Let’s Learn from Toyota

By Dean Gail Stuart, PhD, RN, FAAN

We are all aware that each day there are more recalls from a car company that made its reputation on quality. So what happened and what can we, as a College of Nursing, learn from them?

One element of their success has been a concept called kaizen – Japanese for “continuous improvement.” The idea was to empower those people closest to a work process so they are active participants in evaluating and then improving it. It includes delivering bad news when necessary to assure the highest quality, and collectively working to correct problems. Then you spread what you’ve learned throughout the organization and repeat this process over and over to build on each improvement. Apparently with quick growth, the opening of new manufacturing plants, and rising economic pressures, this philosophy was difficult for Toyota to maintain.

So what can we learn from their experience? Here at the College of Nursing, we too have experienced growth, expansion and economic hurdles. So now, more than ever, we need to be sharply attuned to kaizen and ongoing, robust, and dedicated quality improvement.

When someone asks me why should they attend one of our academic programs, I energetically respond that here at MUSC we strive for the highest quality in everything that we do, and that we are committed to this in all of our processes and outcomes. Maintaining standards of quality in financially challenging times is not always easy. But doing anything less is simply not an option. After all, you can’t recall a nurse, now can you? ~ Gail
Need Help from NTC?

If you need help from anyone working in the Nursing Technology Center then you must fill out a Help Desk request. Effectively immediately, ALL REQUESTS for NTC services must be submitted by a Help Desk Ticket, which is available on the CON intranet. After clicking on “Quick Links” on the homepage and signing in with your NETID, click on “Technology HelpDesk.” Clicking on “Create Task” will get you started. There are a number of drop-down screens on the HelpDesk page and most are self-explanatory. Be sure to enter information pertinent to your request.

Task priority deserves some review, as this will communicate the urgency of your request.

- CRITICAL means that you are unable to work at all which will trigger a response within the hour. Please be sure to be in your office or provide another means of reaching you in the text box.
- HIGH PRIORITY means that you will not meet your deadline if the issue is not resolved. Expect a response from NTC in two hours; again be available.
- MEDIUM PRIORITY means that a response within 24 hours is adequate to meet your needs.
- LOW PRIORITY ticket tells the NTC that a response in a week is sufficient.

If you only have a question for someone in the NTC staff, put the word “Question” in the subject line. These will be answered as quickly as possible as time permits.

Once you submit the HelpDesk ticket, an e-mail is sent immediately to each of the NTC staff. It is critically important that we be able to track all requests and prioritize tasks. Thus please do not e-mail, call, or personally visit with NTC staff to request services. After a month we will evaluate this mechanism and solicit your feedback....but for the next month...Help Desk Tickets only!

We are very fortunate at CON to have three, energetic and helpful gentlemen as our NTC staff; Patrick, Evans, and Bernie, who take providing excellent customer service very seriously. And, they do an outstanding job. Let’s help them be able to prioritize their work so they can also complete assigned projects and search for or create the best technology resources for us.

New E-mail Signature Etiquette

In an effort to become more standardized, the College is instituting several new guidelines over the next few months. One new guideline is the consistency of faculty and staff’s e-mail signature. Every e-mail you send outside the College should have a signature. It should be plain text, so that it will look the same no matter what device or software is used to read it. Plain text means just type...no pictures, no logos, no html code, nothing but text. Why? Overly ornate signatures will produce highly unexpected, and possibly unreadable results on mobile devices such as BlackBerry. This is also true for the body copy of the e-mail. Do not use tabs or bullets - any kind of alignment is all thrown out the window. Quotes, graphics, logos, and backgrounds should not be a part of CON e-mail signatures. However, we are asking everyone to add the tagline, “MUSC Nurses Change Lives!” to the bottom of your signature as part of the College's branding effort.

See examples below of how all CON signatures should look. We are asking that everyone moves to this standardization by April 1.

If you have any questions, contact Beth Khan at barnette@musc.edu or 792-9690.

STANDARD (WITHIN MUSC)
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MUSC Nurses Change Lives!

