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OCT-NOV-DEC 2009

Put It On!

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On Care and Giving

Healthcare reform- it seems to be the hot topic on everyone's mind, especially since it looks like the Senate is very close to passing the bill. Not that I'm an expert or anything, but I do know it's a very important issue for majority of Americans today.

However, I think many of you will be surprised to learn (as I was) that there is a significant amount of healthcare workers

who do not have access to healthcare (page 4). Isn't that crazy, the people who do their best to give care, can't get any care themselves! Hopefully when the new healthcare bill passes, it will also address this issue, but in the meantime, there are some organizations who have been lobbying for their support and who are addressing the need for change.

On another note, I'm saddened to learn that hundreds of thousands of people in the Philippines are still suffering the effects of the damage and destruction that Typhoon Ketsana has caused, and the subsequent other typhoons that followed (pages 3, 12). I really hope the top tier countries in the world (ahem, the US) take notice and do what they can to help, or else the Philippines is in for a very long, slow and arduous recovery process. It's great to know that FGG has taken the step to help out; no matter how small the effect may be, it still makes a difference in the people's lives who received the help.

As we enter the first days of the holiday season, let's keep in mind that we can also give in other ways than presents under the Christmas tree. For more information, check out: <http://www.google.com/landing/typhoon-ondoy.html>

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JUNO Partner Organization Launches Relief Campaign

By James Cai

"Transforming communities one at a time"

With this battle cry, the social service sector organization of JUNO Healthcare, Foundation for God's Glory (FGG) launched the *Ketsana Campaign Relief Philippines* initiative to help victims of the most powerful typhoon that Metro Manila (capital of the Philippines) has experienced. The campaign was intended to raise funds for organizations in Manila, who are holding relief operations day and night to provide food, clothing and shelter to hundreds of thousands of people who lost their homes and loved ones due to the flood.

The Philippines's Hurricane Katrina

On Saturday, September 26, 2009 Ketsana brought its devastation and destruction upon the Philippines. A six-hour torrential downpour, which lasted from 8 am-2 pm, turned out to be an urban catastrophe in the making. According to the Hurricanes/Tropical Cyclones online pages of the National Aeronautics and Space Administration (NASA), "a record 13.43 inches of rain fell in Manila in the six hours between 8 a.m. and 2 p.m. local time, which is equivalent to about a month's worth of rain for the area."

Ketsana flooded 80% of the capital, destroyed \$100 million worth of properties and produce, and hampered all business activities. Almost 300,000 people were displaced from their homes and more than 280 people died from the raging typhoon, the likes of which the capital hasn't experienced in 40 years. Schools were filled with evacuees whose homes were submerged in the floods. Properties and belongings that people have kept and saved up all their lives were destroyed.

The colossal impact of the Typhoon on the landscape of the capital and its surrounding provinces makes Typhoon Ketsana the Philippine's version of

Hurricane Katrina.

Serious Cry for Help

The President declared the capital and other provinces in a state of calamity when the typhoon ended and water partially receded, relief agencies, non-profit organizations and the Philippine government sought emergency assistance. It was days after when the world finally saw the vast damage that Ketsana brought onto Manila. The need to rebuild was overwhelming.

It was evident that the work necessary to reconstruct neighborhoods and rebuild lives was too big for any one organization. Every contribution to the effort counts. So, without hesitation, FGG responded to the need and began seeking support from friends and stakeholders of JUNO Healthcare through Ketsana Campaign Relief Philippines. Funds raised from the effort are funneled to organizations actively participating in broad-reaching disaster relief programs all over the affected areas. FGG shoulders all operational expenses involved in the campaign, so every penny raised will be used directly to fulfill the need of those affected.

Long Recovery Ahead, New Calls for Assistance

It may have been months since

Ketsana struck Manila, but there's still a lot to do in terms of rebuilding lives and properties. There is a long recovery ahead as many may have lost loved ones, homes and jobs. Rebuilding what was lost will not take months, but years.

As if Ketsana was not enough, last October, Typhoon Parma hit several parts of Northern Philippines. It came back to the country three times, destroying houses, farmlands and killing hundreds. A new cry for help has been issued and the nation is at a standstill as to how it can rebuild the areas affected. The Philippines is now seeking \$1 billion from international donors for the reconstruction of devastated cities and towns all over the nation.

There is much work to do and not enough resources. Full recovery from the tragedy the Philippines has experienced will require long-term and continuous assistance. It should go without saying that we have a social responsibility to help and make a difference. FGG took the first step to answer that call. With organizations working together and people empowered to get back to normalcy, the Philippines will surely recover, slowly but surely, one step at a time.



Source: www.typhoonondoy.org



Source: www.pinoygigs.com



Source: www.coolest-vampire-art-gallery.com



Source: www.unisdr.org

JUNO President and CEO: New Members of Ernst & Young Entrepreneur of the Year Hall of Fame

DR and Nonette Teodoro Inducted to an Elite Circle of Corporate America; Attends the Oscars of Business

By James Cai

Being inducted to a hall of fame once is enough to prove that a person has accomplished a lot. Imagine what it means if the same person is inducted to another hall of fame league! The implication is too great to describe. One thing's for sure: It signifies the individual's superb competence and extraordinary ability to get things done; to snag two grand recognitions is an astounding feat attained by very few. But this is what JUNO's President, Dante Raul "DR" Teodoro and JUNO CEO, Nonette "NT" Teodoro achieved last week during the Ernst & Young Entrepreneur Of The Year® Awards. For the second time, DR Teodoro, together with NT, was inducted as a hall of famer.

