



New Jersey Society for Healthcare Advocacy and the Patient Experience  
November 2015

## President's Pen

Dear Members:

In less than 2 weeks we will be having our November meeting. Not only is it our last meeting of 2015, and a time to look back on all we have accomplished, it is also the time that we begin to look at our goals for the coming year.

The NJSHAPE Executive Board Members will be meeting in January to discuss our plans for 2016. It is our goal to be of service to our members and provide the kind of education and support that we all look for from a professional society. To accomplish this, we need to hear from everyone. If you are unable to come the meetings, please send an email and let us know how you are doing and if you have any ideas or suggestions that our members can benefit from.

*Let Us Give Thanks*

Erin B. Tyson, Psychiatric Social Worker, Behavioral Health at Virtua - Memorial, will be our guest speaker on November 20th. We all agree that addressing the issues of our patients with psychological and physical comorbidities, presents many challenges, as we try to care for them in a complex, constantly changing healthcare system. If you have any questions you would like Erin to address, please let us know in the next few days so we can get them to her in time to include in her presentation. I am looking forward to Erin's presentation.

As you may already know, one of our members, Sister Marion Scranton has retired. Please join us for a small celebration after lunch on November 20. We are grateful for the insight, direction and friendship that she has generously shared with us over the years. We wish her many years of happiness and health.

I am looking forward to seeing you at the next meeting.

Sincerely,

*Michelle*

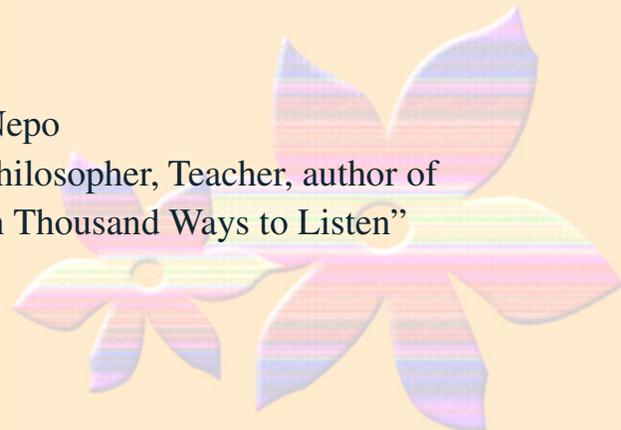


## *What It Means To Be Kind*

In India, there is a story about a kind, quiet man who would pray in the Ganges River every morning. One day after praying, he saw a poisonous spider struggling in the water and cupped his hands to carry it ashore. As he placed the spider on the ground, it stung him. Unknowingly, his prayers for the world diluted the poison. The next day the same thing happened. On the third day, the kind man was knee deep in the river, and, sure enough, there was the spider, legs frantic in the water. As the man went to lift the creature yet again, the spider said, “Why do you keep lifting me? Can’t you see I will sting you every time, because that is what I do?” And the kind man cupped his hands about the spider, replying, “Because that is what I do.”

There are many reasons to be kind, but perhaps none is as compelling as the spiritual fact that it is what we do. It is how the inner organ of being keeps pumping. Spiders sting. Wolves howl. Ants build small hills that no one sees. And human beings lift each other, no matter the consequence. Even when other beings sting. Some say this makes us a sorry lot that never learns, but to me it holds the same beauty as berries breaking through ice and snow every spring. It is what quietly feeds the world. After all, the berries do not have any sense of purpose or charity. They are not altruistic or self-sacrificing. They simply grow to be delicious because that is what they do. As for us, if things fall, we will reach for them. If things break, we will try to put them together. If loved ones cry, we will try to soothe them—because that is what we do. I have often reached out, and sometimes it feels like a mistake. Sometimes, like the quiet man lifting the spider, I have been stung. But it doesn’t matter, because that is what I do. That is what we do. It is the reaching out that is more important than the sting. In truth, I’d rather be fooled than not believe.

