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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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**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*

**WISHET Spring Networking Conference  
"Coaching and Competency"**

**Friday, April 9<sup>th</sup>, 2010 from 9 a.m. to 2:30 p.m.**

**Ministry Health Care**

**2501 Main St. Stevens Point, WI—(Oak Room)**

Jacki Stelzel, WISHET Program Committee Chair

Get Ready, Get Set...Go to Stevens Point. The WISHET Spring Networking Conference will be held on Friday, April 9<sup>th</sup>.

Program Highlights:

- Competency based orientation, the challenges and struggles of competencies
- How to measure competencies and competence
- Staff retention strategies
- Communication - How to encourage and teach feedback and communication with physicians and co-workers
- Addressing Lateral Violence – Why we eat our young, and how to make it stop!

We are blessed to have Cella Janisch-Hartline our Spring Conference speaker and fellow WISHET member! Cella is a dynamic and engaging presenter. She currently works with the WNRP and provides Preceptor Workshops through that program and the RWHC. We have a great team working on our conferences this year and are really trying to target areas from the needs assessment from the Fall Conference.

The team and I really hope you can join us on Friday, April 9<sup>th</sup> in Stevens Point, to expand your knowledge and have an exclusive opportunity to network with other education representatives from throughout the state. Competencies and the struggles and challenges of measuring competency, is a universal topic that is experienced at every organization. This opportunity will give you a chance to explore, expound, and start running your race to conquer these issues.

Mark your calendars in 2010 for:

**April 9<sup>th</sup> WISHET Spring Networking Conference**

**9 a.m. to 2:30 p.m.**

**Ministry Health Care**

**2501 Main St. Stevens Point, WI—(Oak Room)**

**AND**

**Oct. 14<sup>th</sup> and 15<sup>th</sup> WISHET Fall Conference**

**Jefferson Street Inn - Wausau, WI**

201 Jefferson Street, Wausau, Wisconsin (WI) 54403

Toll Free: 866-855-6500 Fax:715-845-3133

Email: [info@jeffersonstreetinn.com](mailto:info@jeffersonstreetinn.com)

Meet The Board



**President**  
**Darlene Johnson, RN, BSN**

Staff Education Coordinator  
Evergreen Retirement Community,  
Oshkosh  
Graduated from UWO in 1993

Staff Education Coordinator duties include: All Staff Education Coordination, Liaison with area Academic Facilities for Clinical Experiences, Employee Health, and Workers' Compensation.

Married to Daniel with one grown son, a seven year old niece, and a brown cocker spaniel. I enjoy remodeling houses, cooking, music and my family.



**President Elect**  
**Lori Johnson-Mumm, RN, MSN**

I am honored to be a member of WISHET and to be the President Elect in 2010. I have been a Registered Nurse for 25 years and have had the opportunity to work in a

variety of areas as a Registered Nurse ranging from a Level II Trauma Center to Critical Access Hospital. As an Educator, I have taught also in a variety of areas including Academia, Staff Development, Nursing Educational Specialist, Emergency Nurse Association Instructor and American Heart Association Instructor. These experiences have created the Nurse Educator I am today. Currently I am employed at Grant Regional Health Center in Lancaster as the Safety Officer and Professional Educator; and Southwest Technical College as Adjunct Faculty in Fennimore. I have the following Instructor Certifications so I am willing to assist if you are in need of an Instructor:

- Certified AHA Advanced Cardiac Life Support (ACLS) Provider and Instructor
- Certified AHA Pediatric Advanced Life Support (PALS) Provider and Instructor
- Certified ENA Trauma Nurse Care Course (TNCC) Instructor
- Certified ENA Emergency Nurse Pediatric Course (ENPC) Instructor

- Certified AHA CPR Provider, Instructor, Instructor Trainer
- Certified Neonatal Resuscitation Provider

**Education**

Master of Science in Nursing Education May 2007  
Viterbo University, La Crosse  
Sigma Theta Tai Member

