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**Vision and Mission Statement**

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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Published quarterly, see editorial calendar

# WISHET's News For Today's Healthcare Educators

*Contributing to and Promoting Excellence in Healthcare Education*

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## **From the President's Pen**

Darlene Johnson

Another December has come. It's a time when many people reflect on the past year and start to plan for the next one. So as WISHET members, let's reminisce about our past year.

This past spring, we held our Spring Networking Conference at Stoughton Hospital. Our speaker, Cathy Andrews, RN, PhD, spoke on *Developing Critical Thinking In Others*. Cathy reviewed what critical thinking is and how problem-solving and critical thinking go hand-in-hand. She also talked about how critical thinking leads to creative thinking. She talked about some tools that she uses at the end of her clinical sessions with her students to help them learn to think critically. One tool that I especially liked is her "Reflective Statements". Examples of these are: Today, I worried about..... or Today, I wondered about..... Cathy uses these as a way to get her students to reflect on their learning for the day.

In the summer the WISHET Board reviewed our current Board structure and proposed that we change it. We had the positions of President-elect, President, and Past-President. This meant that anyone coming onto the Board in the President-Elect position would commit to serving a three-year term. This is a big commitment for people to make. Thinking of ways that we could reprioritize tasks within these present roles, the Board was able to propose that we move to a two-year term with positions of President-Elect and then President. We did this by adding a Conference Chairperson and Conference Chairperson-Elect. They are in charge of the Spring and Fall Conferences, relieving the President-Elect of this responsibility.

WISHET is contributing money for one of these persons to go to a national conference during their committed year to find speakers for future conferences. They will also get the WISHET conferences free during the year they are in charge of the conferences. Making this change has freed-up the President-Elect to learn the President role and assist the President with running the organization. At the annual meeting, the members voted to accept these changes for the organization.

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The WISHET Board also reviewed our current strategic goals and decided that we would like to continue this next year with the following goals:

1. Promote membership
2. Promote scope of organization
3. Increase involvement of members
4. Continue website development
5. Explore and change Board responsibilities

The Fall Conference was well received. Our speakers, Chris Clarke-Epstein, Dr. Marilyn Bratt, and Jennifer Thyse helped us “turn on the light” with their presentations on giving feedback in our changing times, developing critical thinking skills in others, using simulation in our training, and keeping us educators motivated in order to motivate others. The vendors and wine-tasting experience also added to a wonderful conference experience.

Planning for next year, the WISHET members elected Lori Johnson-Mumm as our new President-Elect and Julie Nieman as our incoming CEU Chairperson and Marla Noordhof to the Treasurer position. Jacki Stelzel agreed to be the Conference Chairperson this next year. With the addition of these ladies to help lead our organization and their thoughts and ideas, WISHET does have a bright future to look forward to.

Merry Christmas and Happy New Year to all of you. See you in 2010.

### **Thank You Deb Drexler!**

Darlene Johnson

She came into WISHET’s life at the Annual Membership Meeting in October 2007. Lori Soderberg was talking to the members about how we needed a member to step-in to the position of President because the person in that position was unable to fulfill that obligation. Members were doing a lot of looking down at their hands or shoes, turning their heads to look the other way and just plain shrinking in their chairs in hopes that they would not be seen or asked if they would consider taking this position. There was a lot of silence in the room.

Then, a voice from the crowd spoke up, “I just joined WISHET but I will take the position.” So

began Deb Drexler’s commitment to the WISHET Board. And what a wonderful two years Deb has given us.

I got to know Deb as she resided over our Board Meetings as President. She was always willing to share new thoughts and ideas. Her enthusiasm and “yes we can” attitude propelled people to think differently. One time when Deb and I flew to Minneapolis together for a conference, she talked with me about all the possible vendors we could look into for our conferences. I had never thought that way before, but because of her ideas and encouragement, we have started to grow our vendor participation. Deb also has a compassionate heart. Deb’s listening ear let you know that she heard you and understood what you were thinking and feeling. Her passion, creativeness, and ingenuity led her to chair our community’s first Fond du Lac Fondue Fest. Deb’s example of leadership is one that I try to mimic as I now am in the WISHET President position.

