



MAKING THE TRANSITION

CONVERSATIONS WITH RECENT NURSING GRADS



A conversation with
Kate Cingel, Nurse Clinician
Greenwich Hospital
BSN-College of New Rochelle

“You have to be flexible and have the willingness and ability to learn new things.”

—Kate Cingel, Nurse Clinician, Greenwich Hospital
BSN-College of New Rochelle

Q: How long have you worked at Greenwich Hospital?

I worked as a student intern in my junior year going into my senior year, and was hired as a new graduate nurse in October 2008.

Q: Why did you choose nursing?

I come from a big family of nurses: my two sisters are nurses, two of my aunts, as well as six of my cousins are nurses! Also, I have always felt I had something inside of me that drew me to it. I loved taking care of people. I know I am a good listener and would be an excellent patient advocate. Empowered with these qualities, I felt confident I would succeed in the nursing field.

Q: What are three characteristics that you feel are unique to nurses at Greenwich Hospital?

1. At Greenwich Hospital, there is definitely a multidisciplinary approach to nursing, especially within the oncology specialty area. You have the doctors, nurses, case workers, dieticians—all are involved in patient care.
2. The professionalism demonstrated everywhere. Everyone you meet says hello—the whole culture is built on camaraderie.
3. Service excellence! Being able to say “we can do” means a lot to patients and their families.

Q: What kind of personality does it take to succeed in nursing?

A part of me firmly believes that nursing is a “calling.” Being able to multi-task and accept changes at any given moment is essential. Compassion, dedication, respect, commitment and being caring are all attributes of a nurse.

Q: Describe your daily routine and your favorite aspect of it?

I am the night nurse, so I come in and get the reports from the shift before; look up lab results. I then look at the patients’ medications and go around and introduce myself, do assessments, and get to know my patients. My favorite part is the flexibility it gives me, and as the night nurse, I sometimes get a little time to spend with my patients and their families.

Q: What advice would you give to nursing students and new graduate nurses?

Definitely do an internship/externship. Expose yourself to all procedures involved in the patient care. For me, it was the chemotherapy and radiation therapy of the patients. In nursing school, you can be limited in clinical rotations as to what you can experience because of time frames, etc. Don’t be afraid to ask questions!! The more educated you become, the better you can help your patients. Talk to nurses who have been in the field for a while. Find your niche. I loved oncology immediately! And last but not least: challenge yourself... a lot. It is how you grow and become even better!



Questions or Comments?

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TRANSITIONS

A NEWSLETTER FOR STUDENT NURSES | FALL 2009



Carol Papp, Director, Patient Care Services,
Bridgeport Hospital

Carol received her BSN from Saint Anselm College in New Hampshire and her MS from the University of Bridgeport in CT. She is currently completing her Doctorate of Nursing Practice from Case Western Reserve in Ohio.

For nursing students, Carol has some encouraging news. "There will be fantastic opportunities for nurses going forward," she says. "We will need 1,000,000 nurses by the year 2020 as 'baby boomer' nurses retire." She adds that, "health care reform will see 5 billion more patients coming to our hospitals."

Carol encourages all nursing students to take part in an internship or externship while they are in school. She believes it is an excellent way for a unit to observe the nursing student and see what she/he has to offer. It is also a great opportunity for the student to observe the unit, and when they return to school, they can apply what they have learned.

An interesting observation to ponder is that **Bridgeport Hospital** offered an unpaid Internship last summer of which many nursing students from various schools of nursing took advantage. Several of the students were August graduates of a local College, and when they finished and passed their Boards, they were hired! That was truly a win/win situation for everyone.

Some other advice Carol would like to give to current nursing students: "get to know your professors and instructors; pay attention and seek their guidance whenever possible; tap into the great deal of expertise and experience

NURSING, OPPORTUNITY AND YOU

AT BRIDGEPORT HOSPITAL

they share; and when faced with a perplexing problem, don't be afraid to ask them how they would handle any given situation."

For the new graduate nurse:

An overview of the Perinatal Education Orientation Program at Bridgeport Hospital: The new graduate nurse receives nationally approved specialty training. A Clinical Nurse Specialist guides them through didactic and clinical modules. There are also Nurse Mentors on the unit as well as Child Birth Educators and Lactation Specialists who teach new graduates. "Everything is a step along the way," adds Carol. "New graduates need to be constantly curious; this how they will reach their true potential."

