



OHE

The O.H.E. Report

Organization of Healthcare Educators

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O.H.E. is proud to be an
NNSDO Affiliate

See page 5 for 2011
conference details!

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November Program: Who's Minding the Store?

Our November 5th program titled **"Who's Minding the Store?- Bridging the Gap between Service and Academia"** brought together three informative speakers:

- Miyo Minato from the BRN
- Judy Sumner from Northridge Hospital's Versant Residency program.
- Dr. Gloria M. Blatti from Mount Saint Mary's College ADN program

The main intent of the program was to facilitate interaction and discussion between service and academia regarding current practices in nursing student placements and the expectations of the student, instructor and preceptor in the clinical environment.

Miyo Minato discussed the law that allows nursing services by student nurses, reviewed current regulations related to supervision, academic requirements and pre-licensure preceptorship.

Judy Sumner discussed the nursing student responsibilities and expectations in the clinical environment from the service perspective. She also discussed expectations of the facility related to the clinical instructor role, student requirements prior to the clinical rotation, and ways to maximize the learning experience through games and questioning.



Dr Blatti discussed the role of the preceptor relationship with the nursing student and the impact it has on the development of the professional registered nurse. Using a variety of teaching techniques, Dr Blatti engaged the participants with a reading of an excerpt from the wisdom of the Tao. She then focused on the future trends of nursing education related to technology, demographics and globalization of healthcare. She even gave us a crash review of Health Care Reform and how that might impact all of us. In closing, Dr Blatti left us with a quote from Cook, 1993:

"Treat People as if they were what they should be, and you can help them become what they are capable of becoming"

Thanks to all our presenters and Northridge Hospital for hosting!

- Lynette Dahlman

2011 Board Elections

The results of the October ballots are in! Elected Positions on the Board include:

- Debbie Reid, RN, MSN, CPON: President Elect
- Nicole Olsen-Garcia, RN, MSN,PNP: Vice-President: Membership
- Dwanette Judkins, RN, MSN: Vice-President: Programs co-chair with Miriam Melgar-Atanaya, BA

- Marsha Sato EdD, MN, RN: Secretary
- Ilene Frost, RNC, MSN: Treasurer

Elected board members will take office at the installation luncheon, January 21st at the California Endowment.

Board members meet at least 6 times a year. In addition to elected officers, the Board President also ap-

points members-at-large, who serve on the Board; contributing to decisions and participating in activities. For 2011, the following members have agreed to serve:

- Pam Shiao PhD, MSN, RN, FAAN
- Pat Brienza, RN, MSN
- Susan Nunez, RN, MSN
- Susan Berg-Levy, RN MSN will also serve as Past President representative in 2011.

Message from the President



Message From the President Lynette Dahlman, RN, MSN

Hi everyone! It seems like 2010 went by in a flash— and I hope the new year is off to a good start for you all. I can definitely say yes to that— as ANCC Magnet Appraisers are on site at Huntington for a three-day site visit to determine if we are deserving of Magnet® Designation. It is the culmination of several years of determined and empowering work, and it is exciting to see it to fruition. I can't wait to share good news with you all later this year!!

Over the past year, OHE has brought a number of relevant and important topics to make our programs meaningful for you. Based on input from our 2009 needs assessment, the topics addressed both service

and academia concerns and interests- and took us from Downtown LA, to the San Fernando Valley, to the South Bay and to the San Gabriel Valley. We are excited to have a diverse and widespread membership and we truly value you all! Thank you all for your support!

Our 2010 Installation luncheon started the year off with the program **“Strategies to Inspire Staff to Embrace Change”** presented by Ellen Horton of Little Company of Mary Medical Center.

In April, we enjoyed the South Bay and Torrance Memorial Medical Center's gracious hosting of **“Inject New Life into your Teaching”** by well-known trainer and facilitator Michele Deck.

In July, many of us were able to attend NNSDO in San Diego, and take advantage of the somewhat “local” venue.

In September, we combined a poster presentation format with a panel discussion of **“Successful Preceptor Programs”** hosted at Huntington. Posters from Children's Hospital LA, Methodist and Huntington shared successes with their

inspiring and innovative programs.