At the end of this year, Deb’s Past-President role is finished. But her impact on WISHET will remain in our organization. May God bless you as you move on, Deb. Thank you Deb Drexler for being that “voice in the crowd” to speak up.

### **Change**

Deb Drexler

The Wishet Conference was great again this year!!! Chris Clarke-Epstein talked about change. It is an old topic but she was able to put a twist on it and make it seem new again. I thought about all the changes in my life both professionally and personally. All of us as educators are constantly assisting or making change happen. We have to “walk the talk” and motivate people to continue to move in the right direction to make our Organizations “World Class” in all aspects of patient care. When you think of it what an awesome responsibility we have!

As I look towards retirement, I know my enthusiasm and passion for learning and teaching others will never end. I am grateful that this is the direction my career took me. I have met so many wonderful and interesting people, especially other educators at WISHET Conferences during my career. I wish everyone Happy Holidays and a very safe and healthy New Year.

**Treasurer, Roxy Schouten RN**

Deb Drexler

Roxy Schouten term for Treasurer of WISHET ends December 2009. She will hand over the position of Treasurer to Marla Noordhof. She has been an asset to the Board not only in her position as the treasurer but also for her insightful and creative ideas. She retired as Clinical Coordinator at Agnesian Health-Care this past November. So as she ending some things in her life she is beginning new ones.

Roxy and I worked together for many years at Agnesian HealthCare. Roxy, when you meet her, is a soft-spoken, kind and very likeable person. I have to admit I wondered how she came across as an instructor. Could she keep staff attention since she seem more on the quiet side than some of her peers. Boy, was I in for a surprised!! It was like she walked on stage and became another person. Her passion for teaching was apparent. She was animated and funny. She used games, stories and many of the techniques she had learned at the WISHET conferences. Roxy will be missed, especially at Waupun Memorial Hospital where she did most of her teaching. Roxy is the one that recommended that I join WISHET and I am glad I did.

Roxy I am sure will now be doing more of what she loves, being with her family, quilting, sewing, gardening, traveling and adding new adventures. Roxy, we wish you a healthy and fun retirement! Thanks for all you did for WISHET. Keep in touch.

**Have you thought about organizing a Journal/Book Club?**

Shirley Frost

Everyone is struggling with how to fit in all of the tasks that we need to complete in a given day. There may not be a lot of time left for nurturing educational experiences. Busy professionals can learn from each other by participating in a Journal/Book Club. As the educator in the organization, you are in a unique position to coordinate a Journal/Book Club. It's really a matter of organizing it, so that participants can actually attend, participate and learn. A journal/book club can be utilized for a wide variety of disciplines, including leadership development. In fact, having a multi-disciplinary group discussion helps to bridge those gaps between disciplines and aids in communication across departments. A journal/book club can be a great sharing experience

for your staff and help them grow.

Here are some tips in how to organize a Journal/Book Club:

1. Start with a Journal article that is related to some area within your organization that is going through change. Journal articles are short, easy to read, and there may be a chance to apply it directly to the facility in a short time frame.
2. Set up the time frame for reviewing the article. Give plenty of notice to the staff, so they can read the article beforehand.
3. Set up the room for discussion. Doing it over lunch, over several days may be a method to encourage more participation.
4. Try to set up a regular schedule of articles and meeting times.
5. Have some general questions ready to start the conversation.
6. Have some specific questions ready, for example: How can we apply this principle to our organization? What barriers are currently in place that will delay applying this concept?
7. If action is needed following the discussion, designate/delegate a staff member to take on the responsibility of following through with this action.
8. Once you have the technique down, you can move on to discussing books by discussing a chapter or two at a time.

