

# MENU Massachusetts Emergency Nursing Update

Spring 2008

Vol. 20 No. 2

## President's Report

By the time you read this, spring will be officially here, even though there are snowflakes falling outside my window. Oh, how great New England is! I'm not sure my Easter bonnet can withstand snow! Everyone is back (reluctantly) from Hawaii. All had a great time and learned a lot. Now we look forward to Connecticut in April for NERS 2008 and Minneapolis in September for the General and Scientific Assemblies.

Have you considered becoming a SBIRT (Alcohol Screening & Brief Intervention & Referral to Treatment) Champion? Beginning in April, ENA will release its alcohol screening program. Please consider becoming a champion. Go to the following ENA website link for more information:

[www.ena.org/ipinstitute/SBIRT/Benefits.asp](http://www.ena.org/ipinstitute/SBIRT/Benefits.asp)

There are many benefits for being involved in this program.

- Reimbursement for screening that has been done.
- Fulfills American College of Surgeons mandate for Level I and Level II Trauma centers
- Increases recognition and visibility for you and your hospital
- Increases points towards the ENA State Achievement Award

Visit the web link for more information. I hope that you will be considering joining with other ENA members in this great program.

Do you know that scholarship money is available from MA ENA through the Karen O'Neil Scholarship fund? Money is awarded based on a point system towards ENA sponsored educational offerings. Your application must be sent in prior to the program. For more information and the application form, visit [www.mass-ena.org](http://www.mass-ena.org).

The delegate application for the General Assembly in September is available in this edition of the newsletter. Please consider applying to be a MA ENA delegate this year and join us in Minneapolis. First time delegates are very welcome. It is an opportunity to be part of ENA decision-making. It is a really incredible experience to sit in the large room with hundreds of your ENA colleagues from across the country. A stipend is paid to all delegates to offset some of your traveling expenses. As a delegate you are required to attend the September State Council meeting and delegate's forum where we discuss the proposed Bylaw Amendments and Resolutions, in addition to all delegate activities while in Minneapolis. It is a great experience to be part of and have a role in directing YOUR organization into the future. It is also fun! Ask anyone who has been a delegate in the past! Also coming up soon are elections for MA ENA officers. This year we are looking for:

\*Secretary (1)

\*Treasurer (1)

\*Directors (5)

Watch the website and your e-mail for more information. The National ENA elections are also coming up. Read the candidate information carefully and make educated choices.

Please take care of yourself and ENJOY SPRING!!

**Faye Everson RN CEN**

MA ENA State Council President

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There's a lot in this newsletter - so read and enjoy! Please let us know your content ideas and suggestions. Send them to the editors:

Joan Cooper-Zack [joanczack@msn.com](mailto:joanczack@msn.com)

Robin Walsh [rwrn627@aol.com](mailto:rwrn627@aol.com)

**SAVE THE DATES.....**

- \*MA ENA State Council meeting  
April 9<sup>th</sup> 5:30p - 8:00p  
Taunton Holiday Inn
- \*Deadline for Proposals for Bylaw Amendments  
and Resolutions for 2008 General Assembly  
April 11th
- \*NERS 2008 Hosted by CT ENA  
April 23<sup>rd</sup> - 25<sup>th</sup>  
Mystic Hilton
- \*Berkshire Chapter Education Day  
May 1<sup>st</sup>  
Zucchini's Restaurant, Pittsfield
- \*National ENA Annual Awards Nominations  
Deadline is May 1st
- \*CEN Review/ Triage Course  
May 6<sup>th</sup> and May 7<sup>th</sup>  
Hilton Garden Inn, Waltham

**HERE ARE THE TOP TEN WAYS YOU CAN  
BECOME MORE INVOLVED WITH MA ENA.....**

10. Send us your comments about ED nursing practice issues.
9. Your ED could be the next one highlighted in the newsletter.
8. Join one of MA ENAs committees. There are 10 to choose from.
7. Suggest content items for the next newsletter. E-mail your ideas to [rwrn627@aol.com](mailto:rwrn627@aol.com) or [joanczack@msn.com](mailto:joanczack@msn.com)
6. Join the MA ENA list serve at [mass-ena-subscribe@yahogroups.com](mailto:mass-ena-subscribe@yahogroups.com)
5. Nominate a colleague for a National award. See the list at [www.ena.org/about/awards](http://www.ena.org/about/awards)
4. Consider applying to become a delegate at the 2008 General Assembly in Minneapolis.
3. Run for an office - at the local or state level - mentoring supplied.
2. Check out the MA ENA website, and click on chapters to find out information about your local chapter - attend the next meeting.
1. Attend the April 9<sup>th</sup> State Council meeting and network with your MA ED nursing colleagues.

