nurses Foundation



August 2015

Quarterly Publication direct mailed to over 74,000 Registered Nurses in Arizona  
Shawn Harrell, MS, RN • Editor

Volume 68 • No. 3

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## THE CHANGING LANDSCAPE OF HEALTHCARE



LEADERSHIP



EDUCATION



PRACTICE

2015  
BIENNIAL CONVENTION

Special Guest Appearance  
Honorable Jan Brewer  
Former Governor of Arizona



## President's Message

### AzNA Next: Focused on the Future

In four short years (2019), AzNA will be celebrating its centennial as the only professional association representing over 75,000 registered nurses in Arizona. To me, it is mind-boggling to think of all that AzNA has done in the last 96 years to advance and promote our profession. Just as many organizations sustain relevance by adjusting to 21st century priorities, AzNA has also adjusted. It is with that perspective that I share with you AzNA's new mission, "Advancing the nursing profession and promoting a healthy Arizona." This new mission is just one of many adaptations occurring during what we are calling AzNA Next, the association's response to the changing needs of 21st century nurses and patients.

The updated mission speaks to our efforts to broaden our scope, not only advancing our profession as we have done for many years, but also to reflect our inclusiveness of the communities we serve. When American Airlines and US Airways merged, the company claimed to have changed their look on the outside to reflect the progress they have made on the inside. I like to think that AzNA is going through a similar transition. No, we have not merged with another association, but we have been leading critical initiatives such as

hospital safe staffing (see page 1), healthy work environments and public policy. In addition, AzNA has been 'called to the table' to represent nursing in critical discussions on immunizations, public health, corrections, nursing workforce, and strategies addressing the IOM recommendations.

The AzNA logo has a new look as well. The change, with its new color scheme and emphasis on healing across the state of Arizona, reflects our core mission and message that the health of Arizona is our priority. Consistent with our updated mission and logo, a revised framework for our strategic goals has been created (see page 12). Centered on advocacy, public policy, and practice, AzNA's 4 strategic goals are straightforward and clearly demonstrate a strong pathway to fulfilling our mission.

At the 2015 Biennial Convention I will be reporting AzNA's achievements and successes in meeting our goals over the last 2 years (see pages 6 and 7). As we prepare for our convention in Sept, I want to invite every nurse in AZ to be part of AzNA Next. It is an exciting time and we have lots to do. This may be your first opportunity to experience what AzNA does (and has been doing for many years), so please consider attending, engaging and becoming a part of AzNA. You too can be part of the future.



Carol J. Stevens,  
PhD, RN

## Executive Director's Report

### How Do We Change Hospital Nurse Staffing in Arizona to be More Healing for Patients and More Satisfying for Nurses?

Healthcare delivery is in a state of flux. As we change the way we deliver healthcare in this nation, nurse staffing concerns are a priority for many nurses and one of the main reasons that nurses contact the Arizona Nurses Association (AzNA). Nurses are asking for clarification on laws (i.e. "is there a law about patient ratios or how many hours in a row am I allowed to work") and also voicing concerns about workloads related to nurse fatigue and moral distress. "Moral distress arises when one knows the right thing to do, but institutional constraints make it nearly impossible to pursue the right course of action." (Gallagher, 2010). On the other side of the story, nursing administrators are constantly struggling with the staffing issue and trying to do more with less.



Robin Schaeffer,  
MSN, RN, CAE

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Regards,  
Carol

ED Report continued on page 2

Advancing the Nursing Profession  
and Promoting a Healthy Arizona

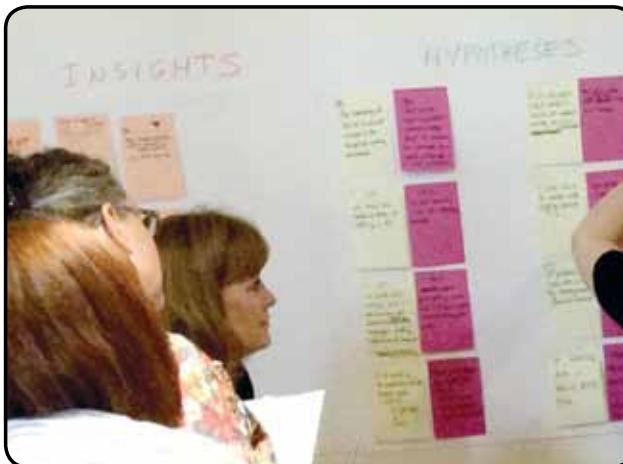


**L to R- Jennifer Mensik and Jennifer Biggs during discussions at the April 2015 Staffing Initiative Meeting**

Optimal staffing is a multi-layered and complicated issue. If it weren't, we wouldn't have such a hard time solving it. So, how do we identify the perfect staffing model? Unfortunately, there is not a "one size fits all" model. Each nursing unit has unique needs and nurses possess different skill sets, for example a new graduate nurse is challenged to perform at the level of a nurse who has been working for 10 years.

In August of 2014, the AzNA Board of Directors initiated a project that addressed the hospital nurse staffing issue in Arizona. Our innovative "it takes a village" approach led us to hire a professional facilitator to convene work sessions that involved a combination of a top down and bottom up approach. Participation in two small roundtables and a larger day of dialog included representation from administrators and direct care nurses, national staffing thought leaders and community partners. The goal was to identify innovative solutions.

Twelve main themes fit into at least one of the following six subject areas: costs and budgets, patient acuity, management issues and work climate, nurse well-being, patient safety and metrics. We will be convening groups of stakeholders to determine



**Insights and hypothesis are gathered on boards around the room during the April 2015 Staffing Initiative Meeting**

next steps. Our plan is to submit a proposal to fund demonstration projects testing targeted strategies.

For 96 years AzNA has been the respected voice of nursing by nurses, community and legislators. As the only state nurses association with 4 full-time staff members, 4 consultants and an active volunteer board of directors, we have the manpower and bandwidth to stay current and relevant. In partnership with our parent organization, the American Nurses Association, our websites at [www.aznurse.org](http://www.aznurse.org) and [www.nursingworld.org](http://www.nursingworld.org) provide an amazing array of issues and initiatives that are of great interest to nurses from all areas of practice. Of particular relevance to our efforts and this discussion, the ANA website has a dedicated section on safe nurse staffing.

Now, more than ever we, thank our dedicated AzNA members and invite those that are not members to join our association. Membership dollars are used to support important initiatives such as nurse staffing.

Note: Interested in more information? An extended manuscript of our staffing initiative appears in the August, 2015 issue of *The Journal of Nursing Management*.

