

NURSING EDUCATION NEWSLETTER

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Issue 1

Prince Mohammed Bin Abdul-Aziz Hospital / PMBAH – Al Madinah Al Munwara
National Guard Hospital

Welcome To Our First Issue!

(By. Nida Al Kharashi)

Welcome to our first issue of the Nursing Education Newsletter.

British composer John Powell once said: Communication works for those who work at it. I'm pleased to announce that the Nursing Education Department has been working hard at developing a robust communications vehicle for the delivery of timely nursing news.

We all need to work at communication. I'm confident that the new *Nursing Education* newsletter will bring us one step closer to delivering more timely and meaningful nursing news.

Our new newsletter will be published every month. This frequency ensures that you have access to timely and relevant information. If you have articles, ideas, the Nursing Education Department wishes to hear from you! By working together we can develop rich content that will assist you in your clinical practice.

We are looking forward to your contributions and ideas to be featured in the newsletter.

All ideas and stories can be submitted via email to the Nurse Education Departmental email.
PMBAH-NED@ngha.med.sa

Message from the Associate Executive Director, Nursing Services, PMBAH

(By. Amira F. Amatullah)

Salaams and Greetings to All,

It is with extreme pride and joy that I send this message to all of the wonderful staff at PMBAH in this inaugural issue of our "Newsletter".

I am reminded of the theme for the nurses' week 2012, by the Honor Society of Nursing, "*Embrace, Engage, and Advance*". These three (3) words are so fitting for all of us as we continue on the path of our goals. Indeed you are all leaders in the profession because you embrace the mission of the organization; engage in best practice and advance yourself and the profession through lifelong learning.

Congratulations to you all!

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Message from the Executive Director, Operations

(By Dr. Mansour Al Othman)

Greetings to All,

As we rapidly approach the opening of PMBAH, I am amazed at the accomplishments we have achieved as a team towards our goal of commissioning this hospital.

We have remained steadfast in our commitment to make PMBAH the best of the NGHA facilities.

I wish to extend my sincere appreciation to each and every one of you individually and collectively for your dedication and loyalty to our vision.

We are PMBAH Proud.

With warm regards,



Dr. Mansour Al Othman



Amira F. Amatullah

International Nurses Day 2013

(By. Jumanah Badwan)

Nurses globally are occupied in pioneering outstanding performances. They toil in all locations and services, not just interacting with patients alone, but also to extend and include families, neighborhoods and health care co-workers. They demonstrate an important constituent in interacting with the international health organizations.

Every year, on the 12 of May, nurses observe nurses day and elevate the profile of their vocation in a diversity of customs and proceedings.

Even though a National Nurses' Day was first planned in 1953, it was not until 1974 that the International Council of Nurses stated publicly May 12 as International Nurse Day. The reason that Nurses Day is observed on the 12th May every year is to mark the birth date of Florence Nightingale. She made many improvements to nursing and health care and radically cut the death rate amongst soldiers in the Crimean War as a consequence of her hard work, devotion and tuition of fellow nurses.

Nurses Week is one of the main health care events, identifying the aids and promises nurses make and educating the public about the major job they carry out. For 2013, the theme chosen is Closing the Gap: the Millennium Development Goals: 8, 7, 6, 5, 4, 3, 2, and 1.

The Millennium Development Goals consist of eight goals, aimed to be achieved by 2015. The International Council of Nurses chose three goals as a theme for

2013 International Nurses day. Goals number 4, 5, and 6 are specifically related to health, and their achievement is closely linked to goals

Goal 1: Eradicate extreme poverty and hunger.

Goal 2: Achieve universal primary education.

Goal 3: Promote gender equality and empower women.

Goal 4: Reduce child mortality.

Goal 5: Improve maternal health.

Goal 6: Combat HIV/AIDS, malaria and other diseases.

Goal 7: Ensure environmental sustainability.

Goal 8: Develop a global partnership for development.

Whilst there has undoubtedly been progress, there is still much to be achieved.

Globally, the International Nurses Day is the nurse's day to commemorate their line of work and to take delight in their jobs and demonstrate to humanity the importance of their vocation.

