Medi Web Links

CHAPTER 24:

24. Managing Personal and Personnel Problems

[AACN’s Healthy Work Environment Initiative](http://www.aacn.org/AACN/pubpolcy.nsf/vwdoc/workenv) From the [American Association of Critical Care Nurses](http://www.aacn.org/). Includes the [AACN Standards for Establishing and Sustaining Healthy Work Environments](http://www.aacn.org/aacn/pubpolcy.nsf/Files/HWEStandards/%24file/HWEStandards.pdf), unveiled "at a national briefing in Washington, DC on January 26, 2005."

[Age Discrimination](http://www.eeoc.gov/types/age.html) Information and links to relevant regulations from the U.S. Equal Employment Opportunity Commission.

[Bully OnLine](http://www.bullyonline.org/) A project of The Field Foundation, UK, that addresses both school and workplace bullying issues.

[Commission on the Future of Worker-Management Relations](http://www.dol.gov/_sec/media/reports/dunlop/dunlop.htm) A special report from the U.S. Department of Labor.

[Controlling Anger -- Before It Controls You](http://www.apa.org/topics/controlanger.html) From the American Psychological Association.

[Coping with Your Co-workers or Boss](http://www.angermgmt.com/coworkers.asp) Part of the [Anger Toolkit](http://www.angermgmt.com/angertoolkit.asp) site from [Leonard Ingram's Angermgmt.com](http://www.angermgmt.com/).

[Effective Ergonomics: Strategies for Success](http://www.osha.gov/SLTC/ergonomics/index.html) From the [Occupational Safety and Health Administration](http://www.osha.gov/); includes a special set for [Nursing Homes and Personal Care Facilities](http://www.osha.gov/SLTC/nursinghome/index.html).

[The Effects of Health Care Industry Changes on Health Care Workers and Quality of Patient Care: Summary of Literature and Research](http://www.urban.org/url.cfm?ID=407308) By Nancy M. Pindus and Ann Greiner, November 1997; from the Urban Institute.

[Family and Medical Leave Act (FMLA)](http://www.dol.gov/esa/whd/fmla/) Compliance site from the [U.S. Department of Labor](http://www.dol.gov/index.htm), [Employment Standards Administration](http://www.dol.gov/esa/).

[Guideline Memorandum on Charge Nurse Supervisory Issues](http://www.nlrb.gov/nlrb/shared_files/ommemo/ommemo/om99-44.asp?useShared=) By Richard A. Siegel, Associate General Counsel; from the National Labor Relations Board site. This document provides "guidance on legal issues often confronted in representation and unfair labor practice cases arising in the health case industry."

[Guidelines for Preventing Workplace Violence for Health Care and Social Service Workers](http://www.osha.gov/Publications/osha3148.pdf) From the U.S. Department of Labor, Occupational Safety and Health Administration; 2004; an extensive site with screening materials, references, and more.

[Guidelines For Security and Safety Of Health Care And Community Service Workers](http://www.dir.ca.gov/dosh/dosh_publications/hcworker.html) A full text online document from the Department of Industrial Relations, State of California.

[Health Care at the Crossroads: Strategies for Addressing the Evolving Nursing Crisis](http://www.jointcommission.org/NR/rdonlyres/5C138711-ED76-4D6F-909F-B06E0309F36D/0/health_care_at_the_crossroads.pdf) A 47 page online report from the Joint Commission on Accreditation of Healthcare Organizations.

[Health Care's Human Crisis: The American Nursing Shortage](http://www.rwjf.org/pr/product.jsp?ia=137&id=14088) A report by B. Kimball, and E. O'Neil, from the Robert Wood Johnson Foundation, 2002. Available full text online [84 pages].

[Impact of Working Conditions on Patient Safety](http://www.ahcpr.gov/news/workfact.htm) AHRQ Research summary; includes a section on *Impacts of unit-level nurse workload on patient safety*.

[The Impaired Nurse](http://www.nurse.com/ce/syllabus.html?CCID=3045) Online self study module by Susanne J. Pavlovich-Danis, ARNP-C, MSN, CDE, from Nurse.com.

