

From Silence To Voice: What Is To Be Done

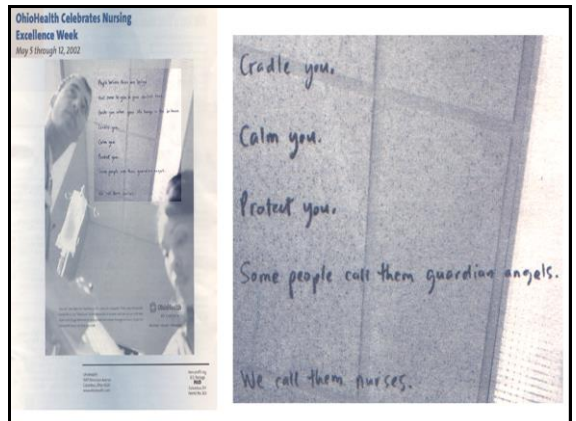
By Suzanne Gordon

Miss Colorado: The Story and Response

- Stethoscopes
- What she said
- What else she could have said

How Do Nurses Learn to Tell the Story?

- Is the problem one of silence or deafness?
- Is the problem one of socialization?



Doctors Look Like This



And This



Should Nurses Look Like This or...



To Tell an Effective Story Do the Following:

Paint a Picture

Don't Use Jargon

Use Facts and Statistics

Paint Yourself Into the Picture

Paint a Picture that Will Make an Argument for your Work:

What is the problem/patient you are dealing with?

What do you do?

Why do you do it?

What difference does it make?

Remember

- What is ordinary/routine to you
- Is extraordinary to the public

Remember

- There Is No Such Thing as a Simple Thing in the Care of the Sick and Vulnerable

Remember – Never Attack the “Tasks of Nursing

No a Monkey CAN’ T Do It

Understand the meaning of patient confidentiality

- You don’ t name the patient
- No identifiable personal details
- Change details
- Talk in generalities

Remember! You can talk about patient care without violating confidentiality

- Just learn what you can say
- As well as what you can’ t say

Paint the Whole Picture:

Don’ t limit nursing to the emotional and psychosocial.

Talk about your medical and technical skill and knowledge

Don't Make It Either Or

"People may think the most important part of being an oncology nurse is inserting an IV, accessing a port-a-catheter, administering anti-nausea medication, or infusing chemotherapy. This is not true. The part of my job that makes the greatest impact is educating a patient to take care of himself safely and efficiently at home."

Make It Both/And

"As an oncology nurse I do a number of critical things. These include inserting an IV, accessing a port-a-catheter, administering anti-nausea medication, or infusing chemotherapy. They also include the critical function of educating a patient to take care of himself safely and efficiently at home."

What Is Caring?

- Why Isn't Conducting an Excellent Physical Assessment of the Patient Considered to Be a Caring Act?

Campaigns



HE THINKS HE'S HAVING A CONVERSATION ABOUT THE HOSPITAL JELLO. SHE'S ACTUALLY MIDWAY THROUGH ABOUT 100 ASSESSMENTS.

In the seconds it takes to reach the bottom of a patient's chart, a nurse has to read 100 assessments. And you'd think that's the only thing that matters between recovery and sleep.

That's why, at least, nurses have to be so good at what they do. They have to be able to read 100 assessments in order to complete the job of Registered Nurses. For real (comprehensively).

Registered Nurses are the backbone of the health care system. They are the ones who make sure that every patient gets the care they need. They are the ones who make sure that every patient gets the care they need. They are the ones who make sure that every patient gets the care they need.

WE CAN SHOW YOU


A MESSAGE FROM THE NATIONAL NURSING ASSOCIATION



Will there be a nurse in your future?


You better hope so.

By 2020 16% of the Canadian population will be over 65. The good news is they will live longer. The bad news is on 3 or more chronic illnesses. Which means they will need more nursing care than ever before. Yet some Canadian politicians want to cut back on nursing education and nursing positions. You better hope they don't succeed.



Could you **safely administer** these medication?

We Can, We are Registered Nurses



Do you know how to **effectively manage** this patient's pain?

We Can, We are Registered Nurses




Do you know how to **make a patient safe** in the operating room?

We Can, We are Registered Nurses

NURSING

The Mind At Work



What Can You and Your Faculty Do

- To teach students/nurses how to tell their story
- To teach students/nurses how to speak up
- To teach nurses how to end the silence