Gallagher, A., (March 21, 2010) "Moral Distress and Moral Courage in Everyday Nursing Practice" *OJIN: The Online Journal of Issues in Nursing* Vol. 16 No. 2

## Correction

In the May 2015 issue of *The Arizona Nurse*, Selina Bliss was incorrectly identified alongside her article. The byline on her article should have read 'Selina Bliss, PhD, RN, CNE, RN-BC'. *The Arizona Nurse* apologizes for any confusion this may have caused.



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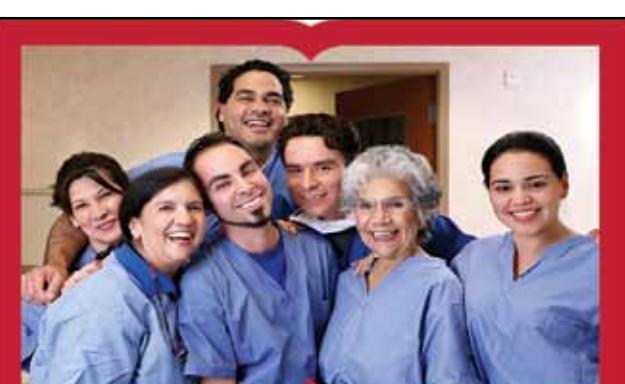
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## Money CPR

### I Probably Don't Need a Will

Shawn Harrell, MS, RN

That's what more than half of Americans must believe since more than half of Americans don't have wills. Why would you need a will? First of all, nurses know we all need a living will and advanced directives. But the fact is, many nurses do not have advanced directives for themselves and their family members. If you are one of those nurses, go to <http://www.azsos.gov/services/advance-directives> where you will find the needed forms. You can even have your living will and advance directive added to the AZ Advanced Directives Registry at no charge. The Registry can be accessed by healthcare providers 24/7 which is great, especially in emergency situations.

But do you need a last will and testament? Not really if you have no minor children, don't own property, and have no assets. Otherwise, a will is a good idea. You don't have to be rich.

If you have minor children you need to tell survivors who you want to care for your children and provide that person with funds, if you are able. If you and your spouse travel together in a car or plane or do anything where you might die at the same time, you really need a will to state your wishes about your minor children. If you don't have a will, each state has laws that will determine where your property and assets will go. A court will make decisions about child custody. For instance, if you have a blended family and no will, in AZ the money will go half to the spouse and half divided among all the children no matter the age of the children. That might not be your intention.

It gets more complicated than that. Some of us remember James Dean from our youth. The actor died in an accident at age 24, without a will. State laws gave his estate to his father who had essentially abandoned him as a child. The estate still earns royalties today.

If you want a say about who will get your assets, who will care for your minor children, or what charities you want to support, get a will. Go to [www.azbar.com](http://www.azbar.com) for more information. Where there's a will there's a way...oh, did I say that?



Shawn Harrell,  
MS, RN

### Join AzNA today!

Application on page 15  
or join online at  
[aznurse.org](http://aznurse.org)



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## AzNA/AzNF 2015 Calendar of Events



[www.aznurse.org](http://www.aznurse.org) • 480.831.0404

**Friday, August 21, 2015**

4th Annual Adda Alexander Conference on Patient Safety

**Location:** Carefree Resort & Conference Center, Carefree

**Register Now:** [www.myazone.org](http://www.myazone.org)

**Friday, August 28, 2015**

2nd Annual National Association Of Hispanic Nurses:

**Phoenix Chapter Conference**

**Location:** Talking Stick Resort, Conference Center

**Register Now:** [www.aznurse.org](http://www.aznurse.org)

**Wednesday-Friday, September 23-25, 2015**

2015 AzNA Biennial Convention – The Changing Landscape of Healthcare: Trends in Nursing Leadership, Practice, and Education

**Location:** San Marcos Resort, Chandler

**Register Now:** [www.aznurse.org](http://www.aznurse.org)

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## Arizona Nurses Foundation



### Nursing Scholarships Now Available

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

- \$ 500 scholarships for ADN students
- \$1,000 scholarships for BSN and RN-BSN students
- \$ 2,500 scholarships for Masters/Doctoral students  
(Preference will be given to graduate students who are committed to working at least 50% in academia.)
- ADN and BSN Kaplan NCLEX Review Course (\$499 value)  
(Please visit <http://www.kaptest.com/nclex/home/index.html> for more information.)

For Applications and Guidelines visit [www.aznurse.org](http://www.aznurse.org) - Click on the Foundation tab.

Application Deadlines: Fall Award: March 1 Spring Award: October 1

AzNF is also offering three half-tuition Brookline College nursing scholarships for each program start: Fall/September, Spring/January, or Summer/May. One scholarship is awarded per program start in the following degrees: Bachelor of Science in Nursing (BSN), Bachelor of Science in Nursing for Baccalaureate Graduates (BSN/BDG), and Master of Science in Nursing (MSN) programs.

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### Congratulations to the Spring 2015 AzNF Scholarship Winners



**Mikala Boddy,**  
BSN, Brookline



**Douglas Boyle,**  
RN to BSN,  
Upper Iowa University



**Peyton Brown,**  
BSN,  
University of Arizona



**Amy Butler,**  
Grad-DNP, PhD,  
University of Arizona



**Sarah Delecki,**  
Grad-FNP, Northern  
Arizona University



**Marcie Gest,**  
BSN, Chamberlain



**Claudia Gonzales,**  
ADN, Mohave  
Community College



**Sarafina Gorman,**  
BSN, Northern  
Arizona University



**Kiersten Gutier,**  
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**Stephanie Hilleboe,**  
ADN,  
Pima Medical Institute



**Emma Lathrop,**  
BSN,  
University of Arizona



**Elisabeth Lewandowski,**  
BSN, Chamberlain



**Kaileen Martin,**  
BSN, Pima CC and  
Northern Arizona  
Univ Concurrent



**Paola Miramontes,**  
BSN,  
University of Arizona



**Jamie Money,**  
BSN, Northern  
Arizona University



**Zochitl Monge,**  
BSN,  
University of Arizona



**Joy Nestic,**  
Grad MSN, Grand  
Canyon University



**Kaitlyn Parks,**  
BSN,  
University of Arizona



**Hoating Pei,**  
ADN, Mohave  
Community College



**LeAnne Prenovost,**  
Grad DNP,  
Capella University



**Kimberly Steele,**  
BSN, Northern  
Arizona University



**Shelby Taloa,**  
BSN, Chamberlain



**Mark Veprek,**  
ADN, Glendale  
Community College

## Arizona Nurses Foundation

# Promise of Nursing Highlights

For the past 16 years, The Arizona Nurses Foundation (AzNF) has awarded over \$350,000 in scholarship money to nursing students at all levels of education. It is very likely that a nurse in your workplace has received an AzNF scholarship or will be a recipient in the future.

