Empathy—Just what the nurse ordered!
Lynn Kelley MSN, RN
2016 Texas ENA President

“Any man filled with empathy is capable of gaining valuable insights on the human condition through the suffering of others. You do not need to suffer to know suffering, but you need empathy first to identify and feel the suffering of others around you.”
— Suzy Kassem, Rise Up and Salute the Sun: The Writings of Suzy Kassem

Empathy is defined as “the ability to identify with or understand another’s situation or feelings”. For nurses, I believe one of the greatest traits we can possess is that of empathy. It would seem that it is a necessary characteristic to have for the daily encounters that we have with our patients. In 39 years of nursing, I have seen many tragedies but also many joys in caring for my patients. I have not experienced a tenth of what my patients or their families have experienced but yet I have been able to connect or “empathize” with them, having that sense of kinship with their suffering or their elation. I’m sure that each of you has had encounters with patients and their families that you will never forget. The thing that makes these events memorable is that you were able to identify with their situation and because you empathized, you made a difference in that patient’s or the family’s experience.

With all of the emphasis on patient satisfaction and pay for performance, I think that we sometimes overlook the simple things that we can do to make an impression with each patient encounter. Taking the time to listen and communicate that you care is sometimes all that is needed to make that patient feel you are providing the best care for them. Having the knowledge and technical skills that are needed
What Will it Take (continued)

to care for patients with complex medical conditions is important, don’t get me wrong. But people generally don’t remember what we do and say. BUT, they do remember how we made them feel.

My memorable encounters with patients and families weren’t always situations that had a positive outcome. I recall standing arm in arm with a mother as we discontinued life support on her sixteen year old daughter. We couldn’t save her daughter, but I could stand and cry with her as she said goodbye. Oh, there have been times of joy too such as the time a young man who suffered a traumatic brain injury from a motorcycle crash returned to say thank you, walking, talking, and headed to college. After spending time talking to his parents about the severity of his injuries and the uncertainty of the outcome, to be able to see him and his parents again and rejoice in his recovery is a time I won’t ever forget.

Every patient who comes through our doors has a need, even our frequent visitors. Each day we have the privilege of making a difference for someone by showing that we care and creating a memorable experience for them. I always tell my staff to ask themselves “what would I do if this was me?” If we do this, we will always do the right thing. My hope is that you always choose to care and are creating memorable encounters for yourself. It will change you.

TAKE CARE OF EACH OTHER

(Robert Louis Stevenson)
Joni Daniels spent 31 years in emergency nursing and joined ENA in 1983. She was a member of the San Antonio Chapter of Texas ENA. She was active in local, state, and national ENA activities for most of her career. In addition to chairing multiple committees and serving on local and state ENA boards, Joni served as Tarrant County ENA Chapter President, Houston ENA Chapter President (2003) and was Texas ENA President in 2005.

An enthusiastic and talented speaker, Joni has educated thousands of emergency nurses over the years. She has served as a TNCC and ENPC Instructor and Faculty for over 25 years. She was on the TNCC-ENPC International Faculty for the Emergency Nurses Association (ENA) for 5 years. She co-developed a CEN Review Course in 1992 with other Tarrant County ENA members and since then has taught over 50 CEN Review courses in 27 states. Joni has presented nationally at ENA’s Scientific Assembly and ENA’s Leadership Conference and many other local, state, and national conferences.

She has been on the editorial board for both the Journal of Emergency Nursing and the Advanced Emergency Nursing Journal. Joni has been a contributing author to Jean Proehl’s Emergency Nursing Procedures (3rd and 4th editions) and ENA’s Core Curriculum (6th ed. and the 7th ed. coming out in 2017). She authored the Trauma Chapter to the ENA’s Online Triage Course and 4 chapters to the ENA’s Online Orientation program.

She also contributed 50 questions to both the ENA’s CEN Review Manual and the Pediatric CEN Review Manual.

Joni died from cancer on May 21, 2016. She was at home surrounded by family and close friends. Joni leaves behind her mother and several aunts, her daughter Amber, son Justin, and two grandchildren Emmalee and Easton.

Joni will be remembered for her knowledge, her passion for teaching, her advocacy for emergency nursing, her vibrant personality and her rich sense of humor.

In honor of Joni Daniels, the Texas Emergency Nurses Association is planning to offer a new academic scholarship starting in 2017.
Guest Editorial Believing the patient: The lost art of emergency nursing

Joni Henizen Daniels, RN, BS, CCRN, CEN, Azle, Texas

Several weeks ago, I was at triage when a coworker came out to tell me about a patient coming in by ambulance. The paramedic report had detailed a history of a young Hispanic woman with a chief complaint of vaginal bleeding for 1 month. The patient reported that she used a “box of pads a day.” Her vital signs were stable and no IV line was placed. Now let’s get this straight, this patient has been bleeding for a month? A box of pads a day! The paramedics attitude was “Yeah, sure.” My colleague in turn rolled her eyes as she told me that she had requested that the patient be processed through triage.

