Today this matters and we will:

Explore... the human centeredness of nursing

Examine... impact of nurses’ values, vision, and voice

Commit to drive change because it matters
Part One
Believing In Yourself Is An Attitude

My Journey
Reflection

- What?
  - Serious thinking or careful consideration
  - Revisit experiences
  - Assumptions
  - Attitudes
  - Values
  - Beliefs

- Why?
  - Justify actions
  - Solve problems
  - Deeper meaning
  - Changes
  - Better results

“We do not learn from experience... we learn from reflecting on experience.”

- John Dewey

Some Questions to Reflect Upon

- Am I living up to my core values and personal mission?
- Am I being a person others can respect?
- Am I respecting my body the way I should?
- Am I meeting the expectations I set for others around me?
- Am I using my talents fully?
- Am I giving my family and friends my most and my best?
- Am I engaging in worthy activity?
- Am I on the path to my preferred future?
I’m here

The Best Possible Day

"It was important to her to be able to say her goodbyes to her dear friends, to give her parting advice to her students."

The Architect of the Memory

We age not by years but by stories.
The Three Essential Elements to your Inner Guidance System:

| Core values: Source of passion and purpose; central to your energy, purpose | Unique gifts: Who you are. These come from the 4 energies: Fire, Earth, Air and Water | Calling: That which you most want to express and experience in your life |

Energies of Unique Gifts

<table>
<thead>
<tr>
<th>Fire: Adventure, ambitious, action oriented, competing</th>
<th>Earth: What works, loyal, focused, logical, dependable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air: Great communicator, intellectual, curious, innovator, helping others</td>
<td>Water: Emotional intelligence, nurturer, empathy, mentor, helping others</td>
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Core Purpose: Soul on Fire

Ask yourself these questions:
- What is your core purpose?
- Who you are - comes to work everyday
  - What themes thread through your life?
  - What do others say about your strengths? Gifts?
  - What is the one thing you must contribute?
  - If you were character in a novel, what theme would you contribute?

“We are people who happen to be nurses. Not nurses who happen to be people. We bring our community to work and our work to our community. Cross contamination can be good.”
Ramon Lavendero, Organizational Historian & Sr. Strategic Advisor AACN
“It matters that we are members or leaders of interdisciplinary teams who are always at the bedside watching, preventing errors, averting disasters.” —Clareen Wiencek, AACN President

Part Two
Nurses: The heart, the inquiry, the environment

How Can We Provide High Quality Care?

LOVE

Donabedian Model

PROCESS
Clinical Practice

STRUCTURE
Staffing, facilities, systems

OUTCOME
Patient outcomes, outcomes for the organization
Medical Error: The third leading cause of death
OR
Don't believe everything you read (or hear)

<table>
<thead>
<tr>
<th>Cause</th>
<th>Deaths</th>
</tr>
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<tbody>
<tr>
<td>Suicide</td>
<td>41,000</td>
</tr>
<tr>
<td>COPD</td>
<td>188,000</td>
</tr>
<tr>
<td>Pneumonia</td>
<td>611,000</td>
</tr>
<tr>
<td>Heart Disease</td>
<td>390,000</td>
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</tbody>
</table>

MEDICAL ERROR: 251,000

Change One Thing...

What about the Environment?

- How many describe their workplace/unit as turbulent/chaotic?
- TJC, CMS, PressGainey, CDC, ACGME, IHI, healthcare experts
- The Silent Treatment Study
  - Nurses reported that 59% of the time they are in situations that are unsafe to speak up or could not get others to listen
- 2016 Analysis by PressGainey (Two Databases: HCAHPS and NDNQI)
  - Yes staffing did impact the patient experience
  - Value over volume
  - The overall work environment – largest influence on the patient experience
- It’s Never Just One Thing
  - Adequately resourced nursing units – right skills, right mix, right numbers, right supplies and systems – give nurses and all team members sufficient time to meet patients’ needs and their own – to reduce inherent suffering
Who provides the value?

- Patients expect to suffer from the disease or injury
- They do not expect to suffer from the system
- Nurses provide much of the value that hospitals create

Support right in your unit...

Value: HWE

- “The role of the undisputed leader is to speak up about what matters and say it in a way that can be heard.”
  
  — AACN 2005; 2nd ed 2016

- Show up. Speak up. Lift up. Team up. Look up. Never give up.

  — Rosabeth Moss Kanter
Let's Take a Look at Leadership and Innovation

- **Clinical Scene Investigators Academy**
  - Process Improvement through staff nurse leadership
  - 16-month hospital based nurse innovation and leadership
  - Responded to IOM report: Future of Nursing
  - Gives knowledge and skills to nurses to influence positive change in their work environments
- **Outcomes**
  - The numbers tell their stories
    - 4 9 16 67 108 244 27,236 29 million
  - Decreased
    - Falls, CAUTI, ICU Length of Stay, NAPL, CAM-ICU Scores

Inspiring Title’s That are on Point

- Walk this Way
- Can We Talk?
- Clean Cath Club
- Don’t be a Red Head
- Let’s Move It
- Collaborate to Exsobute
- Skin Savers
- Project HUSH
Let’s Give Ourselves a New Title

Are you a skin saver or a liberator?