SPRING IS HERE!! And it's Spring cleaning time. Mass ENA is Looking for YOU!!!!

Dust off those cobwebs, stretch and reach out! We are looking for Nurse Practice Committee members and co-chairs. Are you interested? Under the leadership of the MA ENA President and the State Council, the Nurse

Practice committee focuses on issues facing our practices as ED nurses in Massachusetts and across the nation. We facilitate education, training and communication throughout the state. A commitment of as little as 10 - 20 hours per year is all it takes to make a difference.

**COME JOIN US!**

Contact Joan Cooper-Zack at [joanczack@msn.com](mailto:joanczack@msn.com) or Faye Everson at [faeverson@aol.com](mailto:faeverson@aol.com) for more information

**CHAPTER NEWS.....****Beacon Chapter:**

The next meeting is May 14<sup>th</sup>. Watch your e-mail for more information. Contact chapter president Deb Donahue at [deb2000@comcast.net](mailto:deb2000@comcast.net) if you are interested in chapter activities

**Berkshire Chapter:**

Join them April 16<sup>th</sup> at the Koi Restaurant in Great Barrington. Dinner and business meeting begin at 5:30

**Central MA Chapter:**

They are currently planning a day-long education program for the Fall. Contact chapter president Eva Bodio at [ebodio@gmail.com](mailto:ebodio@gmail.com) if you are interested in chapter activities

**Mayflower Chapter:**

On April 10<sup>th</sup> hear first hand accounts from Iraq. Guest Speaker is Joe Blansfield MS, RN - the Deputy Commander Nursing 399<sup>th</sup> Combat Support Hospital, US Army Reserves. His talk is titled: A Year in Iraq - the View from a Combat Support Hospital  
Taunton Holiday Inn 5 :30 - 8  
RSVP by April 5<sup>th</sup> to  
[Jeanneulmer81@comcast.net](mailto:Jeanneulmer81@comcast.net)

**Pioneer Valley:**

Northampton Brewery on April 17<sup>th</sup> at 5:30 is where PV chapter members will be meeting to discuss practice challenges and case studies. Share your stories!

Save these dates: May 8<sup>th</sup>      May 15<sup>th</sup>  
   May 21<sup>st</sup>      May 28<sup>th</sup>

Pioneer Valley ENA is sponsoring a CEN Review course 5p - 9p on these 4 evenings. Cooley Dickinson Hospital, Holyoke Hospital and Mercy Medical Center will sharing in hosting sessions Watch your mail and our web site for the brochure. For more information contact Terri Jay at [terrijay@sphs.org](mailto:terrijay@sphs.org)

## CONGRATULATIONS TO.....

Jeanne Ulmer RN, CEN has taken a Nurse Manager position at Memorial Hospital in Pawtucket, RI  
We wish her the best of luck!!!

\*\*If you know of someone who has changed jobs, graduated, received and award or certification - share it with your MA ENA colleagues in the newsletter

### How many of you have received the e-mails that start...You might be an ED nurse if.....

This is one response from a CT ENA member. Many of us share his feelings but he says it so well. This is submitted by Bob Flade RN, Nurse Manager at New Britain General Hospital .

