



Nurse of the Year



The 2014 PCNA Nurse of the Year was awarded to Richard Tagulinao (pictured above with his wife Mary Anne and their son Maynard).

Richard Tagulinao, RN,BSN works as a charge nurse at St. Joseph's Medical Center. Nominated by many of his peers, Richard was described as a very caring, dependable, highly educated, skilled, trustworthy, competent, objective, compassionate and respectful Registered Nurse.

Richard's leadership qualities were highlighted by several nominators. "His Co-workers feel that he has wonderful

leadership attributes to help guide both new and experienced coworkers feel at ease and more confident. He is a great teacher and shares his knowledge and experiences to help others in decision-making dilemmas."

Richard is described as being a strong advocate for both patients and coworkers. "He is dedicated to the safety and well-being of patients, staff, families, and the community." "He is a great patient advocate. His patients love him—they say when Richard is on duty, they know they're safe and will be well taken care of." "He makes sure his staff gets the help they need to maintain safety for their patients." "He is an example of someone who aims high in delivering quality nursing care." "He encourages others to reach their best potential."

Richard's passion and energy for nursing and for his family were very evident in the nominations. "He is fast and thinks critically all the time. His integrity is ROCK solid, he gives 110% to his work and patients, and yet at the same time gives 110% to his family." "Richard is truly an epitome of a Florence Nightingale."

When presented with the award, Richard was very humble yet clearly excited to be receiving this honor, surrounded by family and coworkers. We are delighted to have Richard Tagulinao as our 2014 PCNA Nurse of the Year.

Mentoring for Life



Dr. Gordon Klatt our keynote speaker at PCNA's Annual Nurses Week banquet in May,

highlighted the importance of mentoring by sharing his personal experiences with mentors. Many decisions in our lives are influenced by the people we know and respect. Dr. Klatt reminded us that much of mentoring is passive—we might not even realize we are doing it.

In the 1980s, Dr. Klatt wanted to increase the funds for his local chapter of the **American Cancer Society**. He decided to combine his love of running with his passion to help people battling cancer. Supported by many patients and caregivers who each contributed \$5 per lap around the track, Dr. Klatt's fundraiser was

the beginning of **Relay for Life**, which celebrated its 30th anniversary in June.

In 1985, Dr. Klatt raised \$27,000; in 2014 the Tacoma Relay for Life event raised over \$570,000. **Relay For Life** events are now held in over 5,200 U.S. communities and 18 other nations.

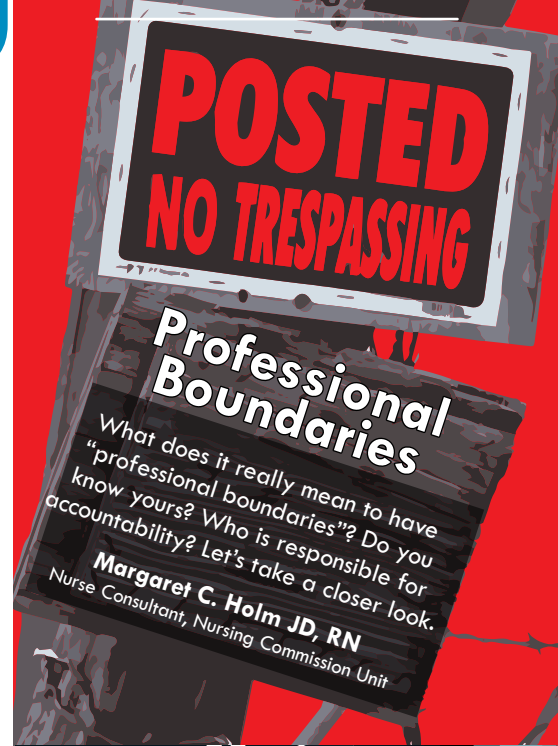
As this newsletter was being sent to the press, we received the news that Dr. Klatt passed away after a two year battle with stomach cancer; he was 71. We are grateful that Dr. and Mrs. Klatt could join us as we celebrated Nurses Week, and our thoughts are with Dr. Klatt's family and friends.

If any PCNA members are interested, donations to Relay for Life can be made online at www.relayforlife.org

Continuing Education

Saturday, October 11, 2014 (8 - Noon)

TWO SESSIONS, THREE FREE CONTACT HOURS!