The Promise of Nursing Luncheon, hosted yearly on the Friday before Nurses Week, is the primary source of funding for the AzNF scholarship program. The event is designed to honor nurses for their dedication in the transformation of healthcare while simultaneously raising money to fund scholarships.

This year the Promise of Nursing was held on Friday, May 1st at the Arizona Biltmore Resort and Spa. With over 300 nurses being honored for their hard work and featuring keynote speaker Jean Watson, this year's Promise of Nursing event was one to remember.

The event wrapped up following a standing ovation for Dr. Jean Watson with the news that next year's Promise of Nursing would be changed from a luncheon to an evening gala under the amazing sponsorship of the Johnson & Johnson's Campaign for Nursing's Future.



**Andrea Higham describes Johnson and Johnson's latest campaign for nurses. Johnson and Johnson is the major sponsor of the Promise of Nursing luncheon.**



**Nurses enjoying the beautiful Biltmore grounds at the Promise of Nursing reception.**



**Florence Nightingale (Deanne Lewis, AzNA member) with keynote speaker Dr. Jean Watson.**



**Student nurses Lorraine McLean and Julie Nguyen set the tables with programs, nurse week pins and chocolate for the attendees.**

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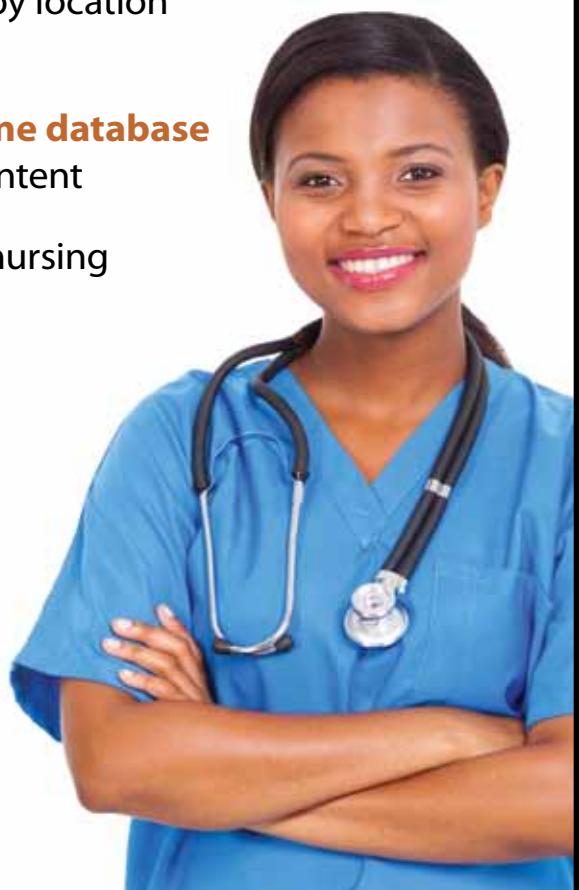


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## 2015 Biennial Convention

# Governor Brewer, Champion of Arizona Health Care, to speak at Biennial Convention



The Arizona Nurses Association is proud to welcome a special guest to our biennial convention this Fall: former Arizona Governor Janice K. Brewer. Governor Brewer will join us beginning at 5:15 p.m. on Sept. 24 at the San Marcos Resort, in Chandler. In addition to mixing and mingling with attendees, Governor Brewer will talk leadership – specifically, the kind she displayed and AzNA and other groups supported that made possible the defense and expansion of

Arizona's Medicaid program.

More than two years have passed since that epic Medicaid debate. It's easy to forget how difficult the battle was, and the extent to which its outcome was in doubt until the very end. Today, more than 300,000 Arizonans can give thanks for their Medicaid health coverage to the dogged efforts of Governor Brewer and a bipartisan coalition of legislators backed by Arizona nurses, physicians, hospital leaders and other community groups.

As a prelude to Governor Brewer's remarks at the AzNA convention, it's worth briefly replaying the Medicaid drama and why this was a fight worth having.

It was early 2013 and Arizona was just beginning to crawl out of the recession. The State faced an enormous decision regarding the state's Medicaid system,

For Arizona nurses and AzNA, Medicaid Restoration was a crowning achievement. It was about ensuring more Arizonans have access to preventative care, and reducing the number of our friends and neighbors falling through the cracks in our health care system.

AHCCCS. The U.S. Supreme Court had already struck down a provision in the Affordable Care Act that mandated every state increase Medicaid eligibility to 133% of the federal poverty level (FPL). Now, states had a choice: expand coverage to the most vulnerable and receive enhanced federal matching dollars or maintain the status quo.

Arizona was in a unique situation since voters had years earlier increased eligibility to 100% of FPL via Proposition 204. The State had frozen enrollment of childless adults during the budget crisis, but no one knew how long the freeze would last before drawing a lawsuit and a potential court order to re-open enrollment.

Weighing the political and policy implications, Governor Brewer announced in her 2013 State of the State address that Arizona was better off expanding Medicaid slightly beyond what our voters had already required – allowing the state to draw down billions of federal dollars to provide care to Arizona citizens already covered under the law. More coverage also meant less uncompensated care, a worsening problem that was threatening hospital bottom

lines and increasing health premiums across the board.

"Do the math," became Governor Brewer's mantra in promoting what advocates termed Medicaid Restoration. Over roughly six months, she nurtured a broad statewide coalition – in which AzNA was proud to play a leading role – and slowly pieced together enough legislative support to approve the Medicaid plan. The legal fight continues to this day, as does Governor Brewer's outspoken defense of the steps taken on behalf of Arizona's least fortunate.

For Arizona nurses and AzNA, Medicaid Restoration was a crowning achievement. It was about ensuring more Arizonans have access to preventative care, and reducing the number of our friends and neighbors falling through the cracks in our health care system.

It was about saving lives. Two years after Medicaid Restoration was signed into law, you can bet it has done exactly that.

So we're pleased Governor Brewer will be with us for the Biennial Convention. We hope you will join us as we say "thank you" for being a champion of nursing and health care, and for her courage in fighting on behalf of Medicaid recipients.

For more information about the convention and to register, please visit [aznurse.org](http://aznurse.org).