Lately, I have been the recipient of numerous e-mails of the "you know you're an ED nurse if..." kind. I'm sure you've seen the lists. Often they include some very funny morsels of truth, but not everything in them is funny, or true. I know we are "in the trenches" each and every day we work. Many days we leave work wondering why we work so hard and if anything we did made a difference or was even noticed. We know that patients have no idea what we really know or what we really do. However, we also know that each year nurses are rated within the top five, usually #1, of the most trusted groups of people as reported in the Gallup Poll. So I become sad when I see nurses sending around and e-mail with statements like: You believe that not all patients are annoying...some are unconscious. Or You have ever wanted to write a book entitled "Suicide: getting it right the first time" And I think that what these kinds of things say to prospective student nurses is that we do not care about people; that any patient who is conscious is an annoyance; that we want to tell people who need our help how to kill themselves, and, worst of all....that we have lost our humanity. In the day-to-day hassle of crowding, computerized charting, and door-to-needle times we may forget that the person on the

stretcher is our parent, our child, or our spouse. We may forget for a moment what we really know - that nursing is a privilege. Remember how you felt at your capping or pinning ceremony? At your graduation? Remember when you looked at your new career with awe? Remember the moments when you were reminded of that enthusiasm - after a successful resuscitation or an instance where you gave a patient death with dignity? What other group of people are allowed to enter a perfect stranger's life and suddenly become their only hope or their support after a horrible prognosis?

So I propose that we change the e-mail. Please join me in making up a list that reflects who we really are. It might begin something like.... You know you're a real ED nurse if you've ever....

- \*Had the privilege to witness a birth
- \*Had the opportunity to restore a pulse
- \*Shared a laugh with a patient
- \*Spent time with a patient to make them comfortable
- \*Made a homeless patient feel like a long Lost friend
- \*Explained a procedure or condition clearly and with reassurance to a patient left overwhelmed by what a doctor had just said
- \*Reassured a scared teenager who caved to peer pressure that they've learned a valuable lesson
- \*Taken care of a rape victim who will never talk to another professional about what happened. For the rest of their life.
- \*Helped relieve a family of guilt over the death of a loved one
- \*Worked until you were absolutely physically and mentally exhausted - and went home feeling good  
...because you are a nurse and you have the opportunity to make a positive impact every day and in every way

Let's start some different lists and share them with others at work. Put your self-deprecating humor aside and let everyone know you are proud

to be an ED nurse! Because only you can make a decision to celebrate the unique aspects of nursing.

### TALK TO US.....

\*\*Share some of your thoughts about Bob's article.

\*\*What was your funniest nursing moment?

\*\*Who is your nursing hero?

\*\*What moment reminds you of why you became a nurse?

We are also interested in how your hospital is dealing with the ongoing challenges you face every day in your ED. Share your thoughts about these ED Nursing Practice issues:

\*What is your hospital doing about ED holds?

\*How does your ED assess nursing competency?

\*How much does the Joint Commission impact your practice? Do their requirements make sense and are they really for the benefit of the patients?

What issues are you interested in finding out more about? Send your practice issue questions as well as your comments and stories to [rwrn627@aol.com](mailto:rwrn627@aol.com) or [joanczack@msn.com](mailto:joanczack@msn.com) and read them in the next edition of the newsletter. We all love to hear about the positives and we know you have great stories to share!!

### NATIONAL ENA ANNUAL AWARDS

May 1<sup>st</sup> is the deadline to submit your nomination for one of the National ENA awards. The awards are presented each year at the Scientific Assembly. Massachusetts has some really incredible nurses and let's honor them. Each award has specific criteria - so read the requirements for each and start writing those nomination letters. For complete information log on to [www.ena.org/about/awards](http://www.ena.org/about/awards)

The awards include:

- \*Judith C. Kelleher Award
- \*Gail P. Lenehan Advocacy Award
- \*Lifetime Achievement Award
- \*ENA Pillar of the ENA Foundation Award
- \*Injury Prevention Institute Award
- \*Public Safety Injury Prevention Award
- \*Barbara A. Foley Injury Prevention Leadership Award
- \*Behind the Scenes Award
- \*Frank L. Cole Nurse Practitioner Award
- \*Nursing Competence in Aging Award
- \*Media Award
- \*Nursing Education Award
- \*Nurse Manager Award
- \*Nursing Practice Award
- \*Nursing Professionalism Award
- \*Nursing Research Award
- \*Rising Star Award
- \*State Council/Chapter Government Affairs Award
- \*Team Award

And if that isn't enough awards for you - it is never too early to think about the Massachusetts ENA Annual Recognition Awards:

- \*Nurse Manager
- \*Nurse Educator
- \*Nursing Practice
- \*Behind the Scenes

Visit [www.mass-ena.org](http://www.mass-ena.org) for more information about these awards which will be presented at the November 2008 State Council meeting.