The patient walked to my triage chair. Her vital signs were as follows: blood pressure, 110/70 mm Hg; pulse, 84 beats/min; respiration, 16 breaths/min; and temperature, 98.0° F. She told me that she had been bleeding for a month. The bleeding had become “heavier the past 2 weeks,” she said. She had been using a box of 24 pads every day for the past 3 days and finally became scared and called the ambulance.

As I got her a wheelchair, she looked at me and whispered, “Will you put a towel in this chair—I have soaked through my clothes.” The patient was later admitted for blood transfusions and surgery, with a hemoglobin level of 5.2 gm/dl and hematocrit of 18.3. When I updated the paramedics and my coworker, all decent people, they were quite surprised. I had just assumed that her history was not true.

This patient brought home to me an all too common mindset. Many emergency care providers (prehospital, nurses, and physicians) seem to disbelieve patients routinely. We only believe that our patients are ill or injured when their lab values, x-ray films, or computed tomographic scans tell us that they are. It makes me wonder how we over treated patients before these tests were developed. Could it be that we simply took their (yep, word) words? There are many reasons why we have become cynical toward patients, but a few are so common that they deserve special recognition.

First, we are busy. It may be easier to deal with large volumes, rapid turnover, and unpleasant situations if we can pretend that patients “are not really sick.” If patients are not truly sick or hurt, then we can rationalize that they do not need any more of our time, skill, or compassion than we are able to spare for them.

Second, there is a cumulative effect. If Mr. X has come in 32 times with chest pain and has always been worked up and dismissed with no apparent cause for the chest pain, it is easy to believe that he has nothing serious wrong with him. We also know that there are true ED abusers. These patients come in four times a week with a migraine. They are allergic to every drug except for Demerol and Phenergan and tend to make it difficult for us to believe the next patient. But they are also the exception and not the rule.

Third, we live in an increasingly litigious society. If the patient reports, “I fell at K-Mart,” or “I have whiplash,” we dismiss the complaint as invalid. I think we need to remember that most people are in our emergency department simply for treatment of a valid (often witnessed) injury. Regardless, patients should be treated for their complaints, not their potential to sue.

My conclusion is that it is unfortunate that we so quickly form these opinions. Worst of all, we do our patients a great disservice when we bias a colleague by implying that a patient’s complaint is not legitimate before that physician or coworker even enters the room. These attitudes may even mean the difference in the patient’s receiving appropriate care. Nursing students, graduate nurses, and new physicians quickly learn that one way they can become savvy, confident ED professionals is to be as cynical as the most experienced staff. I believe that we can change this mindset by believing that the patient is sick until proven otherwise.
Candidate(s) for 2017 Texas ENA President-Elect

Steven Jewell

Professional Credentials (Order of credentials as follows: educational degree, licensure, certification, ad fellowships): BSN, RN, CEN, CPEN

Course or Knowledge Certifications (TNCC, ENPC, ACLS, etc.):
- TNCC Provider
- ENPC Provider
- PHTLS Provider
- ACLS Instructor
- PALS Instructor
- BLS Instructor

Education (Degree, Year, Name of Institution, City, and State):
- 2010 Associate Degree in Nursing, Baptist School of Health Professions, San Antonio, Texas
- 2014 Bachelor of Science Degree in Nursing, Texas Tech University, Lubbock, Texas

Current Employer/Position (Title, Name of Institution, City, and State):
- Critical Care Staff Nurse
- Department of the Army
- San Antonio Military Medical Center

Statement to Membership
It has been a pleasure serving as the Texas ENA Treasurer. The Texas State Council has seen an increase in revenue through new ventures. Such as the Alliance Membership that assists in decreasing the costs associated with hosting Texas Council quarterly meetings. The Texas ENA has worked diligently to improve relationships with our student population through active participation in the Annual Conventions as lecturers and exhibitors.

Our investment portfolio has increased by more than 40% while serving as Treasurer. We have been able to increase our Delegate assistance and provide continued support for our very active committees. The Texas Council has approved an increase by 400% to help support chapters attending Texas Council quarterly meetings. Over the past three (3) years, the Texas Council has managed a profitable Annual Budget.

On the local level, as the San Antonio ENA President and Treasurer, I have served as the Convention Chairperson and various CEN/CPEN/TCRN Review Course Coordinator whereby educating more than 1,200 nurses from across all regions of Texas and more than 18 states and coordinated more than 300 CE hours for these events.

If elected as President for the 2018 calendar year, it would be my goal to continue improving our financial position and improving financial resources to our chapters. The ENA goal for 2020 is 60,000 members. I would continue to strive finding opportunities to reach out to non-members and members alike to continue being an active member of their professional nursing association. The Texas ENA Council is a vibrant association. We have great opportunities to improve membership, chapter assistance, educational opportunities, and our financial position. It would be an honor to assist the Texas ENA State Leaders in working towards greater objectives.
Candidate(s) for 2017 Texas ENA Secretary-Elect

Carol Twombly

Professional Credentials
(Order of credentials as follows: educational degree, licensure, certification, ad fellowship): MSN, RN

Course or Knowledge Certifications (TNCC, ENPC, ACLS, etc.): (Note: Was overseas from November 1998 – December 2010 and from 2002 did not hold position which met certification criteria.)

