

### INSIDE

President's corner	1 - 2
District updates	3
AONE happenings	4 - 6
IONE events	7 - 8
Educational opportunities	8
Projects	8
Nurses' license plate	9

The IONE Newsletter is a bi-annual publication of the

Indiana Organization of  
 Nurse Executives  
 One American Square  
 P. O. Box 82063  
 Indianapolis, Indiana 46282  
 Phone 317.633.4870  
 Fax 317.633.4875  
[www.indianaone.org](http://www.indianaone.org)

**Edited by the IONE Public  
 Relations Committee**  
 Maria Shirey, Chairperson  
 Ruth Slabach, Webmaster

### PRESIDENT'S CORNER



Thank you for the opportunity to serve as your 2007 President. What an enlightening and energizing experience it has been working with the exceptional nurse leaders that you have chosen to serve on the IONE Board. The board members exemplify our core values of leadership, stewardship, integrity, creativity, excellence, collaboration, and innovation. Their willingness and commitment to serve you are evident every day.

The work of the board began with the 2007 Strategic Planning Meeting January 26<sup>th</sup> and 27<sup>th</sup> at the Marriott in Indianapolis. Keeping the strategy of a 3-year plan, the board expanded its scope to include 2009. Our **Mission**-to be the voice of nursing leadership in Indiana, promoting the professional development of nursing leaders, and our **Vision**-to be the leaders of nursing excellence influencing the future of healthcare delivery systems in Indiana were reviewed and members felt they were still on target and needed no revisions. Our strategic goals were also revisited and objectives added. They include the following:

1. Strengthen the personal and professional development of nursing leaders by actively influencing nursing

education programs that prepare nurses at entry and advanced levels, and to assist IONE members across the continuum (executives, managers, educators, and change agents) in the development of competencies required for healthcare leadership.

2. Implement processes for recruitment, orientation of new members, mutual support and the exchange of innovative ideas among IONE members.
3. Develop and strengthen partnerships with other organizations.
4. Collaborate with IHHA and other healthcare organizations that actively influence healthcare policy in order to achieve positive healthcare outcomes.

Your district presidents will be presenting the strategic plan during your meetings and the full plan can be accessed at the IONE website [www.Indianaone.org](http://www.Indianaone.org). At a time when organizational memberships are declining nationally, IONE remains strong with 337 members on our roster.

The IONE Program Committee co-chaired by Michelle Bisesi and Jennifer Embree has been active. The Spring Conference at Primo West in Plainfield with 125 participants surpassed previous attendance. Betsy Lee, RN, MSPH updated the group on the Indiana Patient Safety Center and shared information regarding the state's first medical error report. Kathleen Bartholomew, our keynote speaker, talked about physician-nurse relationships, ending nurse-to-nurse hostility, and retention and recruitment strategies.

*Continued next page*

## IONE Board Launch January 2007

The "traditional" board launch begins with a gift exchange. Each board member is asked to bring and share a small gift that is unique to their area of the state. A major outcome of the board launch is the development of the IONE strategic plan.



Left to right:

Valynda Laird, Trish Weber,  
Louise Neufelder, and Rita  
Deininger

IONE 2007 Theme . . .  
Shaping the Future of  
Healthcare through  
Innovative Nursing  
Leadership

Our districts have also been very active with educational offerings. NEIONE held their conference in May entitled *Aspire to Inspire- Reaching Beyond Ourselves* featuring Ann Ryder as their keynote speaker. SWIONE had their 4<sup>th</sup> Annual Leadership Conference in March with a national speaker, Jo Manion, speaking on *Creating a Positive Healthcare Workforce* to over 300 registrants. CIONE is collaborating with ILN and Nursing 2000 Central to present a seminar in June entitled *Lateral Violence in Nursing: Education and Practice Call to Action*. The speaker will be Martha Griffin, PhD, an expert on lateral violence in nursing.

The Program Committee is currently planning the Fall Conference scheduled for October. This event provides an opportunity to network, share experiences, and listen to numerous speakers who will assist us in shaping the future of health care through innovative nursing leadership. Hope to see you there!