**DEPARTMENT OF PUBLIC HEALTH  
WORKGROUP RE: CARE OF PSYCHIATRIC  
PATIENTS IN THE EMERGENCY DEPARTMENT**

Appropriate care of psychiatric patients in the ED has been an ongoing issue of concern to care providers and patients alike. While the numbers of people seeking care in emergency departments for acute psychiatric conditions has increased; the average number of hours each psychiatric patient spends in the ED have also increased. Recently, concerns have been expressed in the mental health community, especially by psychiatric patients and their supporters, that psychiatric patients are treated differently (and less well) than other patients in the ED. One particular issue is that of clothing removal.

In order to address some of the concerns raised to them, the Massachusetts Departments of Public Health and Mental Health (DPH and DMH) have created two multi-disciplinary working groups to explore and make recommendations regarding aspects of care of psychiatric patients in the ED. I have been attending one of these workgroups since January as the representative of MENA (Massachusetts ENA).

One of the first issues to be addressed is that of having all psychiatric patients remove their clothing. As former emergency department psychiatric patients spoke to this issue, emotions ran high. They spoke of the humiliation they felt, often related to past traumatic events in their lives, when required to wear a hospital gown with back side open. Even a second gown or "pajama bottoms" would make a huge difference they said. There was recognition, as well, of the need for patient and staff safety in the event the patient had harmful substances or instruments/weapons in their clothing or on their bodies.

A draft consensus statement has been created that will be circulated to emergency departments. Some of the agreed upon points in the consensus statement are:

- ✓ Hospital Policies regarding removal of clothing should apply equally to all patients
- ✓ The rights of patients to refuse to remove their clothing should be recognized

- ✓ If the patient does remove his/her clothing, it should be returned as soon as reasonable
- ✓ If it is deemed necessary to forcibly remove clothing from a patient, this should only be undertaken after all alternatives have been tried
- ✓ Forcible removal of patients' clothing is considered a form of physical restraint (while the removal of clothing is occurring) and therefore must meet CMS requirements for use of restraints

The work group continues to meet and future meetings will address the issues of restraint, staff education - especially with regard to de-escalation training, and other concerns related to the care of the psychiatric patient in the emergency department.

Anne Manton Ph.D APRN, FAAN, FAEN  
Cape Cod Health Systems  
Mass ENA Board of Directors

**SPOTLIGHT ON SOUTH SHORE HOSPITAL**

During 2008, the focus on the MA ENA newsletter and the MA ENA Nurse Practice committee has been to highlight current emergency nursing practice issues. To do this we have been visiting MA emergency departments and sharing some of their successes and challenges. In this edition, we are focusing our attention on "Crowding" and "South Shore Hospital" in Weymouth.

Well into flu season, emergency departments and hospitals are bursting at the seams. Stories about overcrowding and emergency department boarders are in the media daily. Ambulance diversions and waiting room horror stories can be seen on TV and on "YouTube". Newspapers and other media relay stories about wait times, how to be a patient in the ED and how to manipulate the system if you are waiting too long.

The March 2008 ENA Connection editorial "Crowding: Will it Ever End?" brings into focus what all of us are "living" in Massachusetts and nationwide. This editorial discusses some of the innovative thinking that facilities are doing and need to be doing to enhance the success of hospital emergency departments. Take time to go

online and read "Lessons Learned" by the Urgent Matters Learning Network, an initiative of the Robert Wood Johnson Foundation that the ENA Board referenced and see how many of these initiatives your hospital has put into practice or should consider putting into practice.

South Shore Hospital in Weymouth is no different from other hospitals in Massachusetts or across the country. We struggle through the flu and pneumonia season juggling high volumes, acuity and the burden of boarders in the ED, and try to provide a safety net for the communities and EMS we serve by keeping our doors open and not going on diversion. South Shore Hospital has been proactive at looking at ways to improve and enable patient flow and decrease the crowding of our busy emergency department over the years. We are again critically re-examining, and in many instances, completely redesigning our processes. This is currently an organization-wide priority. According to the Boston Business Journal, South Shore Hospital is the largest independently operated hospital in Eastern Massachusetts and the 2<sup>nd</sup> largest emergency care center. We service 80,000+ visitors annually and our numbers continue to grow daily. In 2003, to keep up with the growing population of the region, South Shore Hospital expanded its surgical, maternity and emergency services. Our cardiovascular program has grown and expanded and now offers an advanced level of care to our region.

