

Sparking excellence



■ New mentorship program ■ National awards ■ Ethics inbox

Sparks fly at ANA-ANCC conferences

Nurses come together to improve practice, work environments, and healthcare.

By Susan Trossman, RN

While one speaker encouraged nurses to find their “inner spark,” the energy among nurses was already palpable as they came together to learn, share, network, and celebrate at two recent conferences held by the American Nurses Association (ANA) and the American Nurses Credentialing Center (ANCC) in Orlando, Florida.



Nurses gathered for entertaining and informative sessions at ANA and ANCC co-located conferences in Orlando.

Nearly 2,100 nurses and others who have a stake in improving nursing practice, work environments, and healthcare attended the co-located April events: the ANA Quality and Innovation Conference and the ANCC Pathway to Excellence Conference®. Participants had the opportunity to attend five general sessions, 42 concurrent sessions—in addition to other offerings—and to earn continuing nursing education credit along the way.

Among those welcoming attendees was ANA President Ernest J. Grant, PhD, RN, FAAN, who shared ANA’s existing work to cultivate nurses’ health and wellness and improve work environments, as well as new initiatives.

“Earlier this month, ANA had the privilege of being one of the four hosts for the official launch event for Nursing Now USA,” Grant said. Part of the Nursing Now Global Campaign, this initiative is working to raise the status and profile of nurses worldwide, among other aims.

“ANA also became one of the first organizations to



ANA President Ernest J. Grant

partner with Time’s Up Healthcare,” he said. “[This effort] addresses workplace discrimination, harassment, and abuse, to create equitable and safe work cultures within all facets of healthcare.”

ANCC President Patricia Reid Ponte, DNSc, RN, NEA-BC, FAAN, noted the growth in ANCC’s programs. There are now 175 Pathway-designated organizations around the world, with more countries expressing interest in the program. The Pathway program recognizes healthcare organizations that promote positive practice and work environments for nurses, leading to better care and patient outcomes.



ANCC President Patricia Reid Ponte

“We will continue to expand our programs and services to meet the needs of nurses everywhere,” Reid Ponte said.

A focus on motivating, embracing change

Filmmaker and speaker Brett Culp shared inspirational stories of ordinary people who have done extraordinary things. One story focused on then-14-year-old Annalise Carr, who swam for roughly 26 hours across Lake Ontario in, at times, extreme conditions, to raise money for a camp providing respite to children with cancer and their families. Her desire to make a difference in the lives of those children led to a tremendous outpouring of support from her community. She ultimately raised about \$200,000, and is featured in Culp’s new film, “Look to the Sky.”

Through the actions of ordinary heroes and the additional good acts they inspired, Culp said he was able to redefine what a leader meant to him. “Real leadership is inviting people on a mission to do something extraordinary together,” he said.

He noted that nurses are on a mission to not only heal people’s bodies, but also to attend to their hearts and spirits.

“You show people every day they matter. They are important,” Culp told conference attendees. He also spoke to the importance of taking on difficult tasks, which can lead to innovation, and encouraged them to “stay anchored to your meaningful mission.”

When describing what makes a good leader and excellent—or “platinum”—customer service, general session speaker Simon T. Bailey, talked about finding one’s spark and purpose at work, and promoting an environment of love, kindness, and connectedness. It was a message that seemed to resonate strongly with conference-goers.

A strategist and expert on leadership, change management, and the customer experience, Bailey’s high energy and often humorous presentation introduced many conference-goers to his SPARK Leadership Model and highlighted critical business trends. Among the latter are the importance of welcoming women leaders and conscious inclusion into all work environments.

“All organizations want innovation, and that comes from having talent with different perspectives who can see the world through a different lens,” said Bailey, a former Walt Disney Co. executive. “We need leaders with spark who have emotional intelligence and humility. They don’t need to have all the answers, but they must be able to ask the right questions.”

He added that when he started listening to his team members—not just to respond but to understand their issues and concerns—positive change and innovation occurred.

“No matter where you are, you have the ability to be the spark,” Bailey said. “Think every day how you show up and make a difference. Create an environment that allows you to be the spark.”

