Creating a Culture of Certification

March 19th is Certified Nurses Day...

What are you doing to promote certification in your unit?

BY JENNIFER HAYAKAWA DNP, PCNS-BC, CNRN, CCRN

The following quote from one of the nurses in the Pediatric Intensive Care Unit (PICU) at CHOC Children’s Hospital best articulates the culture of certification in our unit:

The PICU has worked very hard both as a team and as individuals to gain national certification...we do this because we want to be the best in what we do, not for ourselves, but for our patients, our children. Being nationally certified means we care about how we perform and are always striving for improvement. Certification takes time, effort, commitment, and unity. Certification is not achieved through the efforts of one person but all. Our PICU is a team of individuals who want to be the best, provide the best, and continue to do the best. We all share a mutual goal to move forward with the quality of care we provide from improvement at bedside to improvement as a unit. Certification is how we make this goal tangible.

In 2006, 5% of PICU nurses were nationally certified; in 2007 the number increased to 14%, in 2008 to 33%. To date, over 65% of the eligible PICU nurses at CHOC are certified.

For the PICU, CCRN certification is an expectation and a goal which is reflected on each eligible nurse’s performance evaluation. We created a unit “study guide” which includes textbooks, audio review tapes and syllabus, and a packet of review questions. Our physicians are equally dedicated to advancing the professional growth and development of the nurses. One night, one of our attendant’s noticed that several of the nightshift nurses had their textbooks out and were diligently studying and quizzing each other on CCRN review questions. He joined in and led what turned into an impromptu two hour CCRN question and answer session including topics such as VQ mismatch, anion gap, and ventilator management. The hospital supports certification and offers financial incentives by reimbursing exam fees and offering certification as a professional qualifier and a requirement for the Clinical Nurse III and IV to participate in the hospital clinical ladder program. When a nurse successfully passes the exam, our clinical director sends an email to PICU staff, physicians, and the organization’s patient care services leadership team announcing the accomplishment. Additionally, we have a wall of honor that proudly displays our certification plaques, listing the names of each certified nurse. This level of support and recognition has empowered a culture of certification.

I am proud of our PICU for demonstrating authentic leadership in the quest for national certification, for contributing to a healthy work environment, and for setting the example and inspiring other disciplines (child-life, respiratory therapy, Emergency Transport Services) to obtain national certification in their specialty areas as well.

On March 19th, take a moment to reflect on the culture of your own unit and what you can do to promote certification within your organization. For those who have not yet taken the plunge-I challenge you to “Step Forward” and become certified. For all you certified nurses out there, celebrate your accomplishment and please “Step Forward” and support others on their journey to certification.
**Stress Perceived by Patients**

It’s seven o’clock, the charge nurse calls out our assignment for the day. We go and get report and start to organize our day. We check orders, we check the EMAR, and we start our assessment. We carry out our duties and make sure we chart everything. Being a nurse in the ICU can be stressful. Being a patient in the ICU is also stressful. Understanding and being aware of stressors that our patients might have is an important part of the nursing care plan.

The top ten stressors perceived by patients include: fear of death, being pressured to consent to treatment, being in pain, not knowing the length of stay in the ICU, not being about to communicate, fear of other hospital-transmitted diseases, not having treatments explained to you, financial worries, having tubes in your nose or mouth, and unfamiliar and unusual noises. Reading this list itself is scary and stressful. Imagine watching your nurse put on a yellow gown and mask every time she enters a patients room near yours. Then she comes into your room and provides patient care. “What does the other patient have that requires you to cover yourself up? Is it contagious?” These are questions that could go through patients minds that cause fear. However, the nurse can simply explain that she has to wear a gown and mask when she enters another room to protect other patients. Washing your hands and sanitizing in the room in front of the patient before providing patient care is another suggestion.

**Post-traumatic Stress Disorder**

Post-traumatic stress disorder is defined as debilitating symptoms caused by stressful conditions of the ICU or an exacerbation of already diagnosed patients.

Mnemonic to help identify symptoms of PTSD: RAN. **R**e-experiencing (criterion B), **A**utonomic hyperarousal (criterion D), **N**umbing and avoidance (criterion C). If your patient fits the above criteria’s, further PTSD screening is needed. Treatment in the ICU: alleviate acute symptoms. Use of medications to alleviate arousal symptoms. Medications include: alprazolam and clonazepam. SSRI’s are used to alleviate symptoms of criteria B and C. Help improve your patients quality of life by recognizing signs and symptoms of Post-traumatic stress disorder early and provide a safety sense in your ICU.

Recognizing patient stressors will creates opportunities for you to help alleviate some of the stress experienced by patients. Create positive effects in your unit!

“In times of stress, be bold and valiant.” ——Horace, Ancient Roman Poet 65 BC-8 BC

**REFERENCES**


CONTACT JENNIFER AT: jhayakawa@choc.org if you’re interested!!