Held these certifications from – to
CCRN: 1980 - 2002
CEN: 1988 - 2002
TNCC: 1989 - 2002 (not available in Saudi Arabia)
TNCC-I: 1990 – 2002 (not available in Saudi Arabia)
ENPC: 1995 - 2002 (not available in Saudi Arabia)
ACLS: 1979 - 2002
BCLS: 1974 - 2012

Education (Degree, Year, Name of Institution, City, and State):
BSN – Incarnate Word College School of Nursing, San Antonio Texas – 1974
MSN – University of Texas Health Center at San Antonio School of Nursing – San Antonio 1984

Current Employer/Position (Title, Name of Institution, City, and State):
Retired from Nursing in 2011

ENA Background
Local Level (75 word limit):
SAENA (197)
Member: 1988 – present
Secretary: 1991
Treasurer: 1989
Newsletter Editor/Chair: 1995-1997, 2014 - present
Professional Education member: 2012
Professional Education Chair: 2013 – present
Conference Committee member: 2012 – present
Election Committee Chair - 2016
Membership Chair – 1990
EMS Liaison – 1990-1992
Trauma Committee member: 1991-1994
Nominations Committee Chair: 1992
Nominations Committee member: 1993
Ways and Means Committee Co-Chair: 1992-1994
Education Liaison to 232nd Medical Battalion: 1994-1998

State Level (75 word limit):
Professional Education Chair: July 2015 - 2016
San Antonio Delegate to TxENA: 2012 - present
Meeting Committee member: 2015 - present
Trauma Committee member: 1993, 1994
Nomination Committee member: 1993, 1994
‘Behind the Scenes’ award winner 2014

National Level (75 word limit):
‘Behind the Scenes’ winner 2015

Statement to Membership
Please accept this application to become a candidate for the position of Secretary-elect of the Texas Emergency Nurses Association. Having been a bedside/stretcher side nurse or nurse manager for over 35 years, I possess the qualities necessary to hold this position since I am highly organized, attentive to detail and meet work deadlines either on time or ahead of schedule. As a retired nurse, I have the time necessary to commit to this position and any other task assigned by the Board of Directors. In addition, as demonstrated with my work as the Professional Education Chair of both the San Antonio Chapter and the TxENA, I have the ability to collaborate with the other members of the Board of Directors which is a necessary aspect of the position. I would greatly appreciate your consideration for the position of Secretary-elect of the TxENA.
Texas ENA Board Candidates (continued)

Candidate(s) for 2017 Texas ENA Board of Directors

Jody Bauer

Professional Credentials (Order of credentials as follows: educational degree, licensure, certification, and fellowships):
MBA, MSN, BSN

Course or Knowledge Certifications (TNCC, ENPC, ACLS, etc.):
TNCC, ACLS, BLS

Education (Degree, Year, Name of Institution, City, and State):
MBA/MSN, 2015, Grand Canyon University, Phoenix, AZ

Current Employer/Position (Title, Name of Institution, City, and State):
Program Coordinator Stroke and Chest Pain at Texas Health Presbyterian Hospital Plano TX

ENA Background
Local Level (75 word limit):
2016 – 2008 Member, Dallas County ENA
2016 – Immediate Past President, Dallas County ENA
2016, 2012-2013 – Membership Chair, Dallas County ENA
2015 – President, Dallas County ENA
2015 – President-Elect, Dallas County ENA
2014-12 Webmaster, Dallas County ENA

State Level (75 word limit):
2016-08 Texas State Member
2016 – Membership Chair, Member of Nursing Practice, Media Awareness, Meeting and Planning, and Delegate Selection
2015-14 Member of Nursing Practice, Media Awareness, Membership, Nursing Practice and Delegate Selection
2013-12 Membership Chair, Member of Nursing Practice, Media Awareness, Government Affairs, and Delegate Selection

National Level (75 word limit):
2016 - 2004 Member, ENA
2016 – 2008 Delegate, Texas, ENA National General Assembly

Statement to Membership
There is no greater pleasure than being an active part of ENA and what we do for emergency nursing. Serving such a prestigious organization has not only brought me joy but excitement for what we have achieved in years past. I would be honored and a pleasure, if allowed, to serve as a member of the Texas ENA Board of Directors.
**Texas ENA Board Candidates (continued)**

**Candidate(s) for 2017 Texas ENA Board of Directors**

**Crissie Lynn Richardson**

**Professional Credentials**
(Order of credentials as follows: educational degree, licensure, certification, and fellowships):
- MS, BSN, RN, CEN, CPEN