Dubbed as the Oscars of business awards, the Ernst & Young Entrepreneur Of The Year® Award is the most prestigious recognition a businessperson can receive. Entrepreneurs like Michael Dell and Howard Schultz (Founder of Starbucks) was bestowed the accolade in years past. These movers and shakers of business received the honor for their breakthrough efforts and ability to thrive in any market environment. They are for those who have not only seen great potential and opportunity, but have realized and maximized the said elements and produced an enterprise of great value. Awardees become part of an exclusive group of champions; strictly for the best of the best. And JUNO's top management officially belongs to this breed of corporate leaders.

National Nominees

As recipients of the Ernst & Young Entrepreneur Of the Year Award® for Staffing Services in the Metro New York region, DR and NT were made nominees for the overall national award. The following citation can be found on their introduction as award recipients of Ernst & Young's Northeast Region:

"Nonette and Dante Raul Teodoro had a vision for an empire that fulfilled both the needs and dreams of a better life."

When this husband and wife team started JUNO Healthcare Staffing System in 2001, they found an investment opportunity in fulfilling the need for healthcare professionals during the nursing shortage. Their plan was to recruit the most qualified and committed healthcare professionals and deploy them to facilities on an as-needed basis.

With JUNO's business model, doors to great careers were opened not only for local healthcare professionals,

but also for qualified international recruits with a dream to live and work legally in the United States. It also contributed in meeting the intense need of the industry for more nurses.

Nonette and Dante Raul's customer-centric approach translated to a dedicated and competent team that responds to every need for highly trained nurses, nurse assistants, therapists and other allied healthcare professionals."

DR and NT's refreshing approach to healthcare staffing and persistent efforts to provide a better way for healthcare professionals to get a job in the US brought JUNO to record-breaking heights. As founders of one of the most successful healthcare staffing agencies today, the well-deserved regional prize they accepted catapulted them to the most elite business gathering in America.

Ernst & Young Entrepreneur Of The Year® Hall of Fame

As winner in the regional contest



LEGENDARY ACHIEVEMENT: DR and NT receiving the Hall of Fame prize from Ernst & Young Entrepreneur Of The Year® National Judges, from left: Jim Barnes, President and CEO, OAKLEAF Waste Management, Renee Amooore, Founder and President, Amooore Group, and Bruce E. Aust, Executive Vice President, The NASDAQ OMX Group, Inc.

of the said awards program, DR and NT were inducted to the Ernst & Young Entrepreneur Of The Year® Hall of Fame, which is described as “an elite corps of men and women who have been recognized for their exceptional entrepreneurial achievements.” Furthermore, the purpose of such title is given to “outstanding entrepreneurs for their vision, innovation, courage, and leadership in building and growing successful businesses—businesses that influence the way we live, the products and services we depend on, and the economic vibrancy of our local communities and global markets.” This will be the second hall of fame induction for JUNO Founder, Dante Raul Teodoro, who in 2007 also became part of the Chicago Filipino-American Hall of Fame, accorded to him for his humanitarian efforts.

The Ernst & Young Hall of Fame is reserved for the crème of the crop of business achievers. Some recognizable names in the roster are:

Starbucks CEO, Howard Schultz, Google Founders, Larry Page and Sergey Brin, Yahoo! Founders, David Filo and Jerry Yang, eBay Founder, Pierre Omidyar, and Amazon.com Founder, Jeff Bezos. Tom Adams of the language-learning software company, Rosetta Stone, was the Overall Winner of the Entrepreneur Of The Year Award for 2009.

One Of The 50 Outstanding Asian Americans In Business

We cannot, of course, forget the award that the JUNO President received earlier this year, when he was named one of the Outstanding 50 Asian Americans in Business for 2009. The award giving body, Asian American Business Development Center, describes it as an honor for “individuals with outstanding leadership, vision and accomplishments who have built a successful business or who have distinguished themselves within their community. The award

aims to recognize entrepreneurs, business professionals, as well as corporate executives who contribute to the general economy.” The award recipients represent the best of Asian American business owners, professionals and corporate executives from a widely diverse pool of Koreans, Indians, Chinese, Filipinos, Japanese and other Americans that traces an Asian ancestry.

Challenged To Do Greater Things

During a meeting with the staff members of JUNO Healthcare in New York, DR said that he and NT are challenged by what they witnessed in the ceremonies. Hobnobbing with some of the biggest names in business, they feel that now is the time for JUNO to be in a class of industrial giants. Fired up to take the company to greater heights, DR and NT is funneling the inspiration and energy derived from the Ernst & Young Strategic Growth Forum®, the event preceding the awarding ceremony, to visionary moves for 2010.

For a resilient management team committed to seeing their company overcome every bout in the industry, the awards they have received this year is a confirmation of their adherence to standards of excellence. As they say, a man’s true character arises in times of crises. It is when the world sees the substance (or lack of it) in his life. In the midst of difficulty, the leaders of JUNO, Dante Raul and Nonette Teodoro proved their unwavering commitment to maximizing opportunities and being the best they can be in what they do.

Two back-to-back awards and a formal inclusion to the upper-class strata of industrial geniuses, amidst extremely turbulent times, is what JUNO’s Founders churned from this crisis. Enough said of their capacity to lead an enterprise and bring it to new heights.



