



Message from the Chief Nursing Officer

Welcome to our first issue of *Student Nurse Pathways*! The purpose of this newsletter is to inform and support by beginning the process of bridging the student nurse to the world of professional nursing. In 1974, Marlene Kramer wrote the book, *Reality Shock*, and talked about the transition from student to practicing nurse. More than 30 years have passed since that book was written, and the transition from school to the real world of work still presents its challenges and opportunities.

Our primary mission is to create environments at UPMC where nurses thrive. Through this newsletter, we will provide evidence-based professional updates, news about what is happening at UPMC, and information to help you in your new career.

The first and most important career tip that I can give you is this: The most important variable in your success as a nurse is your boss. Though the tendency may be to go to the job that pays a bit more, or the unit that appears exciting, throughout your career, your boss will play a pivotal role in your happiness and growth. Find someone who is committed to your development, who will give you feedback, and who will care about you. If you choose wisely, you will find fulfillment and joy at work.

Pamela Klauer Triolo

Pamela Klauer Triolo, PhD, RN, FAAN
UPMC Chief Nursing Officer

Exploring career pathways

Did you ever hear someone say, "I don't know what I want to be when I grow up" — even when they have been working for a number of years? Nurses have endless opportunities to become so many things including medical-surgical, oncology, orthopaedic, trauma, or cardiology specialists. It is often true as nursing students progress in their education that they too don't know what type of nurse they want to be when they "grow up" and graduate.

It is never too early to start exploring your options. You do not need to wait until your senior year. As you participate in your clinical rotations, if you find yourself feeling good on a particular unit because of the staff, the nursing specialty, or the culture and leadership, ask one of the senior nurses or the unit leader for five minutes of their time. Ask what it is like to be a nurse on that unit. Ask what is good about working on the unit. If you are a senior nurse, you do not need to wait until after you interview to shadow. Ask the unit leader if you can spend a few hours on his or her unit to help you begin to narrow — or broaden — your interests.

You also should make a point to attend your school's recruitment events. That gives you the opportunity to ask questions of many potential employers at one time and begin to gather important information such as benefits. It also will help you to connect with a recruiter or staff member from each potential employer who can be instrumental in scheduling interviews on the units in which you are interested.

Some of the scheduled upcoming student events UPMC is sponsoring or attending, where you can meet with us at your convenience, are listed below. Events are always being added, and we will provide an updated list in each newsletter.

Calendar of Events	
Oct. 4, 2008 NCLEX Review Free to all graduate nurses preparing for the NCLEX UPMC St. Margaret For more information, call 412-784-4073.	Nov. 6, 2008 1 to 4 p.m. Career Fair Mercyhurst College, Erie, Pa.
Nov. 3, 2008 Job Fair Penn State School of Nursing The HUB	Nov. 12 to 15, 2008 Student Nurse Association of Pennsylvania (SNAP) Harrisburg, Pa.
	Dec. 1, 2008 Job Fair Westmoreland County Community College Commissioners Hall, Youngwood Campus

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UPMC Nursing Vision

UPMC Nursing will create the best patient experience, nationally and internationally, through the selection, development, retention, and reward of the highest-performing nurses, while creating systems and programs that create consistency and excellence in patient care.

Caring and compassion

car-ing (kâr'ing)¹ feeling and exhibiting concern and empathy for others or self

com-pas-sion (kôm-'pa-shən)² sympathetic consciousness of others' distress together with a desire to alleviate it

This edition of *Student Nurse Pathways* focuses on two significant characteristics that UPMC nurses possess: caring and compassion.

“Caring involves acts and attitudes of critical thinking, clinical competency, compassion, respect, listening, and acceptance. Caring is critical in helping people maintain health, promote healing, adapt to stressful experiences, and in supporting dignified death.”³

Nurses are most satisfied when their daily practices align with their personal and professional values and goals and when they know that they are making a positive difference in the lives of their patients, families, and colleagues.

The act of caring moves in concentric circles — from self, to others, to community, to environment, to earth and universe — affecting all life.

¹ WordNet, <http://wordnet.princeton.edu/perl/webwn>

² Webster's Ninth New Collegiate Dictionary

³ Abbott Northwestern Department of Nursing, www.allina.com/abs/anu.nsf/page/nurses

Caring for patients

UPMC is committed to building the health care system of the future, where the right patient gets the right care at the right time in the right way, every time. The essence of health care is caring for the patient.

The nurse-patient relationship

“The nurse-patient relationship is at the heart of professional nursing practice and a fundamental element of relationship-based care, our philosophy of patient care delivery. There is universal agreement among nurses that our relationship with patients and patient families is a sacred, privileged trust. Nurses voice a fierce commitment to the values of caring, advocacy, collaboration, safety, and seeking what is in the best interest of the patients and families they serve.”¹

Nursing is both an art and a science based on years of theoretical and scientific research. To provide the highest level of patient care, we use evidence-based practice, employ best practices from centers of excellence and professional organizations, and apply the latest technology and innovation.