“Be constantly curious;
this is how you will reach your
true potential.”

— Carol Papp,
Director, Patient Care Services,
Bridgeport Hospital

The top traits Carol looks for in hiring a new graduate nurse are:

- Constant Willingness to Learn
- Compassion
- Flexibility
- Curiosity
- Engagement
- Incorporation of Evidence Based Practice Every Day
- Good Listener
- Acceptance of Change in a Positive Way
- Computer Skills
- Teamwork
- Understanding a Problem, Then Becoming Part of the Solution



A Letter from the Publisher

Dear Nursing Students,

I hope you have enjoyed an exciting and challenging semester to date. As the year winds down and you reflect on the past year in general, I also hope the positive and rewarding experiences you have had outweigh some of those “bumps” all of us have felt at some point during this last year.



I am certain you will find this issue of “Transitions” interesting, as we take a look at some of the key departments at our three system hospitals, Bridgeport, Greenwich and Yale-New Haven. As always, I encourage any feedback or comments from you or the faculty at your institutions, and wish you all the best for the remainder of your academic year.

Sincerely, *Carol C. Pawlush* Carol C. Pawlush • College Relations Recruitment Officer • Yale New Haven Health System
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THE BURN CENTER AT BRIDGEPORT HOSPITAL

Jacqueline is a graduate of the Bridgeport Hospital School of Nursing and is currently pursuing her Master’s degree. She became interested in working at the Burn Center unit after completing a clinical rotation there when she was at the School of Nursing.

The **Burn Center at Bridgeport Hospital** is the only one in the state certified by the American Burn Association in conjunction with The American College of Surgeons. It is also the only verified adult burn center between New York and Boston.

“A unique aspect of the Burn Center is that it is a multidisciplinary team comprised of not only nurses, but doctors, rehabilitation specialists,

respiratory therapists, dieticians and case workers working together to heal the patient,” says Jacqueline. “It has five beds for seriously burned patients and five step down beds for patients undergoing physical rehabilitation. It also has a whirlpool room, a wheelchair accessible shower and tub for the daily wound care of our patients.”

As far as nursing students looking to go into this type of environment and care, Jacqueline adds: “they must know every organ and system in the body, know how to spot things such as renal failure and be aware of the resuscitation protocol.” Nurses in this area also work closely with the social workers and members of the pastoral care team. Nursing students looking to begin a career at the

“Nursing students must possess a strong sense of maturity and compassion because of the severity of the cases.”

—Jacqueline Laird, Nurse Manager, Dr. Andrew J. & Henrietta Panettieri Burn Center at Bridgeport Hospital

Burn Center “must possess a strong sense of maturity and compassion because of the severity of most of the cases,” she says. “They must love the ‘nitty-gritty’ of burn care, as it is very interesting but challenging as well.”

“I love what I do. It is so gratifying to see a patient walk out after months of care and see them able to function again,” she says. “The healing process is amazing!”



EMERGENCY DEPARTMENT NURSING AT YALE-NEW HAVEN HOSPITAL

Lisa is from the New Haven area, earned her BSN from Salve Regina University in Newport RI, and has been at Yale-New Haven Hospital since 1996. She has been in the Emergency Department for ten of those thirteen years and has been a Clinical Manager there for three years.

Yale-New Haven Hospital is a Level 1 Trauma Center. Lisa says “we see everything from bumps & bruises to life threatening illnesses.” It takes a special kind of person to be an Emergency Department Nurse. Even though it is a busy and stressful environment it is the most rewarding job... I love the Emergency Department and the people I work with. I can’t imagine doing anything else.”

She also states that the Emergency Department is very much a team approach. “It is amazing how the staff pulls together to deliver quality care during times of high patient volume. The Senior Leadership is great and very supportive. We ‘Huddle’ every morning with the staff; this helps with communication and provides the opportunity for staff engagement and the exchange of information.”