Here at Prince Mohammad Bin Abdul Al Aziz Hospital, for our first year of celebration and during the commissioning period, we are trying to utilize this opportunity to distinguish it as an auspicious occasion. Activities for the duration of Nurses Week have been organized and nurses will be provided with gifts, dinners and a variety of social events are planned with support from administrators and peers to express thanks and an appreciation for all the outstanding effort and distinguished performance provided to the hospital. We are looking forward to you joining us during our special event and wish to congratulate everyone. Happy Nurses Day.

What are Policies, Guidelines and Procedures?

(By. Nida Al Kharashi)

There has been some confusion about the difference between Policies, Procedures and Good Practice Guidelines. **Here are some definitions:**

What is a General Policy?

Policies are guiding principles for decision making regarding actions, practices, or procedures. They also establish an organization's position on a particular issue, such as confidentiality of health information.

What is a Procedure?

Procedures are a chronological series of interrelated steps that are taken to implement a policy.

What is a Practice Guideline?

'Guidelines are systematically developed statements to assist practitioner and patient decisions about appropriate health care for specific clinical circumstances' (Field and Lohr, 1990). The purpose of a practice guideline is to assist health care providers to identify preferred treatment by providing links among diagnoses, treatments, and outcomes and by describing

alternatives available for each patient. They can provide A foundation for assessing and evaluating the quality and effectiveness of health care.

Policies (What, When, Who)	Procedures (How)	Good Practice Guideline
Describes the rules that establish what will or will not be done	Describe the critical steps undertaken to achieve the policy Intent.	Clear evidence based recommendations with an intent to influence clinical care

Share Wisdom Quotes:

The great thing in this world is not so much where we stand, as in what direction we are moving.

(Oliver Wendell Holmes)



Transcultural Care Significance Series

(By. Sami Al Yateem)

Nurses Shortage and Globalization:

Nursing Transcultural Care embraces a type of care that is sensitive to the patient's cultural values and beliefs. The Nursing care process as a result should be individualized and culture should be recognized when assessing, planning and implementing nursing care. In this series we will discuss some challenges for health workers that push towards introducing cultural congruent care.

Globalization remains one of the most challenging and revolutionizing developments in health care as our world becomes globally multicultural. The changing demographics and economics of a growing multicultural world, current trends in immigration, increasing diversity and mobility of society and the long-standing disparities in the health status of people from diverse ethnic and cultural backgrounds has challenged nurses and accentuate an important need to render holistic, culturally competent nursing care (Andrews, 1988; Campinha-Bacote, 2002).

Working with cultural strangers, new immigrants, and underrepresented cultures requires possessing knowledge and special competencies (Leininger, 2002).

Based on the current global shortage of nurses, migration

of nurses is now common on regional and international levels. Consequently, some developed countries have adopted policies of active recruitment of qualified nurses from foreign countries. In March 2004, nearly 15,000 overseas nurses entered the United Kingdom (O'Dowd & Chatterjee, 2004) and currently one in four nurses in London are from abroad (Aiken, Buchan, Sochalski, Nichols, & Powell, 2004). Consequently, nurses and patients from different cultural backgrounds may have very different ideas about the nature of health problems, their causes, and their solutions. Sometimes patient's beliefs and values conflict with nurses personal and professional modes of believing and acting.

Client values, beliefs and customs have a direct impact on health and health behaviors; therefore, considering culture is essential for effective nursing practice (Lester, 1998).

Literature suggests that nursing practices that includes a cultural dimension leads to improved patient compliance, respect, and increased understanding and knowledge of cultures (Rajan, 1995). However, cultural insensitivity is a major barrier to treatment.

In PMBAH the same situation is applicable as nurses are recruited from different nationalities. Although we are all Muslims, we still have cultural differences. Moreover, the Saudi Culture should be emphasized and recognized.

