JoAnn Zerwekh | Ashley Zerwekh Garneau

NURSING MODAY

NINTH EDITION

TRANSITIONS
and TRENDS



B0050887 ห้องสมุดวพบ.นครราชสีมา



EVOLVE STUDY RESOURCES
FREE WITH TEXTBOOK PURCHASE
EVOLVE EL SEVIER COM

CONTENTS

UNIT I: **PROFESSIONAL GROWTH**AND TRANSITION

1. Role Transitions, 2

Transitions, 3

What Are Transitions? 3

What Are Important Factors Influencing Transitions? 3

Transitions in Nursing, 4

Reality Shock, 5

What Is Reality Shock? 5

What Are the Phases of Reality Shock? 6

Role Transformation, 10

When Does the Role Transition to Graduate Nurse

Begin? 11

How Can I Prepare Myself for This Transition

Process? 13

Rules of the Road, 20

2. Personal Management: Time and Self-Care Strategies, 23

Managing Your Time, 23

Balance Is the Key, 24

What Are Your Biological Rhythms, and How Do You Use

Them? 24

What Is Meant by Right- and Left-Brain Dominance, and

Where Is My Brain? 24

Which Are You? 26

How Can | Manage My Physical Environment? 26

What About Managing the Telephone? 28

What About All That E-Mail, Texting, or Social Media? 29

How Can I Manage My Time? 29

Managing Tasks, 30

How Do I Deal With Procrastination? 30

Consider the Consequences, 30

The Farlier the Retter 31

Managing Others, 32

What About Delegation and Time Management? 33

Managing Your Goals, 33

Regin by Listing 34

Prioritize With the ABCD System, 34

Keep It Going, 35

Self-Care Strategies, 35

Is Burnout Inevitable for Nurses? 3

Empowerment and Self-Care, 37

3. Mentorship, Preceptorship, and Nurse Residency Programs, 47

Historical Background, 48

What Mentoring Is and Is Not, 48

What Is Preceptorship? 49

What Happens If I Experience a Challenge During My

Preceptorship? 50

What Is a Nurse Residency Program? 51

How to Find a Mentor, 55

What Are the Characteristics of a Successful Mentor? 55

What Is a Mentoring Moment? 57

When Do We Need Mentors? 57

What Is the Role of the Mentee? 58

What Are the Characteristics of the Mentee? 58

What Are the Types of Mentoring Relationships? 58

Mentoring Through Reality Shock, 58

What Does the Future Hold? 60

4. Employment Considerations: Opportunities, Resumes, and Interviewing, 64

What Is Happening in the Job Market? 66

Self-Assessment, 68

What Are My Clinical Interests? 68

What Are My Likes and Dislikes? 68

What Are My Personal Needs and Interests? 70

What Are My Career Goals? 71

Researching Prospective Employers, 71

What Employment Opportunities Are Available? 71

What About Advanced Degrees in Nursing? 73

How Do I Go About Researching Prospective

Employment Considerations: How Do You Decide on an

Employer? 73
What Do I Need to Know to Assess the

Organization? 76

How Do You Go About Assessing an Organization to Find

What You Want? 76

Portfolios, 77

What Is an E-portfolio? 77

Traditional and Employer-Focused

Resumes, 78

How Do | Write an Effective Resume? 78

What Information Is Necessary for a Resume? 78

What Else Should I Submit With My Resume? 81

What Are the Methods for Submitting Resumes? 82

The Interview Process, 83

How Do I Plan My Interview Campaign? 83

Strategies for Interview Success, 85

Critical First 5 Minutes!, 85

Phases of the Interview, 88

How Do I Handle Unexpected Questions or

Situations? 87

Now Can We Talk About Benefits? 87

Job Offers and Possible Rejection, 88

Postinterview Process, 89

Follow-up Communication, 90

What If I Do Not Like My First Position? 90

What If It Is Time for Me to Change Positions? 9:

5. NCLEX-RN® Examination and the New Graduate, 94

The NCLEX-RN® Examination, 95

Who Prepares It and Why Do We Have to Have It? 95

How Will the Nurse Licensure Compact Affect Your

What Is the NCLEX-RN® Examination Test Plan? 96

M/hat Doos CAT Moan? 07

What Are Some of the Other Things I Really Need to

Know About the NCLEX-RN® Examination? 100

Preparing for the NCLEX-RN®

Examination, 101

Where and When Should | Start? 101

How Do I Select an NCLEX-RN® Examination Review

Course? 104

NCLEX-RN® Examination Review Books: Which One Is

Right for You? 106

Test Anxiety: What Is the Disease? How Do You Get Rid

of It? 109

What Kinds of Questions Can I Expect on the NCLEX-RNE

Funnsing Flag 9 44

What Difference Do Test-Taking Strategies Make? 117

What Are Strategies for Answering Multiple-Choice

Questions 7 118

NCLEX-BN® Examination Testing Tine 119

UNIT II: NURSING: A DEVELOPING PROFESSION

6. Historical Perspectives: Influences on the Present, 124

Nursing History: People and Places, 125

Where Did It All Begin? 125

Why Deacons, Widows, and Virgins? 125

How Did Knighthood Contribute to Nursing? 126

What About Revolts and Nursing? 127

Florence Nightingale: The Legend and the Lady, 128

American Nursing: Critical Factors, 131

What Was It Like in Colonial Times? 131

What Happened to Nursing During the U.S. Civil War? 131

How Did the Roles of Nurses and Wives Compare During the Victorian Fra? 131

Who Were the Reformers of the Victorian Era? 132

What Were the Key Challenges and Opportunities in

Twentieth-Century Nursing? 132

How Did the Symbols (Lamp, Cap, and Pin) of the

Profession Evolve? 133

What Are the Key Events and Influences of the Twenty-First Century? 133

History of Nursing Education, 136

What Is the History of Diploma Nursing? 136

What Is the History of Accounts Dagrey Nursing 2 126

What Is the History of Baccalaureate Nursing? 136

What Is the History of Graduate Nursing Education? 137

The Nurse's Role: The Struggle for Definitions, 137

What Do Nurses Do? 137

What Is the Traditional Role of a Nurse? 137

Did You Know You Would Be a Teacher or Educator? 138

When Did the Nurse Become an Advocate? Nurse in the

Role of Advocate, 139

What Is the Role of Manager of Care? 141

Can Nurses Be Colleagues? 141

Where Does This Leave the Role of Colleague? 142

What About Experts? 142

7. Nursing Education, 146

Path of Diploma Education, 147

What Is the Educational Preparation of the Diploma

Path of Associate Degree Education, 148

What Is the Educational Preparation of the Associate

Degree Graduate? 148

Path of Baccalaureate Education, 149

What Is the Educational Preparation of the Baccalaureate Graduate? 149

Other Types of Nursing Education, 150

What Are the Other Available Educational Options? 150 What Is a BSN/MSN Completion Program? 151

Nontraditional Paths for Nursing Education, 153 What About a Master's Degree as a Path to Becoming

an RN2 153

What About a Doctoral Path to Becoming an RN? 153

Graduate Education, 154

What About Graduate School? 154

Why Would I Want a Master's Degree? 154

How Do I Know Which Master's Degree Program Is Right for Me? 157

Why Would | Want a Doctoral Degree? 157

How Do I Know Which Doctoral Program Is Right

Credentialing: Licensure and Certification, 158

What Is Credentialing? 158

What Are Registration and Licensure? 158

What Is Certification? 159

What Is Accreditation? 159

Nursing Education: Future Trends, 160

The Changing Student Profile, 160

Educational Mobility, 161

A Shortage of Registered Nurses, 162

A Shortage of Qualified Nursing Faculty, 162

Technology and Education, 163

Changing Health Care Settings, 163

The Aging Population, 163

8. Nursing Theory, 167

Nursing Theory, 168

What Is Theory? 168

What Nursing Theory Is Not, 168

Why Theory? 168

What Is the History of Nursing Theory? 170

Who Are the Nursing Theorists? 174

Selected Nursing Theorists, 174

Image of Nursing: Influences of the Present, 185

Professional Image of Nursing, 186

What Do We Mean by the "Image" of Nursing? 186

What Constitutes a Profession? 189

Is Nursing a Profession? 19'

