



Venous Education & IV newsletter

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Welcome to our second edition of The VEIN!

Dealing with Difficult People by Robin Swisshelm Payne, RN

This Powerpoint was presented by Robin Swisshelm Payne, CIAS Nurse, for her Education coursework.

There are different forms of difficult people; no workplace is without them!

- ✗ Obnoxious
- ✗ Rude
- ✗ Sarcastic
- ✗ Miserable
- ✗ Mean
- ✗ Passive-aggressive
- ✗ Criticizer
- ✗ Gossiper



Horizontal hostility (Passive-aggressiveness)

- ✗ Non-verbal innuendo (raising eye-brows, face-making)
- ✗ Verbal affront (covert or overt, snide remarks, lack of openness, abrupt responses)
- ✗ Undermining activities (turning away, being unavailable)
- ✗ Withholding information
- ✗ Sabotage (deliberately setting up a negative situation)

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The RAVEN Project to Reduce Avoidable Hospital Admissions from the Skilled Nursing Home (2 of 3)

These slides are a continuation of The RAVEN LTC Tele-Med program from the October issue.

Clinical Vignette

- You receive a telephone call from a nurse who just evaluated a resident for an acute change in condition.
- The nurse completed the INTERACT fever care path and noted that the resident has a temp of 101° F, is tachycardic (pulse of 110), and her left lower leg is red and swollen.
- The nurse has a difficult time explaining the skin findings to you over the phone and also states that the son who is a physician in California would like to send the resident out to the hospital where they provide better care.
- What should you do?

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Appreciating Our Differences by Bill Ringle, President of SystemRingleTM

In my work with business owners and leaders, I encounter lots of different leadership styles. All successful leaders recognize and use their unique strengths. A useful tool for helping us understand our strengths and those of our coworkers and staff is the DISC Profile.

Created by Harvard Psychologist William Marston, he said people learn a self-concept in accord with one of four factors:

- **Dominance** – shapes the environment by overcoming opposition to get results.
- **Influence** – shapes the environment by influencing others.
- **Steadiness** – cooperates with others within existing circumstances.
- **Conscientious** – works within existing circumstances to ensure quality.

Marston developed the DISC Profile to understand human behavior objectively and scientifically instead of reacting emotionally and judgmentally to others behavior.

We all have elements of all four of these DISC factors in our behavior. Most people are strong in one or two of the DISC factors, and weak in the other two. We all have had a boss with a Dominant

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Standards of Practice Why do we care?

The Infusion Nurses Society (INS) is a national nonprofit organization founded in 1973 by a small group of nurses who strongly believed in the specialty and those who work in it needed a voice. The Infusion Nurses Society is recognized as the global authority in infusion nursing, dedicated to exceeding expectations of excellence by setting the standard for infusion care.

One pillar of INS' mission is developing and publishing Standards of Practice. *Why do we care?* The INS' Standards of Practice are the "rules" by which all infusion nursing in America is judged. These are the rules we must follow each day in our nursing practice when we are administering infusion therapy.

What does this mean to you?

We must follow the INS' Standards of Practice each and every time we are involved in infusion therapy. If our performance of infusion nursing care is ever looked at by the Board of Nursing or legal experts, we will be judged by the INS' Standards of Practice.

With each edition of "The VEIN" we will share with you a segment of the Standards of Practice.

Lynda DeLuca
RN,CRNI

It's more difficult to deal with subtle or "horizontal" hostility.

- ✗ Dealing with difficult people is easier when the person is just generally obnoxious or when the behavior affects more than one person. Dealing with difficult people is much tougher when they are attacking you or undermining your professional contribution (Heathfield, S., 2011, <http://humanresources.about.com/od/workrelationships/a/difficultpeople.htm>).



Dealing with difficult people at work can be very stressful!

Stress and burnout

- ✗ "For the individual nurse, regardless of whether stress is perceived positively or negatively, the neuroendocrine response yields physiologic reactions that may ultimately contribute to illness" (Jennings, B., 2009)
- ✗ "In the health care organization, work stress may contribute to absenteeism and turnover, both of which detract from the quality of care"(Jennings, B., 2009).