Our emergency department currently has an acute care area, semi-acute care area, urgent care, pediatric emergency department and a 5 bed triage/REACT area. These 50 - 60 beds expand and collapse hourly like a child's balloon with patients waiting for treatment or waiting for inpatient admission beds. Like other ED nurses we are called upon to not only be ED nurses but also med-surg, telemetry, psychiatric and ICU nurses; all while providing a consistent level of care. As our ED visit volume grows, South Shore hospital has been forward thinking and has already implemented many of those suggestions from the Connections editorial and recommendations from the Joint Commission and Massachusetts Department of Public Health. Several years ago, a

Patient Flow committee was developed that included membership from all areas of the hospital. This committee, using metrics and data, worked to facilitate change. Hospital-wide improvements have included: treating and discharging patients from triage in our REACT system, hospital bed capacity being increased and telemetry added to med-surg floors, admissions redirected and absorbed in PACU, accelerating discharge planning and processes, and increasing ED physician, case management and hospitalist hours. We have also developed and improved our own ambulance service and EMS dispatch center to coordinate and improve ambulance discharges. Even more importantly, South Shore Hospital's administration, leadership, staff and physicians have made improving patient flow one of the highest priorities this year, sending the message that overcrowding is not just an ED problem. As an ED nurse, Administrative Clinical Coordinator and Patient Flow Coordinator at South Shore Hospital, I really look forward to the day when we can reminisce as the ENA Board writes "Remember when we used to board patients in the ED and had crowding issues!" I look forward to the changes and challenges ahead as I know you do! Even as hospitals work to fix their internal systems, problems outside our hospital walls also need our attention. External system issues include: rising numbers of uninsured, sicker and older populations, substance abuse and mental health system deficiencies that continue to challenge us as we struggle to provide a safety net for our patients throughout the state. Be involved internally and externally! Talk with your legislators! Let us know how you and your hospitals are working to effect change. Share your hospital's best practices with your MA ENA colleagues. Tell us about your successes and ask advice to overcome your challenges. If you would like your hospital ED to be highlighted in an upcoming issue of the MENU or to share your stories, please contact me at [joanczack@msn.com](mailto:joanczack@msn.com)

Joan Cooper-Zack RN

MA ENA Nurse Practice Committee Chair

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LEADERSHIP 2008 HAWAII

If you attended the Leadership Conference in Hawaii, you have until April 7<sup>th</sup> at 5pm (CST) to complete your CECH certificate online at

[www.ena.org](http://www.ena.org)

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**2008 MA ENA General Assembly Delegate Application**

Name: \_\_\_\_\_  
 Credentials: \_\_\_\_\_  
 Home Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Home Phone #: \_\_\_\_\_  
 E-Mail Address: \_\_\_\_\_  
 SS# (needed for reimbursement): \_\_\_\_\_  
 ENA# : \_\_\_\_\_  
 Employer: \_\_\_\_\_  
 Chapter Affiliation: \_\_\_\_\_

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You may use additional pages as needed for activities

**Part I. Miscellaneous (\*meetings attended between June 1, 2007 and June 1, 2008)**

<u>Activity</u>	<u># of pts</u>
Number of chapter meetings attended* (10 pts/meeting)	_____
Number of State Council meetings attended* (10 pts/meeting)	_____
Current PALS or ACLS certification (10 pts each)	_____
Current TNCC/ENPC certification (10 pts each)	_____
Member of Academy of Emergency Nurses (10 pts)	_____
EN CARE provider (10 pts)	_____
New member recruitment (5 per member)	_____
Author of General Assembly resolution (50 pts)	_____
2007 General Assembly Delegate (20 pts)	_____
Attended 2008 Leadership conference (10 pts)	_____
Attended NERS 2008 (10 pts)	_____
Current CEN (or commitment to take exam within the next year CEN# _____ (30 pts)	_____
Subtotal: points in part I	_____