DR and NT winning the Ernst & Young Entrepreneur Of The Year® Award in Staffing Services (Metro New York) and Outstanding 50 Asian Americans in Business for 2009

Characteristics of a Successful Leader in a Healthcare Setting

By Donald Bryant

I want you to think about the term Leadership for a moment. If I asked several of you to give your definitions I bet there would be many different points of view, some similar, perhaps, but most quite different. Do you envision someone who is strong and demanding with rigid concepts about getting things done? Do you envision someone who is a good listener, who leads by example? I think there are many valid ideas about leadership, and each probably has its place depending on the situation. I want to focus on what kind of leadership is necessary for changing an organization into a Lean organization or maintaining a Lean organization. The reason I choose to do so is that I am a member of a committee that is charged with developing a program to assist local physicians and physician organizations incorporate Lean healthcare with the Wagner Chronic Care Model. One of the milestones is to develop leadership locally; leadership in quality also came up as the primary identified need in a survey of the local physician organizations.

When changing an organization into a Lean one, the first thing I consider is the person at the top and his characteristics. Without firm support from this person the transformation will not be successful and will not endure. In a hospital this would be the CEO and in a primary care setting, the person making the major management decisions, whether the office manager of a physician. One characteristic of this leader should be persistence. Why? Changing the way an organization approaches quality requires a cultural change. Such change will encounter resistance; people tend to resist change because maintaining the status quo is comfortable. A leader at a hospital, for instance, might after much staff training in Lean tools succeed in getting the front line workers--the nurses, the aides and the doctors--to change only to have middle management sabotage the efforts. Only

with persistence can this roadblock be overcome. Persistence mixed with patience and high standards will be necessary because the changes will take a considerable amount of time too. One year for a primary care office to embrace continuous quality improvement would not be unusual, whether the leader starts small by changing one part of the office at a time or whether the staff as a whole is trained and asked to change. By the way, in a November 19, 2007 article in the Wall Street Journal persistence along with attention to detail, efficiency, and analytical skills were named as the most important skills of successful CEOs.

Attention to detail means recognizing and understanding how the parts work together. In order to lead change successfully this would mean understanding how different members of a quality improvement team work together. Do they complement each other? Do they clash? The leader is responsible for integrating such a team. Besides understanding team dynamics, a leader must understand how the different parts of the healthcare site function. Does the support staff or administration complement the clinical? For instance, is billing efficient? If not, this has negative consequences in providing clinical care.

Efficiency in quality improvement cycles means understanding where waste exits in an organization and also understanding how to utilize staff ideas to eliminate these wastes. For example, in a primary care site a leader should have a clear picture of how to reduce the time spent looking for misplaced patient histories, if paper histories are still being used. Of course, if electronic health records are being used, this problem would be largely obviated.

A fourth skill very necessary for strong quality improvement leadership is analytical skills. A leader should be able to weigh the cost of a quality improvement effort versus the return on investment. Rarely are the success or failure of a quality improvement effort

tracked in terms of cost and savings. Focusing only on patient health means that sustainability is ignored. With the increase of competition in health care and the advent of bundling of payment for services in Medicare the financial factor cannot be ignored.

Besides these four characteristics the leader guiding the Lean transformation must also understand some of the basic tools of Lean--process mapping, kaizen events, 5S and voice of the customer, among others. I don't think that the leader needs to be the master of these; rather she should be able to recognize their correct application and through her vision of a quality organization see that these tools are implemented and the results communicated throughout the organization. One situation, for instance, in which the leader makes sure the tools are implemented correctly is by appointing people with Lean skills to teams; this team might be defining new processes to handle diabetes patients in a primary care setting. She should be able to select an able leader for this team and see that the ideas generated are sorted and disseminated with the best ones implemented. Once the process is implemented the leader should have the impact measured and if the impact is positive have the process maintained in spite of common roadblocks such as resistance from those who want to maintain the status quo, as mentioned above.

In order for a leader to become familiar (not an expert though) with these tools several approaches are possible. There are many conferences and trainings for lean management available in healthcare. The American Society of Quality offers such. Another approach is to contract with a consultant who is familiar with both healthcare and Lean techniques. Whatever the approach--workshops, conferences, online training or hiring of a consultant--I think it a good idea to follow up these with a reference text such as A Lean

Continued on page 7

Immigration Updates

The Sponsor's Responsibility (Affidavit of Support Form I-864)

Executing an Affidavit of Support (Form I-864) carries with it the responsibility of financially supporting the sponsored immigrant. This responsibility continues until the sponsored immigrant becomes a U.S. citizen. However, if the sponsored immigrant has already worked for at least 40 quarters, the sponsor can be released from that responsibility. This responsibility also applies to joint sponsors or those household members whose income was included in the computation to meet the minimum income requirements. Simply put, if the immigrant receives any qualified public benefits or subsidy, the sponsors above mentioned are responsible for repaying the cost of those benefits to the agency which disbursed such benefits. Be advised that the agency concerned can actually sue the sponsor in court for the purpose of collecting reimbursements.

Currently, sponsors are responsible to pay the government for the following benefits received by the sponsored immigrant: Temporary Assistance for Needy Families (TANF), Medicaid, Supplemental Security Income (SSI), Food Stamps, and the State Child Health Insurance Program (CHIP). Aside from the above mentioned Federal run programs, some State and local jurisdictions also offer public assistance/benefits for which they may seek reimbursement from the sponsor(s).

The following are not reimbursable benefits: services provided under the National School Lunch and Child Nutrition Acts; emergency Medicaid, immunizations and testing and treatment for communicable diseases; short-term, non-cash emergency relief, student assistance under the Higher Education Act and the Public Health Service Act; certain forms of foster-care or adoption assistance under the Social Security Act; Head Start programs; programs under the Elementary and Secondary Education Act; and Job Training Partnership Act programs.