- Give yourself a new job title to show ... Your unique gifts matter
- What is the purpose of your work?
- What is your unique contribution?

- Bone seeker
- Germ slayer
- Write your new job title here __________________

“Each of us deserves respect, kindness, support and to be heard.” — Clareen Wiencek, AACN President

Part Three
Voice, Values and Vision

Nurses’ Voice, Values, Vision: Past
Our lives begin to end the day we become silent about things that matter
- Martin Luther King, Jr

“When nurses lend their voice to their colleagues, it is powerful beyond measure.”
—Clareen Wiencek, AACN President

You Are an Agent of Change

We Believe
- Nurses make a vital contribution ... to patients, families and societies.
- Nursing isn't a job. It's a calling ... a distinguished profession, an indispensable career.
- Nurses have an obligation ... to be the best they can be and protect the contributions of nursing.
- Nurses must be agents of positive change ... in their organizations.
- We need to work together ... each individual member, member volunteers, boards of directors and staff ... to forward our mission.

Voice: Not “Just” a Nurse
Voice: Not “Just” a Nurse

AACN Certification Corporation drives patient health and safety through comprehensive credentialing of acute and critical care nurses ensuring practice consistent with standards of excellence.

Voice: These Nurses Used Their Voice

- 82 ICU nurses
  - Communicating with families & physicians about prognosis and goals of care
  - Completed 8 hours workshop to develop patient advocacy
  - Outcomes: greater skill and confidence
  - Family meetings, assessing families’ understanding of patient’s condition
- Milic et al AJCC 2015
- Sometimes silence is the best voice to use
- The Pause: One moment can make a difference
  - University of Virginia IEO and palliative care nurse, Jonathan Bartels
  - After a patient death, pause in silence at the bedside, honoring this patient’s life and the efforts of the nurses and physicians
  - “Time does not stop for us. There is another patient waiting to be seen.”

What is the role of AACN’s voice?

- The role of the undisputed leader is to speak up about what matters and say it in a way that can be heard
- To use our collective voice for the individual nurse
  - AAN, IHI, ANA, Nursing Community, ACGME, CCSC, AONE, NAM
It matters that you use your voice to act on what you value so your contribution is not taken for granted.

—Claren Wiencek, AACN President

**V³**

**Values**

**Association Values**

- Ethical accountability and integrity in relationships, organizational decisions and stewardship of resources
- Leadership to enable individuals to make their optimal contribution through lifelong learning, critical thinking and inquiry
- Excellence and innovation at every level
- Collaboration to ensure quality patient- and family-focused care
Your Values

<table>
<thead>
<tr>
<th>Compassion</th>
<th>Caring</th>
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<tbody>
<tr>
<td>Creativity</td>
<td>Balance</td>
</tr>
<tr>
<td>Beauty</td>
<td>Courage</td>
</tr>
<tr>
<td>Leadership</td>
<td>Teamwork</td>
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<tr>
<td>Love</td>
<td>Learning</td>
</tr>
<tr>
<td>Honesty</td>
<td>Nature</td>
</tr>
<tr>
<td>Caring for others</td>
<td>Wisdom</td>
</tr>
<tr>
<td>Wholeness</td>
<td>Truth</td>
</tr>
<tr>
<td>Peace</td>
<td>Play</td>
</tr>
<tr>
<td>Loyalty</td>
<td>Integrity</td>
</tr>
<tr>
<td>Growth</td>
<td>Freedom</td>
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Listen. Make a way for yourself inside yourself. Stop looking in the other way of looking. You already have the precious mixture that will make you well. Use it. – Rumi

Vision Statement

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<tr>
<th>AACN Mission</th>
<th>AACN Vision</th>
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<td>Patients and their families rely on nurses at the most vulnerable times of their lives. Acute and critical care nurses rely on AACN for expert knowledge and the influence to effectuate positive change in patient care and families. AACN drives excellence because nothing less is acceptable.</td>
<td>The American Association of Critical-Care Nurses is dedicated to creating a health care system driven by the needs of patients and families where acute and critical care nurses make their optimal contribution.</td>
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</tbody>
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It Matters.....

- That nurses are members or leaders of interdisciplinary teams preventing errors.
- That nurses use their unique gifts to do what matters for patients and families
- That nurses question and analyze
- That nurses are the architect of the memory
- That nurses use their singular and collective voice to drive change
We are nurses...and it matters

Connect with Us

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aacnface

@aacnme

@exceptionalnurses

ItMatters@aacn.org