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**Part II. Elected or Appointed ENA Positions**

Within past 3 years - points given for each position held between 2006 and 2008

Officer 100 pts Committee Chair 50 pts  
 Committee member 25 pts

**A. Chapter level**

<u>Position</u>	<u>Year held</u>	<u># of pts</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

**B. State Level**

<u>Position</u>	<u>Year held</u>	<u># of pts</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

**C. National Level**

Elected office or committee/workgroup chair 100pts  
 Committee/Workgroup member 50 pts

<u>Position</u>	<u>Year held</u>	<u># of pts</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

\_\_\_\_\_ Subtotal: points in Part II \_\_\_\_\_

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**Part III. Project/teaching participation: participation in the following activities between June 1, 2007 and June 1, 2008 25 pts per lecture**

**A. Lecturer (other than ENPC, TNCC, PALS, ACLS or lectures required in your employed nursing position)**

<u>Date</u>	<u>Topic</u>	<u># of pts</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

B. Projects: Public education, legislative involvement, ENA fund-raising/contributor, non-ENA committees

Date	Project	# of pts

C. Research in nursing (research outside your place of nursing employment) 50 pts per project

Date	Project	# of pts

D. Publications of topics related to Emergency Care: 50 pts for each national journal article/book chapter 10 pts for MENU article

Date	Topic	#of pts

Subtotal: points in Part III \_\_\_\_\_

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Part I points: \_\_\_\_\_  
 Part II points: \_\_\_\_\_  
 Part III points: \_\_\_\_\_

Total points: \_\_\_\_\_

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Applicant signature \_\_\_\_\_ Date \_\_\_\_\_

Executive Committee Review date: \_\_\_\_\_

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**IMPORTANT REMINDER:**

The Massachusetts ENA State Council provides a monetary stipend to each delegate/alternate. Please save and submit all travel receipts (airfare, lodging) to MA ENA treasurer Carlene Kincaid. These

receipts must be submitted upon your return from the September General/Scientific Assembly in Minneapolis. Deadline for submission is: Friday October 10, 2008.

Send your receipts to:  
 Carlene Kincaid  
 31 Old Barn Rd  
 Lenox, MA 01240

All delegates are expected to attend and participate in the delegate's forum on Wednesday September 10<sup>th</sup> at the Doubletree Westborough as well as all delegate responsibilities during the 2008 General Assembly in Minneapolis on September 24<sup>th</sup> and 25<sup>th</sup>, 2008.

\*\* Send this application to Faye Everson  
 64 Ebenezer Lane  
 Brewster, MA 02631

\*\* Application deadline is JUNE 10<sup>th</sup> 2008

**WHAT HAPPENS IN HAWAII - STAYS IN HAWAII**

Western MA ENA members Carlene Kincaid, Minette Weaver, Lisa Wolf and Lucy Leete traveled to the islands of Hawaii and escaped snowy and cold weather to enjoy a few days of networking, learning and a bit of sight seeing. Carlene presented a talk to state leaders on Organizing chapter finances under a 403(c) umbrella. Lisa Wolf, an Associate Professor of Nursing at UMass/Amherst and educator at Cooley Dickinson Hospital in Northampton gave several lectures including one on Orientation Programs in the ED to a packed room on Saturday afternoon - quite an accomplishment when competing with the Hawaiian sunshine. The ladies met for tropical drinks and drove to Hanauma Bay for a beautiful afternoon of sight seeing.

Other MA ENA members who traveled to Hawaii included Bill Briggs, 2007 ENA President-elect, Diane Gurney, 2007 ENA Secretary/Treasurer and Nicki Gilboy who gave several lectures.

\*\*\*\*I also heard that a certain MA ENA "icon" (who did not travel to Hawaii) received an interesting postcard all the way from the Islands - does anyone know anything about that??????

**WE NEED YOUR E-MAIL ADDRESS!!!!**

Why do we need your e-mail address? Several reasons actually.