[Initial and Continuing Competence in Education and Practice: Why should it be mandatory?](http://www.nursingworld.org/MainMenuCategories/ANAMarketplace/ANAPeriodicals/OJIN/JournalTopics/EducationandPracticeCompetence.aspx) A collection of articles on this topic from the American Nurses Association.

[Motivation Theory - Frederick Herzberg](http://accel-team.com/human_relations/hrels_05_herzberg.html) From accel-team.com; also has summaries on Elton Mayo, Abraham Maslow, Douglas McGregor, Rensis Likert, and David C. McClelland.

[Nursing Workforce: Emerging Nurse Shortages Due to Multiple Factors](http://www.gao.gov/new.items/d01944.pdf) Report from the General Accounting Office, July 2001. Available full-text online.

[Nurses for a Healthier Tomorrow](http://www.nursesource.org/) "a coalition of 42 nursing and health care organizations working together to wage a communications campaign to attract people to the nursing profession."

[Performance Measurement Examples](http://www.zigonperf.com/resources/examples.html) From Zigon Performance Group; access is free but requires registration.

[Preventing Violence in the Healthcare Setting](http://www.nurse.com/ce/syllabus.html?CCID=3007) An online course by Kathleen Brewer-Smyth, RN, PhD, CRRN & Marilynn Jackson, RN, PhD, from Nurse.com.

[Professional Boundaries: Guidelines for Nurse-Client Relationships](http://www.nurses.ab.ca/pdf/Professional_Boundaries_for_Registered_Nurses_Guidelines_for_the_Nurse-Client_Relationship.pdf) Available in PDF format from the College and Association of Registered Nurses of Alberta (24 pages), March 2005.

[Registered Nurses](http://www.bls.gov/oco/ocos083.htm) From the [*Occupational Outlook Handbook 2006-2007*](http://www.bls.gov/oco/).

[The Shortage of Care: A Study by the SEIU Nurse Alliance](http://www.seiu.org/docUploads/careshortage_report.pdf) An online report [28 pages] from the [Service Employees International Union®, CLC - Nurse Alliance](http://www.seiu.org/health/nurses/).

[Quality and Patient Safety](http://www.aha.org/aha_app/issues/Quality-and-Patient-Safety/index.jsp) A collection of online resources available from the American Hospital Association. Access to some items is restricted to members, but several reports are available to all.

[Surviving and Thriving with Conflict on the Job](http://www.nurse.com/ce/syllabus.html?CCID=3961) By Valerie Restifo, RN, MA, MS & Marilynn Jackson, RN, PhD; from Nurse.com. Open access online; continuing education credit requires payment of a fee.

[U.S. Department of Labor](http://www.dol.gov/) Includes sites on [Laws and Regulations](http://www.dol.gov/compliance/), [specific agencies within the Department](http://www.dol.gov/dol/organization.htm), and [statutes and executive orders](http://www.dol.gov/esa/regs/main.htm).

[Violence in the Workplace: Risk Factors and Prevention Strategies](http://www.cdc.gov/niosh/violcont.html) From NIOSH, Centers for Disease Control and Prevention, 1996, full-text online.

[Workplace Violence: Issues in Response](http://www.fbi.gov/publications/violence.pdf) An 80 page guide from the Federal Bureau of Investigation, March 2004.

[Your Rights as a Worker](http://www.doleta.gov/jobseekers/rights_as_worker.cfm) A collection of resources from the U.S. Department of Labor Employment & Training Administration.

CHAPTER 25:

25. Role Transition

[Building a Workforce. Let’s roll out the red carpet for new graduates.](http://www.nurseweek.com/ednote/00/041700.html) Editorial in *NurseWeek* by Carol Bradley, MSN, RN, Editor.

[Developing New Clinical Roles: a guide for health professionals](http://www.harcourt-international.com/newclinicalroles/default.cfm) Edited by Debra Humphris& Abigail Masterson, from Harcourt International; includes extensive chapter summaries, and an entire chapter online.