In turn, that positive environment and leadership will create the spark in others, he noted.

Innovating and decision-making

In a presentation titled “The patient as CEO,” Robin Farmanfarmaian shared her personal story about her many interactions with the healthcare system and



Speaker Simon T. Bailey with conference attendees

how they led her to become an entrepreneur in emerging technology and to champion consumers as key decision-makers on their healthcare team.

But first, she gave a shout out to nurses: “I’m a patient. You’ve provided the warmth and the information I needed, and you’ve always been there for me.”

Farmanfarmaian gave numerous examples of existing and emerging technology that could lead to

improved preventive and safer care: point-of-care technology, like at-home electrocardiogram analysis; built-in sensors in socks that measure foot temperatures to prevent ulcer formation; personal robots that can help older adults age in place; and personalized digital interventions, such as devices that prompt people to move more. She also spoke of trends, such as UPS offering at-home vaccine administration, which can offer nurses more opportunities.

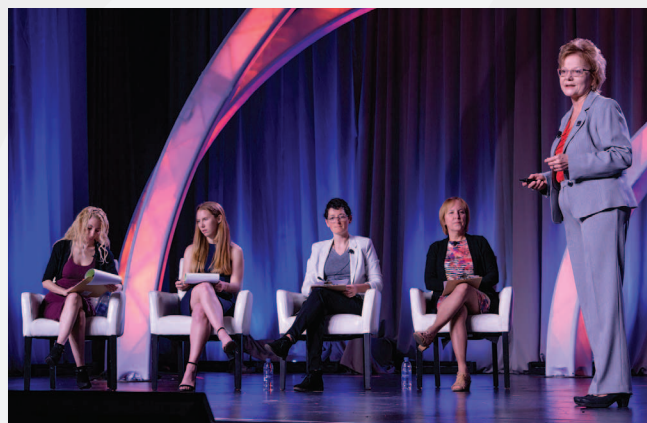
Farmanfarmaian encouraged conference attendees to become more involved in healthcare technology, including seizing on the massive opportunities to develop educational apps. She recommended that nurses start writing down their ideas, getting patents for their innovations, and sharing their work with the rest of the healthcare team.

After an inspiring NursePitch™ event (see related story on page 36), internationally acclaimed thought leader, psychologist, and author Nick Tasler presented an interactive general session called “Mastering change one decision at a time.”

Before he described his framework for decision making, he talked about the importance of having the right mindset, which

he called a “driver,” or decisive, mindset. Tasler noted that people with this mindset continue to persevere despite setbacks they encounter at work or in any other parts of their lives. He gave the example of civil rights activist Rosa Parks, whose determination and courage helped spur change in this country.

“Everyone has the driver mindset,” Tasler said. “Some people may use it 100% of the time, while some 20 to 30% of the time. Use this moment as an opportunity to hit your reset button that brings out that person, that mindset, in you.”



Lisa Ousley (right), 1st place award winner, presents her team’s product at the NursePitch™ event.

Gaining knowledge

At continuing education sessions throughout the conference, participants gained knowledge and real-life strategies they could bring back to their home facilities to improve practice and work environments.

In one session offered by ANA, presenters from Indiana University (IU) Health shared their multi-tiered process to address aggression and violence prevention within their facilities. They noted two types of violent events: the predatory, which is more planned, and the affective, which is grievance-based and far more common in healthcare settings.

The grievance can stem from issues such as not being allowed to smoke, not getting a medication, or a feeling that staff is not respectful, according to Joseph Anderson, MBA, director of safety and security at IU Health, Indianapolis, and Debra Fabert, MSN, RN, BC, director of behavioral health at IU Health, Bloomington. They also noted that meeting one basic need reduces the chance of a violent outburst by 50%, and if two are met, the chance drops by 70%.

Anderson and Fabert shared more detailed information on staff training to better anticipate needs and and de-escalate tense situations; their dedicated Aggression Prevention Team, whose members have expertise in de-escalation and can help develop a behavioral care contract; their Behavior Alert code, which calls on a multidisciplinary team to respond to pending or actual violence; and their Critical Incident Response Team, which manages de-briefing and follow-up.

