

***CNE-Net, the education division of the  
North Dakota Nurses Association***



531 Airport Road, Suite D ✧ Bismarck, ND ✧ 58504

Presents

***Issues in Professional Nursing***

**P2.57**

***Textbook based***

***Continuing Nursing Education Independent Study Program***

***Purpose***

Discover a model that seeks to create a positive work environment by exploring core values, key concepts, and strategies that enhance professional development and collaboration for the clinical practice, education, administrative, and research areas of nursing.

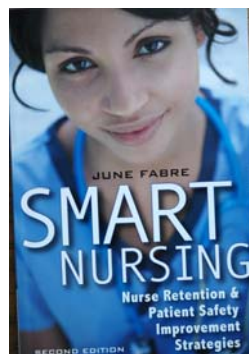
Accreditation as a provider refers to recognition of educational activities only and does not imply ANCC Commission on Accreditation or CNE-Net approval or endorsement of any product.
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**10.0 contact hours**

CNE-Net, the education division of the North Dakota Nurses Association, is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

## Method of Learning: Self Study.

- Read
  - Fabre, J. (2009). *Smart Nursing: Nurse Retention and Patient Safety Improvement Strategies*. New York: Springer Publishing Company.



Can be purchased at [www.springerpub.com](http://www.springerpub.com) promo code FAB9 for limited time discount or through a variety of online vendors.

- Return enrollment form, answer sheet, and evaluation to CNE-Net. Must achieve 75% on post test for successful completion of course.
- Certificate of Successful Completion will be provided upon successful completion of course requirements.

### Purpose

Discover a model that seeks to create a positive work environment by exploring core values, key concepts, and strategies that enhance professional development and collaboration for the clinical practice, education, administrative, and research areas of nursing.

### Objectives:

1. Define characteristics of a staff-friendly culture.
2. Review research related to issues that impact the workplace/ workforce.
3. Explore the core value of respect.
4. Explore the core of value of simplicity.
5. Explore the core value of flexibility.
6. Explore the core value of integrity.
7. Explore the concept of positive culture.
8. Explore the concept of communication
9. Explore the concept of caring.
10. Identify measures to improve recruitment and retention of nurses.
11. Identify characteristics of high performance teams.
12. Define issues that affect safety.
13. Explore the concept of diversity.
14. Explore the concept of leadership.
15. Describe process of using basic problem solving strategies to transform problems into opportunities.
16. Explore strategies to enhance professional development.
17. Explore strategies to make a difference in professional practice.



- 6 Mary finds every time she works the supplies are short. To solve this problem she investigates what the real problem is, identifies a solution, and implements a change. This is an example of:
- a solving the root problem
  - b first order problem solving
  - c delegation
  - d letting the manager deal with it
- 7 Respectful interdisciplinary relationships are addressed by several agencies. Which agency has issued a recent directive that lists requirements that became effective January 2009?
- a Magnet (ANCC)
  - b National Institutes of Health
  - c Joint Commission
  - d AMA
- 8 Complex problems always need complex solutions.
- a True
  - b False
- 9 Simplification of processes can lead to reduction in errors. To achieve this nurses must:
- a Take time to duplicate documentation
  - b Solve the problems by first order
  - c Keep opinions to yourself
  - d Take time to reflect on practices
- 10 The basis of inflexibility is:
- a collaboration
  - b generosity
  - c culture of appreciation
  - d fear of the unknown
- 11 Integrity creates high self respect, which in turn helps create order in your life. It is the one constant you can depend upon in times of chaos.
- a True
  - b False
- 12 Of the following, which characteristic does not help you develop integrity?
- a commitment to values
  - b patience
  - c reflective practice
  - d being judgmental
- 13 The culture of an organization is nothing to be concerned with when seeking a workplace.
- a True
  - b False
- 14 When nurses are satisfied at the workplace, patient care improves.
- a True
  - b False

- 15 Highly productive organizations have all the following standards in common except:
- a a set of shared values
  - b work follows "best practice" standards
  - c problems are solved by management
  - d all strive to eliminate waste of resources
- 16 A behavior that fosters a positive culture is:
- a always work alone
  - b test the new staff to see what they really know
  - c gossip about other's mistakes
  - d provide support to other staff members
- 17 A staff friendly culture empowers nurses to improve their work environment ultimately reducing turnover and decreasing costs.
- a True
  - b False
- 18 Sincerity and credibility are foundational in successful communication.
- a True
  - b False
- 19 When developing communication skills, one needs to be aggressive to get your point across.
- a True
  - b False
- 20 Activities to improve your communication skills include all the following except:
- a discover the needs of whom you are interacting
  - b assess your conversation for tone
  - c initiate conversations
  - d disregard your body language
- 21 Sara finds herself needing to negotiate nearly everyday, good negotiation skills include all the following except:
- a research what is important to the other side
  - b build relationships
  - c ask questions to clarify initial impressions
  - d maintain the need to win over the other side over
- 22 Caring behavior begins with:
- a knowing the theories about caring
  - b working in an environment where caring occurs
  - c caring for yourself
  - d fostering a limited number of caring relationships
- 23 Nurses who must rush through patient care are often victims of burnout.
- a True
  - b False