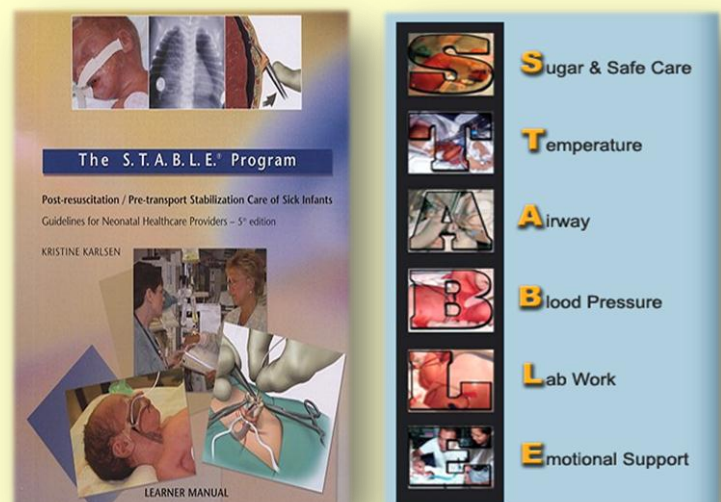
Stable Program (Sugar and Safe care, Temperature, Airway, Blood Pressure, Laboratory Works and Emotional Support)

(By. Fathimah Sheikh)

The first STABLE program was conducted in Al Madinah by Dr. Khalil Al Tawil (Neonatologist, Chairman of Pediatrics) and Dr Eisa Sultan (Consultant Neonatologist) from Ouhood Hospital, on the 1st April, 2013.

The 8 hours STABLE course consisted of PowerPoint presentations and Assimilation Stations in umbilical catheterization and airway management. The number of participants included 24 registered nurses and 2 doctors.

All candidates that completed and passed the test received a certificate for the Stable program.



LIFESTYLE ARTICLE

10 Strategies to Cope with Stress in Nursing

(By. Nida Al Kharashi)

In an ideal world, there will be no stress in nursing. Nurses would arrive to work well rested, would have all of their personal affairs intact so as not to interfere with their work. Nurses would have an ideal body weight with a healthy and consistent diet. The nurse in the ideal world would always have the opportunity to take a lunch break, would be successfully climbing the nursing career ladder, would not need to take prescriptions to help with mood, sleep or stress and would endure a whole shift without any physical pain. In this imaginary utopia, nurses would watch out for each other and would always be there to assist one another, they would encourage each other routinely, and they would also be immune to being scoffed at, ignored or demeaned by any other healthcare worker.

Sadly, I know nurses that would be tickled to have just two or three of these conditions satisfied! The truth is, most nurses take better care of their patients and their children than they do of themselves or each other.

The American Nurses' Association (ANA) Code of Ethics has nine tenets. One of these tenets is especially difficult to support in nursing practice.

The Fifth Tenet States:

"The nurse owes the same duties to self as to others, including the responsibility to preserve integrity and safety, to maintain competence, and to continue personal and professional growth."

I understand this would mean that the nurse must put as much effort into dutifully caring for herself and upholding herself in consistent, moral character, as she does for the efforts she invests in her patients. This is something a nurse should strive for throughout her career. There is always room left for improvement. We know nurses tend to be very dedicated, devoted and selfless people. These are admirable qualities and virtues. They seem as innate for the nurse toward the patient as a mother toward her child. How many nurses do you see direct as many efforts toward themselves and each other as they do for their patients?

Nurses experience a range of emotions in their daily work. These can include everything from feeling challenged, stimulated, overwhelmed, anxious, and frustrated, to feeling competent, confident, and rewarded.

There are many strategies nurses can use when coping with daily stress and strain:

1. Striving to communicate well at all levels.
2. Trying to be as non-threatening as possible in all dealings.
3. Developing a consistent reputation of being approachable.
4. Maintaining a routine of regular exercise and good nutrition.
5. Continuing in faith practices, which provide a steady focus and centering.
6. Taking advantage of the mentors or preceptors provided.
7. Participating in hobbies for recreation.
8. Guarding against compassion fatigue through self-awareness.
9. Attaining a certification in one's nursing specialty.
10. Considering further one's education as a life-long learner.

