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## BEN HUDNALL MEMORIAL TRUST

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### Happy Nurses Week!

Join BHMT in celebrating the important role nurses play in healthcare during **National Nurses Week** (May 6-12, 2017). Each year, we recognize the invaluable work that nurses do. The official theme for 2017 is "Nursing: the Balance of Mind, Body, and Spirit" which celebrates nurses like you who lead the charge for health and wellness.

Nurses are the first line of defense in the prevention of illness and injury, and they champion and promote the health of our nation. As nurses, you deserve special recognition for keeping the principles of ethical practice in mind, and in honor of your dedicated service, we thank you for your continued efforts in improving patient outcomes in the ever-evolving field of primary care.



AMERICAN NURSES ASSOCIATION

## Nursing: The Balance of Mind, Body, and Spirit

### A Nurse's Guide: Preventing Compassion Fatigue, Moral Distress, and Burnout Wednesday, May 10, 2017

7 a.m. HST

(1 hr.)

REGISTER

The pace and intensity of work are on the rise. Nurses face pressure from managing increasingly complex populations while addressing expanding regulatory burdens amid fiscal and human resource constraints. Novice nurses report feeling overwhelmed and are unprepared to cope with the complex psychological, social, and spiritual care needs of their patients. Nurse leaders are challenged to provide rapid yet well-thought-out decisions in morally complex work environments.

Regardless of role, new expectations and challenging working environments can place health care professionals at high risk of burnout and stress-related sickness. This is cause for concern as there is a direct and adverse relationship between negative stress and productivity and engagement in the workplace.

How can you develop resilience and stay motivated in the face of constantly increasing demands and infuse meaning and joy into your practice? Tune into this special live event as experts share the latest neuroscience, behavioral and occupational research and strategies.

[Subscribe](#) to our email list

**Registration closes:** May 9, 2017 at 1 p.m HST

## Digital Fluency Pilot Coming This June—Be Ready for The Future!

Now is your chance to get a jump start on preparing for the work of the future. Did you know that [Digital Fluency](#) has been identified by Kaiser Permanente as [one of the 4 Critical Skills](#)? Being Digitally Fluent means being comfortable working in the increasingly technological environment that is today's healthcare. It doesn't mean that you need to be an expert, it just means that you can adapt to the rapid changes that are happening in your workplace.



The [Digital Fluency Training Program](#) will give you a broadened understanding on how:

- Technology is embedded in our everyday work lives.
- It helps us provide excellent care to our members.
- To learn even more.

We understand that your time is very valuable which is why we've provided this training completely online. You can **access all 4 modules**, including "Mobile Devices in Healthcare" and "The Power of Data" at home or on the go. Also, participants in this pilot program will receive a Certificate of Completion once the training has been completed.

If you're ready to build your success in this digital age, [sign up to be a part of the pilot program](#) today!  
*Presented by National Workforce Planning & Development (NWFPD), BHMT, and SEIU Ed Fund.*



### 3 Tips for Career Development

**Network Professionally!** Your career requires you to network, and in today's marketplace, you must be more active than ever, but networking requires planning—an approach that is strategic and measurable, that you can learn from each time you introduce yourself to a new crowd or reacquaint yourself with an old one.

**Here are 3 tips on how to get started:**

- Make significant connections by creating a LinkedIn account.
- **Consider a personal webpage to showcase all your accomplishments, work experiences, and more!** Not sure where to go? [Wix.com](#) has great examples and is a **FREE** resource.



[Subscribe](#) to our email list

- **When creating a cover letter, always say things that your resume can't**—make it personal but focus on your professional highlights and accomplishments.

Networking is both an art and a science, but in the end, it should be fun, exciting, and a rewarding approach to advancement. The more you network, the more you will learn, and if you're always learning, you are growing and thus developing yourself especially your interpersonal communication skills. Once you have become a pro at networking, you can begin to share your experiences, tips, and tricks with others, and always remember, your regional [BHMT Career Counselor](#) is there to help! *Presented by Martha Edwards, NCAL BHMT Career Counselor.*



## Degrees & Certifications



### How to Get 100% of Your College Tuition Paid for without Spending a Dime



As an eligible BHMT participant, you can have 100% of your college tuition paid for at [Colorado Technical University \(CTU\)](#). Through the BHMT Commitment Grant and the [Tuition Assistance Program \(TAP\)](#), pursue your degree without the burden of student debt.

#### Benefits of attending CTU:

- Over 100 CTU degree programs and concentrations.
- Classes available 100% online.
- Areas of Study include *Business & Management, Engineering & Computer Science, Healthcare, IT, Project Management, and Security Studies.*

And get credit for what you already know and earn a degree faster by successfully passing CTU's Fast Track™ exams.

**2017 Start Dates:** Jul. 4 | Aug. 15

For more information call: 855.283.1590 or email: [bhmt@coloradotech.edu](mailto:bhmt@coloradotech.edu).