**Course or Knowledge Certifications (TNCC, ENPC, ACLS, etc.):**
- BLS, ACLS, ATCN Instructor, TNCC Director, ENPC Director, Stop the Bleed Instructor

**Education (Degree, Year, Name of Institution, City, and State):**
- Bachelors Business Administration, Management & Marketing, 1998, Texas A&M University, College Station, TX
- Master of Science, Marketing, 1999, Texas A&M University, College Station, TX
- Bachelor of Science, Nursing, 2005, University of Mary Hardin-Baylor, Belton, TX

**Current Employer/Position (Title, Name of Institution, City, and State):**
- Trauma Program Educator/Injury Prevention Supervisor
- Scott & White Medical Center, Temple
- Nurse Manager
- Premier ER Plus
- Temple, TX
- Scheduled Start Date 7/25

**ENA Background**

**Local Level (75 word limit):** 2014 President Elect, 2015 President, 2016 Immediate-Past President

**State Level (75 word limit):** Nursing Process, Trauma, and Pediatric Committee 2015 to current. Pediatric Committee chair 2016.

**National Level (75 word limit):** 2015 Delegate, Day on the Hill 2016

**Statement to Membership**

I have been a member of the ENA and Central Texas 450 Chapter since 2006. I am currently a lifetime member of the ENA. Over the past couple of years, I have become more active at the state level first as a chapter delegate and now as the Pediatric committee chair. Through my positions at both the state and chapter level, I feel that I have gained some insight and understanding about our members and can share this information with the Board. I have a strong desire to learn and do more for our members and being on the Board will allow me to accomplish this goal. I hope to carry forward some of the accomplishments that I have achieved at the chapter level. As president and immediate past president, our chapter was able to raise over $1000 each year for the ENA State Challenge and we have increased membership significantly each of these years as well. I am very proud to be a Texas ENA member and would love to contribute even more in the position of Director.
ENAF State Challenge – Congratulations Texas

Thank you to everyone who donated to the ENA Foundation State Challenge this year! Texas “Rocked it Out” for a total donation of $12,542.00 to the ENAF State Challenge!! Additionally, Texas State Council donated $25,000 for a “Texas Endowed Scholarship Fund” making Texas one of the highest donors in 2016! Strong work Texas!!

Texas State Council donated $5000; our “Fast Facts” Book Auction at 2nd quarter state meeting raised $504.00; chapter & personal donations provided the rest of our rocking donations! Texas is listed on the top of the “Recognition page” along with the BCEN. (Total donation from all states: $122,352.08) (https://nf.ena.org/eweb/DynamicPage.aspx?WebCode=ENADonorWall - ENAF Recognition page)

These donations help advance ENA’s mission to provide educational scholarships and research grants in the discipline of emergency nursing. What a successful year! Thank you for your amazing leadership & generosity! (For a full list of previous years ENA grants and scholarships click on this link: http://www.ena.org/foundation/grants/Pages/default.aspx)

Member Count as of December 2015 = 3,585

<table>
<thead>
<tr>
<th>Year</th>
<th>Campaign</th>
<th>Amount</th>
<th>Amount per Member</th>
</tr>
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<tbody>
<tr>
<td>2015</td>
<td>State Challenge</td>
<td>$ 9,950.46</td>
<td>$2.78</td>
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<td>2016</td>
<td>State Challenge</td>
<td>$12,542.00</td>
<td>$ 3.498</td>
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<td>Total Texas ENAF Donation = $ 37,542.00</td>
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Texas State Fundraising Challenge Goal for 2016 – We exceeded our Goal! Yea!!

<table>
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<tr>
<th>Percentage of Increase</th>
<th>Total Amount</th>
<th>Amount per Member</th>
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</thead>
<tbody>
<tr>
<td>25% increase</td>
<td>$ 2,487.62</td>
<td>$ 3.47</td>
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<tr>
<td></td>
<td>$ 2,502.00</td>
<td>$ 3.498</td>
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Teresa Coyne, BSN, RN, CEN
Texas ENA Director
Cupcakes to Convention: A chapter’s guide to fundraising.
Steven Jewell, 2016 Texas ENA Treasurer

Have you ever been asked “what does ENA membership offer me?” What was your answer? When you look at your local chapter or your state council, are you providing the tools to answer that question? You may or you may not. Even worse, your nurses may or may not believe it.

Many chapters and councils have varying degrees of “active” participation. There are several demands on chapters and councils that determine “active” participation. The primary ones include: “it’s always the same people on the board,” “my chapter doesn’t provide any educational opportunities,” or “I don’t get notice of my chapter’s events.” From a leadership standpoint, it’s the same concern that it is hard to get “new blood” to be officers or serve on committees. Even more so, “I don’t know where to begin!”