However, nursing also is based on compassion and sacrifice. The finest nurses think critically and apply evidence-based practices to create the best patient outcomes while simultaneously holding the patient's hand offering reassurance. Taking a few extra minutes with the frightened young woman about to undergo a hysterectomy or spending more time with the family of a child receiving emergency treatment after a bicycle accident are some of the small, but meaningful things nurses do that make the greatest impact. These elements of patient care exemplify the caring component of the nursing profession.

¹ Koloroutis, M. (2004). *Relationship-Based Care: A Model for Transforming Practice* (p. 117). Minneapolis, Minn: Creative Health Care Management Inc.

Advancing community health at UPMC

Even the best health care in the world isn't of any use to the patient who can't get it. This is why UPMC, the largest provider of health care in western Pennsylvania, is deeply committed to delivering care to our region's at-risk and vulnerable populations. In communities characterized by high unemployment and low income, UPMC provides up to 80 percent of care and offers free and discounted care to uninsured and underinsured individuals and families.

UPMC is dedicated to creating a model of what health care can and should be. Through more than 3,000 different community health activities last year, such as health screenings, alcohol and drug prevention, residential shelter and treatment, and maternal and child health programs, UPMC reached young and old.

Responding to national, regional, and local alarm over health disparities, UPMC Braddock initiated Steps to a Healthy Community, a pilot project to achieve health care access in low-income and minority neighborhoods. The Steps program engages 40 community partner groups in providing prevention, intervention, and sustainable care delivery in six focus areas of health disparity: diabetes, cancer, cardiovascular health, asthma, maternal and child health, and oral health.

In the East Liberty and Lincoln-Lemington neighborhoods and at three locations served by UPMC St. Margaret, family health centers are treating 56,000 at-risk patients each year. Of the more than 10,000 babies delivered by UPMC providers in 2007, many were the children of uninsured and Medicaid-served mothers who will be served by UPMC community-based health programs.

Caring for the neediest, taking action to improve community health, and eliminating disparities is part of UPMC's mission to provide outstanding patient care and shape tomorrow's health system today.

did you know?

2009 Summer Student Nurse Internship

Starting Monday, Dec. 8, 2008, applications will be accepted for the 2009 UPMC Summer Student Nurse Internship Program.

Qualified candidates must:

- be enrolled in a bachelor's or associate's nursing program
- complete their junior year or equivalent by spring 2009
- hold a minimum grade point average of 3.25 (preferred)

The 11-week paid internship will begin Sunday, May 24 and end on Saturday, Aug. 8, 2009.

Later this fall, details about the program and online application process will be available online at www.upmcnurses.com.

UPMC Summer Student Nurse Internship Program

UPMC's Summer Student Nurse Internship Program (SNI) took place between May 27 and Aug. 9, 2008. Students from the Pittsburgh region and across the country participated in this prestigious program at UPMC facilities across the system. Renee Thompson, RN, MSN, director, Academic-Service Partnerships, and Kim Hester, project leader, Strategic Initiatives, UPMC Center for Nursing Excellence and Innovation, have developed and are managing this program.

The 11-week paid student nurse internship program is for nursing students who are serious about their education and want a meaningful internship experience. The 132 interns each partnered with a professional nurse as they provided evidence-based care to their patients. The supervised clinical experience enabled students to improve their organizational, time management, prioritization, and critical thinking skills, while continuing to enhance their clinical competence. Student intern workshops, along with extracurricular activities, enabled the interns to focus on their professional growth and development. Additionally, the program provided opportunities for networking with their peers and nursing leaders at UPMC beyond the traditional clinical care learning experiences. The internship also provided interns the opportunity to learn about some of the outstanding services and programs offered at UPMC facilities.

We are excited to offer this program with activities that are designed to support our newest future nurses and look forward to the 2009 program.

SNI Caring and Compassion Award

As part of the program, each participant wrote an essay about a particular experience during their internship signifying his or her commitment to providing caring and compassionate patient care.

We were impressed with the caliber of stories recounting their internship experiences. Here is one of the winning five stories of caring and compassion selected to receive the first SNI Caring and Compassion Award.

Lindsay - UPMC Presbyterian, Transplant Unit

Previously, when I thought of caring and compassion, I thought of sitting at the patient's bedside and listening to the patient's story. My view of compassion has changed during my time here at UPMC. The act of teamwork now comes to mind when I think of compassion. Every day I see collaboration among nurses, patient care technicians, HUCs, physicians, and physical and occupational therapists. Without one aspect of this team the care of a patient may suffer. In order to ease the suffering of the patient who is in distress, Merriam-Webster's definition of compassion, one of the team members may have to provide care that may not normally be in his or her daily routine.

As a summer student nurse intern I was integrated into this team. I knew and understood my role in patient care, but also was ready and willing to help any other team members when needed. One specific time was when a couple of patients a PCT was caring for were incontinent. I felt, in order to relieve the suffering of all the patients, it would be professional to work together with the PCT throughout the day, to get all the patients cleaned up after periods of incontinence. Even though only one of these patients was technically assigned to me, working as a team, we provided compassionate care for more than just "my" patients. The patients expressed gratitude for our timely care. Not only were the patients cared for quicker and more efficiently, but also since we worked together as a team, we had more time to spend on providing compassionate care to our other patients.

what's new

New UPMC Nursing Website

UPMC Nursing is excited to unveil our new website this fall. Visit us at www.upmcnurses.com.