In an ANCC Pathway-offered session, presenters from Geisinger Health System in Lewistown, Pennsylvania, shared the process they used—in the form of “golden nuggets” of information—to foster a positive workgroup culture and improve patient care in their emergency department.

Those nuggets to help leaders foster change include: Successful leaders choose to lead. Establish your



Charles George VA Medical Center (CGVAMC) received the 2019 ANCC Pathway Award®, sponsored by Cerner. (L-R) Debbie Hatmaker, ANA Enterprise; Edna Cadmus, Commission on Pathway to Excellence®; Melissa Solito, Cerner; David Przestrzelski, Caitlin Rawlins, Stephanie Young, CGVAMC; Patricia Reid Ponte, ANCC Board of Directors; Rebecca Graystone, Christine Pabico, ANCC.

vision. Make the time to self-reflect. Find a way to ignite the passion in your staff.

More to see and celebrate

Conference attendees also had the opportunity to tour the Florida Hospital Innovation Lab, attend a special Pathway ceremony, which highlighted new designees and re-designees, celebrate Pathway and Innovation Award winners (see related story on page 36), learn from six virtual sessions and 268 poster presentations, and visit with 188 exhibitors. There also were numerous networking activities, from an opening reception to an event called Dinner with Strangers.

ANCC also held several activities at a preconference, including a symposium on continuing nursing education.

— Susan Trossman is a writer-editor at ANA.

MEMBER BENEFIT

ANA Mentorship Program: Class of 2018-2019

New and experienced nurses double up to broaden their horizons.

By Elizabeth Moore, MFA

Alexandria Jones-Patten, MSN, MBA, RN, has had great mentors during her nursing career—but only one of them told her when she needed a break. That was Bonnie Fuller, PhD, MSN, CNE, who was matched with Jones-Patten through the American Nurses Association (ANA) Mentorship Program.

The purpose of this exclusive member program is to support nurses across the career life span. Registra-

tion opened in the summer of 2018 with a goal of 300 mentorship pairs, but demand was high and total registration reached 919 pairs when the program launched in late September. During the 6-month program, which ended in late March, participants received support to help create successful mentoring relationships, including a pre-program webinar and online community for mentors.

“The ANA Mentorship Program was designed and developed in direct response to what we have heard re-

peatedly from our members,” said Debbie Dawson Hatmaker, PhD, RN, FAAN, ANA Enterprise chief nursing officer and executive vice president. “Those in the early years of their nursing career wanted mentors to help them handle the daily challenges and carve out their career path. At the same time, experienced nursing leaders had a deep desire to strengthen the nursing profession by sharing their wisdom and experience with newer nurses. This program meets the needs of both those groups of ANA members.”

A dynamic duo

Jones-Patten, a nurse on the telemetry unit at White Memorial Medical Center in Los Angeles, applied for the mentorship program because she wanted guidance to support her ambitious career goals. She is starting her doctoral studies at the University of California Irvine this fall and sought a mentor who would check her career and education progress and point out any roadblocks she might not see.

When she was working part time while in an accelerated master’s program, work-life balance was a concern for Jones-Patten. She also volunteered outside of work and school as president of the Council of Black Nurses Los Angeles and as the health committee chair for the Los Angeles Urban League Young Professionals. “In every conversation Bonnie and I had, she reminded me to take more time for myself,” she said.

The pair initially communicated through email but then moved to a scheduled monthly phone call, with Jones-Patten, an ANA\California member, free to get in touch between calls for quick questions or check-ins.

Fuller, who is a professor at Purdue University Global School of Nursing and a Florida Nurses Association member, has been in nursing for 35 years. She began her career as a cardiac critical care nurse, became a certified nurse specialist, and then moved into education 20 years ago.

She said it was a match made in heaven when she was paired with Jones-Patten. “I think I have benefited as much as or more than Alexandria has” from the relationship, she said. The two both have direct personalities, as Fuller put it, and Jones-Patten’s career goals closely matched Fuller’s achievements.

