



PIERCE COUNTY NURSES ASSOCIATION

SUPPORT + ENCOURAGE + EMPOWER + ENGAGE

P I E R C E C O U N T Y N U R S E S . C O M

WINTER 2012



We have a lot to say this time! Lots of internet links, so get typing! First, we found a great article by B. Lynn Ware:

Navigate Your Career: Taking Responsibility for Your Own Job Satisfaction

The article can be found at: http://associationdatabase.com/saws/NCDA/pt/sd/news_article/53095/_PARENT/layout_details_cc

Feedback

We are honored to share this encouraging letter we received on the Leadership Conference at Chelan at the end of September.

Dear Evelyn:

I wanted to tell you what an amazing experience I had at the WSNA conference this year. I began my nursing career 8 years ago in the Midwest, where there were no unions. After a little more than a year working in a hospital, I wanted to quit. I felt that my patients were not safe with the care I gave, I rarely had breaks, and was almost never able to make personal connections with my patients.

Before giving up completely, I moved to the northwest and had my first experience working with a nursing union. I was in shock! Not only did I get meal AND rest breaks, I had time to provide quality care to my patients and wasn't working in constant fear that I might do more harm than good.

I am so thankful for our union, and the freedom and protection it gives me to give excellent patient care in a safe environment.

This conference was my first look at the people and time that goes into protecting me and ultimately my patients. I was able to attend classes that help me work more effectively, and to network with other nurses who struggle with the same issues as I do.

Thank you for letting me be part of this. I truly feel that a nursing union saved my career.

~ Rebekah Heath, RN

Going Green!



Be the 100th, 200th or 300th person to email us and say you're OK with getting the PCNA newsletter in email form (instead of printed and mailed), and **win a gift card just in time for holiday shopping!**

Just email your request and full name to office@piercecounrynurses.com. We'll update our database so that you will no longer receive a printed copy of the PCNA Newsletter. Your e-letter subscription will include the Newsletter three times a year, and no more than two e-mails per month about continuing education and community nursing events.

We thank you—and so will Mother Earth!

The Colors Between Dark and Light

By Michelle M. Selch, RN, Iowa City, Iowa

Nurses see the world in dark and light.

The light of saving lives and improving a person's life.

The dark when a life is dimming despite our best efforts.

The darkest spots are not when we see them free of their pain and suffering.

But the loss of light in the eyes of family left behind, swallowed in grief.

In that darkness, we offer warmth and light and hope.

Nurses see the colors of life that lie between the dark and light.

As printed in Tea and Toast for the Perioperative Nurse's Spirit.



LEGISLATIVE ADVOCACY CAMP

Thursday, January 12, 2012

10:30am-4:30pm, Governor Hotel, Olympia
621 South Capitol Way

5-7pm Reception with Legislators
Waterstreet Café, 610 Water St. SW

Learn the skills to be an effective advocate in Olympia. Hear the latest on WSNA legislative priorities: rest breaks, state budget crisis, protecting nursing practice, public health funding. Special guest speakers include State Legislators who are key health care leaders in Olympia.

www.wsna.org/events/2012/camp • www.wsna.org/Nurse-Legislative-Day

What Students Can Do To Promote Civility

By Cynthia Clark and Cari Cardoni. Fourth in a 5-part series, "Civility in nursing education and practice—why it matters and what can be done to foster it".

Over the years, I [Cynthia] have received several e-mail messages and have listened to—and recorded—hundreds of stories from students describing their experiences with academic incivility. I have also collected numerous ideas and strategies from students to address this problem.

In the previous installment of this series, I suggested several ways faculty members could foster civility in nursing education. In this article, Cari Cardoni, president of the Boise State University chapter of the Student Nurses Association, and I highlight ways students can play a pivotal role in fostering civility.

I recently had the delightful experience of facilitating an all-day civility workshop with a group of nursing students from a large state in the western part of the United States. Students shared their experiences with regard to incivility, discussed specific ways to cope with stressors related to incivility and generated several individual and group strategies to foster civility in nursing education. The following quotes come from nursing students commenting on incivility in U.S. nursing education.

One student commented: "I think the general trend in our culture is one of incivility, and the same is true for education. Some faculty set a low bar, and students respond accordingly. Others show respect and receive it in return. I think faculty need training in how to deal with student behaviors, and some students need to be taught how to respect themselves and one another."

Another commented: "First, the problem needs to be named. If we don't call [incivility] what it is, then we can't really address it. Academic incivility needs to be widely addressed, perhaps during orientation or at regular trainings. Every individual needs to take accountability for [his/her] actions and refuse to perpetuate the cycle, no matter how rude others are. Students need to share their thoughts and concerns calmly, politely, at the appropriate time using the appropriate forum. Faculty need to create a safe forum for students to express concerns and a fair way of judging their opinions without getting defensive."

The stressors of nursing school Students—and faculty—often comment on the stress associated with pursuing a nursing degree. My own empirical studies support this claim.

