

UPMC
Nursing

Student Nurse Pathways



Message from the Chief Nurse Executive

At UPMC, we believe that workforce inclusion contributes to each employee's ability to learn, grow, and develop. Having more than 10,000 nurses, UPMC strives to foster a diverse workplace culture to include people of varied backgrounds and perspectives. By doing so, we are creating a healthy work environment that enables us to provide the quality patient care that our community deserves.

At UPMC, cultural competency is about understanding the differences that make people unique. By educating our nursing staff and raising awareness around topics such as race, ethnicity, generations, physical ability, sexual orientation, religion, and other aspects of diversity, we are striving to create a healthy work environment that enables us to provide the quality patient care that our community deserves.

As a student nurse you may have had opportunities to learn about and practice cultural competency. The UPMC staff also has had learning and application opportunities. In this edition of *Student Nurse Pathways* we wanted to share some highlights of our inclusion strategies including "30 Tips of Dignity & Respect." The tips highlight how you can incorporate acts of dignity and respect into your daily life.

In October 2008, UPMC launched the UPMC Center for Inclusion under the direction of Candi Castleberry-Singleton. UPMC focused on the concepts of integrated inclusion, dignity and respect, and brought cultural competency to the forefront. The first year of the Center's strategy, "Imagine Inclusion," raised awareness around inclusion and promoting dignity and respect. As we moved into the second year of "Experience Inclusion," we focused on behaviors and how they play a role in understanding others differences. The third year, "Champion Inclusion," reflected on what we learned, and how everyone has an impact to champion both awareness and behaviors around dignity and respect and cultural competency.

UPMC Nursing has embraced the inclusion strategies and made it a part of what we do every day. Inclusion is one of the core values that provide the foundation for the nursing strategic plan. We believe if this is done well we can remain even more patient- and family-centered as well as employee focused. We encourage you to be part of the team during your UPMC clinical experiences. We welcome your engagement and participation.

Holly Lorenz, RN, MSN
UPMC Chief Nurse Executive

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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.

Our 4C Strategy

CUSTOMER

We are focused on ensuring that our patients have access to quality, culturally competent health care and information that encourages healthy lifestyles.

COMMUNITY

Partnering with educational, community, and supplier organizations to promote health careers and economic development in the communities where we live and work.