Characteristics of a Successful Leader in a Healthcare Setting

Continued from page 6

Guide to Transforming Healthcare by Thomas Zidel.

Lest you think that I miss the mark with my characterization of a Lean leader, let me relate one last story. Jaimie Houghton was the CEO of Corning Glass and implemented Total Quality Management in the early 90's to Corning. He spent a great deal of time traveling to Corning's units worldwide to drive his vision of a quality organization. In 1995 one of Corning's units received the Malcolm Baldrige National Quality Award. Mr. Houghton retired the next year after successfully imbedding TQM in Corning. His successor, however, did not have the passion for quality that Mr. Houghton had. The programs were not abandoned but other priorities and visions preempted Mr. Houghton's

legacy. The result was that sales dropped dramatically and the stock price fell from \$113 to as low as \$1.10. In 2002 Mr. Houghton was coaxed out of retirement to rescue this failing giant. This time, Mr. Houghton instituted quality using Lean and Six Sigma. He made sure that the programs would endure after he left again. Although the share price is considerably below the high of \$113 of previous years, the company leads its competitors considerably in market value. Much of this is attributable to the persistence of Mr. Houghton in ingraining recognized quality approaches into the company.

Donald Bryant helps healthcare providers meet their challenges. Go to <http://www.bryantsstatisticalconsulting.com> to get a free article with tips you can use to start improving patient health, improving the bottom line, finding more time to get things done and to learn more about Lean Healthcare.

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How to Become an Excellent Healthcare Worker

By Caleb Galaraga

Excellence- it's a big word, isn't it? Dictionary.com defines it as "the fact or state of excelling; superiority; eminence." When applied to professional performance, it connotes above average productivity, effective execution and outstanding creativity. A person with such stature is known as someone capable of fulfilling his duties over and above what is expected of him.

Many will balk at the notion of becoming excellent at work, thinking its cliché, unachievable or unnecessary. One would feel that to excel, it would require a person to live an "all work and no play" kind of life, a perception that couldn't be further

insurance from layoffs, restructuring and downsizing. When you're an excellent worker, you become an important asset to your workplace. For healthcare workers, this is the facility, nursing home or medical clinic that you work for. So if you desire to keep your career and continue to thrive in the world of healthcare, the best way to do so is to decide today that you will follow the road to becoming the excellent worker your facility can't afford to lose.

MASTER YOUR DUTIES AND CONTINUOUSLY REFINE YOUR SKILLS

All healthcare professions require highly specialized knowledge and technical skills. You may not need a PhD or decades of

tactics. Subscribing to online newsletters, trade journals, and frequently dropping by healthcare professionals' forum will keep you abreast on the latest news, breakthroughs and techniques for patient care. Purchasing books, magazines and audio lectures will increase your understanding of the job and your vocation's purpose.

As you seek knowledge and apply it to your work on a regular basis, you develop a habit of improving yourself day after day. Consistently do this, improving your work skills incrementally, and you will see the fruits of your labor at the end of the year with a high mark on your evaluation report.

BE COMPASSIONATE AND SINCERE TOWARD YOUR PATIENTS



from the truth.

Although the road to excellence is difficult, it is not an impossible one. Aristotle said that "excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit." Therefore, to become an excellent worker, specifically an excellent healthcare worker, you need to train yourself to do even the smallest and mundane of tasks extremely well. As you develop the habit of doing all things well, you gain a character trait that can bring you places.

In today's competitive labor market, excellence can serve as a person's primary

schooling to do your job well, but you must have mastery of your position's duties and responsibilities. Accuracy, strong attention to detail, flawless compliance to guidelines, and exceptional communication skills will lead to superior career performance.

There are practical ways for you to have these characteristics. You can delve into your manuals, employee handbooks, and list of duties. You can seek mentors in your workplace and solicit tips, especially from senior colleagues for increased familiarity with best practices, facility policies and company culture. Attending continuing education classes and joining online learning sites where you can download helpful educational materials solidifies your knowledge and professional

All skills in the world mean nothing and will not turn you into a sought-after healthcare pro if you do not have this trait: compassion for your patients. Technical knowledge leads to the efficient and effective provision of care. Compassion enhances that delivery of care in a way that your patients will appreciate and remember.

Since the patients you deal with may be victims of an accident, chronic illness or near-fatal experience, you need to be conscious not only of their physical health but also of their internal well-being. Acknowledging that they may be going through one of the hardest times in their life and that they are relying on you to help them survive or recover, will surely influence

your perspective when responding to their needs.

Reaffirming and assuring your patients' hope can make a positive impact on their demeanor and outlook. It doesn't mean you give guarantees, but you verbalize that you do your best to assist them and are seriously concerned with their situation. When caring for someone who feels hopeless with his/her situation or who experiences an unbearable amount of pain or an unidentifiable illness, scientific knowledge alone can't help. Show that you care, through your words, actions and behavior and your patients will gain a sense of security and comfort.

MAINTAIN A HEALTHY WORK AND LIFE BALANCE

Working in a healthcare facility can be taxing and makes up a huge chunk of your day. Remember that how you live your life after work will affect your job performance and vice versa. What happens in your personal life influences your work life.

Although it's a common habit, choosing to have selective amnesia about personal problems at work is actually an artificial solution to work/life balance. A sound mind can carry both at the same time. You can avoid getting work and life duties out of hand by learning not to overachieve. When at work, be efficient and avoid staying late unnecessarily. When there are special family events, request for a leave from work. Learn to prioritize family over work, and except for on-call emergencies and duties, your commitment to yourself, your husband/wife, child/children or parents should be foremost.