Mark Nepo  
Poet, Philosopher, Teacher, author of  
“Seven Thousand Ways to Listen”





# NJSHAPE

November 20, 2015

**DATE: November 20, 2015**

**TIME 9:00 a.m. to 3:00 p.m.**

**TITLE Managing the Behavioral Health Patient**

**SPEAKER: Erin B. Tyson  
Psychiatric Social Worker, Behavioral Health  
Virtua - Memorial**

**LOCATION: NJ Hospital Association Conference Center  
760 Alexander Road, Princeton, NJ 08543**

**Please RSVP by November 16, 2015**

**Helene O'Leary  
AtlantiCare Regional Medical Center  
Customer Relations  
1925 Pacific Avenue  
Atlantic City, NJ 08401**

**Helene.O'Leary@atlanticare.org  
Tel: (609) 441-8193**

**NJSHAPE**  
**NJ Society for Healthcare Advocacy and the Patient Experience Meeting Minutes**  
**September 17, 2015**

Starting Time: 9:30am

**Greeting, Introduction and Short Reflection, Positive Thoughts:**

- a. Thursday Education program identification of aggression management. Names are due today, Thursday, September 17, 2015. Addressing potential violence in various areas: gun violence, etc.
- b. Member of Beryl - give Michelle Oleski a heads up just in case they want to get information from "Staying Positive"
- c. Share tips on staying positive on a day on a job, give them to Michelle Oleski to improve and help each other
- d. Write down what you all would like to hear at the meeting, in order for the information given out to be insightful to the members in attempt to gain more attendees at the meetings

**Speaker:**

Cheri Clancy MSN, MS, RN, NE-BC,

Topic: Critical Conversations in Healthcare

**Introduction**

- a. Difficult conversation with managers, etc. and difficult people encountered on the job
- b. Understand why people do what they/we do
- c. Cheri has wrote a book called, Critical Conversations in Healthcare, it is based upon how to relate to other people, by understanding them on a variety of levels

**Objective**

- a. Develop strategies to communicate to better improve people's interaction
- b. Provide awareness on emotional intelligence
- c. Learning to be relatable
- d. Interpreting body language

**Presentation**

- a. Emotional Intelligence (EI) – controlling our minds in regard to our emotions. EI is the ability to manage emotions in yourself in order to reach desired outcomes.
- b. It has been proven one is smarter if they are better in Emotional Intelligence (EQ) than intelligence quotient (IQ)
- c. Emotions are internal. On a personal conscious state that we infer in ourselves and others

**Four Components of Emotions**

1. Sense of purpose
2. Social experience
3. Feeling
4. Bodily arousal
  - a. Fight or Flight response in a time of reaction, the picks whether it will run or deal with the situation at hand.

- b. Biological activation- autonomic and hormonal systems
- c. The body prepares and activates adaptive coping behavior during emotion- which is a survival mechanism. The body is prepared for action

#### Social Expressive

- a. A component encompasses gestures and postures
- b. Purposive Component gives emotion its goal directive force

#### High Emotional Intelligence (EI)

- a. Those with a high EI are confident, they know when to approach people, that is the difference in those with a high EI and a high IQ
- b. People with high EI are more relatable

#### Focus for behavioral science

- a. We all possess EI, QI, and personality
- b. We have the ability to improve on EI, oppose to IQ

#### EI Cluster

- a. Self, Others, Awareness, Actions, Social awareness, and Self-management

#### EI is important in Healthcare

- a. When responding to people in distress- being sympathetic, and making sure the patient feels like they are being heard and their needs are important by helping them
- b. Address the actual issue, not the patients' comments that over exaggerate, which can cause a negative reaction if addressing the agitation they display when vocalizing their need

#### Emotional Hijacking

- a. Limbic System (Brain psychology) – stems from our emotions

#### Emotional Intelligence

- a. Process that happens when emotions are triggered
- b. “Build your own cave”- Make yourself comfortable in day to day life throughout the stressors
- c. Stress is the start to many diseases
  - i. Tip: use a rudder band, put it around your wrist in order to bring yourself down from the frustration – the technique serves as a distraction when the band hits the skin

#### Awareness of Social Styles Model

- a. Social styles- are predictable patterns of actions that others observe
- b. ¾ of people we work with do things differently, plans things differently, and are motivated differently
- c. Perceptive is why things are different for people

## Social Styles

1. Analytical-control
  - a. Analyses everything
  - b. Standoffish
2. Driver- control
  - a. Takes the lead
3. Amiable –emotion based
  - a. Push over
4. Expressive –emotional based
  - a. Emotional
  - b. Overcommitted (cannot say “no”)