## AzNA Recognizes the Best at Convention - AzNA Awards Nominations

AzNA awards are presented at the Convention on September 25 at the San Marcos Resort. There are four categories:

- Outstanding Member
- Advocate of Nursing
- Health Promotion Champion
- Nurse Champion

The award criteria and nomination form are available on the AzNA website at [www.aznurse.org/Convention](http://www.aznurse.org/Convention). The deadline is August 15. Take a few minutes to nominate someone you know.



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## What Patient's Fear and Why We Need to Know Colleen Sweeney to Keynote



COLLEEN SWEENEY RN, BS  
SPEAKER, WRITER, FACILITATOR, EMPATHIZER,  
& RECOGNIZER OF PATIENT FEARS.

Colleen Sweeney, RN, BS will present "What Patient Fear and Why We Have to Know" at the AzNA Convention on September 24 at the San Marcos Resort in Chandler.

She is the founder of Sweeney Healthcare Enterprises, and is on a mission to transform healthcare.

Colleen conceived and conducted the Patient Empathy Project<sup>SM</sup>, a three year research study. During this research, she discovered that 96% of all patients have serious fears about health care, coining the term Clinicophobia<sup>SM</sup> to describe the phenomenon. Colleen put this finding to use, developing the Patient Experience Pyramid<sup>SM</sup> as a tool for healthcare teams to uncover and respond to patient fears. She's identified the Top 11 Patient Fears and collected astonishing artwork from the Patient Empathy Postcard Project.<sup>SM</sup>

A member of the National Speakers Association and a Certified Facilitator with the Tom Peters Company, Colleen holds degrees in nursing and business, and a master's certificate in project management. Colleen attributes much of her success to an earlier career in improvisational comedy, which taught her to build enthusiasm, think differently about the work she does and help audiences realize the power of possibility which exists within them.

For more information and to register for the Convention go to the website [aznurse.org](http://aznurse.org) and click on calendar.

# 2015 Biennial Convention

## Schedule

### Wednesday, September 23, 2015

5 – 6:30 pm AzNA Business Meeting  
6:30 – 8:30 pm Dinner, Live Auction

### Thursday, September 24, 2015

7:30 – 8:30 am Registration/Breakfast  
Committee Meetings  
8:30 – 8:45 am Welcome/Announcements  
8:45 – 10 am Keynote - *What Patients Fear and Why We Need to Know*  
**Colleen Sweeney**  
10 – 10:30 am Break/Exhibitors  
10:30 – 11:30 am Plenary - *IGNITE Leadership!*  
11:30 – 1 pm Lunch/Exhibitors  
1 – 2 pm Plenary - *IGNITE Education!*  
2:15 – 3:15 pm *The Future of Nursing & New Roles for Nurses*  
3:15 – 3:45 pm Break/Exhibitors  
3:45 – 5:15 pm AzNA Business Meeting OR  
*The American Nurse* movie  
5:15 – 6:30 pm Presentation & Reception -  
*Nurses Partnering with the Governor for a Healthy Arizona*  
**Honorable Jan Brewer, Former Governor of Arizona**  
6:30 – 8:00pm *The American Nurse* movie  
(optional)

### Friday, September 25, 2015

7:00 – 7:45 am Political Action Committee Breakfast Meeting  
7:30 – 8 am Registration/Breakfast/Exhibitors  
8 – 8:15 am Welcome/Announcements/ Memorial  
8:15 – 9:15 am *How Can we Make Hospital Nurse Staffing More Healing for Patients and More Satisfying for Nurses?*

9:30 – 10:30 am Plenary - *IGNITE Practice!*  
10:30 – 11:00 am Break/Exhibitors

### Breakouts

11 – 12 pm Leadership: *Ethics - Leadership and ANA's Updated Code of Ethics*  
Education: *Innovation - Experiential Learning Model*  
Practice: *Diversity - Responding to Cultural Challenges in Corrections Nursing*  
Noon – 1:30 pm Lunch/Awards/Exhibitors

### Breakouts

1:30 – 2:30 pm Leadership: *Diversity- Cultural Responsiveness in Leadership*  
Education: *Ethics - Education and ANA's Updated Code of Ethics*  
Practice: *Innovation - Is EMR Driving Care or is Care Driving EMR?*

### Breakouts

2:45 – 3:45 pm Leadership: *Innovations in Leadership*  
Education: *Diversity- Cultural Responsiveness in Education*  
Practice: *Ethics - Practice and ANA's Updated Code of Ethics*

### Break

3:45 pm – 4 pm  
4 – 4:45 pm  
4:45 pm *Closing Session - Navigating the Changing Landscape of Healthcare: Call to Action*  
Convention Adjourns

For a complete list of speakers & schedule information please visit:  
[www.aznurse.org/Convention](http://www.aznurse.org/Convention)

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--	------

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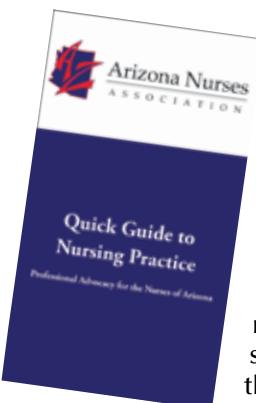
## Members on the Move

Dr. Melanie D. Logue, who got her start in nursing as a student at Grand Canyon University, taught in its Family Nurse Practitioner Program and chaired the university's Doctor of Nursing Practice, has been named dean of Grand Canyon University College of Nursing and Health Care Professions. Her new post brings her full circle; she earned her BSN from the university in 1993, worked for more than 20 years in the field, and then returned to GCU in January 2014 to launch the Doctor of Nursing Practice. As dean, she will set the tone for its 69 faculty and staff, and nearly 13,000 students.



**Melanie D. Logue,  
PhD, DNP, APRN,  
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## For My Father

**Amy Steinbinder, PhD, RN, NE-BC**  
Vice President, Nursing, Quality and  
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My father is elderly – nearly 87 years old and I am his advocate. That doesn't mean that he is incompetent, infirm or uninterested in decisions and information about his body, his health and his life. It does take him longer to process information and he is slowing down. Here are some ways you can show you care and understand.



**Amy Steinbinder,  
PhD, RN, NE-BC**

Speak slowly and wait for his response. Like many elderly he is hard of hearing. Face him directly and enunciate clearly. Focus on him rather than multitasking, looking down or looking away as your voice gets redirected from him to the floor, the chart, or blood pressure cuff you are using.

Be respectful and speak directly to him. I'm in the room and I'm his advocate, but he is the focus. Address questions directly to him.