HOW TO CREATE OR CHANGE A SIGNATURE:

• ENTOURAGE (MAC):
  Tools ➔ Signatures

• OUTLOOK (Windows):
  Tools ➔ Options ➔
  Select mail format tab ➔ Signatures button
Getting to Know...Susan Sparks

- **Position:** Facilities manager
- **How many years at CON?** 10 years (in June)
- **How many years at MUSC?** 11 years
- **Hometown:** St. Louis, MO.
- **Family:** 2 sons, Michael & Christopher; 1 granddaughter, Sara Ann; 2 Yorkies, Rose & Bailey.
- **Superstitious?** No.
- **Collect anything?** Sea shells.
- **What time did you get up this morning?** 5:15 a.m.
- **What music are you currently into?** I like most anything but country music. Jo is bound and determined to change me.
- **What did you want to be growing up?** An archeologist
- **What book is on your nightstand?** The Book of Knowledge: The Keys of Enoch by J. Hurtak.
- **Last movie you saw?** Up!
- **If you could have any superpower, what would it be?** I would like to be able to twitch my nose and magically cure every illness then we would not need health care.
- **First concert you ever attended?** The Beach Boys.
- **If you could attend any event, what would it be?** It has not happened yet.
- **I’d love to trade places for a day with:** Albert Einstein
- **In your opinion, what is the world’s greatest problem?** Too many self-serving individuals at many levels.
- **Talent I’d most like to have:** An artistic ability (I’m a stick figure person that always admires those with artistic talent).
- **Coke or Pepsi?** Neither really...I’m a Pepper.
- **My very first job was...** at 13. I started working in my father’s medical practice, then as a maid-aid in a hospital.
- **Biggest pet peeve:** People who butt-up in line...in person or in their car.
- **Three adjectives your friends would use to describe you:** You’d have to ask my friends.
- **Last thing you experienced buyers remorse with?** My house, the “money pit.”
- **Three things in your bucket list:**
  1) To be a good healer
  2) Travel to Ireland
  3) Fly a plane...I signed up for lessons as a teenager, but my mother pulled me out after a couple of small plane crashes in the news.

**FAVORITES:**
- **Flower/plant:** White or pink roses
- **Animal:** Yorkies
- **TV Show:** Stargate SG-1
- **Movie:** Always
- **Cookie:** Chocolate Chip
- **Sports team or player:** Stan Musial of the St. Louis Cardinals
- **Thing about living in Charleston:** The beaches.
Kudos to the CON

Congratulations to the College of Nursing. CON is the only College with all of the Success Factors fully implemented in the planning stages of all our employees. This is a huge accomplishment and due to our great staff! Thanks to all for your support of this new initiative.

CON Policy Update

All CON students have been sent an e-mail to complete the Faculty Advisor Survey. If you did not receive this e-mail, you can access the survey at the link below. The deadline for completion is March 5, 2010.
Advisor Survey: https://redcap.musc.edu/surveys/index.php?hash=e2c0be24560d78c5e599c2a9c9d0bbd2

Nurses Most Trusted Profession

For the eighth consecutive year, nurses have been voted the most trusted profession in America according to Gallup’s annual survey of professions for their honesty and ethical standards. Eighty-three percent of Americans believe nurses’ honesty and ethical standards are either “high” or “very high.”

Since being included in the Gallup poll in 1999, nurses have received the highest ranking every year except in 2001, when firefighters received top honors. Results were based on telephone interviews with more than 1,000 adults.

The College Campus of Tomorrow

The following trends are shaping the future of higher education:

1. Globalization of education that leads students to study outside their home country and to respect various cultural settings. This globalized education embraces English as the world language of convenience, while still supporting and honoring other languages and cultures.
2. A growing, but frustrated, need to harmonize the framework, definitions, and subject matter content of higher education programs around the world.
3. Continuous changes in technology that impact learning, including the use of the Internet, the digitizing of all the world’s books, the complete transition of all technical journals to electronic format, the ascendancy of online teaching, and the use of ever-changing technology, such as iPods and iPhones, to deliver educational content.
4. The changing role of faculty that diminishes their engagement in classroom teaching.
5. The changing nature of students, most of whom are already working adults who want to further enhance their knowledge and skills.
6. A continued need but a changing role for residential campuses, as they become the headquarters for global educational enterprises and the gathering places for academic rituals and tribal events.


2010 Sara Schuh Child Abuse Conference - April 29 - 30

This second annual conference is designed to facilitate new understanding and upgrade professional practice in the prevention, recognition/diagnosis, and management of child abuse. Participants are encouraged to attend any presentation of interest and will receive CEU, CME of CLE credits as designated. The presenters represent many fields with child abuse expertise recognized locally, regionally or nationally.

Go to www.scpsac.org to register.

