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S1 00:00 Hi. I'm Dr. Chandice Covington, dean of nursing at Kaplan University School of Nursing. We are here today with two individuals from our faculty and our administrative team at Kaplan from our Maine campus, located in Augusta, Maine. I would like to introduce to you Dr. Shannon Packard. She is the director of nursing at the Maine campus School of Nursing Prelicensure BSN Program. And with her is two's joining us today to talk about some very relevant topics that are particularly important to current and future nurses.

S1 00:45 We're talking about emerging trends. We're talking about areas where nurses can develop into nurses the first time they're becoming nurses, and then where do they go to have lifelong education. So I'm going to start my first question aimed at Professor Tufts. Denise, how important today is leadership in the nursing profession, and in the future what do you see about that?

S2 01:13 I see leadership as being key to our future. If we all think that someone else is going to lead us, then no one is going to lead us. Nurses can have a powerful impact on politics, on how other professionals view us, and I think leadership is something that needs to be developed. And Kaplan had the foresight enough to have a course in leadership, which is associated with their Capstone class - the last one that they take in the Prelicensure Program. And I think that's key to helping the students understand that, yes, we can be leaders, no matter what level we are in our profession. We're just graduating, but we can start a trend.

S1 02:00 Wonderful. So to pick up on what you said-- Shannon, have nurses, you think, taken on more responsibility over the last few years, and what do you project for the future?

S3 02:15 Well, having been in nursing for 20-some years, I've seen the changing trends of how nurses even just provide care for their patients and how important leadership is. They are responsible for truly advocating for their patients. And in order to do that, they have to step into that role of leadership and being able to recognize that in today's health care there is no place for a hierarchy. They have to see themselves as an active participant in the full team of nursing.

S1 02:50 And how do we make that come true for our students who are not yet nurses? Denise mentioned a course. Are there other ways, and do they get to experience that in a clinical setting?

S3 03:01 In every clinical setting, the students are expected to become active parts of the team in the clinical setting in which they are doing their rotation. For example, once they reach the later courses, like Adult 2 and Adult 3, there's actually an expectation that they are managing a load of patients. They're providing care for more than just one patient. And with that, they have to actively communicate with the case managers, with the physicians, with the physical and occupational therapists to make sure that their patient is receiving all of the care that they need to help them to return to their baseline to go home. And I think that those are those key aspects of leadership that

are often lost on people. People think of leaders as managers. Not all managers are leaders, but all nurses have the potential to be leaders within their profession. Particularly if they are active in their coursework throughout their journey in the Prelicensure Program at Kaplan.

- S1 04:04 I'm so glad you mentioned that, and it seems to be working in your Maine campus because your 2015 pass rates were--
- S3 04:11 94%.
- S1 04:12 Congratulations. We are so proud of you. Now, we're going to move to a little bit different direction in my questions for you. Denise, what role do you think that technology plays in the nursing profession today?
- S2 04:25 I think technology plays a huge role. Our students start out-- most of them have laptops. They have access to that technology. Kaplan offers them a wonderful library and resources to use. A writing center so that their papers look as nice as we expect them to. I think technology also plays a huge part in their role when they are practicing, because patients now have access to technology, and so they're going to be questioned. And so if they can't backup their practice with evidence-based information and help set the patient straight if they're not quite right about their information. I think people think that anything on the Internet is true. We all know that's not the case.
- S1 05:11 So important.
- S2 05:13 And it carries on into your practice too. We use computers. We use electronic health records so that we can, at our fingertips, have the information we need to best treat our patients.
- S1 05:23 And do our students get any special education in using electronic records?
- S2 05:28 Yes. When they go to the clinical sites, whatever site they are at, they are trained specifically to that system. And often it's a daylong training. So, yes, we make sure our students--
- S1 05:41 Are up-to-date.
- S2 05:41 --don't have to worry about that and feel confident.
- S1 05:42 That's wonderful, wonderful. Denise, further elaborate on that.
- S2 05:49 Another key piece of technology that nurses use, and students use, too, are apps on their telephones. One that is my favorite is Skyscape. Within that app you can have drug information, everything from what is the drug, how to pronounce the name, what is it used for, et cetera. You can also look up information regarding disease processes, refamiliarize yourself with a disease if you're taking care of a patient with that particular condition. You can also, for your care plans, use that app for your nursing diagnoses, which helps you plan your care for your patient. I love that app because you can even also do calculations, which are key. One mistake and you can alter somebody's future. So that is my favorite application. It's in your pocket. You pull it out. Type in what you want. It's very useful.
- S1 06:45 That's great. So Shannon, in your role, I know you have still a practice in the community. Do you see technology - what Denise said - do you see that technology being used?
- S3 07:00 Technology is so integral in every are of health care. One instance that I like to think about, particularly in Maine where it's so rural, is we use a lot of telehealth, and it's

actually video health, really. We do a lot of monitoring of critical care patients. They have what's called an EICU, which is an off-site location, where it taps into some of the more rural hospitals where they don't have as many critical care patients as the larger hospitals do, and they monitor the patients.