Running on Empty

Fatigue and its Implications for Patient and Nurse Safety. "Do No Harm" is one of the pledges we make as nurses, yet working when fatigued impacts you and your patients. We'll learn some strategies to address this issue in the workplace.

Sally Watkins, PhD, RN
 Administrative Director, Clinical Resource Management
 Franciscan Health System

Franciscan Education & Support Center (FESC)
 2420 S. State Street; Tacoma, WA 98405

Building Access: Enter the building on the south side and sign in at the table in the lobby. Please bring photo ID, preferably your hospital ID. If you have any trouble entering the building, please call 253-273-6551.

PRE-REGISTRATION REQUIRED

Please register at www.piercecountynurses.com

ALSO: Please continue to bring donations of NEW socks, t-shirts and underwear for veterans in need through the Puget Sound Veterans Administration. Sizes most in need are men's L-3XL.

De-escalation Techniques

By Judy Scott

At the PCNA education event in March, Janice Adams RN-BC, gave an excellent presentation about De-escalation Techniques. She is the Nurse Manager of the Psychiatric ICU at Harborview Medical Center. Here is a review of my notes from Janice's talk.

Increasing numbers of patients with mental illness are being involuntarily committed and boarded in Acute Care Units and ED. Nursing staff experience heightened stresses about workplace safety. In addition, stigmas and pre-conceptions about people with mental illness and substance abuse can affect the quality of patient care.

Nurses are two times more likely to experience serious violence than other professions. Reportage is often inadequate and inconsistent. Yet only a small percentage of mentally ill people are actually violent.

It is vital for medical facilities to provide on-going education focusing on early recognition of agitation, de-escalation techniques, staff attitudes, and reporting procedures. Does your facility have any of these in place?

Violence: There are many reasons: physical illness, delirium, dementia, withdrawal either from drugs or ETOH, infection or pain. ETOH, drug intoxication, mental illness or poor coping skills also are factors.

Aggression: A past history of violence is the best predictor of violent behavior. Experiences may have taught a person that they can get what they want with threats. Or a person may exhibit irritability when boundaries are violated or they may be chronically "angry with the world."

increase calming influences, like music or calming smells.

My Attitude: The most essential skill is positive regard for the patient and a strong capacity for empathy. Be authentic—real with the patient. Don't take their behavior personally—pause, take a deep breath, and get curious. Develop a rapport of trust, respect, genuineness and empathy, first impressions count.

Anxiety often progresses to aggression when not addressed. Non-verbal communication conveys 93% of your message. Fear is an automatic response to either perceived or real danger. Stay calm and safe. Breathe. Assess the dangerousness of the situation.

Establish verbal contact with the patient—who you are, what your role is and that you are there to help them. Ask the patient's name and what they would like to be called. Be open-minded and establish an atmosphere of collaboration with the patient.

The De-escalation Loop: Practice active listening. Find a way to respond that agrees with or validates the patient's position. Offer choices of what the patient can do. Again, listen. (Remember, patients have the right to refuse treatment.) It has been found that two-thirds of the time, acknowledging their feelings will extinguish aggression within the first five minutes of the incident.

Set clear limits in a clear respectful manner related to specific behavior. Three steps include: Identify behavior that is dangerous or frightening. Coach the patient on how to stay in control. Reinforce positive options they can choose from.

Violence to staff in health care facilities can be mitigated through on-going education of staff and leadership. Decreasing aggressive incidents boosts patient and staff satisfaction. Attitude is perhaps most crucial to positive outcomes. Make changes. Change policy.



Janet Anderson-Benjamin, Carolyn MacLeod and Kristin Wheeler spent a Friday evening in July at the PCNA office completing an annual financial review. Thank you for volunteering for this important task force.

2014 PCNA SCHOLARSHIP RECIPIENTS



Wendy Magaña
Florence Golda Scholarship

Wendy Magaña is the recipient of the Florence Golda Scholarship, which is awarded to a PCNA member who is furthering their education in nursing. Wendy currently works in both the Pre-Operative Unit and post Anesthesia Care Unit of Good Samaritan Hospital. She is described as an exceptional leader and outstanding clinician who is highly respected by her peers and physicians.

Wendy has consistently worked to advance her education and seek out leadership opportunities such as obtaining her certification as a Critical-Care Registered Nurse, taking on the roles of a Clinical Preceptor and Charge Nurse, and leading the Perioperative Hand-off Committee.