Nursing Organizations, 195

What Should I Know About Professional Organizations? 195
What Organizations Are Available to the Recent
Graduate? 195

UNIT III: NURSING MANAGEMENT

10. Challenges of Nursing Management and Leadership, 204

Management Versus Leadership, 205

What Is the Difference Between Management and

What Are the Characteristics and Theories of Management? 207

What Is Meant by Management Style? 208

What Are the Characteristics and Theories of Leadership? 209

Management Requires "Followership", 213

The Twenty-First Century: A Different Age for

Management and for Leadership, 213

The Silent or Veteran Generation, 214

The Baby Boomers, 214

Generation X, 215

C V 21E

Generation Now or Gen Z, 216

Power and Authority in Nursing Management, 219

Do You Know the Difference Between Power and Authority? 219

What Are the Different Types of Power? 219

Management Problem Solving, 220

How Are Problem-Solving Strategies Used in Management? 220

Evidence-Based Management Protocols and Interventions, 221

How Are Problem Solving and Decision Making Related? 223

What Effect Does the Leader Have on the Group? 224

The Challenge of Change, 225

Who Initiates Change and Why? 227

11. Building Nursing Management Skills, 233

Communication and Patient Safety, 234

How Can I Improve My Verbal Communication for Patient Safety? 235

How Can I Improve My Written Communication for Patient Safety? 236

Communicating When It Is Critical—What Do You Need To Do? 239

Critical Patient Tests, 239

Critical Hand-Off Communication, 239

Shift Change—So Much to Say . . . So Little Time, 241

How Can I Deal With All the Interruptions? 242

What Skills Do I Need to Use the Telephone

Effectively? 24:

Managing Time in the Clinical Setting, 243

Get Organized Before the Change-of-Shift Report, 244

Prioritize Your Care, 245

Organize Your Work by Patient, 246

Managing Others, 247

What About Delegating and Time Management? 24 Supervising and Evaluating the Care Provided by Others, 249

12. Effective Communication, Team Building, and Interprofessional Practice, 252

Communication in the Workplace, 253

How Can I Communicate Effectively With My

How Can I Communicate Effectively With Other Nursing

What Does My Image Communicate to

Others? 255

How Do Gender Differences Influence Communication Styles? 256

What Should I Know About the "Grapevine"? 256

How Can I Handle Cultural Diversity at Work? Z57

Components of Effective Communication, 258

How Can I Communicate Effectively in Writing? 258

How Can I Learn to Speak Effectively? 259

What Listening Skills Do | Need to Develop? 26

How Can I Use Nonverbal Communication Effectively? 263

How Can I Communicate Effectively by Usin

Technology? 26.

Group Communication, 266

What Is Group Process? 266

How Can You Improve Communications in Group
Meetings 268

Team Building and Interprofessional Practice, 268

What Is Team Building? 268

What Is Interprofessional Practice? 271

When Nurses Work As an Interprofessional Team

Everyone Involved Benefits! 272

Assertive Styles of Communication, 275

How Can Nurses Be More Assertive? 276

What Are the Renefits of Assertiveness? 276

What Are My Basic Rights as a Person and as a

Vurse? 277

How Can I Begin to Practice Assertive

Communication? 277

What Are the Components of Assertive

Communication? 277

When to Use Assertive Communication, 278

13. Conflict Management, 282

Conflict 283

What Causes Conflict? 28:

Conflict Resolution, 284

What Are Ways to Resolve Conflict? 28

What Are Some Basic Guidelines for Choosing the

Technique to Use? 288

Dealing With Difficult People, 288

What Are Some Techniques for Handling Difficult People? 288

What Is Anger? 292

What Is the Solution for Handling Anger? 293

Sexual Harassment in the Workplace, 296

What is Sexual Harassment? 297

What Can I Do About It? 298

14. Delegation in the Clinical Setting, 301

What Does Delegation Mean? 302

The Delegation Process, 302

Who Is Accountable Here? 304

The Right Task, 305

What Can I Delegate? 306

Is There Anything I Cannot Delegate? 308

he Right Circumstances, 309

How Can I Determine the Strengths and Weaknesses of

What Are the Causes of Performance Weaknesses 212

The Right Person, 314

How Can I Use Outcomes in Delegating? 314

The Right Direction and Communication, 316

How Can I Get the Delegate to Understand What I Want? 316

The Right Supervision and Evaluation, 318

How Can I Give and Receive Feedback Effectively? 318

xvii

UNIT IV: CURRENT ISSUES IN HEALTH CARE

15. The Health Care Organization and Patterns of Nursing Care Delivery, 325

What Are Some Important Challenges Currently

Facing Health Care? 326

Cost of Health Care, 326

Managed Care, 326

What Impact Has Managed Care Had on Costs? 327

Affordable Care Act, 327

Strategies to Control Costs, 327

Case Management, 327

Disease Management, 329

Do Disease Management Programs Reduce the Cost of

What Tools Are Used to Support Care Coordination? 331

Pay for Performance, 331

Evidence-Based Practice, 332

How Do We Know That Critical Pathways and Disease Management Protocols Reflect the Latest and Best Practice? 332

Shortage of Nurses, 333

How Can Health Care Organizations Retain

Magnet Hospitals, 334

The Impact of the 2010 Institute for Medicine Future of Nursing Report, 335

Patient Safety, 336

Institute for Healthcare Improvement, 339

The Effects of Various Patterns of Nursing Care

Delivery: A Historical Perspective, 340

What Is the Total Patient Care or Private Duty

What Is Functional Nursing? 341

What Is Team Nursing? 342

What le Primary Nursing? 343

What Is Patient-Forused Care? 344

What Is Telehealth? 344

What Is the Most Effective Model of Nursing Care? 344

What Is the Impact of Staffing Patterns on the Quality of

How Are Nursing Work Assignments Determined? 347

What About Scheduling Patterns? 350

What About the Use of Overtime? 350

16. Economics of the Health Care Delivery System, 356

What Are the Trends Affecting the Rising Costs of Health Care? 357

Intrinsic Factors, 357

Extrinsic Factors, 358

What Is the Effect of the Changing Economic Environment on Clinical Practice? 359

Introduction to Economics, 359

What Are the Choices About Amount of

Spending? 359

The Affordable Care Act of 2010, 359

What Are the Choices Regarding the Services

Provided? 360

What Are the Choices About Methods to Produce Health Care? 361

What Are the Choices About Allocation? 361

Budgets, 363

What Are the Basic Concepts of Budgets? 363

What Are the Types of Budgets? 364

Fiscal Responsibility to the Patient, 368

Fiscal Responsibility to the Employing Organization, 37

Fiscal Responsibility to the Payer of Care, 372

17. Political Action in Nursing, 376

What Exactly Is Politics? 378

What Other Strategies Would You Suggest? 379
What Are the Skills That Make Up a Nurse's Politica

What Is Power, and Where Does It Come From? 381

Law 1: Power Invariably Fills Any Vacuum, 381

Law 2: Power Is Invariably Personal 38

Law 3: Power Is Based on a System of Ideas and Philosophy, 381

Law 4: Power Is Exercised Through and Depends on Institutions, 381

Law 5: Power Is Invariably Confronted With and Acts in

Another Way to Look at Power and Where to Get It 382

Networking Among Colleagues, 383

Building Coalitions, 383

What About Trade-Offs, Compromises, Negotiations, and Other Tricks of the Trade? 383

