

NJSHAPE



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

President's Pen

Dear Members:

I was recently asked to visit a patient, a young woman, who had ordered several guest trays to be delivered to her room. It was on a weekend and the kitchen complied. Since I am one of the persons who can authorize free guest trays, I went to question why she had ordered all these trays. The intent was to see if a family member needed assistance. She replied that no one needed assistance that these were for her "guests". That as a patient, she is allowed to have guests. I nicely explained to her that there is a charge for the trays, and moving forward, how would she like to pay for them? She began cursing at me and told me to leave the room. I did. Sometimes you just can't make everyone happy.



Yesterday, I opened my emails and a colleague from Beryl had posted a question on how, in spite of taking abuse from people and sometimes coworkers, do we stay positive on our jobs? Some of the responses were very good. I have attached some "Stay Positive feedback" and will bring copies to the meeting. I hope that all of you can bring some insights on how you get through the day as well. It will be a nice thing to share with each other. Perhaps we can compile a fun guide for our members and potential members?

This reminds me how important it is that we continue to be a resource to each other. As the Board is working hard to plan our calendar for 2016, a question comes to mind on how we can best serve our members?

We need to hear from you. Can you please let us know if you anticipate attending meetings during the 2016 year? If not, what are the roadblocks that prevent you from coming out? Do you have any suggestions, for instance having our meetings at other facilities around the state?

We do our best to secure quality speakers and a good turnout speaks volumes that we are a strong organization. I am sure you will benefit from coming out on September 17th. Please try to attend.

Stay positive!

Michelle

In This Issue

- ☺ Stay Positive feedback
- ☺ 9th NJSHCA conference
- ☺ Save the Date
- ☺ Patient Experience Conf.





Feedback from National Fellow Patient Advocates.....

From : Deb Puetz, Patient Representative at Illinois Valley Community Hospital

The most important thing I can tell you is to find a way to connect with your fellow patient advocates—we really “get it” and know exactly how you are feeling. Our IPAC group in IL meets quarterly and we would welcome you. Our meetings can be done via teleconferences. Hang in there, our work is rewarding.

Other stress relievers I use are:

- Music, whether it's soft smooth jazz in the office or whatever type is your favorite and appropriate in the workplace, is a big mood lifter.
- The scent of lemon cuts anger, provides energy, perfect aromatherapy. I have a lemon lip gloss I apply.
- Deep breathing and positive affirmations can be very effective as well. Say them out loud or put them on post it notes around your home or office. i.e “Today I am brimming with energy and overflowing with joy.” “A river of compassion washes away my anger and replaces it with love”, etc.
- Nature. Go to the lake, the forest preserve, find pine trees.
- Exercise. Do what you love, even brisk walking.
- Friends/Family. Have a network of supporters

From: Debbie Oliphant, Patient Liaison, Norman Regional Health System

Some days this is easier than others but keep in mind the rewards at the end.

- Seek out positive people at work. I have a vital few that I visit with who help me “fill my bucket” back up.
- Get to know staff when there is not a crisis. Round on staff and tell them you came by just to see their smiling faces.
- Find a positive cause at work and/or outside of work. I am currently working with on a wellness team looking at physical, mental, spiritual and financial wellness for our employees. I also volunteer at a not for profit on the weekend helping injured wildlife.
- Go for a walk. When the day is just “eating your lunch”, give yourself permission to take a 5 minute walk, especially outside.
- Proactively visit with patients in the hospital. I find this the most rewarding thing I can do. It reminds me why I am an advocate in healthcare. I find the positive feedback I get from these visits keep me going.
- Take a “mental health” day once a month. Take a day off with nothing specifically planned other than not to be at work.

From : Robin S. Massey, MS, Organizational Development, Service Excellence Specialist

Been an advocate for 21 years – here’s what I share with my new leaders:

- Find you “ah-ha” moments every day. The other day it was an employee who told me I make him smile, sometimes it just helping a person find their way to the room of their friend or loved one and they are so appreciative and I respond “my pleasure” and see the look on their face. To me , that’s my “win” for the day!
- Find purpose to everyday, no matter how small or insignificant you think it is.
- Don’t eat at your desk, even if you only have 15 minutes go outside or eat with friends
- Take time to laugh and be silly at work
- Take a 5-10 minute walk, or go find some sunshine for a few moments or put your earbuds in and listen to you fav songs
- Remember at the end of the day you get to go home to whomever or whatever gives you joy and happiness, whether it’s a person, furry child, beach, mountains, gardening, music....
- Google –office Yoga and practice Yoga moves
- Exercise, join a gym. I go prior to work at 5:30 in the morning and since I live 45 minutes away I picked a gym by the hospital that has a locker room and showers. I take early a.m. classes with the best bunch of people that make me laugh and formed new relationships outside the gym. New friends that I do fun stuff with or just have breakfast before work!
- Remember hospitals, stress and anxiety bring out the worst in some people. Don’t take it personally (Q-tip) Quite Taking it personally)
- Leave work at Work.