“We discussed my goals and then started putting them in motion,” Jones-Patten said. “Bonnie showed me ways to start aligning my current job with the population I want to study.” Talking to someone who had achieved the degrees and career growth that she wanted for herself made applying to PhD pro-



grams much easier. “She’s been instrumental in keeping me sane throughout this process,” Jones-Patten said.

The two quickly developed a dialogue in which they felt free to discuss issues from time management to race. Jones-Patten plans to study heart failure in African Americans and will be the first African American in her PhD program. She noted that talking to Fuller gave her a different perspective that can help her address potential cultural barriers.

The online mentor-mentee relationship is a safe space to have frank or delicate conversations, according to Fuller. “Being in a whole different environment from one another allows the richness of mentoring to come out and you learn how to look at things from another person’s perspective,” Fuller said. “It’s a

different way of mentoring and I’m really excited about it.”

“Nursing is hard,” Fuller added. “There’s a lot to it that you don’t learn in nursing school. Talking to someone who’s been there, done that, leads to a healthier profession, which leads to better patient care.”

Upcoming opportunities

ANA is preparing for the ANA Mentorship Class of 2019-2020, with improvements to the program based on feedback from last year’s participants. These will include more detailed application questions for more accurate matches, a dedicated online community and other resources especially for mentees, and a more structured program timeline that includes goal setting, milestones, and progress checks. Registration is planned to open this summer. All ANA members in good standing will receive an invitation to participate via email.

— Elizabeth Moore is a writer at ANA.

Quotes from participants

“This mentorship program has been vital to my career development. I feel more resilient and prepared as a new grad RN having participated in this program.”

— Marlena Brokob, BSN, RN

“My mentor was a perfect match for me! She has been inspirational. I can talk to her about an issue and she can get right to the heart of the matter. It has been a privilege and blessing connecting with her in this time of transition for me.”

— Tierra Combs, BSN, RN

SAMHSA Minority Fellowship Program at ANA celebrates 45 years

The Substance Abuse and Mental Health Services Administration (SAMHSA) Minority Fellowship Program (MFP) at the American Nurses Association (ANA) kicked off its 45th year of preparing minority nurses for leadership roles in psychiatric mental health nursing at its 2019 Intensive Training Institute (ITI) in April in Tallahassee, Florida.

The MFP at ANA provides financial and academic support and mentoring to fellows who attend nursing schools throughout the United States. More than 400 doctoral and master's MFP at ANA Fellows have graduated and become successful leaders in psychiatric mental health nursing as clinicians, educators, researchers, and policymakers.

The 2019 ITI was a collaboration between the MFP at ANA and the Center for Indigenous Nursing Research for Health Equity (INRHE) at Florida State University, led by John Lowe, PhD, RN, FAAN, immediate past chair of the MFP at ANA National Advisory Committee and executive director of INRHE. More than 80 current master's and doctoral fellows, alumni, National Advisory Committee members, ANA and Florida



Award recipient Marie Smith-East, MFP fellow, (second from right), with Janet Jackson, project director; Frieda Hopkins Outlaw, academic program consultant; and ANA President Grant.

Nurses Association presidents, and leaders from INRHE and Florida State University attended.

Highlights from the training, "National dialogue on race and racism: Its impact on ethnic/racial minority behavioral health disparities," included panel participation by ANA President Ernest J. Grant, PhD, RN, FAAN, the first man elected as ANA president, who is also an African American; interactive sessions designed to facilitate dialogue on race and racism; and a community activity focused on indigenous medicine, as well as other Native American environmental and cultural perspectives.

In addition, three fellows were awarded the Susan B. Robinson Doctoral Research Scholarship of \$2,000 each, and three fellows were awarded the Faye A. Gary Leadership Award at \$2,000 each for their focus on clinical practice and quality improvement. The awards were made available through donations recognizing the contributions and visionary leadership of past MFP at ANA Directors Hattie Bessent, EdD, RN, FAAN, and Faye Gary, EdD, RN, FAAN.