#### 'It Worked for Me': Vilma Castillo

NCAL Billing Specialist Shows How Change Can Be Beneficial

**Current Position:** Lead Billing Specialist, Regional Billing Office, Northern California

**Her Goal:** To become a Project Manager

**How BHMT Helped:** BHMT helped through the use of the Project Management Certificate Program

Vilma Castillo began utilizing the [Ben Hudnall Memorial Trust](#) back in 2012 with the use of a [Medical Terminology course](#), but working as a Lead Billing Specialist, she wanted to take her career even further, so she enrolled in the [Project Management Certificate Program](#) through UC Berkeley Extension.

"I am very thankful for the opportunity to improve my career," she says, "It is a privilege to be a part of the program."

Vilma is now almost done and has noticed that she has been able to improve her skills in process analysis as

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supervisor also played a key role in her decision to pursue the program. With their encouragement, she felt like she was ready to take the next step in her career development.

Although Vilma has gotten a lot of value out of the program, she realizes that you must have "self-discipline" and "determination" in order to be successful.

Currently, she is looking for a position that will make use of her skills in Project Management within Kaiser Permanente, but in the meantime, she is pleased to use the skills she's learned in her role.

"I am thankful for the partnership between KP and BHMT," she says, "I have learned more as regards to my work than I have ever before."

**Congratulations, Vilma!**



### **NEW! You Now Have Unlimited Access to Lynda.com**

Did you know that BHMT is now providing all eligible participants [access to Lynda.com](#) —an online subscription library that teaches the latest software, creative, and business skills through high-quality instructional videos.

**Lynda.com**<sup>®</sup>  
A LINKEDIN COMPANY

#### **Benefits to using Lynda.com include:**

- Up-to-date content to keep skills current or to learn new skills.
- New courses added every week.
- Tutorials taught by recognized industry experts.
- Beginner to advanced courses.
- The option to watch complete courses or bite-size videos as you need them.

Choose from **over 5,000 popular training topics** such as *Project Management, Excel, Web Design, Time Management, Office 365, Critical Thinking, Conflict Resolution, Business Writing*, plus so much more. You can also create and manage your own learning paths by developing custom playlists as well as follow videos with close caption transcripts and write/store your own class notes.

**Register today to acquire new skills, advance your career, and expand your mind!**

### **Learn How to Use Lynda.com**

**Wednesday, May 10, 2017**

7 a.m. HST

(1 hr.)

**REGISTER**

This session is for those who would like to learn more about Lynda.com **LIVE!** Presented by *Renisha Coleman, BHMT Project Manager.*

### **NEW! Develop Superior Skills in Medical Interpreting with LanguageLine Academy**

**LanguageLine**  
Solutions<sup>®</sup>

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We are very happy to announce that BHMT has partnered with LanguageLine Academy to bring you the [Advanced Medical Training Program](#). This program consists of three modules that will provide you with the necessary tools and examples to interpret accurately and completely.

The primary goal of the Advanced Medical Training Program is to allow you to prepare for the QBS II test or use the content as a refresher.

***Languages include:***

- Vietnamese
- Cantonese
- Mandarin
- Korean
- Tagalog

The Advanced Medical Training Program is offered over-the-phone or online allowing your trainer to deliver the entire training in an interactive format. Online instruction is conveniently conducted as a web-based training program and is comprised of 40-hours of content. With the convenience of these self-paced training modalities, you can access the content anytime, anywhere!

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**Learn About LanguageLine Solutions**

**Wednesday, May 17, 2017**

7 a.m. HST

(1 hr.)

REGISTER

This session is for those who would like to learn more about the Advanced Medical Training Program **LIVE** with LanguageLine Academy. *Presented by Renisha Coleman, BHMT Project Manager.*



**CECenter**<sup>™</sup>  
For Nursing and Allied Health

**HealthStream Webinar: Preparing for Outpatient & Ambulatory Surgery CAHPS**

**Preparing for Outpatient & Ambulatory Surgery CAHPS**

**Monday, May 8, 2017**

7 a.m. HST

(1 hr.)

REGISTER

Join Karen Sorensen, AVP, National Initiatives, from [HealthStream](#) as she presents the latest information on OAS CAHPS, a new CAHPS survey that becomes mandatory for hospital outpatient surgery departments and ambulatory surgery centers starting January 2018. *Presented by HealthStream.*



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Connect with BHMT via [Facebook](#) & [Twitter](#) to stay up-to-date on latest events, news, webinars, and more!

**Need Career Direction? Contact Your BHMT Career Counselor**

Are you aware of your free and confidential career counseling benefit? Your regional career counselors are available to help you with career goal setting, education planning, and job search assistance. No matter where you are at KP, it's useful to explore your professional development.

Contact Your Hawaii region Career Counselor:

**DAVE ROSENBERG**

[David.L.Rosenberg@kp.org](mailto:David.L.Rosenberg@kp.org), (510) 406-6213

Established in January 2007, the Ben Hudnall Memorial Education and Training Trust provides career counseling services and resources to education and training programs across Kaiser Permanente Regions.

**Office of the Ben Hudnall Memorial Trust**

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