**Michele Deck**

Sue Nordahl

One of my favorite healthcare educators is Michele Deck, from Baton Rouge, LA. Michele has come to keynote at WISHET conferences three times since I become a member in 1984. She is an outstanding teacher, creative innovator, terrific collaborator and colleague. Many WISHET members will remember her most recently from our 2007 WISHET fall conference in Oshkosh. Michele, who is the CEO of her own business, Games, Inc., also provides a regular article in the bi-monthly "Journal for Nurses in Staff Development" called *Instant Teaching Tools*. I particularly liked her article from the November/December 2008 edition, and am taking this opportunity to share a synopsis of this article with WISHET colleagues:

*Many of us have the responsibility for teaching the same material multiple times with staff every year. Michele writes that she thought of that challenge when reconnecting with a colleague who shared a successful instant teaching tool with her. This tool is a game called "You Hold the Answers." This game is used to review content at the end of a three-day course (but it could be done for a shorter class as well). Questions are gathered from all of the content and each question is put on a 4 x 6 index card. A PowerPoint presentation is then created with each question and answer on a slide. During the review session, the question cards are passed out (one per participant) to the group, in no particular order. Participants are then informed that they will see questions come up on the screen during the PowerPoint presentation. The educator reads each question as it comes up and reminds the group that one of them will have that question card and he answer to it listed on the back of the card. The participant who has the answer to the current question is then asked to stand up and share the answer with the group.*

This is a great way to review the content and get the correct answer. Even if it is a difficult question, it will be answered the way the educator wants it to be shared and will include the things the educator wants included because that's the way it was developed from the educator's perspective. The PowerPoint presentation is animated in that the question comes in at one click and then after it is answered by a member of the group, the educator clicks one more time and the answer appears on the screen for all to see, review and confirm together.

Michele shares that participant audiences love this. It is not stressful because they don't have to construct the answer themselves. And by reducing the stress, the audience will learn more, and they will pay more attention to the review.

Thanks Michele, for sharing this instant teaching tool from one of your colleagues as a way to review content in several ways with a fun approach!



## **Fall Conference "So Who Motivates the Motivator?"**

Joy Pfeffer, BSN, RN

"The worst thing about a conference is that you go home." Ain't it the truth? Conferences get our creative juices flowing and can refresh and rejuvenate us. For about a week. This presenter actually had us make an "Idea Action Plan" to encourage us to keep the "juices" flowing. Each of us wrote a specific, practical plan. AND we had to promise to call one of our colleagues on a certain date to ensure that we are following our plan. Accountability is something we preach to our staff; this was making ourselves accountable.

How can we keep our enthusiasm level up? Clarke-Epstein says we need to hold true to four assumptions:

- Pay attention – be present to world
- It's all about choice – we choose our attitudes
- You can always turn around – don't like something? Go back & do it again
- Life is full of hope – any "failure" should encourage us to try again

We must take care of ourselves to be successful as teachers! How can each of us do that? By committing to a plan of action! You want to commit to become healthier. Then decide to buy a pedometer and walk 10,000 steps per day. Cut 100 calories out of your daily routine. When you do either of these things, reward yourself. Writing down your goals is a key part of the success.

"Original thinkers migrate each day in search of nourishment." I already have this quote on my on my bulletin board: "Chris Clarke-Epstein believes that we need to be like children to become creative original thinkers. We need to be the age of our shoe size! See the world as a child. Be astounded by things. Have fun. Laugh more.

I know you are wondering if I ever called my "Action Plan Partner". No, because I lost the page with her number on it. Sigh. I did exchange lovely e-mails with several new friends from the conference.

In summary, we need to simply try again, every day, to keep our chins up. Staying positively motivated has to come from within. Keep your light on!

**WISHET Fall 2009 Conference: “Turning on the Light”**

Lynn Doyle

“Easier Said Than Done” Chris Clarke-Epstein, CSP facilitated a compelling session on change in the work place. We learned more on how we deal with change, identifying responses to change and finally how to successfully navigate change by giving and receiving feedback.

Ms. Epstein identified 3 zones or stages of response to change. Comfort zone is someone that has a stable situation and not identifying change, the stretch zone is an ideal time for change when the individual is willing to experience some uncomfortable change process. If there has been an extensive change leading into the panic zone of panic success is unlikely. Gauging what zone your target audiences is in will help determine readiness or need to back off. She ended this section with the statement, “when you are making change hold fast to what is good”, meaning that in an era of constant change, we must focus on change with purpose and stick to the purpose.

