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September 2009

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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.

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**Please email article submissions**  
Published quarterly, see editorial calendar

# WISHET's News For Today's Healthcare Educators

*Contributing to and Promoting Excellence in Healthcare Education*

## **It's Going to be a Great Time!**

Darlene Johnson, WISHET President & Conference Chairperson

We have been anticipating this for almost a year. On October 8 and 9, 2009 we will be holding the WISHET Fall Conference 2009. "Turning on the Light" is our theme.

Chris Clarke-Epstein will be starting the conference on Thursday by speaking to us about how to get a consistent stream of feedback, both from the top down and from the bottom up, in our organizations during her session, "Easier Said Than Done." In the afternoon, Dr. Marilyn Bratt will be helping us to teach others critical thinking skills with her interactive workshop, "Yes, They Can! Think Critical." We will end the day by having a wine-tasting session from 4:00 to 5:00 pm sponsored by Frank Epstein, Wine Tasters of America. Vendors will be present Thursday for you to meet during breaks, lunch time, and at the wine tasting session.

On Friday morning, Jennifer Thyse, UWO College of Nursing Instructor and developer of their "simulation lab", will be speaking to us about how to utilize simulation training in our teaching during her session, "Simulate This." Our Annual Membership Meeting will be held during lunch time. We will close the conference with a motivational shot in the arm for us educators when Chris Clarke-Epstein's speaks on, "So Who Motivates the Motivator?"

If you have not registered and still want to do so, please contact Darlene Johnson at [djohnson@EvergreenOshkosh.com](mailto:djohnson@EvergreenOshkosh.com) or call 920-237-2134. We look forward to seeing you at the conference. It's going to be a great time.

## **Contact Information Updates**

Amber Eckstein, Membership Coordinator

Please send me contact information updates and an additional address or phone number so that we can contact you if you change positions, move, etc.

## **WISHET Webpage: Member's Only**

Default password is wishet for those who have not yet logged in. Once logged in, users should change the password by clicking on My Account > Edit Account Information. If you need further assistance please use the email link by the login.

## Board Nominations

Deb Drexler MS, RN, BC WISHET Past President

Part of the WISHET mission is to promote excellence in healthcare education and training and provide cost effective educational programs resulting in personal and professional growth. WISHET has provided many excellent programs in the past and the Fall Conference is no exception (with outstanding national and local speakers). To continue to grow WISHET and provide cost effective educational opportunities we need your help. We have two Board positions available: President—Elect and Treasurer. No experience is needed; so even if you are a new member to WISHET, please consider one of these positions. If you can not be a Board Member, consider helping on several of the committees available. Not only will it be a rewarding experience, but it will give you the opportunity to give back to your profession.

## From the President's Pen

“What You Will Be Voting On”

Darlene Johnson, RN, BSN, WISHET President

The WISHET Board has been very busy this year discussing our current processes and bylaws. After much discussion, the Board has proposed changes for our organization. Below are the changes that you will be voting on at the Annual WISHET Members meeting:

1. Honorary Lifetime Members Voting. Currently, Honorary Lifetime Members do not pay annual dues. Members become lifetime members when they are given the “Distinguished Educator” award from WISHET. If these members want to vote on any WISHET issues, they need to pay the annual membership dues. The Board discussed that in order for this member to get this award, they have been very active and been leaders in the organization. The Board felt that the Honorary Lifetime Members have been vested in this organization and that they should be able to vote as part of their service and dedication to WISHET without paying membership dues. The Board is proposing that we give the Honorary Lifetime Members the right to vote on WISHET issues.

2. President and Past President Roles. Currently

we have the roles of President-Elect, President, and Past President. This means that when someone takes the position of President-Elect, they sign-on for a three-year commitment, starting out in the President-Elect for one year, then President for the second year, and then Past President for the third year. Per the bylaws now, the President-Elect is the chair of the Conference Committee, the President oversees the WISHET meetings, policies and procedures, and the Past President oversees the awards and Board position nominations. The Board understands that everyone is very busy and to commit to three years to being on the Board can be very difficult for individuals. The Board is proposing that the President-Elect position is eliminated and replaced by a Conference Chairperson and Vice Chairperson; the duties to be discussed in the next paragraph. The President position will oversee WISHET meetings, policies and procedures as well as awards nominations. The Past President will mentor and assist the President in learning the role as they take the position as well as recruit for Board nominations for the next year.

3. Conference Committee Chair and Vice-chairperson. Currently, the President-Elect is the Chairperson for the WISHET conferences. This task, while a very rewarding one, pulls the President-Elect away from learning the role of running the WISHET organization. When there is not anyone in the President-Elect position, as is the case this year, the President chairs the conferences as well as overseeing the WISHET meetings, policies and procedures. For the organization to grow, it would be beneficial to have other members giving input and getting involved. Thus, the suggestion of the Conference Committee Chair and Vice-chairperson came about. The role of the Conference Chairperson would be to set-up and oversee the conferences for the year. The Conference Chairperson will have a Vice-chairperson to help him/her with this task. The Vice-chairperson will become the Chairperson, the next year. So the commitment would be for 2 years when becoming the Conference Committee Vice Chairperson. The Conference Chairperson and Vice-chairperson will have a conference committee to help with the planning and setting up of the conferences. Volunteers will be asked for at the Annual Membership Meetings.

