



# News For Today's Healthcare Educators



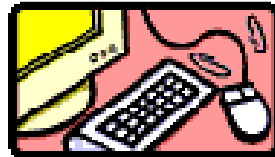
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### Editor's Excerpt

## Beyond The Ivory Tower



By Carol Aslesen

**T**hough I am no longer a WiSHET member, I promised to finish my term by editing the last newsletter of the year. So, for a few hours, I will pull my mind away from the muddling morass of information about diagnosis and treatment of diseases and disorders of the ear, nose, throat, head, and neck. Yes, after seven months, I am still engulfed in assimilating all I can about otolaryngology.

It is good to pause and remember why I went back into a clinical nursing role. One of my desires was to use all the wonderful things I was learning (as an educator), about patient education. As a health educator, I felt like I lived in the "ivory tower." I acquired information, but often had nowhere to apply it. Now I work daily with patients and am presented with numerous opportunities for patient education. And now the question is how to carve out time in an extremely busy environment *to do* patient education the way I know it should be done, to document it, and to take initiative to develop new materials. I sat on the Patient

Education committee for six years, reviewing material written by other staff. Now I am writing materials for our department. And again, the challenge is to carve out the time to do it! As an educator, I helped develop a health literacy competency, attended a literacy conference and read extensively on the topic. Now I face the test of assessing health literacy in the patients I work with and tailoring education to meet their needs. I realize how far I have to go to become truly expert, efficient, and effective in providing patient education in our clinic. But then again, that is exactly why I chose this path---I wanted the challenge of applying what I know!

As you reflect upon the past year, what goals have you met? As you look forward to the new year, what challenges have you set for yourself? I'll bet that things you have learned at conferences and meetings and through networking with other WiSHET members have assisted you in meeting your goals, and inspired you in setting new ones. That is what WiSHET is all about.

I want to take this opportunity to I wish you all a (belated) Merry Christmas, a Happy New Year, and may God bless you in your personal lives and professional roles. You are a wonderful group of people, and I will miss you.

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From the President's Pen

# Recap of 2008



By Debra Drexler

As I write this, I am looking out the window at a winter wonderland. The holidays are here with all the activities and hustle and bustle that go along with it. Winter is a time for so many things like snuggling under a blanket with a good book; making a snowman with the grandbabies and watching another miracle of nature unfold.

This is my last article as President of WiSHET. I have been honored to have been WiSHET's president this last year. I have met so many people, rekindled old friendships and most of all have had a wonderful journey that I might not have had if I hadn't raised my hand to volunteer last year. I would like to thank the members of the Board and all the members of WiSHET for making 2008 such a successful year.

There have been many changes that have occurred over the last year. We have a new and improved website. Please visit it at [www.wishet.org](http://www.wishet.org). We have changed the bylaws to include a new position – Historian. The Historian will be in charge of making sure that WiSHET history is preserved. Sue Nordahl has accepted the Historian position Ad Hoc until the next election at the 2009 Fall Conference. Sue has been with WiSHET since the beginning and just completed the WiSHET 35<sup>th</sup> Anniversary Commemorative Booklet, so we feel fortunate for her to take on this role.

We went to a one-sided Passport to make it easier to keep track of points

for decrease in conference fees. At the Fall Conference, we added some additional vendors to help keep the registration fee down. Participants liked the variety of vendors we had which went from health care items to jewelry.

The Fall Conference was on *Making Change Successful*. It was an outstanding conference. Comments I heard over and over again indicated how lucky we were to be able to come to a conference in our own state and hear outstanding national speakers at a nominal cost.

The mission and vision of WiSHET is to **contribute to and promote excellence in healthcare education and training through communication and accessible, cost effective educational programs resulting in personal and professional growth.** As we move into the future, we continue to search for innovative and creative ways to provide quality education and resources to WiSHET members.

I am looking forward to my new role as Past President. Happy Holidays!!

Debra Drexler MS, RN, BC

# Older Adult Learners

By Carol Aslesen

Maybe you can't teach an old dog new tricks, but you will be teaching new skills to older workers. During the coming decades, the number of workers age 55 and over will increase, to almost 20 percent of all workers. At the same time, the generations coming after the baby boomers are much smaller in number. Within this changing workforce, older workers will play an important role. Many will work beyond the traditional retirement age of 65. Some will continue within their current jobs. Many others will try new jobs and learn new skills. (MI Office of Services to the Aging.)

As educators, it is important to understand how older adults learn and adapt orientation and training to enable them to succeed. The key is patience: give them adequate time to learn!