The second part of this session focused on “*Silence isn’t Golden: How to Unleash the Real Power of Feedback*” as a method to navigate change processes. This book written by Chris was reviewed as a method to increase success with projects. Several case study examples were discussed as examples of how we need to ask and receive feedback as a routine part of our work place. Feedback needs to be incorporated frequently, and specific throughout a project. Feedback will evoke an emotional response and therefore needs to be TEACHES: Timely, empathetic, actionable, credible/courageous, honest, encouraging and specific. Feedback that is only done at the end or during evaluation is too late.

**Fall Conference “Yes, They Can! Think Critical!”** Lynn Doyle

Marilyn Bratt, PhD facilitated this interactive session with multiple critical thinking tools incorporated into her presentation. Marilyn started by saying we must engage and excite our learners. Creating an icebreaker that is connected

to your objectives is a good way to start. One example was the fears hat. Having the group put into a hat what they see as a barrier to their learning or what their fears are. When the facilitator reads the fears, they can be addressed. Often, people have a common concern which is reassuring that they are not alone in their fears or misconceptions. The group was then asked to develop concept maps on critical thinking at their table and do a walking gallery to view others maps. It was helpful to see the variety of concepts. The group then discussed challenging teaching situations and applied Marilyn’s use of concept maps to help the learner make connections and expand their thinking/learning.

The second part of Critical thinking focused on a variety of strategies to engage and excite learners. The power of stories in teaching using what Marilyn referred to as the 8 E’s: Educate, explore, evaluate, encourage, evoke, engage, entertain, and energize. All of the participants’ ideas were collected to be collated and will be shared at a later date.

**Resources for Direct Caregiver Education**

Karen Miller  
Staff Development Coordinator  
Lakeview Health Center--West Salem

*State of Texas Quality Matters Web*  
<http://qmweb.dads.state.tx.us/VRE.asp>

From Home Page, Click: RN tab  
Education Modules for CNAs  
Choose which archived program to use  
Examples: **Urinary Incontinence** (our staff rated it 3.28 using a 1-4 scale) **Pain Assessment** (our staff rated it 3.23 using a 1-4 scale)

*State of Oregon Community Nursing Tools*  
<http://egov.oregon.gov/DHS/spd/provtools/nursing/>

Self learning packets are available at no cost. Educators can develop a post test or other measurement tool or simply use it as a ‘read and sign’ opportunity. Examples: **Aspiration and Working With Challenging Behaviors: Part 1**

### **Simulate This**

Pat Trapp

“Simulate This” was a topic at the fall conference. Take away ideas that I gleaned from this: Simulation can be an event or situation used to resemble clinical practice. It can be used to teach theory, assess progress or develop problem solving skills. The level of realism that is possible varies a great deal. The closer to real, the better it is. Case studies, role playing and manikins can be used. The manikins vary widely in price, most of us have some form (e.g. CPR manikins, IV arms or Seymour butt for wounds) that can all be used. We also have people that we may be able to enroll as participant actors. It was the first time I got to actually see Sim Man in action. Due to the complexity and possibilities for Sim Man there is also great opportunity to mess it up! Some of the area schools which have invested in Sim Man are willing to rent time for employers to use.

Beyond the many ideas for equipment that she showed, she discussed the actual construction of the simulation which was very valuable. Simulations need to have goals related to the learning desired. Scenario planning work sheets include time frames and equipment lists. They are handy to be able to replicate or update as needed. Scripts may be necessary for those taking on roles. Groups can certainly be used, 4 or less are preferred for individual participative learning. The interaction expected in a group may need to be defined, such as who acts as leader. Debriefing is essential part of the learning process. It helps to identify gaps in knowledge, gives people a chance to reflect on decisions made during the simulation.

Jennifer Galbraith Thyres RN MS of UW Oshkosh was the speaker; she also supplied recipes for moulage and used several different scenarios within her own session.

**WISHET Webpage: Member's Only**

Username is first initial and last name (example: aeckstein). 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

**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.

**2010 Board Members and Ancillary Positions**

Amber Eckstein

Please send me a picture of you and a brief bio for the Spring Newsletter.



2010 Editorial Calendar (published quarterly)	
Release Date	Article Submission Date
March 1, 2010	February 15, 2010
June 1, 2010	May 17, 2010
September 1, 2010	August 16, 2010
December 1, 2010	November 15, 2010

**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.

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