Success in the healthcare profession is defined by many things. Most important is your ability to effectively fulfill personal responsibilities while being excellent on duty and showcasing true passion in caring for patients. Your career is an integral part of your life and a foundation from which your goals will revolve around. As you go to work, remember that excellence is not only an aspiration we should all have, but rather a goal we must attain.

BOOKS EVERY HEALTHCARE PROFESSIONAL MUST READ

150 Tips and Tricks for New Nurses: Balance a hectic schedule and get the sleep you need...Avoid illness and stay positive...Continue your education and keep up with medical advances. Kathy Quan. 2009. Adams Media.

Simple ways are outlined to help you overcome the basic stress of nursing! The book shares advice on how to avoid burnout while maintaining excellence at work. It also gives you techniques on how to balance your time so you can find time to continue your education while working. As per the publisher's statement "With this book, nurses get real-life advice on how to cope, perform, and excel in their field - one shift at a time!" 150 Tips and Tricks for New Nurses show you how to report daily on the job and envision better job performance without sacrificing personal happiness.

How to Survive and Maybe Even Love Your Life as a Nurse. Kelli S. Dunhan. 2005. F.A. Davis Company.

Taking you by the hand from graduation to your first job as nurse, the book shares how you can be an effective professional and derive a great sense of fulfillment from what you do. With a conversational tone that reads as if you're speaking to a personal mentor or teacher, this book goes beyond a typical career reference. It's a guide that speaks directly to the person's heart, from being an aspirant to one whose potential is being realized in the field of healthcare.

Chicken Soup for the Nurse's Soul: 101 Stories to Celebrate, Honor and Inspire the Nursing Profession (Chicken Soup for the Soul). Jack Canfield, Mark Victor Hansen, Nancy Mitchell Autio and LeAnn Thieman L.P.N. 2001. HCI.

Hailed from the famous franchise Chicken Soup for the Soul, this book captures the essence of care through

stories told by those on the frontlines. The individuals who have contributed declare their passion in giving of care and shares heartwarming stories that will inspire the reader. The book is a reminder on how important and valuable your work as a nurse is to people around you.

Your Career in Nursing: Manage Your Future in the Changing World of Healthcare. Annette Vallano. 2008. Kaplan.

A practical encyclopedia for all nurses that is filled with all the bits and pieces aimed at giving you not only a comprehensive overview but a deep understanding of the practice as a whole. The book gives you profiles of nurses who have been where you are and most probably have gone where you're going. Ways on how to upgrade your skills are also there as well as strategies on how to become the best nurse you can be without selling your soul! The guide also includes helpful information for nurses who are entrepreneurial in nature or who would prefer to treat the career as a freelance job.

Florence Nightingale: The Making of an Icon. Mark Bostridge. 2008. Farrar, Straus and Giroux.

There's no better way to understand the purpose of nursing than by learning about the life of the woman who shaped the practice to what it is today. The first major biography of Florence Nightingale in more than fifty years depicts a persona never before seen on the life of modern nursing's icon- the woman who defied the common perceptions of an elite woman and determined to fight for her passion and serve the poorest of the poor. In this book, you will learn what it took to establish the precepts and ideals of nursing. As an individual with fervor, passion and commitment in what she did, Nightingale exemplified a feverish desire to serve people through the practice of nursing.

Center for Continuing Education

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Continuum Health Partners is the umbrella organization for 5 top ranked NYC hospitals, Beth Israel Medical Center, St. Luke's Hospital, Roosevelt Hospital, Long Island College Hospital and the New York Eye and Ear Infirmary.

It also supports 2 nursing schools, Beth Israel's Phillips School of Nursing and The Long Island College Hospital School of Nursing; the Doc's Medical Groups and the Center for Health and Healing.

The hospitals are full-service teaching centers for medical schools and the two nursing schools. In

conjunction with our philosophy as a teaching and research institution, Continuing Education for our nurses and other health care professionals is a top priority.

The Center for Continuing Education is an approved provider by the NYSNA for RN contact hours. Traditional and complementary programs are offered to meet the educational needs of nurses at the bedside and in leadership roles. In partnership with the Beatrice Renfield Center for Nurses, continuing education opportunities range from the clinical to the alternative, from caring for others to self-care and protection.

Some of the sample courses they offer are:

Asian Health Secrets Workshop

Acupuncturist and herbalist Letha Hadady brings the ancient knowledge of Chinese, Indian and Tibetan herbal medicine to this exciting workshop.

Date: November 6, 2008.

Critical Care Course November 08

The focus of this intensive course is the assessment and management of the critically ill patient, with an emphasis on the identification and integration of patho-physiological data into critical thinking and decision-making.

Dates: November 4-26, 2008

Pharmacology Update

Advances in technology and pharmacotherapy have resulted in continuous changes in drug therapies. This NYSNA contact hour approved program will focus on information to help nurses remain current on the latest drug therapies for adults and provide strategies for preventing medication errors.

Dates: October 15, 2008.

We also provide interactive, streamed online presentations of the NY State mandated courses. These programs are real presentations of the live class as opposed to text-based readings. They are followed by the ability to print your certificate on the spot!

Hepatitis C: Prevention, Assessment & Treatment Online

The online course Hepatitis C Prevention, Assessment and Treatment is designed by subject matter experts. This 2 hour course meets the Texas Nurse Examining Board's requirement for training in Hepatitis C under Rule D216.3

Feel free to browse the site and register for courses. We encourage your feedback and requests. For more information, visit website at <http://www.nurse-education.org>.