How to deal with difficult people

According to Kathleen Bartholomew, author of "Stress Out about communication skills" start with professional behaviors. (chapter 9, page 56)

- ✗ Accept your fair share of the workload.
- ✗ Respect other people's privacy
- ✗ Be willing to help when requested
- ✗ Keep confidences
- ✗ Don't speak negatively about supervisors or coworkers
- ✗ Look coworkers in the eye when having a conversation
- ✗ Do repay debts, favors, and compliments, no matter how small
- ✗ Don't engage in conversation about a coworker with another coworker
- ✗ Stand-up for the "absent member" in a conversation when he/she is not present
- ✗ Don't criticize publicly

You can't control how people treat you, but you can control how you react to it!

- ✗ Know your own conflict style (everyone is different on what irritates them)
- ✗ When you feel an emotional eruption STOP! (This has to do with something that hurt you in the past). Don't react when you are extremely upset. Walk away, digest what triggered you anger and deal with it when you are more composed
- ✗ Listening and evaluating is critical. Use the DESC model to boost your confidence in communication. Page 62 of "Stressed Out about communication"
- ✗ D: Describe the situation
- ✗ E: Explain what this means to you(let the person know the impact on you and describe how you see it)
- ✗ P: Pause, Pause, Pause (silence can be powerful and it gives you time to collect you thoughts)
- ✗ C: check for understanding (how do they see it) and state what you want instead
- ✗ Consequences (can affect individual, social and work environment)

Quick communication tips in all aspects of life

- ✗ Listen
- ✗ Silence
- ✗ Be authentic
- ✗ Slow down
- ✗ Prepare
- ✗ Be creative
- ✗ Don't preload
- ✗ Intention is everything
- ✗ (chapter 11 of "Stress Out about communication" by Kathleen Bartholomew) (Bartholomew, K., 2007).

Please share the quiz on the next page with your nursing staff for a chance to win a free Pizza Lunch!



What are your Management Options?

1. Send the resident to the ED for evaluation and management?
2. Tell the son to evaluate his mother himself?
3. Tell the nurse that she needs to gather more information and to call you back when you are done with this presentation?
4. Or?

Feasibility Study Objective and Methods

- **Objective:** To determine the feasibility of using telemedicine to assist CRNPs with managing acute change in condition and palliative care assessments of SNF residents
- **Subjects:** Two CRNPs completed 60 consults between 05/01/13 and 07/28/13 in a single UPMC-owned SNF
- **Design/Data Source:** Observational study design using web-based surveys to quantify the perception of telemedicine services from both the bedside nurse and CRNP perspectives

Key Findings From the Feasibility Study

- Average time per consult was 16 min
- For 88.3% of the sessions, the technology was effective in the medical management of the resident
- Telemedicine allowed the clinicians to provide appropriate care while helping the resident avoid a face-to-face visit by a CRNP 86.7% of the time, and an attending physician 90% of the time
- For 60% of the sessions, the telemedicine consult helped to avoid resident transfer to the hospital

Progress To Date

- Completed a feasibility study at UPMC Canterbury Place
- Developed and deployed telemedicine carts specifically designed for SNF use to all 19 of the RAVEN-partner facilities
- Trained over 260 bedside nurses at RAVEN-partner facilities
- Gone live in 16 of 19 RAVEN-partner facilities (since 5/14)
- Completed ~25 consultations (since 1/14)

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... to be concluded in the next issue of The VEIN

The RAVEN project in nursing homes represents a powerful new tool to examine, monitor and care for patients with acute changes in condition or palliative needs assessments. This technology coupled with evidence-based assessment protocols can improve access to high-quality care and prevent ED visits and hospitalizations. We thank Steven M. Handler, MD, PhD, CMD & The RAVEN Medical Director for Telemedicine. Dr. Handler can be reached at his email address: <handlersm@upmc.edu>

ENTER FOR A CHANCE TO WIN! If you share this quiz below with your staff, then fax us one completed quiz, we will have a drawing from those entered to win a pizza lunch for your staff... Have fun! 724.226.2003 fax

STAFF QUIZ: MATCH THE FOLLOWING:

- | | |
|------------------------|--|
| 1. Infiltration | A. Meets fluid, electrolyte or blood product deficits. |
| 2. Hemodilution | B. Contains dextrose |
| 3. PICC | C. Body-building nutrient |
| 4. TNA | D. Peripherally insert central catheter |
| 5. Nutrient solution | E. Has nearly the same osmolarity as blood |
| 6. Maintenance therapy | F. Replaces water, nutrients and electrolytes |
| 7. Isotonic | G. Infusion of non-vesicant fluid into subcutaneous tissue |
| 8. Protein | H. PN with IVFE added |
| 9. Replacement Therapy | I. The amount of blood flow around the catheter |
| 10. Extravasation | J. Infusion of vesicant solution into surrounding tissue. |



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Ship to:

Venous Access Team (VAT)

Hello there, my name is Denise Taylor. I have been with CIAS for a year now. I have been a nurse for 10 years, working in several disciplines and hospitals over the years. Medical, Surgical, Pediatrics and IV nurse among the highlights.