Bachelor of Science-Nursing May 1985  
Viterbo College, La Crosse, WI

Nationally Registered EMT March 1987  
Western Wisconsin Technical College  
La Crosse, WI

**Organization Memberships**

WISHET- Wisconsin Society for Healthcare Education and Training—Member and President Elect 2010

ENA- Emergency Nurses Association member, ENPC and TNCC Instructor

**Personally**

I am married to Shawn and have 2 boys (Jake 24 and Josh 17) and 2 Stepdaughters (Cheyenne 13 and Sierra 10). Other than my family, my greatest joy is trail riding with my horses. I love to ride and camp. I have traveled several places out west and just this past week I returned from Arizona in which I trailered my horse with friends and rode in the mountains and desert for 2 weeks. So if you have a horse trail in your area, let me know I would love to check it out!



**Treasurer**  
**Marla Noordhof**

I have been a member of WISHET for a number of years now and continue to be impressed with the level of commitment and knowledge of the members of the organization. I have learned a great deal from many of you. Being a member of the board has been a growing experience as well with exposure to a variety of new ideas about education and its delivery.

I am a Graduate of Marian College in Fond Du Lac with a BSN degree. I have worked in a variety of areas of nursing including Home Care and Hospice

Long Term Care, Occupational Health, Prevention and Wellness, Acute Care and now Education.

I am currently Director of Education and also coordinate our Emergency Preparedness efforts. The task of preparing for emergencies has become more of a focus in light of the disasters of the last decade. I have learned much more about disaster preparedness than I ever thought I would, but isn't that how it goes...if we knew when we graduated from college all of the various things we would get our fingers into, we would not have believed it. The variety of opportunities is what makes the field so challenging and rewarding.

On a personal note, I love to garden. We have a variety of gardens as well as two ponds with KOI and Goldfish. I love to spend warm weather days out in our yard. I am crossing my fingers for that warm weather soon. It's time for what I like to call "mud therapy" in the backyard.



**Secretary**  
**Shirley Frost, RN, MSN**

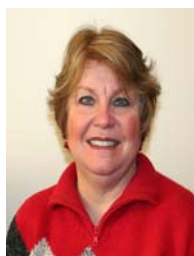
Director of Education at Berlin Memorial Hospital and Clinical Instructor for Junior I students at UW Oshkosh College of Nursing

Graduated from St. Mary's Nursing School, Milwaukee in 1968 with a diploma in Nursing

Graduated from UW-Oshkosh, Bachelor of Science in Nursing – 1989

Graduated from UW-Oshkosh, Master of Science in Nursing - 1997

Married, 3 daughters, 1 grandson (Trevor)  
Hobbies: reading, traveling, spending time with my friends, trying to live life to the fullest.



**Historian**  
**Sue Nordahl**  
**WISHET Member since 1984!**

Education Manager at Black River Memorial Hospital

I have 2 children (Marcy & Greg), 1 grandchild (Christopher). I enjoy walking, reading, taking road trips and visiting family and friends as well as playing golf in the warm weather.

**Community Activities (Hospital, Health-Related and Others):** Assists in coordinating education opportunities for area businesses and our local community; hospital representative to the Jackson County LEPC (local emergency planning committee) and Western Technical College Business Advisory Board; American Heart Association certified faculty for Basic Life Support, First Aid and Advanced Life Support; American Red Cross – certified instructor for CPR/AED, First Aid and Bloodborne Pathogens; Baby-sitting Class instructor; hospital representative to Greater Black River Area Safety Council – actively involved with annual community events such as Safety Expo, Kids' Safety Camp and Neighbor Saver Saturday CPR trainings; Alma Center Neighborhood Food Pantry volunteer; Alma Center United Methodist Church – currently Church Council President; Volunteers In Mission (VIM) for Wisconsin Conference of the United Methodist Church.