Older adults have less visual and auditory acuity, less manual dexterity, a slower reaction time, and it takes longer to learn new tasks. On the plus side, most older people want to work and are healthy enough to work. They have fewer accidents, less absenteeism, and work as effectively as younger people. Age does not affect learning performance or ability to learn. Given the time and resources

***The big secret in life is that there is no big secret. Whatever your goal, you can get there if you're willing to work.***  
~Oprah Winfrey

needed, older adults can learn and will be very stable, reliable employees!

Here are the facts, taken from the Facts on Aging Quiz (Palmore,1981) and the Rossman Adult Learning Inventory (Rossman & Rossman, 1990).

**About 80 percent of the aged are healthy** enough to engage in their normal activities. (National Center for Health Statistics, 1974).

**Over three-fourths of old people are working or would like to have some kind of work to do** (including housework and volunteer work). There are about 12 percent of persons 65 or over who are employed, 21 percent who are retired but say they would like to be employed, 17 percent who work as housewives, 19 percent who are not employed but do volunteer work, and another 9 percent who are not employed and not doing volunteer work but would like to do volunteer work (Harris, 1975). These figures total to 78 percent.

**Consistency of output tends to increase by age**, as older workers perform at steadier rates than younger workers do. In addition, older workers have less job turnover, fewer accidents, and less absenteeism than younger workers (Riley & Foner, 1968). A study of 18,000 workers in manufacturing plants found that workers beyond age 65 have about one-half the rate of non-disabling injuries as those under 65 (Kossoris,1948). Among men

in manufacturing plants, absenteeism is about the same for those over 65 as for those 35 to 64, but absenteeism is higher for those under age 35.

**The only thing that decreases with age is the rate of learning, not the ability to learn.**

Thorndike, Bregman, Tilton, and Woodyard (1928) established that age clearly impacts the time required to complete a task. In general it can be concluded that the time required for learning new things increases with age (Cross, 1981). Salthouse (1985) suggests that older adults tend to be slower and have more problems learning new information. It is now generally agreed that if there is an age limit on learning performance, it is not likely to occur until around age seventy-five (Kidd, 1973).

**Older people take longer than younger people to learn new material** (Botwinick, 1967).

Studies of on-the-job training also show that older workers tend to take somewhat longer to learn new jobs. Most older persons can eventually learn new things about as well as younger persons, if given enough time and repetition of the material to be learned. (Riley & Foner, 1968).

*Carol Aslesen, BSN, Otolaryngology Clinic, Franciscan Skemp, La Crosse*

**Check Out the:  
Word Find Game, page 6  
Passport to the Future,  
page 7**

## Fall Conference Highlight

## Story Telling

*By Roxy Schouton*

Once upon a time... and immediately one begins to flash back to story times at bedtime or that special interval in the school day when you just knew that what was to come would engage you.

We received a rare treat to listen to a master storyteller, Kathy Dempsey, at our Fall Conference 2008. Among MANY other great tips to enhance our teaching methods was what makes for a great storyteller. Everyone should strive toward being a great storyteller because it actually changes the brain chemistry of the listener to make it easier to learn and retain. Characteristics include: Voice Modification/Expression; Knows Material; Eye Contact; Engaging; Good Use of Humor; Mischievous; Body Language; Surprise and Building Curiosity; Use of Silence and Pauses; Application; Concise.

Where does one find a story that can be used to enhance or bring home a point? Perhaps one can be found no further than the ground you are standing on. Personal stories from everyday experiences are often the best and can be gleaned from experiences such as your most embarrassing moment, how I met my spouse, the most challenging time in life, an unusual experience, or what your parents never found out – or maybe you want to let that one alone!!! Thanks, Kathy! You “Wowed” us, Engaged us, and Challenged us!

*Roxy Schouton, BSN, Staff/Org. Dev., Waupun Hospital, Waupun*

### Fall Conference Highlight

## Making Change Successful

By Darlene Johnson


Kathy Demsey, from the Bob Pike Group, was WiSHET's keynote speaker for the Fall Conference, *Making Change Successful*, held at the Ramada Plaza in Fond du Lac, last October. Her signature topic, *Shed or You're Dead*®, inspired our whole group to look and act upon change in our professional and personal lives differently. She utilized her personal story to teach us the fundamentals of story-telling (a topic we all wanted to learn more about). She finished the day with her *Who Murdered Retention?* presentation.

***Kathy engaged the entire audience with her presentations, not only with her energetic and dynamic speaking skills, but also with her passion and believability.***

Kathy lives what she says. She follows the principles of teaching others in her presentations. By being a great example, she motivates all of us educators to do the same. Some of the comments from the participants were:

- ✓ Kathy is a true inspiration! She lives her message and genuinely values her audience. Her passion is contagious! *Sue Nordahl, Black River Memorial Hospital*
- ✓ An outstanding, fun, creative, inspirational and moving presentation! *Cella Hartline, Grant Regional Health Center*
- ✓ Kathy was awesome! Very helpful and creative! *Jacki Stelzel, Memorial Health Center*
- ✓ Kathy was outstanding! A dynamic speaker! *Debra Drexler, Ripon Memorial Hospital*
- ✓ *Shed or You're Dead*® motivated me to change both professionally and personally! *Diane Bogenhagen, Agnesian HealthCare*

Kathy's presentation helped equip all of us to go out and *Make Change Successful* in our professional and personal lives.