For new Graduate Nurses, the Critical Care Internship Program at Yale-New Haven Hospital is for BSN graduates. New graduates make application to the program in their senior year. The program generally starts in mid July and last five months. “During their orientation, the participants are paired with a seasoned professional nurse, and they are mentored and educated on how to evolve into an Emergency Department nurse.”

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—Lisa Maciejak, Clinical Manager, Emergency Department, Yale-New Haven Hospital

CLINICAL EDUCATION

AT GREENWICH HOSPITAL

Nan earned her BSN and Master's in Shock Trauma and Hyperbaric Nursing from the University of Maryland. She has worked both in Japan and at Greenwich Homecare Hospice, and has spent the last 10 years in nursing education, most recently at **Greenwich Hospital**.

Being in charge of the clinical rotations at the hospital, Nan connects with the Dean of Nursing at a particular school to identify their needs, and then assess the number of students and hours for that school's student rotations at Greenwich Hospital.

The undergraduate students are at the hospital under the direct supervision of the instructor/faculty, while the senior nursing students are

with their chosen preceptor on the unit. Undergraduates are typically, on average, at the hospital for clinicals one or two days per week for about four to five hours per day. They also then need to arrange to have a "post care" conference for approximately an hour so on those same days.

Nan adds that when students finish school and begin working as a nurse, "the transition can be very challenging, yet very rewarding." She suggests that "a nursing career is a journey, and in the end you hope that you meet your goals and aspirations." She is a firm believer that in the onset of their careers, nurses should keep a journal of their various adventures along the way.



“The transition can be very challenging, yet very rewarding.”

—Nan Wachen, Educational Specialist, Greenwich Hospital



NEW GRAD NURSING AT YALE - NEW HAVEN HOSPITAL



“Graduation is only the beginning in your journey toward professional excellence.”

—Marcelle Applewhaite, Patient Service Manager – Infant & Toddler

“If you work hard, the passport to success will be yours.”

—John Sward, Patient Service Manager of General Medicine Floors 9/7 and 5/7

Marcelle has known all her life that she wanted to be a nurse. She graduated from Georgetown University and began her career in New York City. She came to Yale-New Haven Children's Hospital in 1992 as a clinical nurse on the infant-toddler unit. After a few years in the pediatric resource support unit, she returned to the infant-toddler unit and has been the Patient Services Manager there since 2001. Marcelle embraces supporting and coaching the new graduate nurse for their success.

Under the family-centered care model, the nurse is the most consistent link between the family and the interdisciplinary team. On the infant-toddler unit, you will learn not only how to care for sick children but how to support their families during a stressful hospitalization.

When asked what makes being a nurse on her unit so special, Marcelle requires that every staff member present themselves professionally as well as continue to grow clinically. With many of the staff having less than three years experience, Marcelle has supported the unit's collaborative governance structure, as part of the hospital's preparation for Magnet status on 2010. The "Nurse as Teachers" project pairs senior and novice nurses, and by utilizing evidence-based practice, become experts on frequently seen disease processes on the unit. This allows each nurse on the unit to be known and sought out as the expert in a particular area.

Marcelle is a firm believer that your education only begins when you pass your boards. Health care is constantly evolving and if you rely on what you learned in school exclusively, you will miss continuous professional growth. She believes professional growth and passion for nursing is what keeps all nurses engaged.

John comes to nursing as a second career and is currently enrolled in the **Yale School of Nursing Master's program**. He has been the Patient Service Manager on 9/7 since 2003 and on 5/7 since 2008.

John has certain traits he looks for in nurses on his units. "We want someone who is proactive versus reactive," he says. "At the grass roots level, a new graduate employee needs to work hard and be able to prioritize triage cases that arise in a very fast-paced environment."

John believes that so much has changed in the nursing world and will continue to change with new technologies giving us immediate answers and the ability to do so much more. He also has strong advice for nursing students. "Get a position as a student nurse assistant to find out what it is all about," he states. "It is a perfect opportunity for the student to check out an institution as well as for the managers to observe the student in that role. Students get to see firsthand how a unit functions. That experience is invaluable."

Regarding working at Yale-New Haven Hospital, John is rather direct. "There are 5,000 hospitals and Yale-New Haven Hospital is in the top 20," he says. "If you work hard and assimilate into the culture, the passport to success will be yours."