- S3 07:35 So there's a screen that looks at the patient. It watches the vital signs. It identifies any acute change, and they pick the phone up and it rings directly to the nurse that's in that unit, maybe caring for two or three patients, so that they know to go directly to that patient to be able to do an evaluation and an assessment to determine if they need to call the physician if something's changing. The apps that we have for students, like Denise mentioned, are so critical for the nurses to just be open to using any technology because technology is everywhere in health care, particularly in nursing today.
- S1 08:15 I have a final question, Denise. And that has to do with advice. What is your best educational advice for current and future nurses?
- S2 08:25 First, you have to make sure you really want to be a nurse, because if nursing was easy, everybody would do it. I think there's a lot of soul searching involved. I think nursing school, especially ours, is very rigorous. A lot is expected of our students. They need to be mentally, financially, and ready to professionally - in whatever job they're currently doing - ready to dive in to nursing school. We tell our students you shouldn't be working full time if you can and possibly avoid it, because your studies are that important and there's a lot of work involved in being in nursing school. So once the student is prepared to go to nursing school, I think when they do arrive, they have so many resources available to them. I can only speak to our faculty, but the ones that I've met are also top notch. I think Kaplan hires only the best.
- S1 09:25 I know they do.
- S2 09:25 And I think our students are very lucky to have the instructors that they would have at Kaplan. I also know that we offer so many resources to our students. We have financial aid. We have a wonderful library, which I spoke to before. We also have tutors available, and these are students that are in the program, so they know what the students are going through. They've taken the tests before. They know how to help prepare the students so that they can be successful also.
- S1 09:55 Is there anything availability on campus for helping to write, or do they have to do papers that they need support for writing?
- S2 10:07 Sure. Yes. Our tutors can also assist them in that. We also have other disciplines: English, business, and those kind of people that can help our students. And plus, the students that are our tutors are also very good at what they do and are generally in the top tier in the grades sections. So they're a huge resource. There's also a writing center on KU campus that the students are aware of. And that can help them write their papers. There's somebody that can read their paper for them and say, "Here's what I would change."
- S1 10:40 That's wonderful.
- S2 10:41 Yeah, it is nice.
- S1 10:42 Thank you.
- S2 10:43 Thank you.

- S1 10:43 So moving that forward to Shannon, what is your view? What do students need to know about becoming a nurse, in your view?
- S3 10:55 I have the wonderful privilege of meeting with every cohort of students as they begin the nursing program at Kaplan in Augusta. And what I always tell them is that it is far more important to know what you don't know, than it is to know what you do know.
- S1 11:14 Good advice.
- S3 11:14 And that they should always be open to learn. They have to recognize that nursing, as a profession, is lifelong learning because health care is always changing. There's always new and emerging trends. That they have to own a level of confidence in what they do know, but that it is always okay to recognize that they cannot possibly know everything. So it's more important to know where to find the information.
- S3 11:42 The resources that Denise mentioned are invaluable to them, because just knowing that it's okay to use resources to find information helps to really catapult them into the profession. To put them into a role of recognition and mentorship when they graduate from our program. Because they're so used to having multiple resources and knowing how to use them that, as they're growing in their profession, they recognize it as lifelong learning.
- S3 12:15 And having Kaplan be such a wonderful program where they can do their BSN and move on to their masters and move on to their doctorate, it just fosters that learning. It really shows that students that choose Kaplan, that they have a passion not only for nursing as a profession, but for education, which is vitally important because nurses are advocates, we're teachers, we're caretakers. It's the perfect profession that melds science and art together as one.
- S1 12:47 Thank you both. That was a splendid answer, and yours, also. I thank you Dr. Packard and Professor Tufts for your frank advice today.
- S2 13:01 Thank you.
- S3 13:01 Thank you.