The Scholarship Committee was instrumental in awarding \$10,000 to nursing leadership students in 2006. Information is now on our website regarding the scholarship eligibility and selection process.

The License Plate Committee has been busy as well. This year IONE was able to support 4 organizations in the amount of \$26,280 including: Indiana Nursing Workforce Development Coalition (INWDC), Nursing 2000 Central, Nursing 2000 Northeast, and SWIONE. To date \$80,000 has been granted to support organizations that promote nursing. Thanks to Beverly Myers for initiating the nursing license plates and chairing this committee.

The Legislative Committee chaired by Bernice Wallace has done a fantastic job in keeping us informed about the legislative session. Great things have been achieved for healthcare, which without your support, may not have happened.

The Public Relations Committee chaired by Maria Shirey keeps our website current and is the creator of our biannual newsletter in June and December. What a great job she has done.

Another example of the richness of nurse leaders in Indiana is exhibited by the addition of Linda Everett, RN, PhD, CNAA, BC, FAAN as executive vice president and chief nurse executive at Clarian Health, Indianapolis. Dr. Everett is also President of AONE's Board of Directors and brings a wealth of knowledge, experience, and expertise to our state. Welcome, Linda! At the AONE annual meeting Dr. Everett reminded us that "nursing leaders must act now; and that change will occur as a result of leaders who have the courage to lead others through these rough times, with new ways of doing things. Ultimately, the chaos will subside and clear patterns will appear, as we navigate to a future health care system and a new model for patient care." Having worked with exceptional nursing leaders in Indiana, I am assured that we do have the courage to face these challenges.

It is indeed an honor and a humbling experience to serve as your President. The nursing leaders who serve on your board are ready and willing to assist you. Do not hesitate to let us know what we can do for you, but would ask that you also think about what you can do to serve your organization. We want your membership and your leadership. As Quint Studer wrote in *Hardwiring Excellence*: "If you take a pebble and you throw it in a pond, how much water does it impact? A single pebble in the pond impacts every bit of water in that pond. Life's a pond. We're all pebbles. Never underestimate the difference one pebble can make." Please know that you as a nursing leader make a difference.

Have a wonderful summer,

Louise Neufelder RN, BSN, MPA  
2007 IONE President

## DISTRICT UPDATES

### NORTHEAST IONE (NEIONE)

submitted by  
Rita Deininger, RN, MS

NEIONE is meeting on the first Tuesday of each month. All of our energies and activities have been focused on the upcoming conference that we are hosting on May 18, 2007 at the Essenhaus Inn and Conference Center in Middlebury, Indiana. Flyers have been distributed within the region and state and we look forward to a successful conference!

### SOUTHEASTERN IONE (SEIONE)

submitted by  
Valynda Laird, RN, BSN, MSM,  
CNA-BC

Member recruitment continues to be a priority for our district. Twenty nurse executives attended our most recent meeting. A membership subgroup continues to explore new ways to encourage participation.

Our group reviewed books of interest including *Hardwiring Excellence*, *Crucial Conversations*, *Relationship Based Care*, and *Shared Governance*.

A certificate was developed at the membership's request to have proof of membership for portfolio use.

The Root Cause Analysis process was reviewed. A specific case was discussed in detail so all could learn from the occurrence. This was an excellent learning exercise. Our membership also discussed successful customer service strategies.

### NORTHWEST IONE (NIONE)

submitted by  
Trish Weber, RN, MBA

The membership discussed the need for increased participation and attendance by NIONE members at IONE events. Members were encouraged to register and attend the Fall 2007 IONE conference.

The information presented at the IONE Spring conference by Betsy Lee was distributed to members including websites: [www.Indianapatientssafety.org](http://www.Indianapatientssafety.org) and [www.macoalition.org](http://www.macoalition.org).

The NIONE membership requests IONE pursue further clarification from the Board of Nursing regarding the use of "Nurse" in the title of student externs or graduates pending board results.

Copies of the 2007-2009 IONE strategic plan was shared with all members. The revised IONE district map was also distributed.

The Michiana Patient Safety Coalition is working on a universal color-coded identification banding system to improve patient safety. This proposed system would provide consistency throughout the area hospitals, particularly for staff who work at more than one hospital.