He is unsteady on his feet and has a healthy fear of falling. He moves slowly. Walk next to him at his pace so he isn't reminded of how slow he is and that he is declining.

His purpose in life is rapidly changing. He no longer has his wife. He no longer drives. He is unable to do his own cooking and take care of his home. He has transitioned from being totally independent to now being dependent on others. Tune into the need to ease the burden, the confusion and the angst of your elderly patient who is my elderly father.

Like many elders he has many chronic conditions. Please convey to him that despite all of the challenges that he faces every day, you admire him for his tenacity and his ability to keep moving forward. Please recognize that he, like many elders, has experienced tremendous losses. Ask him about his life, his family and the people who are important to him. Use your ears, your voice, and your heart to ease the transitional journey for him and for me. In doing that, you will affirm him as a valuable person and be a better nurse.



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## Arizona Action Coalition

# Promoting the Diversity of Arizona's Nursing Workforce through Mentorship

Tillie Chavez, Sharon McKee, Adriana Perez

In the last *Arizona Nurse* issue, we highlighted the first five goals of our Robert Wood Johnson Foundation SIP Grant (creating an infrastructure to house healthcare workforce data).

The Arizona Action Coalition Diversity Council (AZ ACDC) was created to design and implement SIP Project Goal #6 Diversity of RN Workforce for the Future of Nursing: Arizona Implementation Program. The AZ ACDC is dedicated to promote a diverse workforce in Arizona, through opportunities for mentorship among diverse, bilingual students in community health settings. A pilot mentoring program will be implemented from August 2015 to May 2016. The Program Goal: To develop a model that can be utilized statewide. A minimum of 20 student/RN dyads will engage in a project with underserved populations. The pilot program has identified 20 students of the Bilingual Nursing Program at Phoenix College as the mentee's. Mentors have been recruited through the National Association of Hispanic Nurses (NAHN), Black Nurses Association (BNA) Greater Phoenix, and Philippine Nurses Association of Arizona (PNAAZ) who must complete the application process to assist in the matching of Mentor/Mentee. Each dyad will list at least one positive patient outcome in their community health setting project, resulting from the experience with a specific focus on diverse/underserved population. Long-term, this program may contribute to an overarching goal of promoting a culture of health in Arizona.

In working with nursing program directors AZ ACDC will ensure the experience objectives align with program objectives. In addition, this opportunity lends itself to enhance the diversity curriculum embedded within nursing programs and to apply leadership skills as mentors and educators.

The minority population in higher education is faced with the dilemma of a lack of qualified educators. Literature on the topic of educating a culturally diverse population has raised many questions on ways this is to be accomplished. Who will take ownership of successfully educating our culturally diverse youth? In the United States, the population of minority group educators are vastly underrepresented. A more important question would be, does culture play a role in the success in minority student's success?

According to international researchers, of the population they studied, many Black students and parents felt the need for like culture representation in the classroom (Dei, 1995). Their beliefs were that Black teachers offered a social perspective based on cultural and common experiences within a classroom structure that were less intimidating, and a teaching style was much like that of the students' home environments.

While the Dei, 1995 research may have revealed the importance of having like cultures to educate like students, most recently, a local study conducted at a community college in Maricopa County, found that their results were ranked differently. From one to three, with one being the most important. Students believed that first and foremost the instructor must be knowledgeable (McKee, 2013). The students believed that since



Tillie Chavez,  
MSN, RN



Adriana Perez,  
PhD, ANP



they were dependent on the instructor to teach them what they needed to know to succeed, they wanted the best. Second there must be some sort of financial support for the students to attend college. And third, students found that instructors of like ethnicities would be helpful as mentors and life coaches (McKee, 2013).

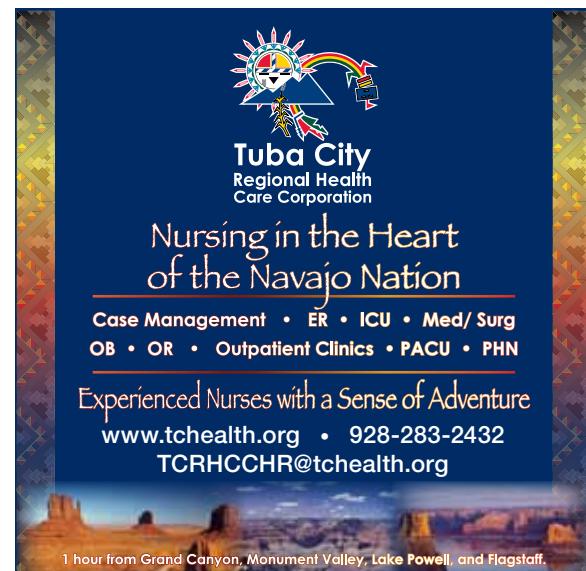
According to the American Nurses Association 1991 position statement on Cultural Diversity in Nursing Practice, "Nurses bring their personal cultural heritage as well as the cultural and philosophical views of their education into the professional setting. Access to care can be improved by providing culturally-relevant, responsive services." The AZ ACDC Mentoring Program will provide cultural awareness and sensitivity to address these issues.

By specifically utilizing a diverse group of bilingual nursing students and mentors identified as members of Arizona's ethnic minority nursing organizations, including NAHN Phoenix, we can support the mission of each respective organization. For example, NAHN is committed to advancing the health of the Hispanic community in Arizona, through advocacy and educational, professional, and leadership opportunities for Hispanic Nurses. Within the United States, cultural differences are expressed not only through language but also through body language, music, architecture, clothing and accessories. Furthermore, individuals living in different areas of the country experience differences in lifestyle and social norms. San Francisco, Boston, Ft. Meyers or St. Louis will create different experiences for those living there. (Collins, 2006)

Focusing on cultural strengths and building a peer-mentorship network may assist in supporting and sustaining efforts. The AZ ACDC will continue to develop, implement and evaluate this mentoring program over the next two years. Once the program is refined and completed the AZ ACDC will plan to disseminate the program throughout Arizona.

### References

- American Nurses Association. (1991). Cultural Diversity in Nursing Practice. *Nursing World*, Adopted by: ANA Board of Directors.
- Collins, Shonta, (2006). Is Cultural Competency required in Today's Nursing Care? *NSNA Imprint* February/ March 2006.
- Dei, G. J. S. (1995). Drop out or push out? The dynamics of Black students' disengagement from school. Toronto: Ontario Institute for Studies in Education.
- McKee, S., (2013). Minority Nursing Shortage in Maricopa County: A Phenomenological Study. University Library, Dissertation.