How Do I Go About Participating in the Election Process? 384

What Is a Political Action Committee? 385

After Getting Them Elected, Then What? 386

Controversial Political Issues Affecting Nursing, 390

Uniform Core Licensure Requirements, 390

Nursing and Collective Bargaining, 391

Equal Pay for Work of Comparable Value or Comparable Worth? 391

Legislative Campaign for Safe Staffing, 392

18. Collective Bargaining: Traditional (Union) and Nontraditional Approaches, 395

When Did the Issues Leading to Collective

Bargaining Begin? 397

The Evolution of Collective Bargaining in

Nursing, 398

Legal Precedents for State Nursing Associations as Collective Bargaining Agents, 398

Who Represents Nurses for Collective

Traditional and Nontraditional Collective Bargaining, 399

ANA and NNU: What Are the Common Issues? 401

The Debate Over Collective Bargaining, 403

Collective Bargaining: Perspectives of the Traditional

How Can Nurses Control Their Own Practice? 410

Collective Bargaining: Perspectives of the Nontraditional

Future Trends, 414

19. Ethical Issues, 418

Understanding Ethics, 419

Moral/Ethical Principles, 421

Controversial Ethical Issues Confronting Nursing, 429

20. Legal Issues, 445

Sources of Law, 446

Where Does "the Law" Come From? 446

Torts, 449

Invasion of Privacy and Breaches of Privacy and

Miscellaneous Intentional Torts and Other Civil Rights Claims Involved With Employment, 452

Court Actions Based on Legal Principles, 453

Nursing Licensure, 454

Scone of Practice, 455

Multistate Licensure, 455

What about Substance use Disorder in Nursing? 455

Negligence, 456

Basic Elements of Negligence, 457

Do You Have a Professional Duty? 457

Falling Below the Standard of Care: Was There a Breach of the Professional Duty? 458