***It's what you learn after you know it all that counts.***

*~Attributed to Harry S. Truman*

### Web Gems

## The 12 Minute Trainer

By Karen Miller



Karen Miller has a knack for finding useful web sites. Here is one she recommends for word scrambles. She uses it for employee newsletters or contests where you give a prize to the winner.

[http://teachers.teach-nology.com/web\\_tools/scramble/](http://teachers.teach-nology.com/web_tools/scramble/)

*Karen Miller, Staff Dev Coordinator, Lakeview Healthcare Ctr, West Salem)*

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## 2008 Service Awards

Congratulations to Evergreen Retirement Community, Ministry Health Care and Audrey Cooper for receiving **Outstanding Service Awards** and to Darlene Johnson for receiving the **Outstanding Leadership Award** at the WiSHET 2008 Fall Conference.

**Evergreen Retirement Community, Oshkosh** has consistently shared its most important resource – their people. Evergreen has been and continues to be the point of contact for membership and administrative support. Darlene Johnson is presently the President Elect and will be the President of WiSHET in 2009. She was the coordinator of the Fall Conference and did an outstanding job. Amber Eckstein, the administrative assistant at Evergreen, has been a wonderful resource and innovative thinker to

make processes flow better. She participated in various aspects of the Fall Conference to make it successful.

**Ministry Health Care, Steven's Point and Audrey Cooper** received the award for their willingness to host the Spring 2008 WiSHET Networking Session and Conference. The space was perfect for the sessions planned. Audrey and her agency went out of their way to make sure everything went smoothly and donated the breakfast.

**Darlene Johnson** has been an active member of the board for several years and in nearly every capacity, including President Elect and soon President. She has coordinated two successful state fall conferences. She has been a dynamic and interesting presenter for a conference session. Her long term care background provides a different perspective that gives an added richness to WiSHET. Her leadership on several different committees has led to successful outcomes and development and confidence in a variety of members she has worked with. She is an asset to all of us in WiSHET.

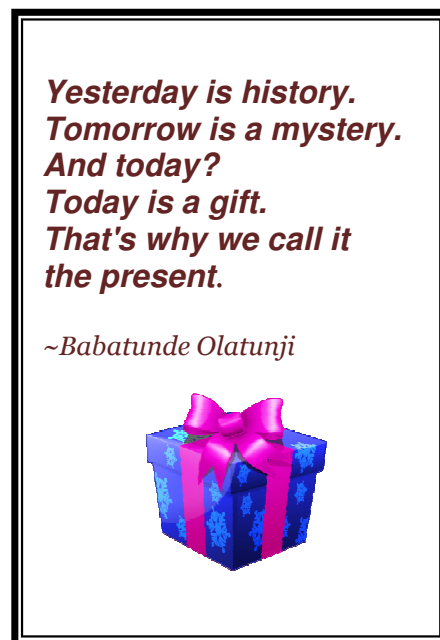
**Award Criteria**

The **Outstanding Service Award** recognizes an individual or organization who has been nominated for consistent and significant work with and investments in WiSHET, demonstrated by contributions of financial, product line, and human resources such as:

- Funding of projects, conferences, programs, and/or publications
- Providing the time and talents of experts in any aspect(s) of healthcare education.

- Donating product-line items to be used by WiSHET for the benefit of the organization

The **Outstanding Leadership Award** recognizes a WiSHET colleague for their dedication to WiSHET and healthcare education through active involvement in such leadership activities as: committee membership, serving on the Board of Directors, presenting and/or coordinating educational conferences, programs, projects or publication.



**Meet the Board for 2009:**

- Past President** - Deb Drexler
- President and President Elect** - Darlene Johnson
- Secretary** - Shirley Frost
- Treasurer** - Roxy Schouten
- CEU Chair**- Marla Noordhof
- Historian** - Sue Nordahl
- Website Coordinator** - Mary Ruth Rodel
- Newsletter Editor** open

News for Today's Healthcare Educators, the newsletter for the Wisconsin Society for Healthcare Education and Training (WiSHET), is published quarterly. Our mission is to contribute to and promote excellence in healthcare education and training through communication and accessible, cost effective educational programs resulting in personal and professional growth. Newsletter submissions are welcome. Email articles to the newsletter editor.