A Code of Ethics for Professional Caregivers

By Felicia Candy Araneta

In the field of caregiving, applying oneself with the right attitude to an assignment signifies the person's level of professionalism. There are several ways one can do this. A caregiver should not only provide high quality care but also bring quality professionalism to the job.

The Ultimate Basics

It is important for a caregiver to recognize each patient as an individual. Although patients may have a common need for someone to assist them on a regular basis, they have unique preferences, routines and habits. A patient is not a generic brand of human being. One needs to respect patient independence and rights. This involves personal choices in terms of food, clothing and the like. By so doing, one acknowledges the fact that they are not only clients who need service but also unique individuals who require respect, attention and concern.

As you work, it is important for you to be guided by a Service or Patient Care Plan. This plan enables a caregiver to note changes in a patient's condition and subsequent recommendations. It is important to be as accurate as possible. Thoughtful caregiving is a must, as accountability is becoming an important mandate of your day to day work. Being very considerate of your patient's needs by reporting on time, wearing appropriate clothing and maintaining the right frame of mind is also crucial. You also need to keep your boundaries; never discuss personal needs with patients and at no time should one throw their financial burdens on a patient; borrowing money and sharing medication that is not in the prescription is a no-no.

Honoring Patient's Rights to Confidentiality

How loose are your lips? Honoring confidentiality pertains to the sincere promise you give your patients, where you vow to never divulge any personal

information about your patient's health, financial situation and other matters. Most agencies carry a confidentiality agreement or clause in their contracts. Some of these agreements are stated in this form: "It is my responsibility to keep confidential all/any medical, financial and personal information concerning my patient. I will not divulge any form of information which may identify my patient or her family that could cause embarrassment to my client."

If your patient shares private information, stay neutral and do not choose sides. Information about the patient should never be shared casually with third parties except to report an abuse or dangerous situations to adult protective services or the police. Confidentiality is protected under a welfare and institutions code.

Establishing trust is easy if one is honest, dependable, and follows through on one's word. With trust comes respect, a very valuable tool in caregiving.

Communicating with Patients Effectively

It's important to understand the way your patient communicates her thoughts. You need to know how she uses humor, words and how her perception of the world affects her behavior. When conversing with them, speak slowly and clearly, minimize background and be patient in waiting for their response regardless if it's only a grimace or whisper of a word. Whenever they try to say something, have a pen and paper handy and always be conscious of any hearing and memory problem they have that could impede or distort their message.

Reporting Abuse

Especially if you work on a live-in basis and take care of a patient with family members living with her, you have to be aware of the way your patient is treated by her family, friends or anyone who sees and comes close to her on a regular basis. Any instance of abuse that

you see will have to be reported; failure to do so can result in a fine or jail time. Whatever type of abuse you witness—psychological, physical, financial or sexual has to be reported to authorities; neglect and abandonment as well as any use of restraints applied to your patients are considered a form of abuse.

Below are types of abuse you need to know about. Remember that if you truly respect your patients and want to apply the code of ethics in your practice, you have to shield them from any form of harm.

NEGLECT - When a person is not provided with food, shelter, clothing or basic needs; when your patient has been deprived of certain types of medical care, they are neglected and this is a form of abuse.

FINANCIAL / MATERIAL- Theft is abuse! So is the use of a patient's property, credit cards, telephone, mail and money. Extortion is also a form of abuse, and so is forcing patients to sign legal documents.

PHYSICAL- Bruising, lacerating, slapping, shoving, pushing, burning, slapping, and inflicting anything that causes pain or injury to a patient falls under this type of abuse.

PSYCHOLOGICAL- These are verbal assaults towards a patient, subjecting a person to fear or serious emotional distress, isolation and withholding emotional support.

SEXUAL- Any form of intimidation, force or assaultive behavior and unwanted sexual advances.

ABANDONMENT- Desertion by a family member or person who has assumed responsibility to provide care for a parent or individual is a crime.

USE OF RESTRAINTS- Overmedicating patients, locking or tying them down are forms of abuse. Only a licensed physician can order to restrain patients.

These are basic tips, but they are time-tested and can serve as a valuable tool in your daily encounter with patients.

A Sense of Fulfillment

By Kristine Genil

"It is more blessed to give than to receive." I have always believed and tried to live this saying as often as I can in my own small ways - may it be by providing support to my family, offering a friend a shoulder to cry on or giving treats to children who knock on the door of our home in the Philippines during Christmas time. It feels good and right every time I do these deeds.

Last October 10, 2009, I had the opportunity to give to my fellowmen

who are in dire need of help. I had the privilege of joining the members of the **Foundation for God's Glory (FGG)** in one of their outreach programs. However, it saddens me that the condition during which this activity was performed was brought about by Typhoon Ketsana (with Philippine local name "Ondoy"), which hit the Philippines last September 26, 2009. Although the said typhoon was not considered a "Super Typhoon" in terms of speed, the amount of rainfall it brought had devastating effects

on Metro Manila and a lot of other provinces. Hundreds are dead or missing and millions have lost their homes. Some families either relocated to evacuation centers or some have chosen to stay at home despite the fact that their areas are still flooded.