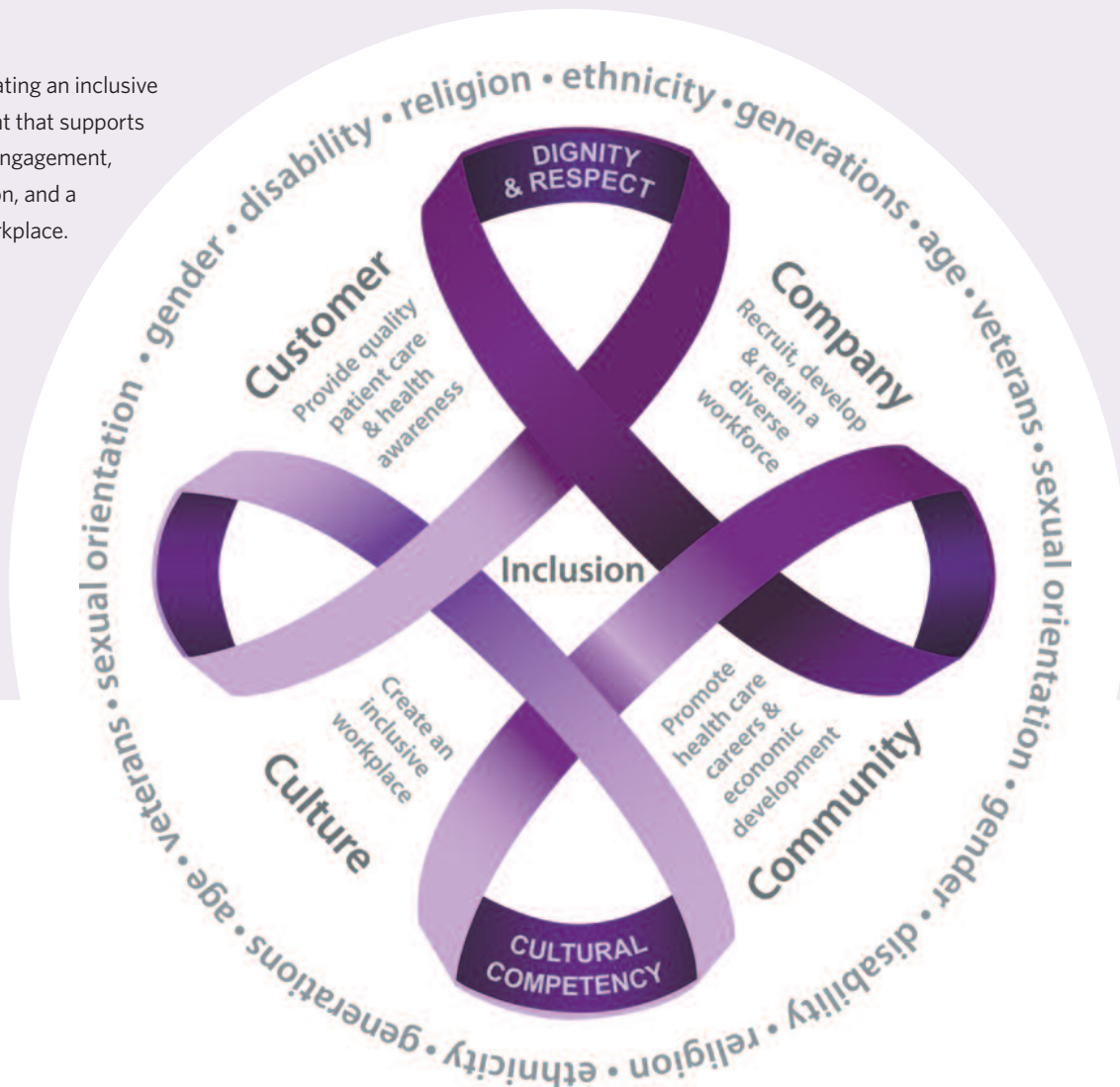
CULTURE

We are creating an inclusive environment that supports employee engagement, collaboration, and a healthy workplace.

COMPANY

As an industry leader committed to employing a diverse workforce, we are focused on recruiting, developing, and retaining our most important asset — our people.

Learn more at <http://infont2.upmc.com/OurOrganization/Enterprise/HR/Inclusion/Pages/The-4C-Model.aspx>.



Dignity & Respect Initiative

The Dignity & Respect Initiative was introduced at UPMC to promote a culture of inclusion by encouraging behavioral and organizational change. It began with road shows to promote the initiative, an employee pledge, and focus groups. Employee feedback resulted in 30 Tips to Promote Dignity & Respect, which also serves as the foundation for the external campaign and Dignity & Respect Solutions. In addition to integrating internally into new hire, management, clinical, and leadership programs, in fiscal year 2011 UPMC supported Dignity & Respect in the communities through lending a hand to community organizations, and becoming mentors with Smart Futures.

To learn more, visit the following:

- inclusion.infonet.upmc.com
- www.upmc.com/dignityandrespect
- www.facebook.com/DignityandRespectCampaign

Pledge count reached 51,569


Dignity & Respect

I pledge to support inclusion by treating my colleagues, our patients and their families, our customers, and our business partners with dignity and respect.

I will do my part to ensure that inclusion is at the core of what I do every day.

30 Tips of Dignity & Respect

The following tips highlight how you can incorporate acts of dignity and respect in everything you do. By practicing a tip each day, we can all work to achieve a more inclusive community.

		Tip 1 Sweat the small stuff. It's often the small things, such as being kind and courteous, that make a difference.	Tip 2 Smile. You might be surprised at how contagious a smile can be.	Tip 3 Listen. Everyone feels respected when they know you're listening to their point of view.	Tip 4 Say hello. You just might make someone's day.	Tip 5 Say thank you. Gratitude is a gift that's never too small to give.
Tip 6 Reinvent the wheel. Do something that hasn't already been done.	Tip 7 Be open. Try to look at new thoughts and ideas as learning opportunities.	Tip 8 Be flexible. Things don't always go as planned. Be willing to adapt to changing conditions when necessary.	Tip 9 Join the team. Do your part to support teamwork.	Tip 10 Be a relationship builder. Seek ways to expand your network.	Tip 11 Treat others the way they want to be treated. R-E-S-P-E-C-T...find out what it means to me.	Tip 12 Be culturally competent. You might be surprised by what you learn from people who are different.
Tip 13 Break the ice. Start a conversation with someone new.	Tip 14 Demonstrate mutual respect. An inclusive environment requires respect regardless of level, title, or position.	Tip 15 Ask. It's okay to inquire about something you don't know. Ask for clarity.	Tip 16 Find common ground. It's easy to disagree. Focus on finding something to agree on.	Tip 17 Communicate respectfully. Often it's not what you say, but how you say it.	Tip 18 Practice patience. Take the time to get the full story.	Tip 19 Seek understanding. It's better to not fully understand than to fully misunderstand.
Tip 20 Share your point of view. We all have different perspectives. Allow someone to benefit from yours.	Tip 21 Get someone else's point of view. After you've shared your thoughts, give other people a chance to share theirs.	Tip 22 Lead the way. Let your inclusive behavior create a path for others to follow.	Tip 23 Do the right thing. Be fair and objective.	Tip 24 Be considerate. Before you speak, consider how your words might affect others.	Tip 25 Remember, we all make mistakes. Resist pointing out the mistakes of others.	Tip 26 Get involved. Decide to make a difference. Get caught being good.
Tip 27 Become a mentor. You — yes, you — can help others realize their potential.	Tip 28 Take a healthy step. Do something good for your health and encourage a friend to join you.	Tip 29 Lend a hand. A little help can go a long way.	Tip 30 Be a champion of dignity and respect. Encourage others to do the same.			