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## Clinical Update

# ANA CAUTI Prevention Tool

Catheter-Associated Urinary Tract Infections (CAUTI) are the most commonly reported hospital-acquired condition, and the rates continue to rise. More than 560,000 patients develop CAUTI each year, leading to extended hospital stays, increased health care costs, and patient morbidity and mortality. RNs can play a major role in reducing CAUTI rates to save lives and prevent harm. ANA offers an innovative, streamlined, evidenced-based clinical tool developed by leading experts (**available free online** in PDF format by visiting <http://www.nursingworld.org/ANA-CAUTI-Prevention-Tool>).

Hospital-acquired conditions (HACs) are a major threat to patient safety with costs estimated to be \$33 billion.\* The Department of Health and Human Services (HHS) has identified a national strategy to reduce multiple health care-associated infections (HAI), a subset of HACs. Nurses are linchpins in the efforts to reduce HAI to prevent avoidable harm, morbidity and mortality, and reduce cost.

ANA has partnered with the Centers for Medicare and Medicaid Services (CMS) Partnership for Patients (PfP) in an effort to reduce avoidable HACs by 40% and reduce 30-day hospital readmissions by 20% compared to 2010.

According to PfP, ANA and PfP's partnership has already contributed to a significant reduction in multiple HACs and preventable 30-day readmissions. The U.S. Department of Health & Human Services reported national reductions in adverse drug events, falls, some infections and other forms of harm are estimated to have prevented approximately 15,000 deaths in hospitals, decreased health care costs by \$4.1 billion, and prevented 560,000 patient harms in 2011 and 2012.

Rates of CAUTI are on the rise. Together with PfP, ANA has made CAUTI reduction a priority. As the leading voice of 3.1 million nurses, ANA seeks to engage the nation's nurses in CAUTI reduction through effective use of an innovative, streamlined, evidenced-based clinical tool.

### Partnership for Patients

The Partnership for Patients (PfP) is focused on quality improvement, patient safety and cost-effective patient care. Launched in 2011, PfP convened health care providers, hospitals, patients, and government and other stakeholders in a quest to reduce preventable hospital-acquired conditions (HAC) by 40% and 30-day admissions by 20% by the end of 2014. The program is funded by the Centers for Medicare and Medicaid Services (CMS) through the end of 2014.

Through the PfP, 26 Hospital Engagement Networks (HEN) are working to reduce HACs. Over 3,700 hospitals are currently operating within HEN as part of PfP. These organizations help identify, disseminate and engage interprofessional teams to use effective solutions that are reducing HACs. The PfP stakeholder partners work together to disseminate these findings to other hospitals and clinicians. As an early and active partner of PfP, ANA leads multiple efforts with nurses to reduce HACs. In these efforts, ANA works closely with the ANA's organizational affiliates.

### Information for Patients and Families - What is CAUTI?

A urinary tract infection (UTI) is an infection in the urinary system, which includes the bladder and the kidneys. If you have a urinary catheter, bacteria or yeast can travel along the catheter and cause an infection in your bladder or kidney (also called Catheter-Associated Urinary Tract Infections [CAUTI]).

Urinary catheters should only be used when absolutely necessary and should be removed as soon as possible.

### Why is CAUTI important?

The Partnership for Patients (PfP) and the Centers for Disease Control and Prevention (CDC) have reported that although most HAC are improving, the rates for CAUTI are rising. According to the CDC, CAUTIs are the most commonly reported HAC to the National Healthcare Safety Network (NHSN) in the United States. Among urinary tract infections acquired in the hospital, approximately 75% are associated with urinary catheters. Therefore, it is important that the overuse of urinary catheters is reduced, and should be removed per nurse-driven evidence-based protocols. Nursing research has found there is no universally accepted evidence-based tool to reduce CAUTI as there are for other HAIs. As a partner of PfP, ANA took note of this tool gap and offers nurses an evidence-based, user-friendly tool to help prevent CAUTI in hospitals.

### ANA Initiative to Prevent CAUTI

There are three areas to improve evidence-based clinical care to reduce the rate of CAUTI: (1) prevention of inappropriate short-term catheter use, (2) nurse-driven timely removal of urinary catheters, and (3) urinary catheter care during placement. Nursing screening and assessment and evidence-based management of urinary retention and incontinence is essential to reduce catheter overuse. ANA identified the opportunity to fill the tool gap and develop a streamlined evidence-based tool to reduce CAUTI.

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## Clinical Update

Using a consensus process, ANA assembled a technical expert panel (TEP) of nursing clinical experts to develop and disseminate an evidence-based CAUTI reduction tool for nurses with support by PfP. TEP members include ANA members, representatives from its specialty nursing organizational affiliates, infection control specialists and patient safety authorities.

Nurse consultants from the PfP team and representatives from CDC were included in the panel. After extensive review of evidence-based guidelines, existing CAUTI reduction tools, and a focused review of the literature, ANA and other TEP members developed a two-part multi-factorial CAUTI reduction tool designed for nurses. The one-page tool is based on the CDC's 2009 "Guideline for Prevention of Catheter-Associated Urinary Tract Infections." (Guideline for Prevention of CAUTI – CDC\*) The evidence-based tool incorporates an algorithm to determine if a urinary catheter is appropriate based on nursing screening and assessments, as well as alternatives for retention and incontinence; timely removal; and a checklist on catheter insertion, cues for essential maintenance and post-removal care.

It is important that hospitals implement multiple successful "levers" that have been identified by the PfP and in the literature to successfully reduce CAUTI in addition to consistent use of the ANA CAUTI Prevention Tool. The ANA tool is essential to use as an **effective practice change lever** and is an important innovation to drive evidence-

base care. In addition, additional levers have been identified including a safety culture, nurse-driven catheter removal (standing orders per protocols), incorporation of health information technology (e.g., clinical decision support and nurse protocols seamlessly cued to nurses in electronic health records), consultation by specialty nurses (e.g., nurses certified in wound, ostomy and continence nurses, urology, rehabilitation, infection control, geriatrics), and effective team-based programs such as Comprehensive Unit-based Safety Program (CUSP). By **using multiple levers simultaneously**, a tipping point to achieve reduction in the nation's CAUTI rate can be achieved to save lives, prevent harm and reduce cost.