SCHEDULE OF EVENTS

7:00AM  
Registration

8:15AM  
Opening Ceremony

9:00AM  
5K Run

9:15AM  
5K/1K Walk

10:00AM  
Family Festival

FAMILY FESTIVAL

Free to all registered participants

7:00AM - 2:00PM

• Free T-Shirt
• Live Entertainment
• Food & Refreshments
• Vendors with Free Samples
• Fitness Trainers
• Children’s Events
• Opening Ceremony

PRESENTING SPONSOR:

MOSS-ADAMS LLP
Certified Public Accountants | Business Consultants

PLATINUM SPONSORS:

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SAVE THE DATE!!!

The Greater Long Beach Orange County (GLBOC) Chapter of AACN proudly steps forward with an exciting educational program:

“The Art & Science of Caring…the Local Spring Fling” (hosted by GLBOC and AANSR)

Date: Wednesday, May 7th
Time: 1730-2030 (Doors open at 1700)
Location: Andrei’s in Irvine

• Flyer and registration information coming soon!
• 4.0 CEU’s will be awarded
• Cost: $20 for GLBOC and AANSR members, Hoag employees, and students; $40 for other participants

Linda DeStefano @ ldestefano@memorialcare.org

National Teaching Institute & Critical Care Exposition
Denver 2014 May 19-22 (Preconferences May 17-18)

Join us in Denver for NTI 2014 — AACN’s National Teaching Institute & Critical Care Exposition and the Advanced Practice Institute — where you can update your knowledge, refine your skills and always learn something new at the premier conference for high acuity and critical care nurses.

Go Online for more information:
Pediatric Care After Resuscitation

A 2-Day Trauma Fundamentals Course

Monday & Tuesday
March 31 & April 1, 2014
8:00 am - 4:30 pm

At the
CHOC Children’s
Orange, CA

Hosted by

Tuition
CHOC Children’s Employees Free
General Registration $300

Tuition includes a copy of the extensive PCAR course syllabus, distributed on site.

Continental breakfast & beverages will be provided. Snacks may be brought to class. For lunch, you may take advantage of the onsite cafeteria or local eateries.

Registration
All course registration will be done via the easy PCAR/TCAR online registration system. Go to www.tcarprograms.com to sign up. For any registration questions, contact TCAR Programs: 855-GET-TCAR (855-438-8227).

Directions & Parking Information to the Course Site
*Room may be cold, please dress in layers.

Local Contact
Amy Waunch
Trauma Nurse Coordinator
awaunch@choc.org
714-509-9094

Course also available:

Thursday & Friday
May 29 & 30, 2014
8:00 am - 4:30 pm
At our January GLBOC journal club meeting the Board of Director’s presented the Critical Care Unit at Hoag Newport with the Shining Star Award in recognition of being the unit with the highest percentage of nurses belonging to the local chapter.
Thank you AANSR for hosting this wonderful event!
FOR YOUR INFORMATION

New address or e-mail?
Reminder: members please update your AACN profile on aacn.org

MONTHLY JOURNAL CLUB
Meeting:
• 1st Wednesday of every month
• Check your email for meeting details or connect with your Unit’s AACN Ambassador

NOTE: Next Meeting
Wednesday, April 2, 2014

Like us on

Type in AACN- Greater Long Beach & Orange County to find us

Please visit www.glboc.org and explore our new website today. Be sure to "follow us" to receive up to date information on upcoming meetings, volunteer opportunities, education conferences and social gatherings!

We welcome members from critical care, telemetry, progressive care, pediatrics, as well as other specialty areas. The common thread is our enthusiasm for knowledge and our love of nursing.
AACN Chapter GLBOC Officers List
2013-2014