Memorial Hospital provided an update on their new nurse internship/externship program that includes plans for a formal orientation unit.

The membership discussed the IHI's 5-million lives initiatives. Much discussion ensued regarding implementing the MRSA reduction initiatives.

Kim Genovese, Nursing 2000 NIR, reported the 2007 *Discover Nursing* Summer Camp is scheduled at participating universities and hospitals during the month of June.

Susan Luparell will speak on August 15<sup>th</sup> on *Dealing with Difficult Student Situations*.

Jean Hayes and Yeou-Lan Chen, from Purdue North Central, reported that they are in the process of phasing out their ADN program and the Generic BSN will begin in the Fall of 2008.

Purdue North Central is hosting a program on alternative medicine scheduled for May 4, 2007.

Recruitment letters were mailed to past participants to encourage membership renewals and increased participation.

Schools of Nursing report student enrollment continues to surge above capacity.

### SOUTHWESTERN IONE (SWIONE)

submitted by  
Nancy McCleary, RN, MSN

On March 21, 2007, IONE Southwest District held its 4<sup>th</sup> annual Nursing Leadership Conference on the USI Campus. Dr. Jo Manion presented *Creating a Positive Health Care Workplace: The Nurse Leader's Role* to over 350 registrants. Nurse leaders learned that the relationship between leaders and employees is the primary source for creating a culture of engagement at work. Both research-based and practical approaches were offered for creating a positive workplace. Attendees also enjoyed numerous vendor displays and participative booths including Yoga, Healing touch, and Reflexology. We are all looking forward to our March 19, 2008 conference featuring Dr. Patricia Yoder-Wise.

In conjunction with Nurse's Week, the IONE Southwest District sponsored a one-hour forum titled *Who Will Care for Us* aired on May 8<sup>th</sup>, 2007, at 8pm CST on Channel 9, WNIN. For details, see the story on page 8 of this newsletter.

## AONE 40<sup>TH</sup> ANNUAL MEETING OVERVIEW

Submitted by  
Louise Neufelder, RN, BSN, MPA

Attendance at the AONE Annual Meeting was an exhilarating experience. This year's theme *Live The Legacy: Power, Politics and Persuasion* could not have been held in a better place than Washington, DC. We were educated and energized by the many speakers that addressed topics that are critical as we forge ahead as nursing leaders in healthcare.

Listening to retired Vice Admiral Richard Carmona, Surgeon General of the United States, impressed us all with how determination, dedication, and risk taking can lead to goal achievement. His story demonstrated how one can make the seemingly impossible achievable.

Richard Unbdenstock, President of AHA, discussed access to healthcare while David Gergen, domestic advisor to three US Presidents, assisted us in visioning what will happen during Bush's second term as President.

Dr. Charles Dwyer, Wharton Lecturer, energized us all with his topic on *How to Get Anybody to Do Anything You Want*. He taught us how to frame a desired outcome in terms of clear, concrete, unambiguous patterns of behavior rather than in terms of attitudes, dispositions, and personality characteristics. I can't wait to get the CD ROM of the conference so I can listen to it over and over!

The conference ended with Jennifer James who spoke to us about adapting to rapid change. How do we give up old constructs about the way things ought to be and develop new ones based on current realities?

As you can see there were numerous educational offerings. However, the opportunities to relive the history of AONE with the Parade of Presidents, to attend the Moonlight Tour of the National Monuments, and spend an Evening with the Capital Steps or just to go shopping were just as engaging.

Plan to attend next year's AONE Annual Meeting and Exhibition in Seattle, Washington April 25<sup>th</sup>-29<sup>th</sup> and mark your calendars for April 9 – 13, 2010 when AONE comes to our very own, Indianapolis, Indiana.

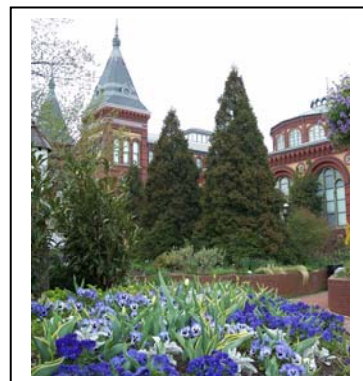
## CRUCIAL CONFRONTATIONS: CATALYST FOR CHANGE

Submitted by  
Michelle Bisesi, RNC, MSN

Why do so many problems turn into chronic problems? What is the difference between individuals or organizations that seem to make steady progress and those who get stuck?