Most of these strategies are clear and self-explanatory, but the professional development and further education strategy actually changes us as human beings. We are better informed and equipped as nurse clinicians, nurse leaders, and nurse educators. These abilities, confidences, and competencies cross over into the other areas of life, as they are all integrated. Becoming a scholar gives a new way to look at life in general. All students in every area of study need to be well-read in a variety of topics, but this is especially true of nurses. Professional development and furthering one's education gives nurses greater credibility. The well-informed nurse can substantiate her opinions and views better by using knowledge, research and experience to create convincing communication.

Self-development helps us to grow satisfied with the person we have become. We give back to the community we live in. It is more than just making a salary, it is part of "our calling" to be a nurse. The time we invest in ourselves yields a great return for us in the form of satisfaction and our improved dealings with others. Let us all promise today that we will make a wholehearted, sustained effort to nurture ourselves better to ward off stress in nursing. It's for our own sake and for the sake of our loved ones, our co-workers and our patients.

Is using the AIDET tool beneficial? Are we all ready to provide increasing Customer Satisfaction?

With the hospital soon to be opened, it is imperative that we as the service providers ensure that the nursing care and the customer care we deliver will be excellent. Yet how do we ensure that patient and customer satisfaction will be fantastic? AIDET is one such valuable communication tool that is suggested as a means towards increasing and maintaining customer satisfaction (Studer Group, 2007). Nursing and medical staff are all too familiar with SBAR which is an effective method of communication between nurses and between nurses and physicians (Anderson, 2008). However, to increase patient satisfaction, an additional tool is suggested. In an age that is thriving on quality care, Barker, (2007) the need for this hospital to provide excellence of care is Important, if we are to become leading competitors in healthcare in the Middle East. The outcomes of the Studer Group appear to be very impressive. In 2007, within 6 months of introducing AIDET patients perceptions of care were increased by 27 %, in the Out patients department this increased by 17% and with a decrease in 50% of complaints. For the Chief Nursing Officer, his time dealing with complaints was reduced by 75% and in the perception of the Studer Group this tool is reputed to be very effective if all employees are encouraged to use this tool (Studer Group, 2007). The following tool suggests how this may be applied.

(By. Rasheed Kurawley)

A note from the Editor

(By. Rasheed Kurawley)

All staff at PMBAH are invited to submit their articles for publication in this newsletter. Preference will be given to articles that are concise, relevant and appropriate. Content may also be edited at the editor's discretion. If any article is rejected this will be at the sole discretion of the NED editorial committee.

<u>Acknowledge</u>	Sabah Al Khair, Ahlan Ya Abdulla Good morning , Hello Mr Abdulla
<u>introduce</u>	Ana Sara - Ana Mumaridah I am Sara - I am a nurse
<u>Duration</u>	Ana Ah'tani bik, min as saah ah Tharmina Sabaa' an, hatta tharmina Masar' an I shall be caring for you from 8am – 8pm
<u>E- Explain</u>	Ana sofa Ah'teek afdhal ena'yah I am going to give you the best possible care
<u>T-Thank you</u>	Shukran le ic'kte yarakum harthaa Mustashfa Harras al Wattani Thank you so much for allowing me to care for you and for allowing this military hospital to serve you

The above is simply one component of the AIDET tool. Other aspects of AIDET include the Pillars of excellence and standards of behavior which are assessed during Leadership rounds. Nurses are also assessed using the AIDET observation rounding of patients. Results of these assessments are then plotted on a spread sheet weekly, monthly and then annually to map each unit's progress. By adopting a collaborative relationship, areas that are doing well will share ideas with other areas that need support (Lave and Wenger, 1991). In this time and age, we can no longer afford to be second best. Today's excellence too, may be tomorrows not good enough.

Acknowledgments

We wish to extend our heartiest congratulations to Mohammed Othman on the arrival of a baby boy.

A warm welcome to Raed Sawwan, Fathima Shaik ,Yousef Abu Rawaq and Rasheed Kurawley to the Nursing Education Department.

Prince Mohammed Bin Abdul Aziz Hospital National Guard Hospital

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