What one Chapter found is: if you provide it, they will come. Beginning in 2012, this Chapter decided to provide a Certified Emergency Nurse (CEN) Review Course. It was a resounding success. There were 89 participants. Since that year, this Chapter has provided more than 6 other various Certification Review Courses (CEN, CPEN, TCRN) each larger than the last. In 2013, this Chapter coordinated a 2-day educational conference. Their speakers were local and nationally known. Another great success with more than 150 attendees with more than 35 exhibitors. They outgrew their previous host site and had to move to their local convention center. Their first year leased more than 10,000 square feet! Then, in 2016, they leased more than 19,000 square feet!

So, why are you still reading this? To determine if you chapter or council can be as successful. The short answer – yes! But, how? The below grid shows a recipe for your success. It’s a variation upon the cost-benefit analysis. It helps you determine the amount of resources you have, or potential to have, the amount of time and space you have, as well as what is your expectations for profits/success.

<table>
<thead>
<tr>
<th>Human Capital</th>
<th>Income Limit</th>
<th>Potential</th>
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<tbody>
<tr>
<td>Low Resources</td>
<td>Bake Sales</td>
<td>Monthly CE's Review Courses Sponsors</td>
</tr>
<tr>
<td></td>
<td>T-Shirt Sales Car Washes</td>
<td>Review Courses Conventions Special Events</td>
</tr>
<tr>
<td>High Resources</td>
<td>Review Courses Conventions Special Events</td>
<td>Conventions Special Events</td>
</tr>
</tbody>
</table>
Chapters that have used this have seen great returns on investment. There is more participation on their Board of Directors and on the committee level, membership is rising steadily each year, and their finances have seen an increase. What needs to be considered, for 501(c)3 requirements is: how will it be spent? This is a different discussion. First, let’s determine your chapters’ opportunities.

The low resource/low income is easy to accomplish. But, the time required to produce them are high and the income, if any, is low. Let’s not worry about this section. Get away from thinking small. The low resources/high income simply mean that there are less people required to accomplish this with having a great return on investments. Certification Review Courses can be accomplished by less than four (4) people with the event having varying degrees of financial success. Hence, the reason it is also listed in the high resources/low income category. For each of these, if they are not planned well from the beginning it can either ruin you or be highly successful.

It should be cautioned regarding the high resources and high income category. For your first attempts at producing events, think small and watch your budget! My favorite category for chapters first attempts at providing these educational opportunities work in the high resource/low income category. This allows for 3-5 people to agree on how your event should be. There will always be one person who is liberal and one person who is conservative. Meeting in the middle helps tremendously on the success of the event. If you plan for low-income and have a larger than expected return, you’ll have a higher degree of satisfaction.

Be realistic about your budget. Which needs to include expenses, such as: speaker fees/honorariums, audio/visual contracts, food (a must have for nurses) and beverages, marketing/advertising, CE application(s), committee expenses, etc.

When doing your budget, you need to create a break-even point. For example, if your expenses are $10,000.00 and your registration fees are $200, you’ll need 50 attendees to break-even. Is your region or marketing experience large enough to capture that audience? If not, you’ll need to determine what items you can cut from the expenses. Decrease food is a common one, or decrease direct mailing, or increase registration fees (although not recommended by this author), consider finding sponsors. Sponsorships are a different subject because of their specific regulatory requirements.

To have a successful proposal, you’ll need to determine your chapters’ risk of liability. Simply, if you provide the above education at $10,000.00 with a break-even of 50 attendees and only 40 attendees participate, can your chapter afford the loss of $2,000.00? What is an acceptable loss? Even though we want every educational offering to be successful, you need to forecast the worst possible result. In determining this, finances are not the only answer. You need to consider the success of the attendees. Let’s provide a CEN Review Course, you have 40 attendees with a loss of $2,000.00. But, 38 attendees pass their CEN on the first attempt. Would you consider this a success? Of course you would. Now, when coordinating the following years CEN review course, you’ll be able to determine what you will do differently in order to gain money and still provide a successful event for your attendees.

Whatever you do – keep in mind – first impressions determine if your attendee will return for future events. Provide a solid educational event in a venue that is accommodating and a speaker well-versed in their topic. Provide quality and variety of food. And, ensure that each member of the committee understands their
Cupcakes to Convention (continued)

role. If your registration, evaluation, and CE distribution channels looks chaotic it would appear to your attendee that you don’t know what you are doing.

Conferences are another easy opportunity. Start with a ½ day event, four to five speakers, and three to seven exhibitors. The committee can range from four to seven members. Keep fees/honorariums low, find a venue that would be free – including audio/visual, see if you can do catered food (this is usually cheaper than a required caterer) and keep your registration fees low your first time. Let’s try a quick example:

Income:  
- Registration $2,000.00  50 attendees at $40.00
- Exhibitors $2,000.00  5 at $500.00
Total: $4,000.00

Expenses:  
- Speakers $400.00$100 honorarium
- Audio/Visual free
- Venue free
- Food $750.00Breakfast (if a morning conference)
- Marketing $200.00
Total: $1,350.00
Profit: $2,650.00

This is a basic profit/loss statement for presentation to your board of directors. Many factors may need to be taken into account. As you plan for your event, you’ll probably stumble on one or two. Your goal is to determine how to mitigate higher losses due to that. And then, determine how to offset the expense.