**Education:**  
Bachelor of Science – Nursing (BSN): UW-Eau Claire

Master of Education – Professional Development (ME-PD): UW-La Crosse

**Professional Organizations:** Midwest In-service Educators Association (regional health care educators – currently President Elect); Wisconsin Society for Healthcare Education & Training (state health care educators – currently serving on Board of Directors as Historian); Health Care Education Association (national health care educators); Rural Wisconsin Health Cooperative Education Roundtable; American Heart Association; American Red Cross.

**From the President's Pen**  
**Reflection and Anticipation**

Darlene Johnson, WISHET President

I recently had an event in my life that has caused me to reflect on the past and speculate on the future. As I write this, I am also reflecting on WISHET's past and anticipating this organization's future.

In the years that I have been with WISHET, I have worked with 7 different Past-Presidents, Presidents, or President Elects. Each of these wonderful ladies have given their hearts and souls to this organization to ensure this organization fulfills its purpose: to provide opportunities for the professional development of its members; to promote the importance of and need for continuing education among all healthcare Personnel; to develop leadership skills in individuals who are involved in education, training and development; and to serve as an educational resource to healthcare educators.

Sometimes our conferences had us "learning by the lake". Other times, our conferences had us "learning" where we could splash through a hotel pool or water park. Our conferences even had us "learning" as we lightened our wallets at the nearest mall. No matter where we held the conferences, this organization's purpose was always being fulfilled as we were networking and having fun.

At our first Board Meeting this year in January, we installed our new board members, Lori Johnson-Mumm, President-Elect and Julie Nieman, CEU Chairperson. They bring such excitement, knowledge and energy to these positions. Their leadership skills and commitment to WISHET will ensure that this organization's purpose continues to be fulfilled. We are so fortunate to have them in this organization. I look with excitement and anticipation to where they will take WISHET in the years to come.

**Dealing with Conflict**

Sue Nordahl, WISHET Historian

For the past six months here at BRMH, we have been working to improve every employee's skills when it comes to dealing with conflict by using the strategy of building trust through skillful conversations. We are following an action plan to provide an ongoing series of in-services where information, tools and resources are shared and then used by staff in small group practice sessions which address a variety of case scenarios. The following article by Kristin Baird provides an overview of this process and the rationale for why it is so effective in building a successful culture of service excellence. Sue Nordahl, Education Manager at Black River Memorial Hospital.

**Silence Isn't Always Golden: 3 Tips for Confronting Problem Behaviors Head-on**

By Kristin Baird, RN, BSN MHA

Whoever coined the phrase: silence is golden, was not talking about a management technique. It's widely accepted that positive reinforcement is one of the best ways to increase good behavior. But don't be fooled into thinking that ignoring overtly bad behavior or marginal performance is the antithesis of positive reinforcement.

It's human nature to want to avoid confrontation. After all, confrontation is uncomfortable and who wants to self-inflict pain? It's the rare manager or co-worker who doesn't shy away from confrontation to some degree. Face it; it's so much easier to give praise for a good job than it is to confront someone about poor performance. But for every day that you delay confronting problems, you are sending the message that everything is just fine. But your silence is not going unnoticed. In fact, it's very likely that your star performers are watching closely, and wondering why you turn a blind eye to the problems. Worst of all, many managers end up delegating more work to the star performers to pick up the slack created when marginal performers are allowed to function at less than full capacity. It may not be intentional, but it happens frequently. You turn to the people you can count on to get the job done and the end result is that the slackers slide by.

And on the spectrum of difficult conversation, it is often easier to talk about something like being late than it is to talk about poor attitude. One disengaged person poisons the well of the work force. You know it's there, but just can't bring yourself to deal with it. But again, your silence implies that bad behavior is acceptable. And every time you authorize payroll, you provide the same reward to the people with poor performance as that of the star performers. But the good news is that it's never too late to learn to deal with problem behaviors and improve your confrontation skills. The following three steps will help you to master the art of confrontation.