A native Spanish speaker and active member of her community, Wendy volunteers at the Neighborhood Clinic in Tacoma, providing free urgent care to patients who cannot afford or access healthcare; at the Mountain View Community Center in Edgewood helping with the Seeds of Change program, Kids Club, Senior Cafe and Annual Holiday Party; and at the Pierce County Homeless Connect event, administering flu shots. She has also volunteered with PCNA at high school career fairs, talking with students about careers in nursing.

Wendy will be starting the BSN-to-Doctor of Nursing program at University of Washington in the fall. *"As a Family Nurse Practitioner, I will provide primary care to patients, empowering them to manage their health with the latest research and practices ... Trained in teaching, research and management I will have the flexibility to be involved in public health projects and policymaking groups...making ongoing efforts to ensure that information and health policies are*

The basic elements of de-escalation include:

- 1. The Environment:** What can I change? Is it safe for me and the patient?
- 2. Myself:** What attitudes do I harbor, and how do they come out through non-verbal communication?
- 3. The Patient:** What are the attitudes, fears, beliefs, history, family support and coping mechanisms of the patient or their family members?

The Environment: Be aware of your physical environment. Know your exits. Think about safety concerns of a suicidal patient. Respect the patient's personal space (typically three-to-four feet). Ask before entering their space. Remove dangerous items from your person; don't wear your stethoscope around your neck. Change the environment if possible to

available to Spanish-speaking populations through my primary practice, community education and outreach programs. I believe that my own cultural awareness and ability to share characteristics with the less fortunate will help provide higher quality healthcare and decrease health disparities."



Rasheem Graham

Rasheem Graham currently attends Pacific Lutheran University where he is on the Dean's List with a 3.75 GPA. This husband

and father returned to school after working in warehousing, as he wanted an occupation with more substance that would allow him to blend science with art and serve people. He has found that career in nursing.

While attending PLU, Rasheem is working in the Emergency Department 24 hours a week as a nurse technician. He displays an incredible work ethic in class and is one of the top performers in his cohort. He is active in his department's Shared Governance Team and does volunteering with the Ebony Nurses Association of Tacoma. He is a member of PLU's Delta Iota Chi, Phi Theta Kappa Honor Society and is being inducted into the Sigma Theta Tau International Nursing Honor Society. He continues to volunteer because he believes in giving back to his community and he strives to help young people succeed by making himself visible and accessible to them.

Rasheem plans to work in the Emergency Department following his graduation and would like to eventually become a Nurse Practitioner with a doctorate in nursing. He wants to continue to serve his community by promoting and encouraging leadership through networking, community service and advocacy.



Megan Hagwood

Megan Hagwood is now a senior in the Nursing BSN program at Pacific Lutheran University where she has excelled academically and

displayed a deep commitment to community service.

As a nursing student, Megan is already giving back to her community. She volunteers with a hospice and palliative care program, with Communities in Schools of Lakewood working with at-risk

children, and as a member of Delta Iota Chi Nursing Club. She is described as a "strong dedicated student and volunteer." "Megan is outgoing, positive and hard-working. She follows through on tasks, often suggesting improvements to enhance a project or program."

Megan writes, "I am passionate about my work in my community and cannot wait to graduate and be a part of the hospital holistic caring system. Rather than treating only symptoms, I want to work with the whole person." Megan plans to pursue a career as a cardiac nurse.



Sydnie Summit

Sydnie Summit, whose mom is a nurse, is very clear about her plans for the future: "Nursing is in my blood." She worked

hard in high school to prepare herself for a career as a nurse and begins college at WSU's Spokane campus this Fall.

In high school, Sydnie has excelled in academics, athletics and as a leader. She was captain of both the volleyball and water polo teams, played cello in the orchestra and held office positions in the Lakes High School National Honor Society—all while maintaining a cumulative 4.0 GPA.

During her Junior year, Sydnie became a Red Cross Volunteer at Madigan Army Medical Center. She enjoyed her time on the pediatrics ward. "I admire the nurses ... and want to care for patients, as they do, in the future."

Sydnie is described as an extremely hard worker: "...she demonstrates strong leadership skills and has a compassionate and selfless heart." "Her abilities coupled

with her dedication and desire mark her as a special student who will succeed in any endeavor."



Rachel Walter

Rachel Walter graduated in June from the Tacoma School of the Arts with a current GPA of 4.0. Her passion to pursue a career in nursing was very evident in her scholarship application.