For more information, please visit emfp.org.

ANA unveils new national awards that honor the past and build for the future

The American Nurses Association (ANA) is pleased to unveil the National Awards Program for 2019. Based on recommendations from the ANA Committee on Honorary Awards, the following eight National Awards are designed to recognize nurses while showing appreciation for ANA's rich history of honoring the accomplishments of past nursing leaders with a commitment to press forward to the future by building on these legacies.

The enhancements to ANA's National Awards Program result from a yearlong evaluation. Conducted every 5 years, the evaluation serves to identify the program's strengths as well as elements that need to be improved or evolved to ensure future success.

Hall of Fame

The Hall of Fame Award, ANA's most prestigious award, honors an individual RN who has made ex-

traordinary contributions to the nursing profession over a sustained period of time through distinguished service, steadfast leadership, exceptional mentorship, effective advocacy, and innovative efforts—contributions that have had an enduring impact on the health and/or social/political history of the United States.

Advocacy Award

The Advocacy Award recognizes the individual RN who embraces the role of advocate as part of his or her professional identity; is collaborative, committed, compassionate, and knowledgeable; and has made significant contributions by engaging in political, professional, and/or social advocacy. The Advocacy Award is inspired by three exceptional nurse leaders—*Barbara Thoman Curtis*, *Hildegard Peplau*, and *Shirley Titus*—who made lasting and positive impacts on

the profession by working tirelessly for causes they believed in.

Champion of Nursing Award

Formerly known as the Honorary Recognition Award, the Champion of Nursing Award recognizes an extraordinary leader who is not a member of the nursing profession. The individual has demonstrated a commitment to ANA's mission, *Nurses Advancing our Profession to Improve Health for All*, through distinguished service and valuable assistance to the nursing profession as well as recognition of and support for RNs.

Distinguished Direct Patient Care Award

The Distinguished Direct Patient Care Award recognizes an individual RN who provides exemplary direct patient care and contributes to advancing nursing practice by demonstrating a commitment to personal leadership development and serving as an inspirational role model. The Distinguished Direct Patient Care Award is inspired by *Mary Ellen Patton*, who exemplified the qualities of a staff nurse leader through her service as an officer at the local, district, and state levels and served as a mentor to staff nurses across the country.

Diversity Award

The Diversity Award recognizes an individual RN or a group of RNs for long-standing commitment and significant contributions to advancing diversity and inclusion within the nursing profession. The Diversity Award is inspired by two forward-thinking nurse leaders—*Luther Christman* and *Mary Eliza Mahoney*—who, through their courage and pioneering spirit, made a positive impact on the profession and practice of nursing by challenging the foundations of traditional thinking, introducing diverse perspectives, and fostering creativity.

Committee recommendations

To modernize, clarify, and eliminate redundancies in the awards program, while remaining true to ANA's history, the committee developed the following recommendations, which were incorporated into the new award categories.

- Reduce the number of awards to eliminate ambiguity and redundancy.
- Revise award names and descriptions for clarification.
- Use the current awards named for nursing leaders as inspiration for more modern awards and acknowledge these nursing leaders when recognizing award recipients and promoting ANA's National Awards Program.
- Create more rigorous criteria for the Hall of Fame Award by requiring outstanding contributions in five areas (distinguished service, ex-

Foundations of Nursing Practice Award

The Foundations of Nursing Practice Award recognizes an individual RN for achieving outstanding accomplishments in nursing research, education, or practice and for promoting the interdependence of these elements as vital to integrating scientific findings into enhanced nursing education and evidence-based nursing practice, and ultimately, better quality healthcare and improved patient outcomes. The Foundations of Nursing Practice Award is inspired by *Jessie M. Scott* who administered the nurse training acts and was instrumental in directing federal support programs for nursing education that improved the quality of education and practice.

Leadership in Ethics Award

The Leadership in Ethics Award recognizes an individual RN who has authentically demonstrated the highest standards of ethics and leadership in his or her daily nursing practice, served as an ethical role model, and promoted ethical dialogue and/or scholarship.