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## 2008 WISHET COMMEMORATIVE BOOKLET

Word Find Game *by Sue Nordahl*

E M O R Y I D E N T O F I E R W H I N C K L O J G T A S I C  
J V E K A M F H O R S E Y N O R A S T W J O K E A R O I N L  
U D E B D R E X L E R H O N E Y M O O N I D L Y E N A I L N  
N E C R A N I L M N B V E A L H A M Q U A N T I F O O X T Y  
E Q U A G W L O O J A M Z D R O C K W L U M P S E N T E N L  
B R E C K R A Y M O N D B E D W E L L K P R E D I V A Q U A  
U S A B L E E G G N O G H O M M F I S H Y A P R O N T M W S  
R E E C O Y L E M C W N I H J O M I L K E D U Z V I X S P H  
K U I M Y N O G N A M S O V E T R U I N J W E D Z O G D M E  
E M V O T W A J A R O O T M N O N E B U T M H Y B R A V W T  
T R Y A D S M N I O E D R E F R A Q C O P R A D E F U L Y M  
T A K E U J C X A L W T L A K I F R I G A T M O Z Y L I K E  
S T U B E L M N O V A I I N W A T O F P T F Z E S M U V P I  
F E L O N A V U L E S E W R E D I L I D T A M R U W B L E J  
V O A J C W E M Q E I X B O E X J I F I R A L Z I M M A I E  
L P S K O C A A H R E C K Q M M D E L Q A R E U E V O B B G  
C O B G I W I T O S L E Q I C Q E N A E P J N H T E W U I N  
E W T A L K O V E R T H C M Q M U N T A P U A L I P I C E Y  
U M M Y O W E B N A I H J A Z Z J I T I M I N G U I C O G T  
T O W E L E D A V O E U T W E E N O I C J U S T L Y S E T N  
E M O R Y I D E N L F I E R W H I N C P O L I J G T A S I C  
A C I A N Q L M L L B V E A L H W A Q U N M T E F O O X T I  
O W H C C E J E Q U O T E S C H E S T C A S G M C O D A R E  
J C W E M I D I X B O E X F F S C R A L Z I P C U I Q N A C  
O N E W T E L K O V E R T H C M Q O W T R A J I G N A L S P  
I C A M C W A G P Z Q D O I N G W H I N E B M X O Z I G O G  
E C O K G I W K Q T O I L E A L E C A E I G J N H K Q T L A  
D A R E C K Q M A D E L Q I A R O U E V O I B A G N E I Y C  
E K P S W O C W D A R E C K Q M E G A P D E N N I S D A Y N

1. Full name of WISHET's first president (11 letters)
2. WISHET started in 1973 as an affiliate chapter of what organization (5 letters)
3. First full named listed under WISHET Charter Members (14 letters)
4. Acronym name for the CEU organization which preceded WISHET's CEU committee (5 letters)
5. Name of WISHET's newsletter publication from 1976 (10 letters)
6. Full name of the first recipient of WISHET's Distinguished Educator Award (9 letters)
7. Full name of Keynote Presenter at 2002 Fall Conference (11 letters)
8. Full name of WISHET President who served 3 full terms (8 letters)
9. Name of organization that has received 4 WISHET Outstanding Service Awards (28 letters)
10. Full name of WISHET's President in 2008 (10 letters)

***All answers can be found in the WiSHET Commemorative Booklet!***

# WISHET

## Passport to the Future



### Mission and Vision

WISHET will contribute to and promote excellence in healthcare education and training through communication and accessible, cost effective educational programs resulting in personal and professional growth.

### Points for Participation

**Committee Participation**

*Conference Committee – 5 pts per year  
CEU – 2 pts. per year*

**Conference Attendance**

*1 day – 1 point  
2 days – 2 points*

**Board Membership**

*10 points per year*

**Writing Article for NursingMatters  
or WISHET Newsletter**

*2 points per article*

**WISHET Mentor**

*3 points per year*

**Newsletter Editor**

*8 points*

**Website Coordinator**

*8 points*

**Member Recruitment**

*3 points per member recruited*

**Conference Presentation**

*4 points per hour*

**Conference Poster**

*Display – 2 points*

**\*\*Please mark the date, criteria completed, and the number of points earned in each box.**

<i>Date</i>	<i># Points Earned</i>	<i>Criteria Completed</i>	<i>Date</i>	<i># Points Earned</i>	<i>Criteria Completed</i>

**TOTAL POINTS EARNED \_\_\_\_\_**

*You can accumulate up to 25 points. At 25 points you will receive a \$50.00 credit which may be used towards annual membership dues or conference registration. When you achieve 25 points, turn in for redemption with your membership renewal or conference registration.*

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*Signature*