Rachel took advantage of exciting and challenging opportunities during her high school years. She is a graduate of Multicare's 2013 Nurse Camp and traveled to Hetauda, Nepal to work with trafficked and abused girls in the Women's Protection and Prevention Center (WPPC) safe home. Rachel wrote, "The experience in Nepal motivated me to discover where I can make a difference in my community and Nurse Camp showed me that nursing was the profession where my desire to serve intersected with my other interests."

Rachel has also taken on leadership roles in several groups and classes. After discovering that some high schools were under-represented at Nurse Camp, Rachel created a senior project focused on marketing Nurse Camp to local high school students. Not surprisingly, she received Varsity Letters in Community Service.

Rachel's long-term plans include becoming fluent in Spanish and exploring the various paths available to her in a nursing career. She is currently considering Public Health Nursing and working at an in-patient care unit. She will be attending the University of Portland in the Fall.



Everyone was smiles

as PCNA Vice President, Bobbie Wilkens-Bischoff and PCNA Executive Director, Julie Long, delivered over 247 articles of new clothes to Rex Rimando, Voluntary Service Specialist for the Puget Sound Health Care System, at American Lake Hospital. Donations will continue to be accepted at our October Education event.

President's Message



I always struggle when I sit down to write the President's Message, deciding what to write about. Recently

I read a message from the CEO of one of the local health systems. I admired how well he could write and relay his message and wondered if he wrote these messages himself. When I questioned others and we discussed it, we decided he does, which means the message is more meaningful to me. I thought it was a powerful message and it truly made me stop to think. I thought I would pass it on but in my own words.

The message happened to be on recognizing those around you by saying "Thank You" to them. Something so simple, with so little effort required to make someone's day. I always thought I did a fair job of remembering to thank others for their help. But then I pause to think about how many things in our lives we take for granted, I think I don't say it enough; there is always room for improvement in our actions, and saying thank you is certainly up there on the list.

In every aspect of our lives, there is always room for a thank you.

I think about those who work with us in ancillary healthcare jobs—in particular, the housekeeping staff who work so hard to keep the facility clean. I think about how many square feet of cleaning they are responsible for and how they are pulled to many different units to quickly clean and prep rooms so a new patient may be admitted. Such an important job, and are they recognized by other staff with a thank you?

Do you remember to say thank you to the coworker who helped admit a new patient for you while you still had your patient load to take care of? Do you remember to say thank you to the secretary who walked your patient's family to the correct room?

So just a thought: Let's try to remember to thank those who work beside us, whether it is a small insignificant deed done or something larger. Make someone's day. You may bring a smile to their face when their day has been so stressed or they're feeling unappreciated for the job they do.

So THANK YOU to all of you who take time to read our newsletter.

*Cathy Peterson, RNC
PCNA President*

Washington State Council of Perioperative Nurses 24th Annual Mini Congress

"It's all about choices"

October 9 - 12, 2014
at Campbell's Resort
in Chelan, WA

Early Registration Deadline:
September 20, 2014.
For Registration & More
Information visit
www.WSCPN.org

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No Turkeys in this Tournament

PCNA members, family, friends and co-workers participated in the "1st Annual PCNA Bowling Tournament" on March 9th at Pacific Lanes in Tacoma. Eleven teams of four took to the lanes to raise money for nursing scholarships and to see who would be the highest scoring bowler and the highest scoring team.

The dream was to get that perfect game of 300. *Patrick from St. Joseph's Lucky Strike team* didn't manage to bowl that perfect game, but won for highest score of 210. The Lucky Strike team also took the trophy for highest team score. Our friends from *King County Nurse's Association* took the prize for most original and most spirited (even though they all appeared injured).

All profits from the tournament will go to a new nursing scholarship fund. Combined with proceeds from fundraising at the Spring Banquet, there is now over \$1,000 in this fund. **Thank You** to all who came to bowl with us, to those who bought gift basket raffle tickets, and especially to all who donated to help make our first bowling tournament a striking success.

Mark your calendars now for our "2nd Annual PCNA Bowling Tournament" at Pacific Lanes on Saturday, February 21, 2015 (noon-3pm).

Get your teams together early and watch for sign-ups on our web site.

Washington State Nurses Association CNEPP (OH-231, 9/1/2015) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.