Caring for colleagues and community

There are many ways to care for our colleagues and our school community. Caring occurs at the classroom level when we show compassion for a colleague who recently lost a loved one. Caring also occurs on a broader level such as when schools or hospitals hold collection drives to support the needy members of our community.

While we can participate in a variety of giving opportunities to care for our communities within or beyond our school or hospital, there are many other ways to support our colleagues.

Stopping horizontal violence

Have you witnessed colleagues gossiping, blaming, or making fun of another co-worker? Have you taken part in such actions? One of the most powerful ways for us to care for ourselves and our colleagues is to avoid these negative behaviors, and to help others see their detrimental effects. These behaviors, which are known as horizontal violence, create anxiety, stifle learning, and create a dysfunctional work environment. National research indicates that horizontal violence impacted 60 percent of new nursing graduates who chose to leave their first position within six months.¹

Let's work together to stop this type of psychologically, emotionally, and spiritually damaging behavior by doing our part. Don't participate, and take on the challenge to point it out to others.

¹ Schaffner et al 2005

did you know?

Online resources for patient education

UPMC offers an extensive online library of patient education materials. Consider referencing them to help develop your Care Plans. You also may download, print, and distribute these materials to your patients.

To access UPMC's online patient education materials, follow the instructions below:

- Visit www.upmc.com.
- Select the tab Health A-Z.
- Under Health Reference, select Patient Education Materials.

Caring for self

As nurses, we are devoted to the health and well-being of others. While this deep sense of commitment to our patients is a part of who we are, it also is essential to learn to care for ourselves.

Often we are more aware of our weaknesses than our strengths and focus on our liabilities instead of our assets. Instead, a balance of both, along with a desire to learn, grow, and improve, is what is needed in our lives. If we first care for and respect ourselves, we are better equipped to care for others with an equal level of respect and compassion.

“Caring for yourself is about achieving what is most important to you. It is about looking back at your life and liking what you see. Liking how you handled your family and your career. Liking the reputation you gained with people you worked with and for, how you treated your friends and yourself. Liking how you contributed to your community. It is about liking the differences you made. With your time and money. With your health and spiritual quest. With your talents and professional skills.”¹

To effectively care for ourselves, we need to obtain the skills to manage stress, articulate personal needs and values, and balance time and commitment demands. Additionally, it is essential to be comfortable identifying boundaries on our time and energy, so that we can remain focused on achieving what is important to us.

¹ Samuel, M. & Chiche, S. (2004). *The Power of Personal Accountability: Achieve What Matters To You.* (p. xv). Xephor Press.

Academic-Service Partnerships

Academic-Service Partnerships (ASP) are partnerships between academia (schools of nursing) and service (UPMC). Although ASP is critical to the successful clinical preparation and onboarding of new nurses ready for practice, it may be a group unfamiliar to some nurses. Nursing leaders from local schools of nursing and UPMC have partnered to ensure that future nurses have a supportive environment for successful transition into professional practice. This partnership group of nursing leaders has been creating programs and removing barriers to further enhance a positive learning environment for our students and graduate nurses.

We will initiate our first systemwide student/faculty/unit survey this fall. The survey will enable students to provide feedback about their clinical rotation experiences at UPMC.

In spring 2009, this partnership group will pilot a Web-based clinical rotation tracking mechanism to streamline the clinical site request process and increase opportunities for student clinical placements.

At UPMC, we are working together to ensure that we provide student nurses every opportunity to learn the art and science of nursing.

Continuous learning resources

Nursing for Nurses

www.allnurses.com

Nightingale Initiative for Global Health

www.nighcommunities.org

National Student Nurses' Association

www.nсна.org

Nursing Spectrum

<http://events.nursingspectrum.com>

Nurse.com

<http://forums.nurse.com>

Student Nurses' Association of Pennsylvania

www.snap-online.org

Sigma Theta Tau

www.nursingsociety.org

Pennsylvania State Nurses' Association

www.panurses.org

Clean Hands Save Lives

<http://cleanhandssavelives.org>

what's
new

UPMC wants your feedback

Starting in fall 2008, students will be asked to complete an online survey after finishing a clinical rotation at any UPMC hospital. Your feedback is important because it helps us to create environments that support your successful transition into professional nursing. We appreciate your participation in these valuable surveys.

Editorial Advisory Board

Editor and Chief Nursing Officer
Pamela Klauer Triolo, PhD, RN, FAAN

Editor
Kim Hester

Contributors
Kristin Beaver
Lorraine Brock, RN, MSN
Yasmin Kazzaz, MHA
Alice Serenyi, RN, BSN
Renee Thompson, RN, MSN

Designers
Larry Hruska
Joe Bukovac

Have a story idea?
Contact Kim Hester at 412-647-4863
or hesterkr@upmc.edu.

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