**Plan ahead** – Prepare for your discussion. Write down the key points that you want to make. Be ready to spell out the facts and give specific examples. Use the coaching technique described in *Raising the Bar on Service Excellence* called the X, Y, Z formula. (When you do X, it causes Y, I'd like you to do Z.)

**Practice** – Find someone with whom you can practice the tough, confrontation discussion. Ask them to challenge you or get defensive so that you can practice sticking to the facts. Practice being patient with silence. If you are nervous, you may have a tendency to talk more than you need to. Practice speaking more slowly, and learn to be more comfortable with silence. Don't try to fill the silence or you'll end up babbling and diluting your important message. Say what you need to say and be done with it.

**Debrief** – Immediately following the discussion, spend some time alone to reflect on what transpired. Jot down a few notes about what went well and what didn't go so well. Think about how to improve your technique in the future. Schedule a date to follow up with the person with whom you have had the discussion. Setting the date will force you to look for progress so that you will be prepared to report back to the person. After all, you will want to seek opportunities to reinforce positive improvements that demonstrate the person is making an effort to improve.

By following these steps whenever you need to have a difficult conversation, you will be setting

yourself up for success and honing skills that will build your credibility as a confident and competent leader.

Nurse, author and consultant Kristin Baird, "Healthcare's Customer Service Guru" is the author of *Raising the Bar on Service Excellence – the Healthcare Leader's Guide to Putting Passion into Practice* (2008, Golden Lamp Press) and *Customer Service in Healthcare: A Grassroots Approach to Creating a Culture of Service Excellence* (2000, Josey Bass).

### Need Some New Ideas??

Karen Miller, WISHET Member

Education Resources with printable material to create self learning packets: [www.neurologynow.com](http://www.neurologynow.com). This journal is available in hard copy free of charge to families/friends of those with neurological conditions. On line access is also free and has the same articles as in the hard copy. November/December 2009 issue has a great article on "The Other Dementias" (Frontotemporal dementia, Lewy Body dementia, Alzheimer's disease, and Vascular Dementia)

Appropriate Use of Anticoagulant Therapy in Long Term Care Free to use. Three archived broadcasts, Power Point slides, sample policies/procedures.

[http://demos.broadenit.com/Insight\\_Webcast\\_0309/](http://demos.broadenit.com/Insight_Webcast_0309/)

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Lakeview Health Center--West Salem  
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**Web Based Resources for Educators**

Shirley Frost, WISHET Secretary

Educators can find a wealth of information on the Internet for education. Here are some websites that may be of value for you.

MedlinePlus ([www.medlineplus.gov](http://www.medlineplus.gov))

This is a website that was created for consumers by the US National Library of Medicine. It is a free health information web site.

Information includes:

- Health topics
- Dictionary
- Interactive Tutorials
- Directories
- Drug Information
- Latest Research
- Medical Encyclopedia
- News

National Library of Medicine

(<http://www.nlm.nih.gov>)

This is also from the Library of Medicine but geared more for health care professionals.

Information includes:

- Lists of databases and resources
- Current news
- Resources
- Environmental Health
- Health Information Technology
- Grants and Funding
- Training and Outreach

National Council of State Boards of Nursing

(NCSBN) (<http://www.learningext.com>)

Find courses developed specifically for nursing educators.

Information includes:

- Test Creation
- NCLEX review
- Exchanging of ideas through discussion groups
- Access to a nursing blog

Quality & Safety Education for Nurses (QSEN)

(<http://www.qsen.org>)

Among other things, this website offers teaching strategies for a wide variety of topics, techniques and settings.

Mindtools (Mindtools.com)

Essential management skill education techniques are featured.

**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.

**Mark your calendars for:**

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9 a.m. to 2:30 p.m.  
Ministry Health Care (Oak Room)  
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AND

Oct. 14<sup>th</sup> and 15<sup>th</sup>, 2010 WISHET Fall Conference  
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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.

**2010 WISHET BOARD**

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