I am the proud mother of identical twin boys. My boys are soon turning 8 years old and are such wonderful little men. My husband and I just celebrated our 10 year wedding anniversary.

My medical career started almost 20 years ago as a Phlebotomist at Jeannette Hospital. So you could say veins and I have a long history!

In Memory of Flight 93

The Flight 93 National Memorial is located at the site of the crash of United Airlines Flight 93, which was hijacked in the September 11 attacks, in Stonycreek Township, Pennsylvania, about 2 miles north of Shanksville, & 60 miles southeast of Pittsburgh. The memorial was made to honor the passengers and crew of Flight 93, who stopped the terrorists from reaching their target. A temporary memorial to the 40 victims was established soon after the crash, and the first phase of the permanent memorial was completed. Pictured below is the memorial, at the crash site which is marked by a boulder about 100 yards from the fence visible in this photo.



Amerinet Provides Unique Ways to Save for LTC Members and Their Employees

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CIAS has partnered with Amerinet®, which helps us save money on everyday medical disposable supplies, our Verizon bill & offered our staff savings on their personal purchases of products like paint, flowers, travel arrangements, etc.



Appreciating Our Differences by Bill Ringle, continued from page 1

style "it is my way or the highway!" These people are usually abrupt but are very results oriented. That is their strength. Everyone knows an Influencer as the "life of the party". Their strength is to be outgoing and get others to join in to their agenda. They crave human interaction. The steady people are the ones who are careful, patient, loyal and good listeners. They like predictable routines and avoid conflict. They are great "team players." Conscientious people are good with details, accuracy and quality. They work within existing rules and tend to be reserved and business-like.

It helps to know and understand these different behavior styles. Organizations need the strengths of all four types. They each bring something important to the operation. Although they may be very different from you, if you recognize their strengths, your organization will perform better and run smoothly.

Bill Ringle helps leaders understand how best to use their own unique strengths and those of others on their team. He works on the business aspects of CIAS directly with the owners. He also offers DISC workshops to help teams appreciate their differences and get along better. Please visit - www.systemringle.com.

Staff Quiz Answers from page 3

- | | |
|------|-------|
| 1. G | 6. F |
| 2. I | 7. E |
| 3. D | 8. C |
| 4. H | 9. A |
| 5. B | 10. J |

As America's population ages, long-term care (LTC) facilities will need to accommodate a growing census, optimize staffing and find new ways to deliver high-quality, cost-effective care. One of the first steps toward meeting these challenges is working with Amerinet to reduce costs and improve quality.

As a leading national healthcare group purchasing organization, Amerinet collaborates with acute and non-acute care providers to create and deliver unique solutions through performance improvement resources, guidance and ongoing support. With better product standardization and utilization, new financial tools beyond contracting and alliances that help lower costs, raise revenue and champion quality, Amerinet enriches healthcare delivery for its members and the communities they serve.

More than 8,500 long-term care facilities trust Amerinet to provide the products and services they need most at the best possible price. The most direct and immediate route to savings is Amerinet's customer-focused portfolio of nearly 1,500 contracts. For Example, Amerinet Choice contracts offer average savings of up to 20 percent across the portfolio of medical, pharmaceutical, office and environmental supplies. In addition, Amerinet's TargetBuy® promotions deliver significant savings of up to 37 percent on capital expenditures including bariatric recliners.

Another unique feature of Amerinet membership is the opportunity for member employees to benefit through employee access contracts. These contracts offer Amerinet's member employees the opportunity to take advantage of special savings on products, services and educational opportunities offered by suppliers. A highlight of Amerinet employee access contracts allows members and their employees to save up to 22 percent on their Verizon and Sprint cellular phone contracts.

To learn more about how Amerinet can help your facility reduce costs and improve quality, and also help your employees save on everyday purchases and services, contact Joe Flannery, director of member solutions, Amerinet at 877-711-5700, ext. 8553 or email: joe.flannery@amerinet-gpo.com.