UPMC Inclusion Resources Available During Clinical Experiences

CultureVision™

Today's health care professionals are seeing a growing number of patients with diverse cultural backgrounds, and understanding their particular needs is critical. CultureVision™ is the first user-friendly database that gives healthcare professionals access to culturally competent patient care. The more you know about someone's health care beliefs or practices, the more your care and treatment plans can be designed for the best health outcomes possible: Those which take into account your patients' world view. The complexity of providing such culturally appropriate care to our population today and in the future calls for a simple and comprehensive tool to guide health care providers now.

<http://www.crculturevision.com/iplogin.aspx?L!=upmc>

Disabilities Resource Center

The Disabilities Resource Center was established in 2007 to improve access to health care for people with disabilities. The Disabilities Resource Center (DRC) is guided in this work by the DRC Advisory Council, including members of the disability community, advocacy groups, and UPMC providers and administrators. The DRC focuses on four main areas to improve accessibility to health care: education and training for staff; assessing and improving the accessibility of UPMC facilities; policy review; and serving as a resource to the community who experience barriers or otherwise identify opportunities for improvement and serving as an internal resource to UPMC programs and departments.

<http://infonet2.upmc.com/ourorganization/bcd/cps/DRC/Pages/default.aspx>

Disability Training

Disability Awareness Program — Through the Disability Awareness Program, the DRC offers a one-hour live program and web-based training through uLearn. The training is available to all UPMC staff and helps the DRC reach its goal of raising awareness about individuals with disabilities. All UPMC staff is encouraged to access the uLearn module, "PD UPMC Disability Training" to learn more about our largest minority population in western Pennsylvania.

Effective Communication for Patients and Visitors who are Deaf, Deaf-Blind or Hard of Hearing

The DRC offers web-based training through uLearn on Effective Communication for Patients and Visitors who are Deaf, Deaf-Blind, or Hard of Hearing. UPMC staff who have direct contact with patients are encouraged to access the uLearn module, "Providing Effective Communication in Health Care" to learn more about resources and tools to communicate more effectively. Face-to-face training sessions may be requested through Mary Duranti at 412-605-1483 or curetm@upmc.edu.

ManageABILITY

ManageABILITY is a web-based tool for staff to have a better understanding of the Americans with Disabilities Act, recognizing requests for accommodation, resources to handle requests for accommodation, interviewing skills such as what you can and can't ask. It is available through uLearn, under the Human Resources tab.

Learn more about disability training resources at:

<http://infonet2.upmc.com/OurOrganization/HCD/CPS/DRC/Pages/DisabilityTraining.aspx>

Global Care Services

UPMC provides world-class medical care for patients from across the United States and around the world. UPMC Global Care offers a wide range of free services to ensure that international patients and their families receive coordinated care throughout their stay. We are committed to making your experience at UPMC as comfortable as possible.

<http://www.upmc.com/aboutupmc/icsd/Pages/global-care.aspx>

Institute on Aging

The University of Pittsburgh Institute on Aging (UPIA) provides access to a multidisciplinary network of comprehensive clinical care, one of the nation's largest and most diverse portfolios of aging-related research, and one of the most extensive geriatric and gerontologic education programs in the country. UPIA also acts as a referral resource, connecting users with information on aging-related topics, educational programs, research studies, and services. This website offers a broad array of information that has been categorized by audience into five main sites: Older Adults, Family and Caregivers, Professionals in Aging, Researchers, Educators and Students.

<http://www.aging.pitt.edu>

Interfaith Pocket Brochure for Staff

At UPMC, an important aspect of providing high-quality care is awareness of the diverse needs of our patients and their families. The UPMC Interfaith Pocket Brochure for Staff provides a brief overview of religious backgrounds and related information, to assist in better understanding and meeting those needs.

<http://extra.upmc.com/090220/13.btm>

Celebrating Cultural Competency

UPMC Shadyside School of Nursing celebrated Dignity and Respect Month by having a Celebration of Cultural Competency. The celebration was a three-part event. First, there was a celebration with food from around the world, including Chinese, Greek, and Mexican selections. Second, faculty members were introduced to CultureVision™, a database that gives health care professionals access to culturally competent health care. Third, in the spirit of Dignity and Respect, the school started a Thank You program. Every week a small thank you memento is given to a colleague to show appreciation. The thank you memento is passed from one

staff/faculty member to another. Each person who receives the memento keeps it for one week and then becomes the giver. The memento is given along with an Inclusion eCard.