Regardless of the size of your chapter or council, everyone can provide a successful education event! By providing education, you are advocating for your nurses to become active members of their professional nursing organization. With continuity, you will see an increase in membership, an increase in revenue, and a stronger commitment to community.

Steven J Jewell, BSN, RN, CEN, CPEN, USN (ret.)
2016 ENA Foundation Board of Trustees
2016 Texas ENA Treasurer
2016 San Antonio Convention Chairperson
Chapter Corner—Tarrant County 199

Fort Worth is the county seat for Tarrant County and is best known for Cowtown Where the West Begins. Tarrant County ENA covers 14 counties in north central Texas and has 482 members as of July 2016. The officers Kris Powell (President), Ruth Leon-Guerrero (President-elect), Lashawn Ritchie (Secretary), Barry Hudson (Treasurer), and Tom Tierney (Immediate Past President) work to support education and community activities to advocate emergency nurses and the communities they serve. Educational activities include bi-monthly meetings with educational speakers and networking, Trauma Nursing Core Courses, and Emergency Nursing Pediatric courses. Community public service activities include food drives, support for local Special Olympics events, and an annual Toys for Tots toy drive during the holiday season.

Tarrant County ENA provides strong support for Texas ENA State Council and Board activities with Lynn Kelley serving as President, Cam Brandt serving as Secretary, Barry Hudson serving as Parliamentarian and Resolutions Committee chair, and Pat Yancey chair of ByLaws and SOPs Committee. Another notable member is Sally Snow who serves on the National ENA Board of Directors.

A chapter focus this year has been on strengthening the organizational infrastructure of the chapter by updating Bylaws and Chapter Policies and enhancing communications to chapter members through a more robust website and use of WebEx meetings to reach more remote chapter members.

In August 2016, the Tarrant County ENA and Dallas County ENA chapters will sponsor a joint meeting for expanded networking opportunities.

Chapter report submitted by Kris Powell RN, TCENA President.

2016 3rd Quarter First Time Attendees

Georgiana Talley from North Texas ENA and Cam Brandt, 2016 Texas ENA Secretary

Gulf Coast ENA—left to right Amanda Mendez, Stephanie Rodriguez, Sara Row and Jessica LaPlant
Committee Communication—Professional Education
Carol Twombly, MSN, RN

One of the primary missions of the Texas Emergency Nurses Association (TxENA) is to provide evidence based education for its members and other emergency nurses within Texas. This education covers a wide variety of topics that benefits the ED nurse by helping to improve the quality of their care, practice, and knowledge, as well as hands on skills.

The Professional Education Committee is one group within the TxENA tasked with developing a portion of the required educational offerings. The committee is organizing a four (4) hour seminar which will be held in April 2017 in conjunction with the TxENA’s 2nd Quarter Meeting being held at the Schlitterbahn Waterpark Resort on South Padre Island.

The theme of this education seminar is ‘Please Help Me!’ If the emergency nurse knows how to listen and what to look for when caring for patients, such a cry can be heard from a variety of patient populations. Such verbal or non-verbal pleas are not limited to the victims of human trafficking or the abuse cases that often fill the news. It can also be heard from nurses as they struggle to provide care in over-crowded EDs, critically ill patients holding in the EDs, a growing elderly population with special needs and the ever increasing psychiatric patient populations that have been left with the ED as the one place to receive care.

To assist the vulnerable patients and the nurses who need additional training in some areas of care, the Professional Education Committee is including in its seminar lectures on missing and exploited children, psychiatric drugs more commonly prescribed in the ED for psychiatric holding patients, and how a nurse can help to organize their ED to be more friendly to the ever increasing geriatric populations. Each lecture provides clinical information as well as offering tips on how to identify hidden populations, as well as ascertaining what services are available outside the ED for these needy patients.

The Professional Education Committee extends an invitation to all ED nurses to attend this seminar. Watch the TxENA website and newsletter for notices, flyers and registration information regarding the ‘Please Help Me!’ seminar scheduled for April 2017 in South Padre.

Hope to see you there!
Committee Communication—Pediatric Committee report on EMSC Medical Facility Recognition QI Collaborative

Sally K. Snow, BSN, RN, CPEN, FAEN
Revised by Crissie Richardson, MS, BSN, RN, CEN, CPEN

Texas ENA was invited to participate in an EMS for Children Quality Improvement project that focuses on recognizing hospitals to care for children. Texas is one of 16 states that applied to participate in the collaborative. Sally Snow was asked by the EMS for Children state manager to represent Texas ENA. She is the emergency nurse representative on the EMSC advisory council for Texas and a former member of the National EMSC advisory council. The standards for emergency departments to be prepared to take care of kids are based on the AAP/ACEP/ENA 2009 Joint Policy Statement: Guidelines for Care of children in the Emergency Department (Guidelines).