Thursday, April 29
8:30 a.m. - 4:15 p.m.
Mount Pleasant Presbyterian Church
302 Hibben Street • Mt. Pleasant, SC

- and -

Friday, April 30
8 - 11:15 am
MUSC Storm Eye Institute Auditorium
Room 809
171 Ashley Avenue • Charleston, SC
January Grant Submissions

Sally Stroud, EdD, APRN, BC submitted an application titled, “New Careers in Nursing: Changing the Face of Nursing” to the Robert Wood Johnson Foundation (RWJF) New Careers in Nursing Scholarship Program. The purpose of this program is to increase the diversity of the student body. Scholarships to minority and disadvantaged students would assist the College in attracting highly qualified students who historically attend schools out of state where they receive substantial scholarships.

Nancy Duffy, DNP, RN, CEN and Tiffany Williams, MSN, APRN, CPNP-PC submitted an application to the Health Resources and Services Administration (HRSA). The proposal, “Nursing Workforce Diversity Project (NWD-Project),” describes a plan to increase opportunities in nursing education for individuals from disadvantaged backgrounds by emphasizing pre-entry nursing program preparation, retention and financial support.

Ida Spruill, PhD, RN submitted an R01 to National Institute of Health. The title of her grant is “Ethno-Cultural Barriers to Health Literacy/Disease Management in African Americans.” The proposed study will use a mixed method approach to examine ethno-cultural variations in health literacy (including the conceptualization of diabetes as an illness) among African-Americans from two distinct US regions: Waterloo, Iowa and South Carolina sea islanders. This study hopes to develop and test a new instrument called the Diabetes and Health Literacy Survey that will assess illness perceptions and self-management strategies, and learn the preferences in African-American men and women with type 2 diabetes (T2DM).

Funded Projects

Congratulations to Susan Newman, PhD, RN, CRRN for receiving funding from NIH/NICHD for the project titled, “A Peer Navigator Intervention for Individuals with Spinal Cord Injury.” The overall aim of this study is to test the effectiveness of this intervention in promoting optimal outcomes after Spinal Cord Injury (SCI) by providing participants with the supports needed to reduce re-hospitalizations and secondary conditions and to maximize community participation and satisfaction with life after SCI.

Facility Publications


BOOK CHAPTER


PhD Student Publication


Anderson Joins CON Faculty

Berry S. Anderson, PhD, RN joined the faculty of the College of Nursing as an assistant professor on February 1, 2010. He also works as a Research Scientist in the Brain Stimulation Laboratory, Department of Psychiatry and Behavioral Sciences at MUSC. He received his Bachelor of Science degree in nursing from South Carolina State University and his doctorate in nursing from the Medical University of South Carolina. Berry is a member of the American Psychiatric Nursing Association, the executive nursing subcommittee of the International Society of Neurostimulation, and the International Society for Transcranial Stimulation. Berry’s office is located in CON 404. Stop by and say hello.

Good Luck Course 409

Abby Benda, Christina Blackwell, Cori Bowker, Katie Chamberlain, Devyn Feil, Journey Henderson, Kera Jenkins, and Amanda Oswald, students from the Population-Focused Nursing course (Fall 409), submitted an abstract for a student poster presentation for the 2010 Association of Community Health Nurse Educator’s Conference held in June in Arlington, VA. The title of their presentation is “Happy Feet in the Homeless Population at Crisis Ministries.” Cindy Hudson, DNSc, RN PHCNS, BC is the instructor for this course.
Teen Health Leadership Program

On January 21, members of the Teen Health Leadership Program (THLP) participated in Family Islander Night at St. John’s High School on Johns Island. This annual event brings together community agencies, organizations and people to connect and learn from one another. Students in the Teen Health Leadership Project presented their project during this session. In addition, Michael Smith and Elizabeth Robinson (pictured below) read their winning essays on what it means to be a highly motivated student to the audience.

The THLP is a collaboration between the CON Office of Practice and St. John’s High School. This program targets high school students and aims to address health literacy among adolescents, promote leadership development and community engagement, and support minority students interested in health careers.

HHI Coordinator Visits Africa

Anna Tecklenburg, program coordinator for College of Nursing’s Hispanic Health Initiatives, spent three weeks visiting Anna Hoffius, former Alliance for Hispanic Health president, who is currently working for HIV Corps in Lusaka, Zambia. Tecklenburg had the opportunity to visit area orphanages and clinics, and experience first-hand the work that Hoffius is doing related to HIV/AIDS treatment and counseling. This experience will assist Tecklenburg with her current work as the coordinator of a health promotion class that is given twice a week to Abrazos’ women.