\*References and links to organizations and documentation are available by visiting <http://www.nursingworld.org/ANA-CAUTI-Prevention-Tool>



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# 2015 STRATEGIC PLAN

**MISSION:** Advancing the nursing profession and promoting a healthy Arizona

## PROMOTE A SAFE AND HEALTHY WORK ENVIRONMENT

- A. Foster the goal of optimal nurse staffing for safe patient care
- B. Support a culture of workplace safety and a healthy work environment
- C. Promote healthy nurses
- D. Promote ethical decisions in the practice setting

## ADVANCE PROFESSIONAL AND LEADERSHIP DEVELOPMENT

- A. Strengthen nursing practice, professionalism and leadership
- B. Mentor new leaders for a strong future

ADVOCACY,  
PUBLIC POLICY,  
& PRACTICE

## DEVELOP COMMUNITY PARTNERS

- A. Promote a healthier Arizona
- B. Collaborate with partners to enhance synergy

## ENGAGE MEMBERS

- A. Strengthen advocacy and professional development resources
- B. Grow membership through strategic initiatives
- C. Increase awareness of member benefits

Core Values: Respect, Service, Diversity, Integrity, Collaboration



**Are you prepared?**

**Whether you are liable or NOT.**

**Your defense costs \$100,000.**

*But don't just take our word for it ...*

### Here's a true story!

A nurse was named in a lawsuit after a 20-year-old male she saw in an urgent care clinic later died from one of the most dangerous forms of bacterial meningitis.

#### Case summary:

- The nurse attended to the patient and determined that he needed to go to the ER within 5 minutes of the patient arriving at the clinic.
- The patient's girlfriend took him directly to the hospital, where he was triaged but showed no fever and normal blood pressure. The patient began showing signs of delirium nearly two hours later, and an hour afterward began to be treated for meningitis even though a diagnosis had not been confirmed.
- The patient was definitively diagnosed with Neisseria meningitis, Group B, the next day. He died less than 24 hours after arriving at the urgent care clinic.

The nurse was named, along with the clinic where she worked, the physician working at the clinic, the ER physician and the hospital, in a lawsuit brought by the parents of the patient. The parents alleged that if the nurse would have triaged the patient and the physician would have seen him, they would have recognized the symptoms of meningitis and administered antibiotics in time to save his life.

Defense experts supported the actions of the nurse in referring the patient to the ER immediately. Discovery also confirmed that the patient had been ill for several days before seeking help, and the defense concluded that no treatment could have reversed the course of the illness.

**Despite this, her defense costs topped \$125,000.**

The Professional Liability Insurance offered through Mercer Consumer to members of ANA can save you from the devastating costs related to defending yourself in a lawsuit. Learn more and get a free quote. Call 800-375-2764 or visit [www.proliability.com/69545](http://www.proliability.com/69545).

\*Please contact the program administrator for more information or visit [www.proliability.com](http://www.proliability.com) for a free quote.



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## Continuing Education - Patients Deserve Nothing Less

Robin Schaeffer, MSN, RN, CAE  
Multistate Division Leader,  
Western Multi-State Division

Health care is evolving quickly. During my 37 years as a nurse, I've seen our field change in ways I couldn't have imagined. Technology, protocols, specialization and much more – nurses today have greater challenges than ever before when it comes to staying current.

That's why Continuing Education (CE) is so important. The American Nurses Association has defined CE as "learning activities designed to augment the knowledge, skill and attitudes of nurses and therefore enrich the nurses' contributions to quality healthcare."<sup>1</sup> CE is a simple and effective way to keep current and acquire additional skills and knowledge that are essential to our everyday practice of nursing.

**Organizations that sponsor CE** benefit by demonstrating to the public, to nursing professionals and to state licensing boards the organization's commitment to high standards of performance and a well trained workforce. Ultimately, patients benefit most of all when nurses take it upon themselves to keep up-to-date with the latest in the nursing profession.

**Nurse educators and trainers** work hard to develop meaningful, needs based programs that merit approval to award continuing education credits.

**Nurses who attend CE programs** recognize their professional commitment to lifelong learning as well as fulfill their criteria for certification and re-certification in their specialty field of practice.

In 2014 the nurses associations of Arizona, Colorado, Idaho and Utah formed a nursing collaborative known as the Western Multi-State Division (WMSD). As an ANCC Accredited Approver of CE, the WMSD works across state lines to support nurses, educators, organizations and institutions acquire CE credits for their educational programs.

Ready to get started? Taking the next step is easy. Visit [www.aznurse.org](http://www.aznurse.org) to determine if your program is eligible for CE.

Nursing professionals are in high demand. Nurture your craft and stay ahead of the curve when it comes to the latest innovations in health care. Our patients deserve nothing less.

<sup>1</sup> References available upon request.



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Application Deadlines are November 1, 2015 for PhD and January 15, 2016 for DNP. Classes start June 2016. Students from WICHE member states are eligible for in-state tuition. See <http://wiche.edu/wrgp> for more information.

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## Welcoming New and Returning Members

### AzNA New Members March – May 2015

#### Chapter 1 – Greater Phoenix

Laura Acree  
Jennifer Andres  
Joanne Auskern  
Melanie Barnes  
Viviana Barron  
Monica Belmontez  
Francine Bretz  
Anna Brewer  
Casey Brookey  
Josefina Castelo  
Angela Castillo  
Ligita Centorino  
Deborah Cherry  
Jennifer Childers  
Jennifer Clabaugh  
Corinne Collins  
Cheryl Courtois  
Kimberly Day  
Bobbi Jo Doyle  
Corrin Dragon  
Tami Eckenrode  
John Eggert  
Judith Ekblad  
Kim Ezre  
Piroshka Forster-Price  
Mark Garcia  
Gail Gomez  
Anthony Gonzales  
Natalie Green  
Danielle Hauptman  
Joshua Hook  
Eugenia Ilisei  
Lashonda Jennings  
Roberta Johnson  
Jennifer Johnson  
Allison Juraska

Irene Kelly  
Joyce Kim  
Cynthia Ledbetter  
Amy Lee  
Juhaynah Lewis  
Zack Lindsay  
Carolyn Lounsbury  
Alyson Lowe  
Sarrah Mastrapasqua  
Tonya McAtee  
James McDonald  
Mary Mendien  
Julie Menke  
Nancy Moreland  
Takiyah Muhammad  
Mark Neil  
Tammy Nelson  
Danielle Oas  
Gloria Perez  
Tammy Phillips  
Kathleen Piotrowski  
Jared Prokop  
Consuelo Reed  
Kristen Reiter  
John Risi  
Monique Rivers  
Cynthia Rodarte  
Reda Rodich  
Charlotte Sbrega  
Hillary Scanlan  
Rhonda Schauberger  
Stacey Shackleford  
Debra Smith  
Linda Squires  
Kala Sugathan  
Dolly Sugerman  
Peter Teboh  
Tracy Thomas  
Jennifer Tobin  
Rosa Tschetter  
Sarah Vega  
Anna-Marie Vincic  
Joy Whitlatch