To end the year, our November Program was hosted at Northridge Hospital Medical Center: **“Who's Minding the Store: Bridging the Gap between Service and Academia”**. As the title implies, it truly combined interests of Service and Academia and integrated regulatory requirements from a BRN subject matter expert.

Speaking for the Board, we are excited for 2011, and we want to let you know that we are committed to continuing our trend— to provide programs that make your practice enriched and provide tools for your success.

Happy New Year!

Lynette



Would you like more information on how you can join us and contribute to our community of professionals? Contact Lynette Dahlman at (626)397-2374
lynette.dahlman@huntingtonhospital.com

2010 OHE Board Members

PRESIDENT:

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PRESIDENT-ELECT:

Open

COPPS PRESIDENT

Ellen Rosen, RN, MSN

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January 2010 Installation

The weather outside was wet, cold, and blustery, but the atmosphere inside was warm, cheerful and energized as education colleagues from service, academia and consulting gathered for the OHE annual business meeting, board installation and education program on Friday, January 22, 2010 at **The California Endowment**. Serious networking and light-hearted “catching up” was evident while the delicious food, expertly catered by **Sodexo**, was enjoyed!

The program, a stimulating and interactive session, titled **“Strategies to Inspire Staff to Embrace Change”** was presented by seasoned healthcare education leader, Ellen Horton, RN, MSN, who is Director of Education and Staff Development at Providence, Little Company of Mary Medical

Center – Torrance and San Pedro. The 56 attendees were asked to participate by providing strategies that have worked in their experience, resulting in a list of nearly 75 best practices for inspiring staff to change.

After a recap of the 2009 OHE accomplishments by outgoing President, Kathy Martin, MSN, RN; the 2010 officers and board members were installed. The 2010 Organization of Healthcare Educators Board consists of members listed above.

-Mary Lynne Knighten

Save the Dates for 2011 Events

Here are the dates for what we have planned for 2011:

April 29, 2011 *Topics have not yet*
July 29, 2011 *been finalized*
September 30, 2011
December 2, 2011

Interested in any or all of these events?

Contact Dwanette Judkins: (310) 297-9197
dwanettejudkins@sbcglobal.net
 Or Miriam Melgar-Atanaya: (626) 397-5055
miriam.melgar@huntingtonhospital.com

Do you have ideas for a great program? We would love to hear them! Remember– we are here to provide tools to help you meet your education needs.

- Lynette Dahlman



April 2010 Program: Inject New Life into Your Teaching!

Our April 9th program, **“Inject New Life into Your Teaching!”** Featuring Michele Deck was a much anticipated success. Michele immediately set the stage for learning with an activity designed to bond people together into teams thereby showing how creating relationships is a better way to learn. One of her strategies was to involve these newly created teams in demonstrating how to teach with positive emotion to move content into long term memory.

Michele also showed us how to test out content to ensure

the training was carefully thought out. Content needs to consist of much more than knowledge itself. Several other factors must be considered:

- A thoughtful needs assessment, even at the door,
- Hands on skills or other outcomes
- Attitudes, yours and the learners
- Support for the message,
- Well grounded content
- Balance of content and activity.

Michele describes her teach-

ing strategies as “first aid ideas to rejuvenate even the most ailing programs”. The attendees unanimously agreed and gave this program a ‘two-thumb’s up’ rating of excellent, adding comments such as “the best program ever”, “Superb” and “It was fun, interactive and gave me real tools I can use immediately.”

No one dozed off, not even after an also excellent lunch. Many thanks go to Torrance Memorial for providing the venue.

-Sue Shieff

Education is not the filling of a pail, but the lighting of a fire.

- William Butler Yeats



September 2010 Program: Successful Preceptor Programs

Our September program was designed to facilitate interaction and discussion of the leadership role of the preceptor in today’s competitive and challenging environment. This topic was chosen based on feedback from our 2009 needs assessment– identifying that we all continue to strive towards optimal programs while in the midst of the many constraints of limited educational budgets, pressing issues, and expectations for training and development of newly hired registered nurses.

The first part of the session allowed participants to view the posters and interact with the poster presenters. Posters were submitted from CHLA, Methodist, Torrance Memorial and Huntington.