So what is the reward for becoming the Conference Committee Chair and Vice-chairperson? Besides the ability to give your input on educational directions for the organization, the Board is proposing that the Chairperson be given up to \$1000 toward attending a national education conference, such as NNSDO or ASTD, in order to seek out speakers and topics for the next year's conference. The Vice-chairperson will be able to attend the WISHET Fall Conference in the year they are vice-chairperson for free. What a great opportunity for these two people!

As you can see, we have much to discuss at the Annual WISHET Membership meeting on October 9, 2009. Think about the above proposals and bring your thoughts for discussion at our meeting. See you at the WISHET Fall Conference 2009 on October 8 and 9 in Wausau.

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#### Awards

Deb Drexler MS, RN, BC WISHET Past President

There is still time to nominate a colleague or an Organization that deserves one of WISHET's awards:

WISHET Outstanding Leadership Award  
WISHET Distinguished Educator Award  
WISHET Outstanding Service Award

Qualifications and nomination documentation for the awards can be found on the WISHET website ([www.WISHET.org](http://www.WISHET.org)).

Please email your nomination and any documentation to [debdr@rmcnet.org](mailto:debdr@rmcnet.org) or send it to:  
Deb Drexler  
Ripon Medical Center  
933 Newbury Street  
Ripon, WI 54937  
Winners will be announced at the Fall Conference.



#### So, You Want To Be A MODEL?

Roxy Schouten, RN, BSN, WISHET Treasurer

Perhaps most of us have not made becoming a model a life quest. Personally I never had the ambition to be one. Never mind that I never had the figure or flawless complexion required by the job. But, like it or not, we are models everyday and in every way to the people who come to our classes or training. Our students will in turn become teachers to their patients and peers and use tactics we model in the classroom.

Do we model positively by:

1. Involving as many of the senses as possible in teaching new material
2. Show respect by listening – really listening to what they need to learn and how they learn best?
3. Using the language of our audience – not educator language? Or using by Power Point presentation for everything because it is in vogue and we spent all that money on the equipment and we had better use it?
4. Use motivational tactics by answering their unspoken question of “What’s in it for me?”
5. Allowing the students to self direct their learning?
6. Not being impatient when we need to repeat and repeat one more time?
7. Using lecture as little as possible in favor of other proven means for retention of information?
8. Read body language and adjust our tactics ad lib?
9. Being prepared?
10. Caring about the student more than the agenda we have painstakingly prepared?

Didn't want to be a model? Sorry, that IS part of our job description. Like it or not we model by what we do much more than anything we say.

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#### Change

Marla Noordhof, CEU Chair

Many of us are facing changing times at our organizations-changing structures, roles and affiliations not to mention the potential for changes in the healthcare reform/funding debate. I found

the attached information from the book Managing Transitions written by William Bridges to be very helpful to consider when we as educators do our part to help staff through changes or ask staff to make changes in practice.

It isn't the changes that do you in, it's the transitions. They aren't the same thing. **Change** is situational: the move to a new site, the retirement of the founder, the reorganization of the roles on the team, the revisions to the pension plan. **Transition**, on the other hand, is psychological; it is a three-phase process that people go through as they internalize and come to terms with the details of the new situation that the change brings about.

Even though you probably won't find it in the change document, transition isn't some optional "if-you-get-around-to-it" add-on to the change; it's not icing on the cake that can be forgotten until things ease up and you've finished with the important stuff. Getting people through the transition is essential if the change is actually to work as planned. When a change happens without people going through a transition, it is just a rearrangement of the chairs. It's what people mean when they say, "Just because everything has changed, don't think that anything is different around here." It's what has gone wrong when some highly touted change ends up costing a lot of money and producing disappointing results. But as important as going through transition is to getting the results that organizations are seeking, they lack a language for talking about it.

Managing transitions involves...the simple process of helping people through three phases:

1. Letting go of the old ways and the old identity people had. This first phase of transition is an ending, and the time when you need to help people to deal with their losses.
2. Going through an in-between time when the old is gone but the new isn't fully operational. We call this time the "neutral zone": it's when the critical psychological realignments and re-patterning take place.
3. Coming out of the transition and making a new beginning. This is when people develop the new identity, experience the new energy, and discover the new sense of purpose that make the change begin to work.

Because transition is a process by which people unplug from an old world and plug into a new world, we can say that transition starts with an ending and finishes with a beginning.

Changes of any sort-even though they may be justified in economic or technological terms-finally succeed or fail on the basis of whether the people affected do things differently. Do the employees let go of the old way of doing things, go through that difficult time between the old and the new, and come out doing things the new way? If they don't help people through these three phases, even the most wonderful training programs often fall flat.