At the 2007 AONE conference in Washington DC, David Maxwell, noted researcher for the New York Times best seller, *Crucial Conversations* and *Crucial Confrontations* presented a compelling and entertaining presentation on how we can communicate with greater effectiveness. Mr. Maxwell described how research with over 25,000 individuals has revealed some surprising answers about how people habitually handle crucial confrontations. He also stated that this information is the best predictor of whether individuals and organizations prosper, plateau or decline in effectiveness. For example, the research shows that how people typically respond when others break promises, behave badly or violate expectations, saps organizational

## AONE HAPPENINGS



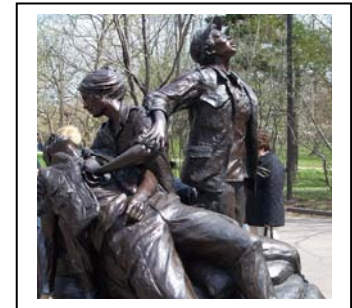
*Continued next page*

performance by 20-50 percent and accounts for up to 90 percent of divorces. It turns out that the *problem* is not the problem – it's our ineffective ways of confronting and resolving problems that keeps us stuck. Mr. Maxwell also discussed how to influence those who resist change - even when they're more powerful than you - as well as how to strengthen relationships overall.

Joseph Grenny, the co-author of *Crucial Conversations* and *Crucial Confrontation*, also spoke at a plenary session about how to master *The Five Crucial Confrontations Every Nurse Leader Faces*. He presented the groundbreaking study of communication in healthcare, *Silence Kills*, and provided nurse leaders with specific advice on how to handle the crucial conversations that plague us the most.

Dr. Emily Moss will be offering a Crucial Confrontations presentation at the IONE fall conference in Brown County on October 17, 2007. The complete fall conference will be held on October 17, 18 and 19. Conference brochures will be sent out in late August 2007. Plan now for our annual IONE fall conference event and remember that the message of Crucial Confrontations is not just about communication, but about the positive results of *effective* communication.

## AONE HAPPENINGS



### ANNUAL MEETING PERSONAL RECOLLECTIONS

Submitted by  
Pam Ribelin, RNC, BSN, MSN, CMSRN

The AONE annual convention in Washington, DC gave me the opportunity to be in the same room with the “movers and shakers” of the healthcare industry. I was so excited to be able to see Patricia Benner receive her award and to know that the competency based orientation that we had established at our facility was based on her work! Just being in the same room with some of my colleagues who are sitting on councils and boards all throughout the country and guiding healthcare was very exciting. I could never imagine being in the same room with someone who spoke with the president frequently about healthcare issues!

The portion of the convention that I would consider my favorite was the Saturday morning presentation by David Gergen. He is nationally known for his political views and his uncanny ability to analyze how the future will look for America based on his knowledge of the presidential candidates.

He shared that the next eight to ten years would be pivotal for Americans, due to the healthcare crisis, the current war in Iraq, immigration issues, and the nuclear situation in Korea. He stated that the next president would have a very difficult term, based on the above issues. He did elaborate on the nursing shortage and how that would affect healthcare for older Americans in the future. He felt that having nurses “on the hill” is very beneficial and would keep the looming nursing shortage crisis in the minds of politicians.

He also stated that the next presidential election would be historical, as he felt that we would elect either our first women president or our first black president. Based on his knowledge of both candidates, he felt either one was a viable candidate that has the ability to win the presidential election. He stated that Senator Clinton has a massive “war chest” to finance her campaign, as well as, having lived in a fishbowl and being involved in scandals. Therefore, she has been seasoned to the life of a politician and all that it entails.