From: Eve DeVaro Fowler, Director, Patient Advocacy

Thank you for asking this question! Though I don’t have a winning response, I’ve found others’ responses quite helpful. This work can feel quite isolating at times. I agree that finding ways to connect with other advocates is so important, and therapeutic!

**NJSHAPE
September Meeting**

DATE: **September 17, 2015**

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

TITLE: **Critical Conversations in Healthcare**

SPEAKER: **Cheri Clancy, MSN, MS, RN, NE-BC**

Ms. Clancy is an Assistant Vice President of Patient Experience at Kennedy Health System, Rutgers University Adjunct Faculty, Physician Group Coordinator of Pediatric Triage at Advocare Children's Health Associates, a leadership speaker. A board-certified ANCC nurse executive with more than 15 years of leadership experience. Clancy has received various honors and awards, including recognition from the March of Dimes in Nursing Leadership Excellence.

Ms. Clancy will review communication skills and techniques discussed in her **Critical Conversations in Healthcare** which offers scripts and techniques for effective inter-professional and patient communication.

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

Please RSVP ASAP
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

New Jersey Society for Healthcare Consumer Advocacy
9th Annual Conference / Retreat
June 5, 2015



New Jersey Society for
Healthcare Advocacy and the
Patient Experience
(NJSHAPE)



Wendy Leebov, Ed.D.
from Language of Caring, spoke on
“How to Deal with Difficult-for-Me People”

*** Save the Date ***

NJSHAPE Conference
May 20, 2016

*A special Thanks to Everyone who made
The 9th Annual New Jersey Society for Healthcare
Consumer Advocacy Conference A Great Success.*

Distinguished Sponsors



Patron Sponsors



Advertising Sponsor



THE BERYL INSTITUTE PATIENT EXPERIENCE CONFERENCE 2016

Announcing PX2016 Breakout Sessions

We're excited to announce over **50 breakout sessions** to be included in the Patient Experience Conference 2016 program. Breakout sessions give you a chance to customize your experience and learn from the successes of other organizations. Patient Experience Conference 2016 will be held April 13-15 in Dallas, Texas.

50+ **INSPIRING
SESSIONS**
{ more details on our website }

In addition to the three **pre-conference workshops** and the previously announced **keynote speakers**, breakout sessions will be available from the following organizations:

- Allina Health
- American Society for Healthcare Engineering
- Baird Group
- Cardiology Consultants, HealthStream Engagement Institute
- Carolinas HealthCare System
- Center for Advanced Design Research and Evaluation
- Center for Health Design
- Cheyenne Regional Medical Center
- Children's Hospital of Philadelphia
- CHRISTUS Santa Rosa
- David Geffen UCLA School of Medicine
- Dimensions Healthcare System
- Ebenezer Ridges
- Edward-Elmhurst Healthcare
- Hospital in Australia
- Hospital in Dubai
- Intermountain-Primary Children's Hospital
- JE Dunn
- Joan's Family Bill of Rights
- JumpGarden Consulting, LLC
- Kaiser Permanente
- Kevin Sheridan LLC
- Kingston General Hospital
- Lancaster General Hospital
- Marshfield Clinic
- Mayo Clinic
- MD Anderson Cancer Center
- Medical University of South Carolina
- MetroHealth Medical Center
- Northumberland Hills Hospital
- Norton Healthcare
- Oneview Healthcare
- Skylight Healthcare Systems
- St. Joseph's Health Centre, Toronto
- Stanford Health Care
- Talent Plus, Inc.
- The Change Foundation
- The Cleveland Clinic
- The New Jewish Home
- Toronto East General Hospital
- TruthPoint
- UNC Lineberger Comprehensive Cancer Center
- University of Chicago
- University of Dayton
- University of Wisconsin Health
- UPMC
- UPMC Passavant Hospital
- Vanderbilt
- Vanderbilt University