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### Are you following Copyright Laws?

Shirley Frost, RN, MSN

Have you had questions regarding Copyrighted materials? Do you want to make sure that you are not violating copyright laws? Can you make copies of journal articles to use in your educational programming at your organization? Can you use internet materials?

Information on these and other questions are available through the Copyright Clearance Center (CCC). You may access them on the web at [www.copyright.com](http://www.copyright.com).

According to their web home page: "Technology has revolutionized the way people create, publish, use and share content. In this new, fast-paced information economy, content creators and users need simple ways to share knowledge while supporting the principles of copyright. This is what we do".

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### WISHET Newsletter

Amber Eckstein, Newsletter Editor

Please watch for the updated editorial calendar in the Winter Newsletter. I will be changing the dates for article submission and newsletter release dates. I encourage you all to submit articles:)

**Five Questions to Ask New Hires**

Sue Nordahl, WISHET Historian

I've submitted one of my all-time favorite articles regarding tips, tools and strategies to use when working with newly hired staff during the orientation process. Many WISHET members are very involved with and responsible for various aspects of new employee orientation, so I'd like to share this article by a healthcare educator and leadership coach, Quint Studer, with WISHET colleagues in our fall newsletter. As you can see, the appropriate citations are included in the attached document.

Please see last page of newsletter for article submission.

**WISHET Membership**

Amber Eckstein, Membership and Newsletter Editor

For those of you not attending the fall conference this year, please download and print the membership form off the WISHET website ([www.wishet.org](http://www.wishet.org)) and follow the instructions on the form to renew your membership. I will send out the membership materials shortly after the fall conference. Please renew your membership as soon as possible so that I can update the membership directory. Remember to send me any contact information changes.

2009 Editorial Calendar <i>(published quarterly)</i>	
Release Date	Article Submission Date
December 14, 2009	November 30, 2009

**CEU Accreditation:** *WISHET is not accredited by any other agency to offer CEUs. It is a stand alone program with the policies, procedures and protocols developed in alignment with nationally recognized standards of quality for healthcare education.*

**2009 WISHET BOARD**

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**RECRUITMENT AND RETENTION**

**Five Questions to Ask New Hires**

You've spent months remedying a major staff shortage. After reviewing countless applications, conducting interviews, assessing performance skills, and completing all the other necessary processes, you've finally hired the "cream of the crop" for your department. But it's too soon to breathe a sigh of relief. Attracting the best and the brightest is only part of the equation. Now that you have them, what can you do to keep them? According to healthcare management educator and leadership coach Quint Studer, you must find out what is really on the minds of new employees during their first three months. At one-on-one meetings with your new hires, ask the following questions to secure long-term relationships and gain insight into your organization:

**1. How do we compare with what we said we would be like?** When expectations aren't being met, new hires may feel as though you have misrepresented the situation. They may even feel lied to. This question will open a dialogue for clarifying new employees' expectations and will give you a good perspective on whether you are delivering what you promised.

**2. What is going well?** Healthcare workers are often trained to focus on what is going wrong. By asking what is going well, you give new hires a chance to concentrate on the positive aspects of the job. As a bonus, you will find out what truly matters to people.

**3. Which employees have been helpful to you?** By asking this question, you can discover which employees are valuable in the retention process and then recognize and reward them for helping new hires learn the ropes. Once other



staff see that these employees are being rewarded, they too will become involved in the orientation/training process. Employee turnover affects everyone, and everyone should have a stake in tackling the problem.

**4. Are there things you did at your previous workplace that might be helpful to us?** This question is a great way to harvest intellectual capital. Current employees may not be good at taking input from new employees, even if the advice is sound. Plus, new hires may be reluctant to offer input for fear of alienating co-workers. This question allows you to create a win-win situation. You get great new ideas for process improvements, and new employees feel as though they have made a valuable contribution.

**5. Do you know anyone who might be a valuable addition to our team?** At this point, your new employees are likely still in touch with former co-workers. If they are having a good experience with your organization, encourage them to let former co-workers know. This question can spark effective recruiting efforts.

Quint Studer, *Hardwiring Excellence: Purpose, Worthwhile Work, Making a Difference*, Fire Starter Publishing, 2004.

*"By asking for the impossible we obtain the best possible."*

—Giovanni Niccolini

**Submit a Pointer to "Professional Pointers"**

Have you implemented workplace strategies that could help your colleagues succeed as well? *Healthcare Executive* invites you to share the workplace knowledge that has played a role in your career success.

To submit an item for consideration, please send it via e-mail to the "Professional Pointers" editor at [bduvel@ache.org](mailto:bduvel@ache.org). You may also fax it to (312) 424-9390. We will review your proposal carefully and contact you promptly.



Johnson Controls provides innovative solutions that measurably improve facility and financial performance for healthcare facilities. Our strategies target non-clinical areas, spanning the range from improving financial and operations performance, to providing bundled support services, to capitalization of physical plants. We enable our customers to preserve their capital and reduce operating expenses, leaving more resources to serve the community.