Public Health Service Award

The Public Health Service Award recognizes the exceptional leadership and outstanding professional contributions of a public health nurse in shaping the role and advancing the practice of public health nursing. The Public Health Service Award is inspired by *Pearl McIver*, who dedicated her career to promoting and protecting the health of people and communities.

Mark your calendars! The call for award nominations opens August 7.

ceptional leadership, sustained commitment to mentoring, long-standing engagement in advocacy, and future-oriented leader) and increase the number of individuals eligible to be inducted per award cycle from two to four. The committee also will have the discretion to recommend more than four inductees for consideration by the ANA Board of Directors if more than four nominees are found to be highly qualified.

- Update recognition items to exemplify the intention of the award and so they're suitable to be displayed or worn.
- Increase the number of recipients permitted to receive a given award to attract nominations and encourage participation.
- Revise thematic award subcategories to align with the approved awards.

Oh, the drama! Misconceptions about nurses on TV

To: Ethics inbox

From: BSN, RN from Rochester, New York

Subject: Portrayal of nurses on television

I am writing as a concerned RN. I recently viewed a new TV show and am deeply disturbed at the portrayal of healthcare professionals. I feel that we, as a nursing profession, must speak out against inaccurate and inappropriate portrayals of nurses and other healthcare professionals on television. The unethical behavior of the characters has the potential to cause the general public to distrust us.



From: ANA Center for Ethics and Human Rights

There has been a general call to action regarding the offensive and what are now considered stereotypical portrayals of nurses as handmaidens, pill-poppers, and sex kittens. There has even been an outcry regarding the appropriation of nursing tasks and roles by other healthcare professionals to give the characters something to do.

Nurses don't necessarily agree with Hollywood's portrayal of nursing, but we appreciate when they get something right, and we accept the programs for what they are: relationship dramas loosely set in a manufactured, typically acute care, healthcare environment. Family and friends either love to watch medical dramas with us because we provide the real-life context or refuse to watch them with us because they can't hear the show over our frustrated outbursts. But the damage caused by these shows cannot be minimized—the insidious nature of them forges a false narrative, a false familiarity, and a false context for decision-making.

A quick online review of episode synopses of one medical drama currently on television yielded the following list of questionable practices and blatant ethics violations: organ brokering and donor coercion, bribery schemes, administering a provider's blood directly from the provider to a patient, use of medical devices known to be corrupt, sexual relationships with patients, beta testing procedures and devices on patients not in a formal clinical trial, actively concealing providers' substance abuse and mental instability, unwarranted toxicology screening, HIPAA violations, risky surgeries and procedures performed without adequate evidence or informed consent, and refusing care on the basis of the patient's insurance status. There is an ethics violation of some variety in every single episode that ranges from microaggressions and lapses in moral character to systematic organizational ethics violations punishable by law. Although viewers might not casually discuss the professional ethical implications, these stories can erode public trust, which is the cornerstone of all professional healthcare relationships.

Television is a powerful medium. Even when a series directly addresses an issue such as disparities in the care of black women, the nuanced decisions made in the episode often dilute the potential impact.

So how should nurses respond to this deluge of literal and figurative bad actors? Know the *Code of Ethics for*

Nurses with Interpretive Statements (nursingworld.org/coe-view-only) and speak out regularly. Provision 9.1 of the *Code* promotes the collective voice of nurses to articulate our values—having this conversation is the first step. Provision 9.2 addresses the community and articulates the responsibility of nurses to promote awareness of the *Code of Ethics* and emphasize the values of respect, fairness, and caring. Provision 6 most specifically addresses the creation and maintenance of a moral healthcare environment and represents what we wish the nurse characters on television would enact. This requires moral character, fortitude, and resilience. It's our responsibility to seize the opportunities presented by these shows to correct misconceptions and educate the public.

— Response by Jennifer L. Bartlett PhD, RN-BC, CNE, CHSE, member of ANA's Center for Ethics and Human Rights Advisory Board

Do you have a question for the Ethics Inbox?
Submit at ethics@ana.org.