- 24 Nurse managers often spend much time dealing with staffing issues. A common staffing issue is:
- a stable staffing ratios
  - b mandatory overtime
  - c little staff turnover
  - d positive staff / manager relationship
- 25 Micromanagement is a duplication of effort which wastes time and money.
- a True
  - b False
- 26 The process for building high performance teams includes all the following except:
- a empower the staff
  - b remove obstacles
  - c provide timely feedback
  - d find members who think the same
- 27 In organizations that maintain a culture of safety, staff understands safety is more important than the ego or inconvenience of anyone.
- a True
  - b False
- 28 Diversity is in direct conflict with
- a productivity
  - b innovation
  - c standardization
  - d respect
- 29 Talented leaders should exhibit all the following except:
- a coaching skills
  - b role model behavior
  - c mentoring skills
  - d being a unit manager
- 30 Effective managers teach leadership skills, communication, respect, and vision.
- a True
  - b False
- 31 Life long learning is an essential activity in which nurses must engage; it is the best way to manage change and remain employable.
- a True
  - b False
- 32 Nurses can broaden their perspective and add to their value by doing all the following activities except:
- a cross train
  - b learn business principles
  - c write for publication
  - d report their managers for not being good leaders

### III. EVALUATION (Check Yes or No)

HAVE YOU ACHIEVED EACH OBJECTIVE?	✓Yes	✓No
<p><b>1. Objectives:</b></p> <ul style="list-style-type: none"> <li>➤ Define characteristics of a staff-friendly culture.</li> <li>➤ Review research related to issues that impact the workplace/workforce.</li> <li>➤ Explore the core value of respect.</li> <li>➤ Explore the core value of simplicity.</li> <li>➤ Explore the core value of flexibility.</li> <li>➤ Explore the core value of integrity.</li> <li>➤ Explore the concept of positive culture.</li> <li>➤ Explore the concept of communication.</li> <li>➤ Explore the concept of caring.</li> <li>➤ Identify measures to improve recruitment and retention of nurses.</li> <li>➤ Identify characteristics of high performance teams.</li> <li>➤ Define issues that affect safety.</li> <li>➤ Explore the concept of diversity.</li> <li>➤ Explore the concept of leadership.</li> <li>➤ Describe process of using basic problem solving strategies to transform problems into opportunities.</li> <li>➤ Explore strategies to enhance professional development.</li> <li>➤ Explore strategies to make a difference in professional practice.</li> </ul>		
<p>2. Did the objectives <i>relate to the overall purpose/goal of the activity?</i></p> <p><b>Discover a model that seeks to create a positive work environment by exploring core values, key concepts, and strategies that enhance professional development and collaboration for the clinical practice, education, administrative, and research areas of nursing.</b></p>		
3. Were the teaching/learning resources appropriate?		
4. How would you rate your knowledge of this content <i>before</i> reading this article? (0- no knowledge to 10-expert knowledge)	Write number ⇒	
5. How would you rate your knowledge of this content <i>after</i> reading this article? (0- no knowledge to 10-expert knowledge)	Write number ⇒	
HOW LONG DID IT TAKE YOU TO COMPLETE THIS ACTIVITY? (Record time in hours and minutes)	Write TIME ⇒	

Please print your name as you would like it to appear on your certificate of successful completion:

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COMMENTS FOR IMPROVEMENTS OR FUTURE CONTINUING EDUCATION:

NAME: \_\_\_\_\_

**RETURN THIS ANSWER SHEET ... DO NOT RETURN ENTIRE TEST!**

Issues in Professional Nursing: Post test answer sheet: Circle ONE correct answer

1.	a	b	c	d
2.	a	b	c	d
3.	a	b	c	d
4.	a	b	c	d
5.	a	b	c	d
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30.	a	b	c	d
31.	a	b	c	d
32.	a	b	c	d

*To receive your certificate of successful completion please return the above answer sheet, the enrollment form and the evaluation form. Thank you!*