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<th>Position</th>
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</thead>
<tbody>
<tr>
<td>President</td>
<td>Jennifer Hayakawa, DNP, PCNS-BC, CCRN, CNRN</td>
<td><a href="mailto:jhayakawa@choc.org">jhayakawa@choc.org</a></td>
</tr>
<tr>
<td>President-Elect</td>
<td>Jodi Caggiano, RN, BSN, CCRN, CCRN</td>
<td><a href="mailto:jodicaggiano@yahoo.com">jodicaggiano@yahoo.com</a></td>
</tr>
<tr>
<td>Past-President</td>
<td>Cher Hagaman, RN, MSN, GNP-BC, CNS, CCRN, CSC, AACC</td>
<td><a href="mailto:cherhagamanNP@gmail.com">cherhagamanNP@gmail.com</a></td>
</tr>
<tr>
<td>Treasurer</td>
<td>Diane Brown, RN, MSN, CCRN</td>
<td><a href="mailto:DKBrown26@aol.com">DKBrown26@aol.com</a></td>
</tr>
<tr>
<td>Treasurer-Elect</td>
<td>Bettina Roher, RN, BSN, CCRN</td>
<td><a href="mailto:johihat@hotmail.com">johihat@hotmail.com</a></td>
</tr>
<tr>
<td>Secretary</td>
<td>Karen Edwards, RN, MSN, PCNS-BC, CCRN</td>
<td><a href="mailto:kedwards1815@gmail.com">kedwards1815@gmail.com</a></td>
</tr>
<tr>
<td>Program Chair</td>
<td>Linda DeStefano, RN, MSN, CCRN, NP, FCCM</td>
<td><a href="mailto:Ldestefano@memorialcare.org">Ldestefano@memorialcare.org</a></td>
</tr>
<tr>
<td>Director at Large</td>
<td>Marysol Cacciata, RN, MSN, CCRN, Email: <a href="mailto:mmarysol.cacciata@stjoe.org">mmarysol.cacciata@stjoe.org</a></td>
<td></td>
</tr>
<tr>
<td>Director at Large</td>
<td>Vivian Norman, RN, MSN, CCRN</td>
<td><a href="mailto:vnurses@cox.net">vnurses@cox.net</a> or <a href="mailto:Vivian.Norman@stjoe.org">Vivian.Norman@stjoe.org</a></td>
</tr>
<tr>
<td>Membership Chair</td>
<td>Joy Anne Fumera, RN, MSN</td>
<td><a href="mailto:Fumera@me.com">Fumera@me.com</a></td>
</tr>
<tr>
<td>Webmaster</td>
<td>Maureen Haston RN, BSN, CCRN</td>
<td><a href="mailto:mhastonrn@gmail.com">mhastonrn@gmail.com</a></td>
</tr>
<tr>
<td>Newsletter Co-Chair</td>
<td>Maria Rosal, RN, BSN, CCRN</td>
<td><a href="mailto:msxtraordinare@gmail.com">msxtraordinare@gmail.com</a></td>
</tr>
<tr>
<td>Newsletter Co-Chair</td>
<td>Sandy Dien, RN, BSN, CCRN</td>
<td><a href="mailto:Sandy.Dien@gmail.com">Sandy.Dien@gmail.com</a></td>
</tr>
<tr>
<td>CHOC Liaison</td>
<td>Carol Cox, RN, CCRN</td>
<td><a href="mailto:carells@dslextreme.com">carells@dslextreme.com</a></td>
</tr>
<tr>
<td>LB VA Liaison</td>
<td>Jeff Vongiesda, RN</td>
<td><a href="mailto:asianjeff08@gmail.com">asianjeff08@gmail.com</a></td>
</tr>
<tr>
<td>HHI Liaison</td>
<td>Tracey Olympus, RN</td>
<td><a href="mailto:valtravel@fastmail.fm">valtravel@fastmail.fm</a></td>
</tr>
<tr>
<td>HHNB Liaison</td>
<td>Andrew White, RN, CCRN</td>
<td><a href="mailto:drewcara@yahoo.com">drewcara@yahoo.com</a></td>
</tr>
<tr>
<td>Mission Liaison</td>
<td>Ann Lawson, RN-BC, MSN, CCRN, CPAN</td>
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Membership Corner

Benefits of Joining:
- Network with fellow nurses in the Orange County, Los Angeles and Inland Empire
- Monthly journal club meetings
- Unlimited free CE
- Included subscriptions to Critical Care Nurse, American Journal of Critical Care, AACN Bold Voices and weekly AACN e-newsletter
- Special member rates and discounts for AACN products and services

Interested yet?
- Come check us out at http://www.aacn.org/DM/Chapters/WebsiteHome.aspx?
  ChapterId=000000326732
- Attend one of our monthly programs.
- Email Joy Fumera at fumera@me.com to reserve your place.

CHAPTER MEMBERSHIP FEE
- Chapter Membership dues are $20.00 per year or $50.00 for three years.
- A national AACN membership is a requirement for chapter membership.
- Annual rate is $78.00 or you can join during one of the journal club meetings at a decreased rate of $69.00

Still Unsure? Try us out!
- Attend one of our programs without signing for a membership for only $10.00.
- We are so sure you will want to become a member that we can consider your fee as part of your annual chapter dues. Email Joy (fumera@me.com) so she can reserve your spot.

Current Members: check your membership status online
- Log-in at www.aacn.org
- Click on My Account on light blue banner up top
- Click on Check Membership Status or
- Click on Check Chapter Membership Status
About AACN

MISSION
Patients and their families rely on nurses at the most vulnerable times of their lives. Acute and critical care nurses rely on AACN for expert knowledge and the influence to fulfill their promise to patients and their families. AACN drives excellence because nothing less is acceptable.

VISION
AACN is dedicated to creating a healthcare system driven by the needs of patients and families where acute and critical care nurses make their optimal contribution.

VALUES
As AACN works to promote its mission and vision, it is guided by values that are rooted in, and arise from, the Association’s history, traditions and culture. AACN, its members, volunteers and staff will honor the follow

- Ethical accountability and integrity in relationships, organizational decisions and stewardship of resources.
- Leadership to enable individuals to make their optimal contribution through lifelong learning, critical thinking and inquiry.
- Excellence and innovation at every level of the organization to advance the profession.
- Collaboration to ensure quality patient-and family-focused care.