



Please Listen to Me,
Dear Head Nurse

My Head Nurse Guides Me like a Homey Light to a Lost Ship



During the epidemic period of more than a year, there was a family member who once scolded us busy nurses at the nurses' station. Next, he barged in without proper entry access! While I was lost, the Head Nurse came out from the office and talked to him with a firm and steady tone. She said, "Hello, Sir. I am the Head Nurse. Can I help you? Please do not speak loudly. This will scare our nurses. It's not good for care and safety!" The family member was clearly shouting and the Head Nurse was just asking him to not speak loudly. She went on to say, "You dress so nice and must be a respected boss. It also affects your image!" This worked. He listened and suddenly became polite, "Oh! I am impatient. Sorry! Sorry!" Our Head Nurse took action and calmed the storm at the nursing station.

Looking back at my short clinical career, there were many problems at the beginning. I had learning difficulties, couldn't adapt to the work environment, and didn't know how to get along with coworkers. Good thing the Head Nurse Chuang Yi-Ling always took the initiative with a warm tone and an encouraging attitude when I needed help and guidance, letting many disputes become an effective learning curve. I gradually learned to hold conversations with others, enhance knowledge and skill of a nurse. Also, even under stress, I now know how to listen and accompany patiently.

Before accepting the ISO External Audit last year, Head Nurse Chuang took us around to review the work environment, hoping to find any problems and needs, and come up with a solution together. I remember the Head Nurse saying, "It's your job. Focus on your convenience for clinical work. As long as it is reasonable and safe, I support." Letting go for us to find a solution. For example, modifying the flow by finding the fastest and most convenient way to improve work efficiency. During teaching discussions, unit affairs, policies review, the Head Nurse always listens carefully, analyzes from different angles, and guides me to reflect and explore. This allows me to practice critical thinking and proper communication skills in discussions.

I find that whenever we have difficulty or need assistance, the Head Nurse always fills the gap during emergencies to solve tough problems and face challenges that are different at work. She accompanies me like family.

I tell myself, "I want to keep on learning". Develop skills and knowledge from time to time, hoping to be able to give all-round assistance and spiritual care to colleagues at work. This is giving the best payback to the Head Nurse.



During this epidemic, in terms of patient care, I was not certain and even confused. The Head Nurse sensed my helplessness too. She took me step by step starting from understanding of the theory of viruses, to infection control principles, the hospital's policies, etc. This made my scared, unstable heart more steady and pointed the boat in the right direction. I became more confident in facing the epidemic.

I think the unit is like a big family. In such a busy working environment, everyone is under different pressure. In addition to giving care, you must also accept the emotions of family members. Without a good support, the body and mind may burst like a floodgate.

I want to thank the Head Nurse for taking me to adapt to the measures and policies in response to the spread of the epidemic, treating the clients and family members as family members with empathy and loving care. The Head Nurse reminded me that during the severe epidemic, don't let care lose warmth! She said, "Let the clients and family feel the warmth that I gave you. Light a bright, warm lamp for them on the way to healing".



From Head Nurse :

Winning People Hearts, Be their Strongest Support

By Chuang Yi-Ling, Head Nurse, 10A ward, Dalin Tzu Chi Hospital

In retrospect of the time when I first entered the nursing career, I was scared and felt helpless. Working in the ward, I did not know what to do. I followed the seniors and busied around with them. I am very grateful for their endless patience and thorough guidance back then. Although they were strict on me professionally, they were very caring and gentle about my life. They did things with protective and heartwarming intentions, which gradually calmed down a trainee's panic mind. With the seniors' guidance, I absorbed and learned from experiences. As a result, their strong support has made me stronger even under so much stress. I hope I can continue keeping up my spirit and take care of the juniors in terms of their work and life and work together in the path of nursing.

I remember when I worked with Jing-Wen. I was upholding a belief that we should not make any mistake when caring for a patient. So, when there were problems with nursing professional principles, I would analyze every pro and con at every level





of work seriously. At that moment, Jing-Wen would listen quietly and tilt down her head and try to recollect all the details happening in the nursing process. And the thinking was there anything she did not cover? Later on, I realized that although I tried hard to guide her but my facial expressions were otherwise. So, instead of talking with a serious face, I tried to be gentler and more relaxed to avoid the tension between us.

I treated Jing-Wen as my sister and wished she could absorb things like a sponge and become stronger. Jing-Wen always spent her vacation time asking for guidance from the seniors and self-learning. She was also willing to share her bottleneck, worries, and tiredness about her learning process with me. At this moment, I would listen attentively and hug her. When I heard Jing-Wen says, "It is great to have you! You have a magic power to make me relaxed...." This means that she has realized my effort in helping her. This is enough for me.

Nursing Heart, Family Affection

I must say that nursing work is not for everyone. When you deal with and handle each situation, you must not only manage it fast, decisively, and precisely, but also soothe the worries and anxious minds of the patients and their families. You may even need to deal with some irrational emotions. Even a single case is a precious life. Having a brave heart to face and contact with so many lives every single day is not something everyone is inherently born with. The heart needs to take tremendous stress and digest so many negative emotions.

Most of my colleagues left their hometowns and work in this city, sometimes I would cook some nameless dishes for them. I hid my love in my cooking. I hoped my love could be transferred to their hearts and warm up their days, letting them feel the home-like happy and caring moments.

I could still recall the day we successfully saved and transferred a patient in critical condition to the ICU unit. A few moments before the emergency call, I was making food. It was because Jing-Wen told me, "I wanted to eat mangos, but I don't know how to cut." I replied, "Yeah! You only need to know how to eat. I will be in charge of cutting it." Who knew at that moment, hardly someone pushed the office's door, then I heard, "Head nurse, there is a patient need to be tubed!" I put down everything on my hands and rushed

out and joint emergency care.

After the patient was out of critical condition and sent to the ICU unit, I heard Jing-Wen says, “Although we were exhaustedly busy, we felt happy to work and be busy together!”

It is true. It is a positive power from our team members working one-heartedly together. I could feel the bliss from our team. It was because I was acting like a mom who supervised sisters and daughters, a whole family, to implement a lifesaving mission!

I hope that Jing-Wen will not step back when encountering all sorts of training and negative problems in the future.

For the new coming sister and brother nurses, I will accompany them to walk through the difficulties and bottlenecks. We are all tiny screws located of an entity to protect and safeguard the health of any being.

I also want to remind every newly recruited nurse, when we are facing all the patients’ health problems, even involving in their last moments, we should know that the patients and their families may show their most vulnerable side. As a nurse, we don’t forget empathy and always be compassionate.

I hope during the difficult environment of the COVID-19 pandemic, we will not be step back. We should be strong and brave. Together we are one family. I will be here to be your strong backup.