He felt that Senator Obama was very much like Bobby Kennedy in his ability



*Continued next page*

to move people. He stated that the Senator is a charismatic speaker who gets people caught up in the moment. He was also impressed that this candidate could raise almost as much money as Senator Clinton has, in such a short time. However, Obama has not been seasoned to the life of a politician and has not been involved in a major scandal, therefore we do not know how he might perform under high stress.

Mr. Gergen felt that Rudy Guiliani did not have much of a chance at the presidency, even though he shined, as the mayor of New York following the 911 events. He felt that most people are more concerned about how he was doing on September 10<sup>th</sup> of that year.

According to Mr. Gergen, Senator John McCain would have had a better chance at the presidency if he had not aligned himself with President Bush over the war in Iraq. Due to the fact that Senator McCain demonstrated his personal ethics when being held as a POW during the Vietnam War, he would have been a very strong candidate for the presidency before his alliance with the White House.

Mr. Gergen did not expand on any of the other candidates, as he saw them as dark horses who had little chance of winning the presidential election. He felt that Americans are very concerned about the war in Iraq and are demonstrating their concerns through voting. He stated that healthcare is "like the moose in the room" that everyone knows has to be tackled, but no one wants to take the lead. He felt that this would be up to the next president to tackle this tough, extremely controversial issue, before it bankrupts the country.

Mr. Gergen's session was extremely informative, with personal stories threaded throughout the speech. The stories made the politics of Washington come alive for those of us in the audience!



Mark your calendars NOW for the

41<sup>st</sup> AONE Annual meeting  
April 25-29, 2008  
Seattle, Washington

# IONE EVENTS

## SPRING CONFERENCE HIGHLIGHTS

The IONE 2007 Spring Conference was held at Primo West in Plainfield, Indiana. The program titled *Speak Your Truth: Empowered Communication in the Workplace* attracted 125 participants. Featured speakers were Kathleen Bartholomew and Betsy Lee. Congratulations to the program committee for planning such an informative program. Mark your calendars for the IONE 2007 Fall Conference October 17, 18, and 19. Also, save the date for the IONE 2008 Spring Conference planned for March 7, 2008.

## NOMINATIONS COMMITTEE SEEKS CANDIDATES FOR SLATE

In 2008, the IONE Board of Directors will have open positions for Secretary and Board Member-at-Large. The office of Secretary requires that you have at least 2 years of active service at either the local or state level of the organization with one of those years requiring attendance at the IONE Board meetings. The Board Member-at-Large position requires that you have previously held a position as an officer of the Board, District President, or Committee Chair for IONE. In building a slate of officers, the Nominating Committee is charged with assuring geographical representation from all areas of the state. With the exception of the District President, we are currently lacking in representation from Northern and Central Southwestern districts. It is the Committee's hope that qualified members from these districts will be interested in one of these positions, but will certainly consider all candidates for the open positions. If you meet these requirements and are interested in an opportunity to participate as a member of the IONE board, please contact Marijane Smallwood by July 1, 2007 via e-mail [mbsmall@hendricks.org](mailto:mbsmall@hendricks.org) or telephone 317.272.3688.

## IONE SERVES AS SPONSOR FOR IANS ANNUAL CONVENTION

On March 31, 2007, IONE served as a sponsor for the annual convention of the Indiana Association of Nursing Students (IANS) held in Indianapolis. IONE donated two registrations to the IONE fall 2007 meeting and five \$25 gift certificates toward the purchase of an Indiana nurses' license plate. We heard from IANS President, Jenna Sanders, that the annual convention was very successful and was attended by 155 student nurses and supported by 29 exhibitors. The IONE board and its members support the development of our future nursing leaders.

## SPECIAL THANKS

The IONE board of directors would personally like to thank the members of IONE for their grass roots efforts this past legislative session. Bob Morr, Vice President, IHHA, at our last IONE board meeting, stated IHHA felt this was the best session ever for health care.

IHHA felt the bills passed in this past session have a positive effect on healthcare. It is due to all of your efforts ... contacting your legislators regarding these bills and letting them know what is important to healthcare ... that we were able to make a true difference in how our legislators voted.

We would also like to thank Allison Wharry, Director of Health Policy at IHHA, for sending the legislative updates to our legislative chairman, Bernie Wallace. Without Allison's information, our members would not have been kept so well informed on the bills. It was Allison's timely reports that helped us to know when it was critical to contact our state representatives.