[Joint Position Statement on Education for Nurses in Administrative Roles](http://www.aacn.nche.edu/Publications/positions/nae.htm) From the American Association of Colleges of Nursing and the American Organization of Nurse Executives; a Supplement to [The Essentials of Master's Education for Advanced Practice Nursing](http://www.aacn.nche.edu/Education/mastessn.htm).

[Managed Care: Challenges and Opportunities for Nursing](http://www.needlestick.org/readroom/fsmgdcar.htm) from the American Nurses Association.

[National Center for Health Workforce Information and Analysis](http://bhpr.hrsa.gov/healthworkforce/) From the Bureau of Health Professions, Health Resources and Services Administration.

[Nursing Workforce Reports & Data](http://bhpr.hrsa.gov/healthworkforce/nursing.htm) Extensive collection ofonline reports from the [Division of Nursing](http://bhpr.hrsa.gov/nursing/), [Bureau of Health Professions](http://bhpr.hrsa.gov/), [Health Resources and Services Administration](http://www.hrsa.gov/).

[Partnership: Making the Most of Mentoring](http://www.nurse.com/CE/course.html?CCID=3111) By Linda H. Yoder, RN, MBA, PhD, AOCN & Valerie Restifo, RN, MA, MS; from Nurse.com. Open access online; continuing education credit requires payment of a fee.

[Public Health Workforce Development](http://www.phf.org/phworkforce.htm) From the Public Health Foundation.

[Recent graduates: problems confronted in becoming a "socialised" nurse](http://www.clininfo.health.nsw.gov.au/hospolic/stvincents/1991/a08.html) A literature review Mirella Pancia, from the 1991 Nursing Monograph, St Vincent's Healthcare Campus, New South Wales, Australia.

[The Role of the RN in Managed Care](http://www.needlestick.org/readroom/nti/9807nti.htm) Full text online document from the American Nurses Association.

CHAPTER 28:

28. Self Management: Managing [Stress](http://coursewareobjects.elsevier.com/objects/elr/Yoder-Wise4e/weblinks/YoderWise404.html#Stress) and Time

Time Management

[Mind Tools](http://www.mindtools.com/) An extensive site with information on techniques to improve a variety of skills vital to career development.

[Personal Time Management for Busy Managers](http://www.see.ed.ac.uk/~gerard/Management/art2.html?http://oldeee.see.ed.ac.uk/%7Egerard/Management/art2.html) An online article by Gerard M Blair ; one of a set of award winning articles a series of articles "on Basic Management Skills which appeared in IEE Engineering Management Journal bimonthly from Oct 1991 until Apr 1993."

[Results in No Time](http://www.manage-time.com/indxframe.html) A commercial consultant site on time management; includes an online Time Management Guide.

[Time management for nurse educators](http://www.nursing.bcs.org/itin08/lewis.htm) By David Lewis RMN, RGN, Dip. N (London), Cert, Ed, M(Nurs), Nurse Lecturer Department of Nursing, Midwifery and Health Care, Trinity College, Carmarthen; an online article from [*ITN: Information Technology in Nursing*](http://www.nursing.bcs.org/itin/), 1996, [Nursing Specialist Group](http://www.nursing.bcs.org/index.htm), [British Computer Society](http://www.bcs.org/).

[Time Management Principles](http://www.d.umn.edu/kmc/student/loon/acad/strat/time_man_princ.html) From the University of Minnesota Duluth.

Stress

[Coping.org](http://www.coping.org/) An extensive online site that includes a "Tools for Coping Series - on site manuals for coping with a variety of life's stressors", by James J. Messina, PhD, and Constance M. Messina, PhD. Also includes online materials related to specific courses taught by Dr. James Messina on a wider range of topics.

[Change and Information Overload: negative effects](http://pespmc1.vub.ac.be/CHINNEG.html) From Principia Cybernetica's web site.