Palmetto Gold Recipients

Four CON faculty members have been selected as 2010 Palmetto Gold Award recipients. Congratulations to Cindy Allen, Jeannette Andrews, Susan Newman, and Tiffany Williams on being selected for this prestigious honor. This is the ninth year for the Palmetto Gold Nurse recognition and scholarship program honoring SC registered nurses that exemplify excellence in nursing practice and commitment to the profession.

INTERESTING NURSING FACTS

- The first nursing school in history dates back to 250 B.C. and was located in India.
- Famous writer Walt Whitman was a volunteer nurse during the Civil War. Over time, he worked in over 40 hospitals, which greatly influenced his perspective, and in turn, his famous writing. This included his poem “Memoranda During the War.”
- Early in the 17th Century a shipwreck survivor, Juan de Mena, is considered the first nurse in the New World.
- For the country, majority of nursing jobs are occupied by women despite an increase of 5.4% of males that have joined the workforce. But in the U.S. military, one third of those serving are men.
- Florence Nightingale, the most famous nurse in modern history, was only a nurse for three years of her life. (b. 1820. d. 1910).
- Lucretia Lester was a midwife for 34 years, between 1745 and 1779, and is reputed to have helped deliver 1,300 children, of which only two were lost.
- 49 states and the District of Columbia allow advanced practice nurses to prescribe medications.
- Nurses make up the largest healthcare population: 2.5 million jobs.
Homecoming and Silent Auction - April 10
The College of Nursing Annual Homecoming and Silent Auction will be held on Saturday, April 10, 2010 at the Altman Center located on The Citadel campus. Alumni Board President Karlayne Toole invites all alumni, faculty, students and their guests to attend this important event which raises funds to support student activities and scholarships.

Please join us as we celebrate the accomplishments of three graduates who will receive the Outstanding Alumnus Award: Phyllis Bonham, Marie Segars, and Nancy Fuller Tassin. Five students will also be recognized and receive $1,500 scholarships. The cost is $35 per person.

It is never too early to start soliciting for Silent Auction items, or if you are a “crafty” person making an item to donate. Please bring items to Mardi Long in CON 221-B by April 2.

NHSC Loan Repayment Program
The National Health Service Corps (NHSC), through scholarships and loan repayment programs, helps Health Professional Shortage Areas in the United States get the nursing, medical, dental, and mental health providers they need to meet the tremendous need for health care.

Katherine Chike-Harris, a graduate of the MUSC College of Nursing Accelerated Bachelor of Science in Nursing and Master of Science in Nursing degree programs was recently selected for this loan repayment program. Katherine is currently enrolled in the Post-MSN DNP program and working at Franklin C. Fetter, a community-based site in a high need health professional shortage area that has applied to and been approved by the NHSC as a service site. Recipients of this loan repayment program must complete two years of service, and may apply for additional years of support.

In addition to the loan repayment program, there is a competitive scholarship program which pays tuition, fees, and a living stipend to students enrolled in accredited nurse practitioner (and other health professions) programs. Upon graduation, scholarship recipients serve as primary care providers between two and four years.

According to Katherine, “The agency has worked to improved the application process and has monies available to award. Over 2800 providers received assistance in the past year, and the sites are eagerly recruiting new health care providers.” She encourages everyone who is working at an approved site to apply, even if they have been rejected in the past.

The site for information is http://nhsc.hrsa.gov/about.

SNA Outreach Project
On February 22, some College of Nursing BSN students visited with girls from the Florence Crittenton programs as part of the Student Nurses Association Outreach Project.

The nursing students brought pizza, played Guestures, and spent some one-on-one time with the girls. During the one-on-one time several of the girls shared their stories of how they ended up at Florence Crittenton, what their home lives are like, their plans for their unborn babies, the stories of how the got pregnant so young, how they’d like to one day to go college to be nurses, etc. “The girls gave as much to us as we did to them, if not more,” says Nicole Alexander, SNA president. “It was a great experience all the way around.”

CON Student Win
On Saturday, January 23, Sarah Francisco participated in an all day prejudice reduction workshop, Welcoming Diversity, sponsored by the MUSC Campus Affiliate of the National Coalition Building Institute. Congratulations to Sarah for sacrificing her time and energy to be a phenomenal part of the MUSC Excellence initiative!