In line with the thrust of FGG, **Scholarship, Hunger Alleviation and Relief Programs (SHARP)**, I went with the FGG members, JUNO Call Center - Manila Staff and our President, DR Teodoro, to the Rizal province to distribute goods to the victims of the typhoon. Rizal was one of the most damaged areas in the Philippines. In fact, the water in the district that we visited was still chest deep and the level is not expected to reduce until after three months. In order to give the supplies and reach the victims in the district of Lupang Mitra in Taytay, Rizal, we had to ride a boat. Once there, we saw that families were either staying in the second level of their houses or on top of their roofs. They do not have light or electricity. They have difficult access to clean water. In short, their living conditions would be considered unimaginable to many.

Guided by local government officials, we went from one home to the next, handing out goods to a total of 100 families. Each bag given was returned by a warm smile and a sincere "Thank you". It felt very fulfilling, knowing that even in a small way, you made someone happy and feel that they are not alone and forgotten. It felt rewarding, knowing that you made a difference, no matter how small, in someone else's life.

This experience reminded me that we should be continually grateful for the blessings that we have. Seeing other people living in such circumstances made me appreciate the simple pleasures I have like not having to worry about the next meal and having a home. Lastly, this experience reminded me to be thankful every minute, every hour, everyday and that to give has a different but great sense of fulfillment, always.



Welcome to JUNO Healthcare

Lorenzo Francisco Cruz
 Karren Manongsong
 Khando Tsogyal

Nurse quote of the month:

*“Nursing encompasses an art,
 a humanistic orientation,
 a feeling for the value of the individual,
 and an intuitive sense of ethics,
 and of the appropriateness
 of action taken.”*

Myrtle Aydelotte

REQUIREMENTS CHECKLIST FOR INTERNATIONAL RN & PT APPLICANTS

- Updated resume
- Diploma from your country of origin
- Transcript of records
- Birth certificate, yours and dependents' marriage certificate (if applicable)
- 3 copies of 2 x 2 ID pictures
- Board certificate and board license (PRC ID)
- Passport / US visa (if applicable)
- TOEFL / IBT or TSE / IELTS results
- Employment and training certificates
- NCLEX result or CFGNS certificate for RNs or NPTE result for PTs

Happy Birthday!

October-November-December celebrants



3oct
Rosario D.R.

9oct
Lorraine F.

14oct
Marie Christine O.

17oct
Flore M.

24oct
Astride J.

2nov
Edna J.

16nov
Janet C.

23nov
Nwaebuni O.

5dec
Olive R.

10dec
Leda Faye A.

11dec
Cynthia D.

NCLEX quiz for RNs

Sample NCLEX practice exam

1. After the lungs, the kidneys work to maintain body pH. The best explanation of how the kidneys accomplish regulation of pH is that they

- Secrete hydrogen ions and sodium.
- Secrete ammonia.
- Exchange hydrogen and sodium in the kidney tubules.
- Decrease sodium ions, hold on to hydrogen ions, and then secrete sodium bicarbonate.

2. The nurse explains to a client who has just received the diagnosis of Noninsulin-Dependent Diabetes Mellitus (NIDDM) that sulfonylureas, one group of oral hypoglycemic agents, act by

- Stimulating the pancreas to produce or release insulin
- Making the insulin that is produced more available for use
- Lowering the blood sugar by facilitating the uptake and utilization of glucose

d. Altering both fat and protein metabolism

3. Myasthenic crisis and cholinergic crisis are the major complications of myasthenia gravis. Which of the following is essential nursing knowledge when caring for a client in crisis?

- Weakness and paralysis of the muscles for swallowing and breathing occur in either crisis
- Cholinergic drugs should be administered to prevent further complications associated with the crisis
- The clinical condition of the client usually improves after several days of treatment
- Loss of body function creates high levels of anxiety and fear

4. A 54-year-old client was put in Quinidine (a drug that decreases myocardial excitability) to prevent atrial fibrillation. He also has kidney disease. The nurse is aware that this drug, when given to a client with

kidney disease, may

- Cause cardiac arrest
- Cause hypotension
- Produce mild bradycardia
- Be very toxic even in small doses

5. A client is about to be discharged on the drug bishydroxycoumarin (Dicumarol). Of the principles below, which one is the most important to teach the client before discharge?

- He should be sure to take the medication before meals
- He should shave with an electric razor
- If he misses a dose, he should double the dose at the next scheduled time
- It is the responsibility of the physician to do the teaching for this medication

ANSWERS

- | | | | |
|----|---|----|---|
| 2. | A | 4. | A |
| 1. | D | 3. | A |
| | | 5. | B |

JUNO Wordfind

1. Allogeneic

Variation in alleles among members of the same species.

2. Bioinformatics

The science of managing and analyzing biological data using advanced computing techniques.

3. Cytogenetics

The study of the physical appearance of chromosomes.

4. Deoxyribose

A type of sugar that is one component of DNA (deoxyribonucleic acid).

5. Electrophoresis

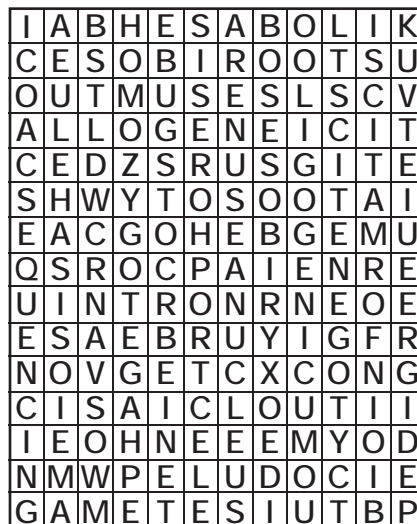
A method of separating large molecules (such as DNA fragments or proteins) from a mixture of similar molecules.