1. As our membership grows - electronic communication is more efficient and less expensive
2. Electronic communication is more timely - when we send the newsletter by regular mail it is sent "bulk mail" and it may take several weeks for you to receive it
3. We are able to communicate more often by e-mail. It is much easier to send a group e-mail than to write, address and stuff envelopes and send via regular mail important information about meetings and educational programs.
4. Last year we had our first "electronic" elections. The percentage of responses increased as well as giving us the ability to monitor election result progress. This way of communication allows us to better serve our members.
5. National ENA sends out information several times a week on pertinent emergency nursing and emergency care issues.

How can you make sure that ENA (and MA ENA) has your current and correct e-mail address? You can contact ENA member services at:

[Enainfo@ena.org](mailto:Enainfo@ena.org)  
1-800-243-8362

If National ENA has your current contact information then MA ENA will have your correct contact information. Each month ENA sends member lists to our State President and President-elect, Secretary, Membership Committee chair and to Chapter Presidents.

**STATE COUNCIL MEETING**

You are invited to join us on April 9<sup>th</sup> at the Taunton Holiday Inn for our next MA ENA State Council meeting

TIME: 5:30 - 8:00

Committee meetings begin at 4:30

LOCATION: Taunton Holiday Inn  
exit 9 off 495S

Alight dinner will be served  
All ENA members are welcome

RSVP: By April 4<sup>th</sup> to Deb Tonelli at  
[debniez@aol.com](mailto:debniez@aol.com)

If you have questions or suggestions for MA ENA, State Council meetings or other related items, please contact Faye Everson at [faeverson@aol.com](mailto:faeverson@aol.com) or Laurie Raymond at [laura.raymond@caritaschristi.org](mailto:laura.raymond@caritaschristi.org)

**THE COURSES YOU HAVE BEEN WAITING FOR ARE HERE!!!**

On May 6<sup>th</sup> and 7<sup>th</sup> at the Hilton Garden Inn in Waltham, the MA ENA State Council and Education Committee are sponsoring a joint CEN Review Course and Triage Course. We have updated content and they are now ready to be presented. Brochures are in the mail, they have been sent to all MA ENA members and emergency departments and are also available on-line at [www.mass-ena.org](http://www.mass-ena.org)

Program chair Gina Crocker and her committee have worked to put together a dynamic and interesting selection of information and speakers.

The courses will soon also be available for chapter and Massachusetts hospital use to educate their nursing staff. Content includes objectives, lecture outlines and suggested resources as well as time line suggestions and other planning committee information.

FINAL THOUGHTS.....

Bob Flade's response to "You might be an ED nurse if...." made me think about, not only the perceptions that we give to our patients and their families, but how we look to one another and how we treat one another. Every nursing journal has another article about workplace violence and bullying. Sure, our safety at work is questionable at times because of increased societal violence, but what about lateral violence and how we treat one another. The cliché "eating our young" seems to have become a standard. So, can we solve these problems? - Maybe not, but we can start by making changes in how we personally interact with our co-workers and how we treat one another. We work in a system that taxes us every day, but let's begin by thinking about how we as individuals can make that difference. Where do we start? Simple courtesy - asking our co-workers how they are doing? Do they need any help? We know these things and I am sure try our hardest to make them part of our day.

Make a conscious choice to have a positive attitude today. You set the tone for your day instead of allowing someone else to have that privilege. Many of you may have heard about the "FISH" philosophy. It is a principle used by companies all over the world to improve employee morale and customer satisfaction. The 4 basic components are simple. Start today to put them into your daily routine and see the difference it can make.

1. **BE THERE** Be mindfully present when speaking with your patients and your peers
2. **MAKE THEIR DAY** Sometimes the simplest acts of kindness can make a huge impact on someone's day. Everyone benefits - our patients, our co-workers and ourselves
3. **CHOOSE YOUR ATTITUDE** Set the tone for your day - make it a positive experience for everyone. A smile can be infectious
4. **PLAY** We spend so much of our lives at work, shouldn't we make it a pleasant experience?

CEN REVIEW AND TRIAGE COURSES  
 HILTON GARDEN INN WALTHAM  
 DETAILS IN NEWSLETTER!!

Massachusetts Emergency Nursing Update  
 c/o 76 Cushman Rd Apt 1  
 Leverett, MA 01054