Earlier this year, seven nursing students submitted poster presentations based on the 30 Tips of Dignity and Respect. The posters highlighted how the 30 Tips of Dignity and Respect foster positive patient outcomes when utilized in practice. The posters were part of the UPMC Shadyside celebration of Nurses Week 2011 and were displayed at the hospital. ■

UPMC Presbyterian Student Nurse Development Day

UPMC Presbyterian was pleased to host more than 100 senior nursing students from nine regional schools to their fifth annual Student Nurse Development Day Mon., Oct. 24. The program originated as an opportunity to introduce students to the many nursing units, specialties, and departments that they don't get to know during their clinical practicum at UPMC Presbyterian.

Features of the program included keynote addresses from Jeff Alvarez, unit director of the newly opened Intensive Care Unit Command Center (ICC) at UPMC Presbyterian, and Holly Lorenz, CNO; an opportunity to meet with a nurse recruiter for resume critiquing and a group mock job interview; and a session with SimMan® to hone assessment skills for subtle changes in the postoperative patient.

Mr. Alvarez described the goals of the ICC which include:

- proactively identifying a potential negative trend in a patient, related to but not limited to vital signs, titration of medications, or oxygen requirements
- providing a safety net for the point-of-care nurses and to alert them of identified trends; contact the appropriate physician or mid-level provider for intervention
- closely monitor patients identified by the point-of-care nurse who are acute or those that need a second eye as the nurse is off the unit with another patient

This group of students preparing for graduation, some of whom will seek a position in critical care, found this extra level of safety for their patient and their practice to be reassuring. Holly's keynote presentation focused on building the professional relationships that are essential for a successful nursing career as well as communication styles for relating to different colleagues and patients.

The most popular features of the evening were the unit showcases, each highlighting some aspect of nursing care. The operating room (OR) was represented by staff and equipment that allowed students to try their hand with the tools of minimally invasive surgery, and to laparoscopically try to snag some candy in a mock patient's abdomen. Students could view inside a real human brain to see how an external ventricular drain (EVD) works, as well as discuss care of patients with an EVD. Participants learned about various routes of access for emergency department patients, and that sometimes IV access isn't enough. More than 30 clinical departments were represented and creativity was the key to engaging the students while helping them learn. The students voted on the showcases they found to be the most educational (the OR) and the most creative (the ET nurses had a wound vac applied to a pumpkin for students to learn how to change those dressings).

While the students gained knowledge from the staff and the presentations, the staff who participated had a great time as well. ■

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Student Nursing Organizations

UPMC Nursing recently attended the Student Nurses' Association of Pennsylvania (SNAP) 59th Annual Convention, Nov. 16 through Nov. 19 in Lancaster, Pa. We were excited to meet so many wonderful nursing students from across the state. Several hundred students stopped by our table to discuss a potential future career with UPMC. It was a wonderful opportunity for both students and recruiters to speak in-person about their career aspirations and our opportunities at UPMC.

Are YOU a member of a student nursing organization? A recent article from NurseZone.com highlights the advantages. It describes membership as “one of the basic, yet often overlooked ways to support your educational and career goals ...” The article wisely points out the support and unique information you’ll gain through student nurse networking. Every student we met at the SNAP convention felt their membership and participation is a key element to their future success. We will attend SNAP’s 60th Annual Convention in the fall of 2012 at Nemaocolin Woodlands Resort in Farmington, Pa.

In spring 2012, the National Student Nurses Association’s (NSNA) 60th Anniversary Convention and Alumni Reunion will be held from April 11 to April 15 in Pittsburgh at the David L. Lawrence Convention Center. UPMC Nursing will be there, will you? It is not too late to join and attend. Be sure to stop by and talk with our recruiters.

The convention will offer many exciting learning and networking opportunities. According to NSNA “Over 3,000 nursing students participate in NSNA’s Annual Convention, which features leadership and career development activities, opportunities to listen to renowned nursing leaders, hear about job opportunities and the chance to network with hundreds of other students. The program includes a state board exam mini review.” To learn more about NSNA and the event in April, visit <http://www.nsna.org/Meetings/AnnualConvention.aspx>

See you in April! ■

Editorial Advisory Board

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It's Time for the UPMC Fall 360° Student Experience Survey

Students and faculty are encouraged to participate in the five-question survey to provide feedback on their most recent clinical experience at UPMC. The purpose of the survey is to improve the collaboration between UPMC nurses, students, and clinical instructors.

You will receive this survey via e-mail. If you have any questions, please contact Melanie Shatzer, RN, DNP, at shatzermb@upmc.edu or 412-647-7917.

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