In 2013 the National Pediatric Readiness Project (NPRP) was completed by over 4,100 ED’s across the country in a quality improvement effort to assess ED preparedness based on the guidelines. More hospitals in Texas responded to the assessment than any other state in the country. Nationally the ENA pediatric committee took on a project to improve response with the thought that nurses were more likely to respond. The average completion response increased to almost 83%. The weighted readiness score improved from 55 in 2003 to 69 in 2013. The survey identified that the gaps in pediatric preparedness are related to a lack of a disaster plan that includes pediatric patients, lack of a Q.I program that includes pediatric patients and missing equipment.

One of the things we know about facility recognition programs in the states where they exist is that outcomes for kids are better. There are multiple programs structured differently around the country. Some are mandatory (Oklahoma) but most are voluntary. The EMS for Children program in Texas has been working on this effort for 15 years. We feel that the time has never been better than it is right now.

In 2015, ENA supported a meeting to bring together representatives from ENA, the EMSC state managers, ACEP and the AAP representatives to launch a pilot project identifying state champion teams to take pediatric readiness to the next level. We know that champions to further the cause make a huge difference. Texas was not one of the pilot states. When the facility recognition QI collaborative came along, it made sense to roll the State Champion Teams into the QI collaborative to strengthen the work of both groups. The Texas Facility Recognition QI Collaborative project will hold a stakeholders meeting in Austin on Sept. 26th to discuss our aim and goals. Over the course of this project we hope to identify a pilot Trauma Service Area to implement the plan. Tentatively we are looking at TSA-S southwest of the Houston region. There are only 11 hospitals in the TSA and we feel that’s a great size to run a pilot.

If you work in an ED with no designated pediatric emergency care coordinator, start the conversation about how you can give those duties to a nurse in your department with a passion for kids. We all have those nurses in our ED’s. It doesn’t have to be a fulltime position in a dept. where the peds volume is low. Pull out your ENPC book and look at the checklist for pediatric preparedness. Walk around your ED to see if you have the equipment and see what components need to be added to your QI plan and disaster plans that address the needs of kids. Get ahead of the game. If your hospital didn’t participate in the National Pediatric Readiness Project in 2013, it’s not too late. The portal for completing the assessment is open now at www.pedsready.org. If you did participate,
Pediatric Committee (continued)

go back in a do it again to see how you may have improved. You can print the assessment and gather the answers and sit down and enter it all at once.

IS YOUR ED PREPARED TO CARE FOR KIDS? IF YOU HAVEN’T LOOKED AT THE GUIDELINES, THE ANSWER MAY SURPRISE YOU.

VISIT http://www.pedsready.org/
ENPC Checklist for Texas ENA Faculty Status

Name_____________________________ Instructor #____________________
Address______________________________________________________________________
City, State, Zip________________________________________________________________
Email_____________________________ Phone#______________________________

1. How many years have you been an ENPC Instructor? ______________
2. How many ENPC Provider Courses have you taught in the past 4 years? ______
3. How many ENPC Provider Courses are you planning to teach during 2015? _____
4. Are you an ENPC Course Director? ________________________________
5. How many courses have you directed in the past 4 years? ______________
6. What is your current ENPC Quality Assurance Composite Score? ____________
   (Score can be obtained from the National ENA Course Operations 1-800-900-9059)
7. How many years of Emergency or Critical Care experience do you have? ______
8. Current title_________________________________________________________
9. Current ENA member Yes No if yes, ENA membership#______________________
   If you are an ENA member, please list chapter affiliation_______________________
10. Date of ENPC Instructor Course observed ____________________ Mentor________
11. Date of ENPC Instructor Course taught ________________________ Mentor________
12. Copy of letter of intent to become ENPC State Faculty _______________________

Please use the following space to write a short statement that includes the following information:
(Any experiences or qualities that illustrate your ability and interest in mentoring and evaluating
TNCC instructor candidates/teaching Instructor courses.)

Please send the completed form to Crissie Richardson @ crissag98@gmail.com Texas ENA
Pediatric/ENPC Chair
Proposal to Amend Bylaws

Current Bylaw Language:
c. Active participation at the Texas State Council:
i. Attended at least one (1) Texas State Council meeting within the past year,
ii. Attended at least one (1) Texas State Council meeting as a delegate within the previous three (3) years,
iii. Has served as parliamentarian or committee chair within the past two years at the state level.

Proposed Changes:
c. Active participation at the Texas State Council:
i. Attended at least one (1) Texas State Council meeting within the past year,
ii. Attended at least one (1) Texas State Council meeting as a delegate within the previous three (3) years,
iii. Has served as parliamentarian or committee chair within the past two years at the state level.

If Approved:
c. Attended in person at least two state council meetings within the past year, and meet one (1) of the following:
   i. Attended in person at least one (1) Texas State Council meeting as a voting delegate or parliamentarian within the previous three years, or
   ii. Served in a leadership role within the past two years at the state level.