[Dealing with Critical Incident Stress and Compassion Fatigue](http://www.aacn.org/AACN/aacnnews.nsf/ff1487bfe89b77df882565a6006cfc3f/5ebece9438f6145d88256ae300780d4f?OpenDocument#prn) An online document available from the [American Association of Critical-Care Nurses](http://www.aacn.org/).

[Emotions and Disease](http://www.nlm.nih.gov/hmd/emotions/emotionshome.html) An online version of an exhibit from the National Library of Medicine's History of Medicine Division.

[Managing Work and Family](http://www.mwfam.com/index2.html) A firm providing services to employers to assist; contains a good set of links to related web resources.

[Preventing Stress Through a Healthy Lifestyle](http://www.cdc.gov/nasd/docs/d000001-d000100/d000011/d000011.html) By Suzanna Smith and Joe Pergola; Fact Sheet HE-2090 published 11/91, Florida Cooperative Extension Service.

[Professional Life Stress Scale](http://honolulu.hawaii.edu/intranet/committees/FacDevCom/guidebk/teachtip/stress-t.htm) By David Fontana. An online quiz for you to take adapted from *Managing Stress*, The British Psychological Society and Routledge Ltd., 1989.

[Self Help Tests](http://www.adaa.org/GettingHelp/SelfHelpTests.asp) From the [Anxiety Disorders Association of America](http://www.adaa.org/).

[Social Support, Stress, and the Common Cold: A Summary of a Presentation by Sheldon Cohen, Ph.D. Carnegie Mellon University](http://obssr.od.nih.gov/Content/Publications/Articles/socsup.htm) By Susan M. Persons, from the [Publications](http://obssr.od.nih.gov/Content/Publications/) site of the [Office of Behavioral and Social Sciences Research](http://obssr.od.nih.gov/content), National Institutes of Health. Other items on stress are also available at this site.

[Stress and Disease: The contribution of Hans Selye to psychoneuroimmunology. A personal Reminiscence.](http://home.cc.umanitoba.ca/~berczii/page2.htm) An online article by IstvanBerczi, Department of Immunology, Faculty of Medicine, University of Manitoba, Winnipeg, Manitoba, Canada.

[Stress at Work](http://www.cdc.gov/niosh/stresswk.html) An extensive document from the [stress at work web site](http://www.cdc.gov/niosh/topics/stress/) of the [National Institute for Occupational Safety and Health - NIOSH](http://www.cdc.gov/niosh/).

[Stress System Malfunction Could Lead to Serious, Life Threatening Disease](http://www.nichd.nih.gov/news/releases/stress.cfm) An NIH Backgrounder, September 9, 2002, from the National Institute of Child Health and Human Development.

[Take Time: Self-care is the kindest, and most necessary, act.](http://www.nurseweek.com/ednote/00/011000.html) By Anne Federwisch Senior Writer at *NurseWeek.*

[WFC Resources (formerly Work & Family Connection)](http://www.workfamily.com/) A "clearinghouse of news and information about work-life issues and practices"; access to some areas requires subscription.

Journals

[*International Journal of Stress Management*](http://www.springerlink.com/openurl.asp?genre=journal&eissn=1573-3424) Tables of contents available online.

[*Work and Stress*](http://www.tandf.co.uk/journals/titles/02678373.asp) A Taylor and Francis title. Tables of contents are available online.

Agencies, Organizations and Associations

[American Academy of Experts in Traumatic Stress](http://www.aaets.org/index.htm)

[American Institute of Stress](http://www.stress.org/)

[American Psychological Association](http://www.apa.org/)

[Canadian Institute of Stress](http://www.stresscanada.org/)

[Canadian Psychological Association](http://www.cpa.ca/)

[Cousins Center for Psychoneuroimmunology](http://www.cousinspni.org/index.htm) at UCLA

[International Stress Management Association - ISMA](http://www.isma-usa.org/)

[National Institute of Mental Health](http://www.nimh.nih.gov/)

[National Safety Council](http://www.nsc.org/) Features a separate section on "Workplace".

[Occupational Safety and Health Administration - OSHA](http://www.osha.gov/)

