

Clinician RESOURCES

Take a few minutes to check out this pot-pourri of resources.

International Ostomy Association

The International Ostomy Association is an association of regional ostomy associations that is committed to improving the lives of ostomates. Resources on the association's **website** include:

- a variety of discussion groups
- information for patients
- list of helpful links.

The site also provides contact information for the regional associations.

Substance use disorder in nursing

Substance use disorder (SUD) can have a profound effect not only on patients but also on the nursing profession. “**What You Need to Know About Substance Use Disorder in Nursing**,” a brochure from the National Council of State Boards of Nursing, discusses SUD, including how to recognize the warning signs and what to do to get a colleague help.



Enhancing patient and family engagement

The Agency for Healthcare Research and



Quality has released the “**Guide to Patient and Family Engagement in Hospital Quality and Safety**,” an evidence-based resource to help hospitals work as partners with patients and families to improve quality and safety. The guide includes the following:

- **Strategy 1: Working With Patients and Families as Advisors** shows how hospitals can work with patients and family members as advisors at the organizational level.
- **Strategy 2: Communicating to Improve Quality** helps improve communication among patients, family members, clinicians, and hospital staff from the point of admission.
- **Strategy 3: Nurse Bedside Shift Report** supports the safe handoff of care between nurses by involving the patient and family in the change-of-shift report.
- **Strategy 4: IDEAL Discharge Planning** helps reduce preventable readmissions by engaging patients and family members in the transition from hospital to home.

Download the entire guide.

Lymphedema Treatment Act

The Lymphedema Treatment Act (HR 3877) is intended to improve coverage for the treatment of lymphedema from any cause. You can visit the Act's [website](#) to learn how to contact your members of Congress about the Act and join your state's advocacy team. Consider these six easy ways to increase awareness:

- Distribute information cards.
- Distribute or post fact sheets.
- Like the Act's Facebook page.
- Follow the act on Twitter and re-tweet tweets.
- Include information on your website or blog.
- Use a tell-a-friend form to quickly tell up to 10 people at a time about the website.



You can also access an [update](#) on the Act on the National Lymphedema Network's website. ■

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that few teams run smoothly all the time. Challenges the team might encounter include a lack of trust among members, passivity, lack of commitment or accountability, members who make excuses or cling to the past, negative attitudes, fear of conflict, and actual conflict.

You will need to address potential and actual conflicts to ensure the team's success. Two strategies are *compromising*, where each party gives in a little bit to meet in the middle, and *collaborating*, where each party works together to come up with a solution. These methods foster teamwork and better working relationships.

Whichever strategy you use, be sure you have all the facts, that everyone's emotions are in check, and that the timing is appropriate for discussing the con-

flict. Use effective communication, make eye contact, be sure your body language is "open," use "I feel" statements and open-ended questions, and thank each party when finished. Addressing—and solving—problems quickly will put your team back on track to the real problem at hand: healing those wounds!

Reap the benefits

An effective team leader chooses the right team members, understands leadership characteristics, encourages and motivates each team member, and addresses conflicts appropriately. If you accomplish all this, your reward will likely be better patient outcomes and personal satisfaction from working with your village of professionals. ■

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