RATIONALE:
The proposed changes offer clarification to the qualifications of board positions within Texas ENA, and removes limitations for running for offices.

FINANCIAL CONSIDERATIONS:
No Financial Impact

Proposal to Amend Bylaws

Current Bylaw Language:

Section III: Directors
1. Two (2) voting directors shall be elected from the current TENA membership.
2. One director will be elected annually in alternating years for a two (2) year term of office.
3. The directors shall assume the duties prescribed by the TENA bylaws and procedures and other such duties as may be required by the bylaws and policies of ENA.

Proposed Changes:

Section III: Directors
1. Two (2) voting directors shall be elected from the current TENA membership.
2. One director will be elected annually in alternating years for a two (2) year term of office.
3. The directors shall assume the duties prescribed by the TENA bylaws and procedures and other such duties as may be required by the bylaws and policies of ENA.

If Approved:
(Delete entire section)

RATIONALE:
The proposed changes eliminates redundancies within the bylaws. Some information resides in Article V (Board of Directors), Section II, 2, and Article VII (Nomination and Elections), Section II, F.

FINANCIAL CONSIDERATIONS:
No Financial Impact

AUTHORS:
Bylaw and SOP Committee

SUPPORTERS:
Bylaw and SOP Committee
Proposal to Amend Bylaws

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**Current Bylaw Language:**

TENA shall publish a newsletter as its official publication. It shall be published quarterly. Any requirement that notice be given to all members whether individually or otherwise shall be satisfied by publication of that notice in this official publication. This communication may be made by electronic means.

**Proposed Changes:**

TENA shall publish a newsletter as its official publication. It shall be published quarterly. Any requirement that notice be given to all members whether individually or otherwise shall be satisfied by publication of that notice in this official publication. This communication may be made by electronic means. TENA shall publish a quarterly newsletter as its official publication. This communication may be created digitally and distributed electronically.

**Rationale:**
The proposed changes simplifies and updates the language of this article.

**Financial Considerations:**
No Financial Impact

**Authors:**
Bylaw and SOP Committee

**Supporters:**
Bylaw and SOP Committee

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Proposal to Amend Bylaws

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**Current Bylaw Language:**

No current bylaw.

**Proposed Changes:**

Section III: Officer Removal

1. An officer may be removed from office after two absences from the state council meetings or two absences from the quarterly board meetings within a rolling twelve month period. The removal of such officer is approved by a majority vote of the delegates at the state council meeting.

2. An officer may be removed from office, with or without cause. The request for officer removal must be presented to the delegates at the state council meeting, and approved by a majority vote of the delegates.

**If Adopted:**

Section III: Officer Removal

1. An officer may be removed from office after two absences from the state council meetings or two absences from the quarterly board meetings within a rolling twelve month period. The removal of such officer is approved by a majority vote of the delegates at the state council meeting.

2. An officer may be removed from office, with or without cause. The request for officer removal must be presented to the delegates at the state council meeting, and approved by a majority vote of the delegates.

The proposed bylaw addition allows for the removal of an officer due to low attendance at board or council meetings, and for other causes.

**Financial Considerations:**
No Financial Impact

**Authors:**
Bylaw and SOP Committee

**Supporters:**
Bylaw and SOP Committee
Educational Opportunities

**Houston ENA** presents their
Cool Topics Conference
August 20, 2016
Texas Children’s Hospital

**Austin ENA’s** Annual Hot Topics in the ED Conference
September 20, 2016
North Austin Medical Center
Austin, Texas
More information to follow

**East Texas ENA**
TCRN Review Course
September 26 & 27, 2016
Wisenbaker Conference Room
Cristus Trinity Mother Frances Hospital
Tyler, Tx
6 contact hours per day/ 12 contact hours for completion of course
Register at [http://easttxena.org/news.html](http://easttxena.org/news.html)

**San Antonio ENA** presents their 4th Annual Educational Convention
Bringing Education to the Stretcher Side
October 19-21, 2016
Henry B. Gonzalez Convention Center and Marriott River Walk Hotel
**SAENA Concepts in Emergency and Critical Care Nursing Conference**

ABC’s of Forensics in Emergency Nursing
November 3, 2016
Flyer coming soon.
TENA Alliance Members
For more information on how to become an Alliance Member, please contact Steven Jewell at jst4jstn@gmail.com

TENA Vendor Appreciation
Visit http://www.txena.org/vendor-appreciation/ for criteria

Gold Member(s)

Mallinckrodt Pharmaceuticals
www.mallinckrodt.com
(Expires April 2017)

Bronze Member(s) - Click on the vendor below to visit their websites.
(Expires October 2016)
Meet the Candidates!!!

2016 National Election

The Nominations and Elections Committee is pleased to announce the 2016 ENA National Election candidates. Please review each candidate's bio in preparation for the 2016 election beginning September 22nd and closing October 12th at 12:00 pm CDT.

Visit https://www.ena.org/about/elections/Pages/Meet-the-Candidates.aspx