



CSHET C-MAIL

September 2011

Carolina's Society for Healthcare Education and Training

Our Mission: To provide a learning community among healthcare educators.

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Greetings CSHET members - I had a great time at the Fall Networking Meeting. We had so many interested in joining us for the day that we had to move to a location that could accommodate us; great problem to have. I thought the Hilton Biltmore Park did a wonderful job. I hope you enjoy this edition of C-MAIL and the recap of our fall networking meeting.

**Best wishes,
Serene Clontz, NC Director**

CSHET Fall 2011 Networking Meeting: Million Dollar Ideas on a Dollar Store Budget

I would like to send out a hooray to Amy Vega for all of her hard work with the Fall Meeting and making the arrangements to move us to a larger location!



Good Times Together!



What a great venue!

Mitzie Grey, MEd, RN, BC – Creative Strategies for Self-Directed Learning

Mitzie shared with us why self-directed learning is so important, the trends impacting the movement out of the classroom, and creative ideas for self-directed learning (Black and White and Read All Over, Read a Good Book Lately?, In Pursuit of Trivia, Learning on the Go, and Story Telling).





Robin Loughlin, MSN, RN-BC and Becky Stafford, MSN, RN-BC
Who CARES for Us? Promoting compassionate Care on a Shoestring Budget

Robin and Becky shared with us how WakeMed Health & Hospitals promotes compassionate care. They defined compassion and compassion fatigue. They informed us how Employee Assistance Program and Chaplaincy Services assist with compassion fatigue. We learned about “The Medicine of Compassion” and how to create a healthier workplace by the mindfulness committee, employee recognition, the nursing professional development book series, and Just Culture. We also learned about The Daisy Award and how the foundation recognizes caregivers.



Debra Williams, MS, RN-BC –
Doing More with Less: Eight Tools for Surviving and Thriving

Debra showed us ways to organize all of our stuff, from filing systems, to emails, and our calendars. She told us that we should delegate to others things that are more appropriate to someone who could do it better, faster, or good enough. She showed us how to organize our work space with the “in zone”, “working zone”, & “out zone”. We should create time for a Power Hour, manage our email, and controls our “Nibblers” (perfectionism-procrastination-interruptions-meetings). We must remember to leverage our value by remaining current on trends related to our jobs and tracking our to-dos, successes, and daily results log. Last but not least strive for work/life balance!



Cynthia Rice, MSN, RN – Why Onboarding Makes Dollars and Sense

Cynthia educated us on today's competitive job market and some new hire disengagement factors. She shared with us what it cost to replace a nurse. She defined onboarding in relation to orientation and showed us what effective onboarding should look like. She showed us the time phases on onboarding (from acceptance to start, start day, first week, first 6 months, and the new hire assessment at 1-6-9-12 months). She gave a discussion guide for the managers, coaching for success with the educator, and how to successfully mentor the new employee.



Judy Pierce, RN, BSN – Here to Serve: A Quality Attitude Saves

Judy talked to us about quality service and what it should look like. She told us that quality service should have a strategy and tactic to be successful. At her facility they have service standards of safety, compassion, presentation, and performance. She said that we are either a Tigger or an Eyore and that we choose our attitude and we also choose to facilitate smooth sailing NOT stormy seas. We should all strive to be friendly, treat each other with respect, work as a team, make sure what you do is of good quality, that confidentiality is maintained, that our appearance is professional, that we communicate effectively, that our environment is comfortable and secure, and finally we should anticipate the need of our assistance even before it is requested. Customers are not interruptions to our work. They're why we're at work!



Our Grand Prize Winners!



**Judy Pierce won the paid Spring 2012 Conference and
Lora Balerno won the CSHET membership for one year!**



Sherry Eison won the Lateral Violence Game!

Congratulations!!!

**Carolinas Society for Healthcare
Education and Training**



Award Application

Nominee: _____

Title: _____ **email:** _____

Employer / Address: _____

Nominee's present position in healthcare education: _____

Please Check Award:

- Jumpmaster Award - (A member of CSHET for less than three years, immediately "jumped in" and gotten involved in CSHET through committees, holding office, recruiting, or other key contributions.)**
- Sandi Hargette Excellence in Practice Award - (Member of CSHET for who has made a significant contribution through a special program or project, publication, research, or other practice having significant impact in the field of healthcare education.)**
- Scholarship Award - (Member of CSHET currently registered as a student in an accredited degree or certificate program in healthcare education. The member needs to show proof of student status.)**
- Billie Routh Award - (A member of CSHET for at least three years; demonstrate resourcefulness and innovation in healthcare education; demonstrate a commitment to education of healthcare employees, patients, and/or community.)**

List any offices, committees, activities, or outstanding services to which the nominee has contributed in CSHET or other organizations:

Justification for Nomination (may attach additional page)

Nominated by: _____ **Date:** _____

email: _____

Organization: _____

Telephone: _____

Please return completed form (email, eFax, mail) by March 1, 2012 to:

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Please Join Us!



**“Setting Sail...A Journey to Excellence”
CSHET Spring Conference
April 25-27, 2012
Avista Resort – Myrtle Beach, SC**

Registration and hotel information will on the website soon