Applying "Causation" of Case Study 3 460

Who Might have Liability (Responsibility) in a Claim? 461

Personal Liability, 461

Supervisory Liability, 462

Institutional Liability, 463

Student Liability, 463

What Defenses Might Be Available in

Malpractice Claims? 463

Common Categories of Negligence, 464

Failure to Document, 464

Medication Errors, 466

Patient Falls, 467

Failure to Assess Adequately, Monitor, and Obtain

Assistance, 469

Related Legal Concepts, 471

Informed Consent, 471

Criminal Actions, 473

What Criminal Acts Pose a Risk to the Nurse? 473

Risk Management and Quality

Improvement, 474

How Do I Protect Myself and My Patient From All These Risks? 474

Malpractice Insurance, 476

What About Individual Malpractice Insurance? 476

What Is Institutional Coverage? 476

What Should I Ask About Institutional

What Happens When I Go to Court? 477

Legal Issues Affecting Nursing, 478

Health Care Costs and Payment Issues, 478

Health Care Delivery Issues, 479

UNIT V: CONTEMPORARY NURSING PRACTICE

21. Cultural and Spiritual Awareness, 485

Culture and Spirituality, 485

What Is Meant by Cultural Competence? 485

What Practice Issues Are Related to Cultural

Competence? 486

Office of Minority Health and Disaster

Preparedness, 488

Culturally Diverse Work Force, 488

What Is the Meaning of Spirituality? 489

Cultural and Spiritual Assessment, 490

What Are Cultural and Spiritual Beliefs About Illness and

Cures? 490

How Do You Assess Spiritual Need? 494

22. Quality Patient Care, 499

Standards of Quality Health Care

Management, 500

What Is Root Cause Analysis? 501

History and Evolution of Quality in Health Care, 502

Who Are Edward Deming, Joseph M. Juran, and Philip

What Are Core Measures? 504

What Is HCAHPS? 505

What Is Hospital Compare? 505

Just What Is The Joint Commission? 505

What Are Patient Safety Goals? 506

Monitoring the Quality of Health Care, 507

What Is Quality Improvement? 507

How Do We Monitor Quality? 507

What Is an Indicator and a Metric? 507

What Are Core Measure Sets? 510

What Is Performance Improvement? 510

What Are the Barriers to Quality Improvement? 511

What Are Some Other Agencies Influencing

Patient Safety? 512

Quality Improvement Methods, 513

Tools and Processes for Continuous Quality

Improvement, 514

Minat le Siv Sigma? 515

How Do We Use DMAIC? 516

The Define Phase 519

The Measure Phase 521

The Analyze Phase, 52

The Improve Phase, 522

The Control Phase, 523

Health Care Provider Credentialing for Quality

23. Nursing Informatics, 529

Nursing Informatics, 530

Nursing Informatics: Why Do I Care? 530

What Is Nursing Informatics? 531

Experience and Education, 532

Role of the IN/INS, 532

The Certification Process, 533

Professional Practice, Trends, and Issues, 533

What Are Regulatory and Accreditation

Requirements? 533

Models and Theories, 536

Clinical Information Systems, 537

The e-World Is Coming ... Wait, It's Here, 538

Electronic Medical Record and Electronic

Health Record, 539

Personal Health Record, 541

Technology Changing Workflow for the Better-

Medication Fulfillment, 541

CPOE and Clinical Decision Support 542

Technology-Enabled Medication Administration, 542

e-Prescribing, 542

What Is Meaningful Use? 543

Barriers Still Remain, 543

Trends, 544

Using the Internet: The Next Generation of

Health Care Delivery, 544

Flortronic Communication, 546

Telemedicine, Telehealth, and Health Monitoring, 546

Bio Data, 547

Data Access at the Point of Care, 547

Computers in the Nurses' Station, 547

Mobility in the Clinical World, 548

Smartphones, 548

Using Data to Improve Care at the Bedside, 549.

Evaluating Internet Resources, 549

What Do I Need to Know to Evaluate an Internet

Nursing Informatics and You, 552

Informatics Competencies for the Practicing

Nurse, 55

24. Using Evidence-Based Practice and Nursing Research, 559

Step 1: Define the Problem, 560

Step 2: Identify, Review, and Evaluate the Data Applicable

Step 3: Design a Practice Change Based on the Data

While Incorporating the Clinical Expertise of the Nurse and Patient Preferences, 560

Step 4: Implement the Change in Nursing Practice, 560

The Need for Nursing Practice Based on

What Is Nursing Research Utilization? 563

What Are the Steps for Nursing Research Utilization? 563 Research Utilization: What Is It Not? 567

Research and the Conduct of Research, 568

What Is the Relationship Between Nursing Theory and Research Utilization? 571

Defining Your Practice Context, 571

What Are the Health, Social, and Cultural Characteristics of the Patient Population Being Served? 571

What Are the Health Care Delivery Characteristics of Your

What Are the Motivators and Barriers for Incorporating Nursing Research Into Your Practice? 571

The National Institute of Nursing Research, 572 What Is Its Function? 572

The Agency for Healthcare Research and

25. Workplace Issues, 575

Questions to Ask When Starting a New

Workers, 577

Ergonomic Workstations, 578

Repetitive Motion Disorders, 580

Workplace Violence: A Growing Concern in Health Care, 580

Lateral Violence (Bullying) and Other Forms of Workplace

Making a Mistake-What Do I Do Now? 592

26. Emergency Preparedness, 598

What Is Public Health Preparedness? 599

Clinical Preparedness, 599

What Are Biological Agents? 599

What Is Personal Protective Equipment in Disaster

What Is Triage? 608

Public Health Preparedness and Administrative Efforts, 608

Community Health Nurse Issues and Public

Health Preparedness, 611

Epidemiological Aspects, 611

What Is a CHEMPACK? 612

Disaster Medical Assistance Teams, 613

What Do I Need to Know About Community

What Do I Need to Know About Disaster Mental

Health? 614

The 2010 Institute of Medicine Report, 620

Index, 623