



PLEASE LISTEN TO ME, DEAR HEAD NURSE

From Head Nurse:

With Unit Member, Heart to Heart Encounter

Hu Yu-Chuan, Head Nurse, 10A Ward, Dalin Tzu Chi Hospital



I have been in Dalin Tzu Chi Hospital for 17 years. It has become my other hometown. This simple place has accompanied my youthful years, and here I learned the happiness of helping people and being helped.

I love my work as a nurse, speaking from my heart.

“I love my work” summarizes my ten plus years of being a nurse. This is what I said to the committee members during my evaluation. It came directly from my heart.

The interaction with patients has given me a sense of accomplishment. Caring for patients is the greatest happiness in my work. I am grateful to see them discharged from hospital. From the previously ignorant little nurse, I am now able to see from my colleagues' perspective. When you have the ability to help others, you feel that you are needed and being valued.

Every Defeat Is a Learning Opportunity

I remember when I first became a nurse, I encountered the biggest setback. During the first six months working at the hospital, I encountered a patient's vomiting blood in the middle of the night and I ran away in panic. Later, that patient passed away due to excessive blood loss, and the family filed suit. At the time, I faced the biggest setback in my life; however, the hospital took very good care of us. I was unable to face family



Hu Yu-Chuan took the frustration and setback while becoming a nurse as a necessary process for growth. After becoming a unit head nurse, she found that she should accompany new nurses for their well-being.



members so the unit Head Nurse then came to my rescue. I learned a lesson and I remind every new nurse to treat every setback as a growing-up experience.

Teaching New Grads with Accompanying

The most difficult thing for new grads to adjust is the transition from campus to the workplace. They need to adjust themselves to the new pressure. I pay close attention to their moods and encourage them, if needed. I ask about their daily lives like a nagging mother and of course take them out to eat sometimes. It is a good method for relaxation.

During the process of leading the new staff, seniors are not only teacher and coordinator, but also life counselor. They pay attention to their learning and at



Head Nurse Hu Yu-Chuan often encourages new staffs not to be afraid of stress, because there are always senior staffs and supervisors behind them.

the same time take initiative to care for them, and accompany them through the most difficult initial three months period. However, given that current newcomers' resistance toward stress is not as good as before, I often tell the senior staff to give them at least six months to adjust based on individual and personal circumstance.

I often encourage newcomers that the staff and managers are with them. Regardless of how difficult or enormous the problem, there are always senior staff behind them as support.

Many young nurses would cry when patients pass away. I said to them, "This is our blessing. When a patient is at the end of the life journey, we have to be grateful. Maybe one day we will go early. How to live the present moment is the most important thing. This is the most important lesson of life and I hope they will understand. We must be content, grateful, so as to create more blessings."

Seeing the Qualities of My Colleagues and Cultivates Positively

Chen Ju is the one of the non-newbie liked individuals that I have mentored, whether it is her productivity or attitude towards work. Initially she made a striking impression because her name is the same as the mayor of Kaohsiung. In addition, when she reported to our department, she took the initiative to want to learn a second skill, which is not easy because newcomers must go through a trial period and attend classes simultaneously. Furthermore, due to the shortage of staff, scheduling was difficult. However, I felt that her wanting to further her skills was commendable and I wanted to help her. After coordination, Chen Ju proposed to complete the prerequisites in advance in order to spend less time in class. Finally, she completed her studies and became the first newbie to advance in the hospital.

Chen Ju is positive. With this national hospital accreditation, I felt the stress being a senior too, let alone a newcomer who just joined us in less than a year. She is what I considered as an "elite" member. Regardless whether it is an evaluation or teaching assessment, we always ask the newcomers. Her response was, "No problem! Bring it on!" I asked her why she was not afraid, she said, "Fear is no use. What's going to come will come. I just have to be ready." I found her attitude admirable. Later during the accreditation, she was picked by the judge members to answer question. Her response and performance was also very good. I always encourage her to attempt different opportunities: be it a specialist nurse or a managerial type position. I hope she will remain on the job, and continue to provide good nursing care.