The second portion of the program featured three distinguished leaders in Healthcare Education facilitating the discussion of current preceptor topics:

- **Jeanne-Maria Eisenberg, RN, MSN:** Director of Education, Methodist Hospital of Southern California, Arcadia

- **Jessica Klaristenfeld, RN, BSN:** Manager, Versant RN Residency, Children’s Hospital Los Angeles

-**Lynette Dahlman, RN, MSN:** Manager, Workforce Development, Huntington Hospital, Pasadena

Topics discussed included workload, generational challenges, preceptor tools, evaluation of outcomes, matching up preceptors with new grads and the impact of the economy on current preceptor programs. The program facilitated a great dialogue that could have continued for hours! I am sure this topic will come up again in the future!

-Lynette Dahlman



Legends Spotlight: Elaine Brown

Elaine Brown will always be a legendary member of OHE. She served as Interim President in 1998 and President Elect in the year 1999. She continued her service to OHE as a COPPS Chair (Council of Past Presidents) in 2000. Following, she remained as a board member for several years after her tenure in the previous roles and she is currently an active member of COPPS.

Elaine was born and raised in Providence, Rhode Island. Growing up her two favorite hobbies were reading and baseball (specifically, Boston Red Sox). Her father was an amateur baseball player and taught her everything he knew about the game. She and her father often spent quality time together at the local baseball games. During her earlier years of school she had planned to become an airline stewardess but she could not meet the qualifications because she had ruined her eyes reading (her second favorite hobby!) under the bed covers in the dark and glasses were restricted at that time for this profession. During her high school years Elaine was editor of the year book, graduation speaker, and valedictorian of her graduating class, which was quite an accomplishment!

After graduation, she entered the Rhode Island Hospital School of Nursing Diploma RN Program and graduated winning a post graduation scholarship for continuing education. Elaine went on to complete her BSN in nursing at Boston University School of Nursing where she graduated Summa Cum Laude. While a student, she worked part-time at a number of prestigious hospitals such as Massachusetts General and Beth Israel. Thereafter, she moved back to Providence and found a position as a clinical instructor on a neurosurgery unit in Rhode Island



Hospital. After one year in this position she relocated with her family to Los Angeles, California.

It was early in her nursing career that Elaine realized education was her passion! Upon relocation to Los Angeles, Elaine interviewed with three local schools of nursing choosing California Hospital School of Nursing as the best fit. She joined the faculty at a critical time for the school as they were gearing up to apply for NLN accreditation. This was a challenging opportunity to lead the rest of the faculty in applying so much of what she had learned in her BSN program. She helped to develop the philosophy; write objectives; develop the curriculum, competencies, and evaluation criteria. This role gave her a sense of accomplishment and pride when the program received NLN accreditation. Elaine continued her long term employment with this program where she served as Curriculum Coordinator responsible for the design, development, implementation and evaluation of Nursing Fundamentals, Medical-Surgical and Senior leadership courses.

During this time, Elaine received her Masters degree in Education from Pepperdine University. When the school of nursing closed in 1984, Elaine joined the CHMC Staff Development department and when this department was eliminated, she transferred to the

Center for Health Information, Education and Research as an Education Specialist and subsequently became its Director.

Elaine has had many career accomplishments at CHMC Medical Center where she served as Director of Education Services from 1991-1999 and again as Interim Director from 2001-2002. Her current position at CHMC is an Organizational Development Specialist where she develops, coordinates, and presents multiple training programs for senior and middle management, supervisory staff, and line staff. Elaine is a certified Interaction Management Instructor (Development Dimensions Incorporated). Over the years, she has done education consulting and instruction at various hospitals in the Los Angeles area. She also taught Health Law and Ethics for the University of Phoenix. Other roles Elaine has fulfilled include Age-Sense, Child Abuse training coordinator and Culturally Competent Customer Service Training Facilitator. Elaine has designed and collaborated in the design and development of published instructional curricula for multiple programs such as Case Management and Patient Education in Nursing. Elaine also has trained and coached the management team in developing and implementing job-specific competencies to meet regulatory and Joint Commission guidelines.

In 1960 Elaine met and married Irving Brown. They adopted a son Lloyd who is now a pediatrician practicing in Northern California. He and his wife Bobbie have a son Danny. Elaine and Irving have traveled a great deal throughout their marriage to many amazing places such as Asia, Europe, the Middle East, and Alaska.