6. Gamete

Mature male or female reproductive cell (sperm or ovum) with a haploid set of chromosomes (23 for humans).

7. Homozygote

An organism that has two identical alleles of a gene.



8. Intron

DNA sequence that interrupts the protein-coding sequence of a gene; an intron is transcribed into RNA but is cut out of the message before it is translated into protein.

9. Kilobase (kb)

Unit of length for DNA fragments equal to 1000 nucleotides.

10. Meiosis

The process of two consecutive cell divisions in the diploid progenitors of

sex cells.

11. Nucleus

The cellular organelle in eukaryotes that contains most of the genetic material.

12. Oligogenic

A phenotypic trait produced by two or more genes working together.

13. Pedigree

A family tree diagram that shows how a particular genetic trait or disease has been inherited.

14. Phage

A virus for which the natural host is a bacterial cell.

15. Ribose

The five-carbon sugar that serves as a component of RNA.

16. RNA (Ribonucleic acid)

A chemical found in the nucleus and cytoplasm of cells; it plays an important role in protein synthesis and other chemical activities of the cell.

17. Sequencing

Determination of the order of nucleotides (base sequences) in a DNA or RNA molecule or the order of amino acids in a protein.



Nursing humor

Multiple Specimen

An elderly couple walks into a hospital. The husband's been having burning on urination, severe diarrhea, fever/chills and stomach pains.

The doctor says to the old man, "I'll need a urine sample, a feces sample, and a blood sample."

The old man says, "What?"

So the doctor says it again. Once again the old man says, "what?"

So the doctor yells it, "I NEED A URINE SAMPLE, A FECES SAMPLE, AND A BLOOD SAMPLE!"

With that the old woman turns to the old man and says, "He needs a pair of your underwear!"

Caffeine Is My Shepherd

Caffeine is my shepherd; With it beside me, I shall not doze. It maketh me to wake in green pastures. It leadeth me beyond the sleeping masses. It restoreth my buzz. It leadeth me in the paths of consciousness for its name's sake.

Yea, though I walk through the valley of the shadow of addiction, I will fear no Equal (tm). For thou art with me; thy cream and thy sugar they comfort me. Thou preparest a carafe before me in the presence of The Starbucks.

Thou anointest my day with pep, my mug runneth over. Surely richness and taste shall follow me all the days of my life, and I will dwell in the House of Mocha's forever.

Pinoy humor

Nursing

Sabi ng TOURISM sa Nursing 'fieldtrip ninyo bar tour lang namin.'

Sabi ng ENGINEERING sa NURSING 'computations ninyo sisiw lang sa amin.'

Sabi ng BUSINESS ADMINISTRATION sa NURSING 'explanation ninyo parang sales talk lang namin.'

Sabi ng ARTS and SCIENCES sa NURSING 'thesis ninyo on the spot writing lang namin.'

Sabi ng NURSING sa lahat "SUWELDO NINYO PANG MAC DO LANG NAMIN YAN!"

Guarantee

Misis: Ale! I-refund mo ang pera ko! Nakasulat dito sa tag ng t-shirt na binili ko sa 'yo, GUARANTEED NO SHRINKING. Bakit isang labahan lang, nag-shrink na agad?

Tindera: Misis, made in China 'yan. Baligtad po ang basa ninyo. Right to left po ang basa pag Chinese. SHRINKING NO GUARANTEED po 'yan!

Nakatanga Lang!

Hi! What are you doing. Me I'm propagating a numerical form of my imagination looking upfront with

the part of my body distracted and uncomplicated. For short!!! Nakatanga Lang!!!

Mahabaging Langit!

Pari: (Giving his sermon): Ang pera at kayamanan ay maiiwan kapag tayo'y namatay. Walang pera sa langit.

Anak: Narinig nyo Inay? Nasa langit na pala tayo!!!

DNA

Reporter: Sir, kung wala pa kayong suspect, witnesses at evidence, ano po ang next step?

Hepe: DNA na!

Reporter: Ano pong ibig sabihin ng DNA?

Hepe: Di Namin Alam.

Pata

Pare1: Ano pulutan nyo kahapon sa birthday moh?

Pare2:.....PATA

Pare1:Wow big time...anong klaseng pata naman?

Pare2:.....PATAgalan ng kwento!!!

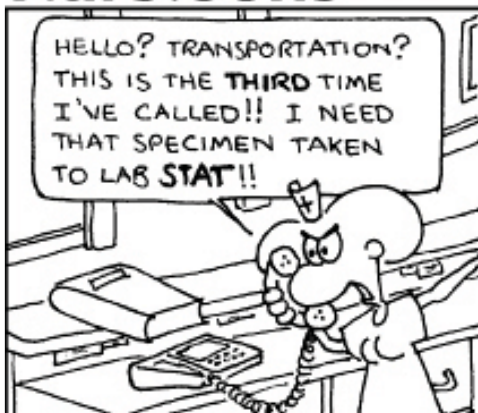
Pahiram Muna, Ha!

Domeng: Pare, pahiram nga muna ng limang kilong bigas at dalawang latang sardinas. Babayaran kita pag dating ni Mrs. galing Amerika!

Edong: Ok lang pre! Kelan ba ang uwi ni Mare?

Domeng: Nag-AAPLY PA LANG EH!!!

Nurstoons



by Carl Elbing

hir-ing

The #1 word in our dictionary.

While a lot of companies
are laying-off, we are hiring.

RNs, LPNs, CNAs.

Find out your employment
options with us.

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has earned The Joint Commission's
Gold Seal of Approval

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