## EDUCATIONAL OPPORTUNITIES

### State Offerings

- **Central Indiana Organization of Nurse Executives (CIONE)** in collaboration with the Indiana League for Nursing (ILN) is sponsoring a program titled *Lateral Violence in Nursing: Education and Practice Call to Action* featuring Martha Griffin, PhD, RN. The program will be held on Friday, June 29, 2007 at the University of Indianapolis. For additional information call Nicki Claytor at 317.788.3574 or email at [nclaytor@uindy.edu](mailto:nclaytor@uindy.edu).
- **IONE Fall Conference 2007** October 17, 18, and 19, 2007 at Brown County Inn in Nashville, Indiana. For more information contact program co-chairs Jennifer Embree or Michelle Bisesi. Jenny may be reached at 812.276.1212 or email [jembree@dunnmemorial.org](mailto:jembree@dunnmemorial.org). Michelle may be contacted at 317.736.3454 or email [mbisesi@johnsonmemorial.org](mailto:mbisesi@johnsonmemorial.org).
- **5<sup>th</sup> Annual Nursing Leadership Conference** sponsored by Southwest Indiana Organization of Nurse Executives in collaboration with the University of Southern Indiana College of Nursing and Health Professions featuring Dr. Patricia Yoder-Wise on March 19, 2008. For additional information, call 800.467.8600 or email [pgraul@usi.edu](mailto:pgraul@usi.edu).

### National Offerings

- **AONE Aspiring Nurse Leader Institute** June 24-27, 2007 at the Peabody Hotel in Memphis, Tennessee and November 11-14, 2007 at the Millennium Scottsdale McCormick Ranch Hotel in Scottsdale, Arizona. Contact [www.aone.org](http://www.aone.org).
- **AONE Nurse Manager Institute** September 9-12, 2007 in Baltimore, Maryland. Registration limited to first 50 registrants. Contact [www.aone.org](http://www.aone.org).
- **41<sup>st</sup> AONE Annual Meeting** April 25-29, 2008 in Seattle, Washington. For additional information, access the AONE website at [www.aone.org](http://www.aone.org).
- **AONE and AACN Essentials of Nurse Manager Orientation** Details available online either at [www.aone.org](http://www.aone.org) or [www.aacn.org](http://www.aacn.org).

## PROJECTS

### SWIONE Hosts Forum

In conjunction with Nurse's Week, the IONE Southwest District sponsored a one-hour forum titled *Who Will Care for Us* on May 8<sup>th</sup>, 2007, at 8pm CST on Channel 9, WNIN. The forum spotlighted the nursing shortage and informed the public about what it takes to become a nurse. This program was underwritten through a grant from the IONE License Plate Fund. The broadcast consisted of a panel of southwest Indiana nursing leaders and four day in the life taped segments featuring southwest Indiana nurses working in home health, OB/GYN, Medical-Surgical, and ICU/ER specialties. Staffed by SWIONE members, a phone bank was established to forward the public's questions to the panelists. A DVD is being developed for distribution to school counselors (middle and high school) and to other interested parties.



Left to right: Dr. Nadine Coudret (Dean, USI), Darcy Ellison (CNO, St. Mary's Medical Center), Brad Byrd (Anchor, WEHT-TV, Channel 25), Dr. Jerrilee Lamar (Interim CNO, Deaconess Hospital), and David Zehr (FNP, Santa Claus, Indiana).

### INWDC Reports Survey Findings

Donna Boland, PhD, RN, President, Indiana Nursing Workforce Development Coalition (INWDC), reported on the findings of the 4<sup>th</sup> annual faculty/student survey. The survey looks at the nursing pipeline and makes an assessment of Indiana's current and projected workforce picture. The work of the INWDC is funded, in part, by grants from the IONE License Plate Fund. For a complete summary of the report, go to [www.indiananursingworkforce.org](http://www.indiananursingworkforce.org). For specific questions regarding the study, contact Dr. Boland at [dboland@iupui.edu](mailto:dboland@iupui.edu).