## Technique in order to get a better response

- a. Question, Wait (pause for the response), Question (Q,W,Q)

## Return on Investment (ROI) - (What do I need to get)

- a. Interrogation
- b. Interview
- c. Conversation

## Approaching a person after a situation took place- use TELL- Acronym

- a. Explain what we say and what we are aiming for. Stating the objective:
  - T-  
Tell- Explain what occurred
  - E-  
Explain- Be a role model
  - L-  
Lead- by example, by showing the behavior we want professions to exude
  - L-  
Learn- the consequence, tell what can happen after the situation

## 3WITH (3 W’S): What/When/Where

- a. Use language such as, “In what way”, “Tell me more” to retrieve more information

## 3H- Hear, How, Help

- a. Utilize language such as, “Help me understand why you thought that”

## When interacting with patients:

- a. Do not infer what the other person may feel
- b. Teach back system in order to ensure the person you are talking to understands what is being said
- c. Watch for passive, body language, eye contact

## Mind and the Body

- a. Eating bad affects the mind- more likely to react negatively/unprofessionally
- b. The Gut Brain- The way the stomach is turned shows where people want to be – the direction of the stomach
- c. Chemicals (Endorphins, Dopamine, and Serotonin) in the brain changes the body

- d. Oxytocin – lowers blood pressure

#### Demystifying- Body Language

- a. Meaning of body language:

Cross arms- defensiveness

Staring into Eyes- meaningful/honest

Smiling-Interested/ Engaged

\*Note- These meanings are not always true for the situation

- b. Check for congruence-

Example: Mirroring someone, because we are usually around people we like

Feet and belly – Both areas will be turned towards the person we want to speak to or be around

#### Business Meeting

- a. NJSHAPE is not a nonprofit – technicalities are too much

- b. Beryl Institute

Beryl is not an umbrella organization

Two Beryl groups-

1. Patient advocates come together
2. Conducting a conference call, however busy schedules conflict

#### To Do-

1. Email Jason to try to see what can be done to get some access of educational elements
2. Send out a list of what Beryl has to offer members
  - a. Fee membership is limited access to the things that are available
  - b. Discuss the matter of is it better to give the educational individual access than the president- Point for the group to discuss
  - c. Helene O’Leary : Finding someone to speak on the topic of the ER
  - d. Need someone that is relevant to the group in order to talk to the group
  - e. Topics that need to be addressed by the speaker: overcrowding in the ER, what to expect in the ER, dealing with addiction patients (doctor perceptiveness)
  - f. Ask Gerry if her facility can be used for a conference meeting area
  - g. Email Helene O’Leary about topics that maybe needed to discuss

Will be contacting someone from the group in order to see if they can discuss the needed subjects, it may be more affordable, addressing “end of life” (certain topics with patient’s families)

- h. Teresa: Hospitals are working with hotels such as Ritz-Carlton in order to implement the same culture: Loyalty, education, leadership, and setting expectations)

Working with Ritz Carlton to implement:

- a. Working with HR staff members

Ritz Carlton attributes their success to, daily huddles – no excuse not to do it, huddles are conducted, and that is where the culture that is expected is drilled into the employees

1. Ask questions such as, how did we handle that? A win or lose
2. They make sure, huddles are done
3. Each employee gets 2,000 under service recovery
4. Applaud the fact an employee wants to focus on things such as “service recovery”
  
5. “We are ladies and gentlemen, serving ladies and gentleman”- slogan that makes people feel important and included
6. Staff is based around going that extra mile
7. Relationships are important within the organization
8. When there is extra time: calling others in the area and tell them they have 5 minutes, if they need anything

Eileen:

- a. Getting courtly bills for the web, patient joint commission
- b. Membership is up to date, those that are not included will need to followed up on
- c. Possibly reduce the number of meetings so more people can attend
- d. Possibly remove the breakfast due to the cost and keep the dinner

Submitted by: Roselena Twyne



*Gratitude can transform  
common days into thanksgivings,  
turn routine jobs into joy,  
and change ordinary opportunities  
into blessings.*

*William Arthur Ward*

*Have a Happy Thanksgiving!*