Nursing students often report being stressed by competing demands of school, work and family; struggling to achieve in a competitive, high-stakes academic environment; and financial worries. These stressors can lead to cheating, exhaustion and burnout. Therefore, it is very important to provide resources for students to prevent and deal with these stressors.

During the workshop, we generated several strategies for reducing stress, including spending time with family, friends, other supportive people and pets; exercising; getting fresh air and sunshine; engaging in hobbies; eating healthy food; drinking plenty of water; getting adequate sleep; and engaging in faculty-student social activities away from the stress of the classroom and clinical setting.

I asked the students to identify the most important factor in helping them deal with incivility, and their responses fell into four main categories: 1) family and friends, 2) classmates, 3) caring faculty and nursing staff, and 4) faith and inner strength. To me, their responses are very encouraging, as they should be for other nurse educators and nurses in practice who are called upon to provide support and encouragement to stressed-out students. These findings underscore the importance of role modeling and positive mentoring.

Student-driven strategies for fostering civility In addition to preventing and alleviating stress, there are several other strategies students can use. First, they need to reflect on their own behaviors and assume personal responsibility for their actions. When a student encounters incivility, he or she should thoughtfully consider the intent and context of the event and his or her individual contribution to it. If, after careful reflection, the student still believes that he or she has been treated disrespectfully, he or she needs to clarify the interaction with the offender. If a student is apprehensive about a face-to-face meeting, sending a polite e-mail asking for clarification can be helpful.



DO YOU KNOW? YOUR WEINGARTEN RIGHTS

Weingarten rights guarantee an employee the right to Union representation during an investigatory interview. These rights, established by the Supreme Court, in 1975 in the case of *J. Weingarten Inc.*, must be claimed by the employee. The supervisor has no obligation to inform an employee that s/he is entitled to Union representation.

What is an Investigatory Interview?

An investigatory interview is one in which a Supervisor questions an employee to obtain information which could be used as a basis for discipline or asks an employee to defend his/her conduct. If an employee has a reasonable belief that discipline or discharge may result from what s/he says, the employee has the right to request Union representation.

Examples of such an interview are:

The interview is part of the employer's disciplinary procedure or is a component of the employer's procedure for determining whether discipline will be imposed.

The purpose of the interview is to investigate an employee's performance where discipline, demotion or other adverse consequences to the employee's job status or working conditions are a possible result.

The purpose of the interview is to elicit facts from the employee to support disciplinary action that is probable or that is being considered, or to obtain admissions of misconduct or other evidence to support a disciplinary decision already made.

The employee is required to explain his/her conduct, or defend it during the interview, or is compelled to answer questions or give evidence.

It is an obligation of the Union to educate bargaining unit employees about their Weingarten rights **BEFORE** an occasion to use them arises. An employee must state to the employer that he/she wants a Union representative present; the employer has no obligation to ask the employee if she/he wants a representative.

Weingarten Rules

When an investigatory interview occurs, the following rules apply:

Rule 1: The employee must make a clear request for Union representation before or during the interview. The employee can't be punished for making this request.

Rule 2: After the employee makes the request, the supervisor has three options: [1] grant the request and delay the interview until the Union representative arrives and has a chance to consult privately with the employee; [2] deny the request and end the interview immediately; or [3] give the employee a choice of [a] having the interview without representation or [b] ending the interview.

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Rule 3: If the supervisor denies the request and continues to ask questions, this is an unfair labor practice and the employee has a right to refuse to answer. The employee cannot be disciplined for such refusal but is required to sit there until the supervisor terminates the interview. Leaving before this happens may constitute punishable insubordination.

Union Representative's Rights Under Weingarten

You are not required to merely be a "silent witness." You have the rights to: [1] be informed by the supervisor of the subject matter of the interview; [2] take the employee aside for a private conference before questioning begins; [3] speak during the interview; [4] request that the supervisor clarify a question so that what is being asked is understood; [5] give employee advice on how to answer a question; and [6] provide additional information to the supervisor at the end of the questioning.

You do **not** have the right to tell the employee *not* to answer nor, obviously, to give false answers. An employee can be disciplined for refusing to answer questions.

A standard statement to suggest to members is: *"If this discussion could in any way lead to my being disciplined or discharged, request that my Union representative be present at the meeting. Without representation, I choose not to answer any questions."* The employer will be ordered to cease and desist and to post a notice. Discipline that is imposed for insisting on Weingarten rights will be over-turned. Discipline will not be overturned if the discipline was for reasons other than insistence on Weingarten rights. Although information gained by the Employer from the employee in a meeting during which a breach of Weingarten rights occurred, may be excluded from a hearing on the matter.