Melissa Williams  
John Witwer  
Kristina Young  
Heather Ziemianski

#### Chapter 2 – Tucson

Steven Arthur  
Shannon Barone  
Kylie Bourland  
Cynthia Carsten  
Lorna Cook  
Sherry Daniels  
Marvin Depas  
Sandi Dougherty  
Joyce Drozd  
Danielle Edwards  
Claudia Erives  
Lydia Fernandez  
Tara Gonzales  
Christen Herrington  
Audrey Levy  
Olga Li  
Deborah Marker  
Karen Mylan  
Randi Riley  
Donna Rowe  
Marilynn Ruffin  
Shirley Schultz  
Elissa Stephen  
Jacquelyn Strack  
Leslie Streeter  
Donna Sweeney  
Sheila Travland  
Kristine Walker  
Lynn Weymann  
Deborah Zeleny

#### Chapter 5 – Northern Arizona

Alan Aguilar  
Tami Antonini  
Jody Begley  
Brett Birkeland

Deanna Buchanan  
Myra Cousens  
Tammy DeWees  
Dianna Fair  
Trena Fraka  
Cheryl Holmberg  
Ellen Huff  
Noriko Ishida  
Ty Jones  
Kristel Kishbaugh  
Nadia Luce  
Emily Lunt  
Katie Moore  
Edie Morgan  
Mary Pasternacki  
Stacy Peterson  
Margaret Phelan  
Suzann Polk  
Melissa Richey  
Mimi Sorenson

#### Chapter 7 – Yuma, Rio Colorado

Michelle Aloisi  
Jahyra Castro  
Teresa Curiel  
Cherice Curtis  
Brenda Flores  
Valarie Karr  
Marlene McQuilkin  
Sarah Medrano  
Yesenia Olaiz  
Paloma Romero  
Edith Stanfield  
Vanessa Valverde  
Cristal Walker

#### Chapter 30 – East Valley

Grace Adams  
Kathleen Adams  
Elizabeth Arant  
Leslie Aspinall

Carlyn Ball  
Amanda Barr  
Rebecca Bohlmann  
Rodney Boileau  
Anne Brown  
Maureen Buttenhoff  
Roberta  
Christophersen  
Ebonique Colbert  
Jill Cordova  
Amalia Cotton  
Misty Crawford  
Nicole Curet  
Thea Davis  
Verlene Dominguez  
Eryn Dunlavy  
Sherri Eaker  
Franklin Elliot  
Yvonne Fawkes  
Laurie Finnern  
Karen Fuller  
Sara Lin Ganir  
Anne Gannon  
Carolyn Gatti  
Debra Gilmour  
Kelli Gleason  
Sarah Greenbank  
Kelly Griffin  
Janet Grimsley  
Krista Grosvenor  
Cynthia Guilmette  
Meredith Hardt  
Jeremy Hodder  
Christina Hoffman  
Brandi Howard  
Susan Iorio  
Andrea Johnson  
Susan Johnson  
Jeanette Jones  
Lauren Jungers  
Lauren Kim  
Shannon King  
Robin Kirschner

Jocelyn Labrier  
Amanda Lindsay  
Michelle Lipp  
Barbara Lockwood  
Jeffrey Luckett  
Claire Luketich  
Devin Maierhofer  
Victoria Majors  
Sandra Marken  
Carena Mishler  
Cecilia Mitroi  
Kimberly Murdoch  
Chastity Naftolin  
Elizabeth Navarrete  
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Lyra Ouano  
Lexus Padgett  
Shanasy Parker  
Anne Pearson-Larue  
Maureen Petrides  
Kathleen Rose  
Caroline Rosemond  
Kay Rutledge  
Jennifer Saban  
Melissa Scott  
Amy Selter  
Amy Simmons  
Erlinda Singarajah  
Lindsay Sletten  
Kirsten Turkington  
Keith Ulm  
Donita Umbreit  
Jesus Urbalejo-Salcido  
Lisa Whipple  
Veronica Whitworth  
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## 2 Year Anniversary Members

March – May 2015

#### Chapter 1 – Greater Phoenix

Amy Basch  
Matilde Cangco  
Susannah Dimanno  
Virginia Hay  
Earl Jacob  
Rakhi Joshi  
Heather Lincoln  
Francesca Mallamo  
Karen McCambridge  
Laura Monks  
Rick Paredez  
Kim Perch  
Sarah Reyes  
Christin Sisco  
Kathryn Wickware

#### Chapter 2 - Tucson

Janice Brown  
Cheryl Crawford  
Elizabeth Criss  
Sherri Fournier  
Genevieve Gutierrez  
Wivandee Mana  
Gina Sargent

#### Chapter 5 – Northern Arizona

Amanda Barger  
Angelita Brown  
Mary Brown  
Carol Burgess  
Stephanie Chan  
Lora Colten

Martin Dyer  
Joanne Frederick  
Angela Hester  
Sonya Saxon  
Tonya Yazzie

#### Chapter 7 – Yuma, Rio Colorado

Anna Aguilera  
Lokelani Ahyo  
Melody Baldwin  
Helene Gibson  
Elva Juarez

#### Chapter 30 – East Valley

Marisa Carter

Bridgid Crouch  
Marlo Howell  
Kileen Hughes  
Charrissa Levasseur  
Anna Mathew  
Mary-Louise Mulcahy  
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For other information, please contact ANA's Membership Billing Department at (800) 923-7709 or email us at [memberinfo@ana.org](mailto:memberinfo@ana.org).



### Essential Information:

First Name/MI/Last Name	Date of Birth	Gender: Male/Female
Mailing Address Line 1	Credentials	
Mailing Address Line 2	Home Phone	Mobile Phone
City/State/Zip	Email Address	

**How did you hear about ANA/AzNA?**  Colleague  Mail  Magazine  Online  Other: \_\_\_\_\_

### Professional Information:

Employer	Current Employment Status: (e.g. full-time, part-time, per diem, retired)	
Type of Work Setting: (e.g. hospital, clinic, school)	Current Position Title: (e.g. staff nurse, manager, educator, APRN)	
Practice Area: (e.g. pediatrics, education, administration)	RN License #	State

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For any questions about the position please call or email:  
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Ph: (928) 475-7338  
Email: [rema.metts@scat-nsn.gov](mailto:rema.metts@scat-nsn.gov)

Regina Hovet, DHHS Deputy Director  
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