-Dwanette Judkins

NPD Certification Review at CVHP

On November 18 & 19, 2010, Citrus Valley Health Partners sponsored an ANCC Nursing Professional Development Certification review course. Eleven OHE members attended the course, five of which were from CVHP.

The course was facilitated by Gen Guanci, MEd, RN-BC, CCRN from NNSDO. The course was interactive, engaging and provided

us with tools to ensure our success with the certification exam. Gen said the number one barrier to passing the exam was not scheduling to take the exam! Have you thought about NPD certification? It's our certification!

I have scheduled my exam for the end of January— have you signed up yet? Let me know! I would love to include your success in the next newsletter!

-Lynette Dahlman

Are you a member of NNSDO?

Being a member has its advantages— like access to:

- Member Forum
- CE Opportunities
- Conferences
- Best Practices
- Leadership Opportunities

Go to

<https://www.nnsdo.org/>

For more details



2011 NNSDO Conference

Sheraton Chicago
July 7-10 2011

Pre-Convention Workshops:

July 6-7

Exhibit Dates:

July 7-9

Go to

<https://www.nnsdo.org/>

For more details



We're on the Web!
<http://www.o-h-e.net/>

Would you like to contribute to our newsletter? Contact Lynette

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The **Organization of Healthcare Educators** was founded in 1979 as a local chapter of the American Society for Healthcare Education and Training. **OHE** is a non-profit organization that provides a forum in which healthcare education professionals can gain a broader perspective in healthcare education issues of local and national importance, and a setting in which healthcare educators can come together to network, share ideas and problem solve mutual educational objectives.

OHE Board

Meetings are open to all Members!

The Board meets every other month for a dinner meeting in Glendale or Pasadena, 5:30 – 8:00 p.m.

Please join us. We welcome your input and expertise.

2011 Board Meeting Dates will be available in February.

Contact Lynette Dahlman for details: (818) 802-7947

Debbie Reid Elected to NNSDO Nominating Committee

In March of 2010, Debbie Reid, MSN, RN, CPON was elected to the NNSDO Nominating committee. This is an important role, in that she is actively recruiting to fill essential board positions for NNSDO to ensure the organization meets the evolving needs of the community of educators it serves.

At the NNSDO Conference in San Diego last July, Debbie met with other board members to strategize for the coming year. Since then, she has participated in three conference calls with other nominating committee members.

It has been a challenging role, as there were initially insufficient candidates to complete a ballot—

but with diligent email follow up to Southern California members, the nominating committee was able to add to the ballot with several candidates. The ballot will be available soon.

Thank you Debbie for representing OHE in this national capacity!
Interested in serving on the NNSDO Board? Contact Debbie Reid!

Star Search Winners at NNSDO

Back in May of 2010, NNSDO sent out an invitation to all members to participate in their “Star Search” competition to be held at their annual conference in San Diego in July 2010. The presentation had to incorporate the 2011 theme: *The Winds of Change: Accountability for Outcomes and Excellence*. Unbeknownst to each other, several OHE members applied for the chance. Lynette Dahlman & Sue Duquette from Huntington submitted abstracts as well as Jessica Klaristenfeld & Edahrline Salas from CHLA, who ultimately won the Star Search competition. This guarantees them a presentation spot at the next NNSDO conference in Chicago in July. They presented a 10-minute preview

of a strategy they use in the RN Residency to increase participation and accountability. The strategy is based on placing RN residents in what’s called “houses” or teams that then compete with one another throughout their residency. All house members then gain or lose points according to their completion of assignments. As a result, the residents are encouraged to collectively work together to compete and attempt to accumulate the most points to win the top house honors. At Children’s Hospital Los Angeles, the use of the “houses” has proven to be a successful feature that has accelerated and increased camaraderie, collaboration, and accountability. Employed as a structure to support



desired behaviors, such as friendly competition, class participation, timeliness, and teamwork, the residents are reported to have quickly learned about how individual actions can affect others. Transferrable to widely different settings, this residency feature has not only been popular to the participants, but has also contributed to an atmosphere of shared responsibility and excitement about organizational participation and team work surrounding a common goal. Congratulations Jessica & Edahrline!

-Lynette Dahlman