An employee has **no** right to the presence of a Union representative where: [1] the meeting is merely for the purpose of conveying work instructions, training, or communicating needed corrections in the employee's work techniques; [2] the employee is assured by the employer prior to the interview that no discipline or employment consequences can result from the interview; [3] the employer has reached a final decision to impose certain discipline on the employee prior to the interview, and the purpose of the interview is to inform the employee of the discipline or to impose it; or [4] any conversation or discussion about the previously determined discipline which is initiated by the employee and without employer encouragement or instigation after the employee is informed of the action.

Even in the above circumstances, the employee can still **ask** for representation; and most employers will permit a representative to attend even when not required to do so.

www.ueunion.org/stwd_wei.html

What happens when something goes wrong?



Free Continuing Education Class Saturday, February 11, 9am - 1pm

Jackson Hall, across from the Tacoma General main entrance on MLK Jr. Way

SPEAKERS:

- **Sally Watkins, PhD, RN**—WSNA Asst. Executive Director Nursing Practice, Education, and Research
- **Paula Meyer, MSN, RN**—Executive Director, Nursing Care Quality Assurance Commission
- **Pat McCotter, JD, RN**—Senior Healthcare Risk Management Consultant, Physicians Insurance, Seattle

TOPICS TO BE ADDRESSED:

- What constitutes a Patient Safety Culture?
- What do you do when something bad happens?
- What happens if you are reported to the Nursing Commission for an error?
- Do you know about nurses being a "second victim"?
- Should you carry liability insurance?

RNs and LPNs are welcome to attend. Please be on time, as no one will be admitted after 9:10am. Light snacks provided, but bring your own coffee. So that we can plan seating and snacks, please RSVP to:

office@piercecounlynurses.com

Thanks to Sally Watkins, WSNA and MultiCare for helping to provide continuing education for Pierce County nurses

www.wsna.org/education/workshops/culture





PIERCE COUNTY NURSES ASSOCIATION

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President's Message

Once again, we are at the beginning of another winter season. For some, the thought of winter brings images of warmth. Warm fires, warm drinks and warm family time. For others, it brings images of cold. Cold mornings, freezing roads and the threat of snow. No matter what your image of winter is, it is also the season that, once it is over, there is a time of renewal and fresh starts.

The time to start preparing for your fresh start and renewal is now. This is the year that Washington state has started requiring CEUs for licensure renewal. For more information about Continuing Competency, visit www.wsna.org.

For **FREE CEU** opportunities, see the article to the right, as well as "Culture of Safety" on page 3.

Now is also the time to start thinking about our **May 11th Spring Banquet** during Nurses Week at the Landmark Convention Center. This year, we will be presenting the award for **Pierce County Nurse of the Year**. We all work with an exemplary nurse who always goes the extra mile to ensure that not only her patients, but her fellow nurses are well taken care of. What better time to recognize your colleague than at our banquet? To nominate them, see our website for information on how and where to send the nomination.

Until spring, stay warm and keep warm thoughts, but enjoy the season.

Evelyn Street, RN, CNOR

Free, Gratis, Libre: More Free CEUs

Beginning in 2014, the new licensure requirements will require all nurses in Washington State to have CEUs in order to renew their licenses. So the time to start accruing them is now!



A portion of your licensure fee goes to the organization **Heal-WA**. Their website has something for everyone. In addition to free CEUs, it's a convenient one-stop medical shop. This site offers critical point of care information, dosage calculators, full text nursing journal articles, and printable patient handouts in multiple languages. To take full advantage of this site, including locked links, sign up at www.heal-wa.org.



Even more free CEUs are available at www.wsna.org. Click on the link for wsna.cne (look for the apple). This site offers free CEUs for all nurses, and will also help you keep track of your CEUs. New offerings are being added, so continue to check back often.

CEUs COMING SOON:
"Assignment Despite Objection"
and "RN Scope of Practice."



- Merry Christmas!
- Happy Hanukah!
- Awesome Kwanza!

Sung Tan Chuk Ha ~ *Korean*

Fröhliche Wei-hnachten ~ *German*

Joyeux Noel ~ *French*

Feliz Navidad ~ *Spanish*

Cristmas-e-shoma mobarak bashad
~ *Farsi*

Pozdrevlyayu s prazdnikom Rozhdestva
is Novim Godom ~ *Russian*

Maligayang Pasko ~ *Philippines*

Healthcare Industry Honor Days

Throughout the year we all have certain days or holidays that we observe, honor recognize or celebrate. In the Healthcare Industry we also have days that are recognized or honored in the different fields of nursing. Below is a list of some special days when we can recognize our colleagues. See the full list at www.nasrecruitment.com.

JAN 23-29: Nurse Anesthetist Week

JAN 25: I-V Nurse Day

FEB 07-13: Nurse Awareness Week

MAR: Social Worker Month

MAR 09: Dietitian Day

MAR 21-27: Pediatric Nurse Practitioner Week

MAR 30: Doctors Day

APR 08: Radiology Nurse Day

APR 10-16: Healthcare Volunteer Week

APR 27-30: Healthcare Administrative Professionals Week

MAY 07-11: National Nurses Week