

# Critical Issues

## CarePlan™ : *The Whole Story*

Many of our clients call with questions about what to expect at the CarePlan lab. Following is a brief description of the lab's activities and expectations.

**The CarePlan™ is a laboratory that prepares students for the Excelsior College® clinical examination (the CPNE). It is a five-day learning experience designed to prepare clients to pass this rigorous 2-½ day clinical exam. Our instructors are experienced Registered Nurses who will take you step-by-step through all of the things you need to know to pass the clinical exam (including stress management). Clients travel to our facility in Fishers, Indiana from all over the country. The lab is offered every week of the year with the exception of those in which a national holiday occurs, and is open Monday through Friday, 8:00 a.m. to 3:30 p.m.**

Chancellor's generally schedules the lab two months in advance. For two reasons, we recommend attending the CarePlan lab approximately two to four weeks prior to taking the CPNE: 1) the information and experiences will remain fresh in your memory, and 2) you will have the required time to process the information and practice the skills/techniques you've learned. Once you receive your assigned CPNE test date from Excelsior College®, call our CarePlan Lab Manager, Carla Bowman, at 1-888-837-8688 extension 2657 to schedule your lab.

**It is VERY important that you do your "homework" in preparation for the CarePlan lab.** Excelsior College® will provide you with a CPNE study guide, and when you schedule your CarePlan, we'll send you a CarePlan Lab Manual. Be sure to memorize the critical elements for each area of care so that you can make the best use of your hands-on experiences at the lab. The critical elements are listed in the Excelsior College® study guide and in the Chancellor's lab manual. You should also become familiar with and bring to the lab your Handbook of Nursing Diagnosis by Carpenito or Mosby. These books will be your most valuable resources as you learn to write care plans. If you do not have one of these nursing handbooks, you may purchase one at the lab for \$40.

Some people drive to Indianapolis; most fly. We have corporate rental car and hotel rates available for CarePlan clients. Our recommended hotels have many nearby amenities, including eateries, shopping, grocery stores and a movie theater.

**CarePlan class size is limited to four to six people.** The small size makes for the optimal learning experience. The attire is casual; wear comfortable clothes. The lab has a kitchenette with a refrigerator, microwave and coffeemaker. Most

of our clients bring their lunch and eat at the lab; however, there are several eateries nearby if you prefer to get away. Many people use their lunch break to watch the lab's collection of instructional videos or review the CPNE evaluations of past CarePlan clients. The lab break room also hosts the CarePlan Wall of Fame – photographs of previous CarePlan attendees who've passed the CPNE. Be sure to bring your smile with you; your picture will be added to the Wall when YOU PASS YOUR CPNE!

**At the lab, you will receive instruction and hands-on experiences of the skills necessary to pass the CPNE.** Your mock lab sessions will be both guided and independent. At the lab stations, you will practice intramuscular injections, subcutaneous injections, sterile dressing change, IV piggyback and IV push. You will also discuss the basics of writing care plans. Instructors will review the effective use of your Handbook of Nursing Diagnosis, specifically referencing commonly used care plans. Instructors will also review THE GRID – a very effective and efficient tool used to organize your plan of care. You will be presented with several patient scenarios and asked to perform a mock patient care situation. You may practice on lab manikins, your instructors and/or fellow classmates. Everyone observes one another's performance, which is good preparation for the actual exam.

**If you haven't logged on to our Web help board at [chancellorsonline.com](http://chancellorsonline.com), please do so ASAP!** We have an entire discussion related to the CarePlan and the CPNE, as well as the NCLEX-RN. The help board is an excellent resource for advice, motivation, encouragement and inspiration. Many clients make travel and/or lodging arrangements with their fellow attendees.

**Does it work?** Approximately 90% of CarePlan clients pass the CPNE on their first attempt. We have so much confidence in our program that we developed The CarePlan Promise: If you attend one complete week of preparation at the CarePlan Laboratory and subsequently do not pass the Excelsior College® CPNE, you are entitled to one additional week of preparation at the CarePlan Lab at no additional fee.\* Clients say CarePlan provides them with the much needed confidence and sense of preparedness – half of the battle is knowing what to expect. At CarePlan, you will learn the necessary details to successfully pass the exam.

\*Certain restrictions apply: You must have failed the CPNE within three months of attending the CarePlan and must provide proof of your failing score.

# Interview with NANCY ALBERTIN

(Attended CPL 6/18/07 and passed CPNE 6/29/07)

Nancy took her CPNE in Madison, Wisconsin in June and passed. She is a very enthusiastic individual. Nancy has a very active home life and was able to find balance between family activities and study during her course work and preparation for the CPNE. Here is her story.



## What career path will you follow after you receive your RN license?

I am studying this month for nursing boards. I plan to continue working in the OB/GYN clinic where I have worked for the same doctor for 8 years.

## Was your family helpful and supportive while you were studying?

My family was a very good support helping me to find a balance between study and play. My husband suggested we hire a cleaning lady for a while so I didn't have to spend weekends cleaning the house. When we went camping as a family, I would be studying while they were swimming. After a period of time they would convince me to put the studying aside to have a bit of relaxation in the pool with them. The OB/GYN I work for gave me a certificate for a 1 hour massage as a congratulatory gift after I passed my CPNE and graduated from Excelsior.

## Tell me about your experience at the CarePlan Lab.

Great! Everyone was great! Carol did my mock and her feedback was very positive. She told me "You did fine, I know you will do well at your CPNE." During our week at Chancellor's the anticipation was high for all of us as students. We were so focused on our upcoming CPNEs that we were exhausted by Friday after meeting each night after class to practice. The fear of the unknown was rampant. I can't say enough good things about the grid that was taught at the CarePlan Lab. Once memorized it is a great and helpful tool.

## How much time did you take in preparation for the CPNE?

I received my CarePlan Lab manual in February of 2007. Between that time and my week at CarePlan Lab in June I studied every night and weekend. Chancellor's CarePlan Lab study guide was so streamlined that after one week of continued study after attendance at the CarePlan Lab I was able to attend and pass my CPNE in Madison, Wisconsin.

## Do you have any study tips you would like to share?

Practice writing nursing diagnoses and developing a grid on numerous patient care scenarios. If there are any fundamental nursing areas you are unsure of, look them up in a nursing book. Mark in your nursing diagnoses handbook the most frequently used nursing diagnoses. Know your drug calculations. I was intimidated by IV's so I double checked all of these calculations. When in doubt about anything, take a breather by washing or gelling your hands.

## What was the most difficult part of your CPNE?

Nerves are unspeakable. You can't describe what is like without doing it. Fear of the unknown and not being sure what the CE's or patients are going to be like.

## What was the easiest part of the CPNE for you?

The CA was wonderful! She had a warm smile and brought us candy. She tried to take the edge off our anxiety. She said "Keep in mind, you can do this." The hotel where I stayed had a van that took us to the CPNE site. The driver knew we were nervous and was very kind.

## What did you do to relieve stress?

I went for walks even when I was at the CarePlan Lab. I am a big exerciser. I use this to get away from my papers and study material. I went alone to my CPNE and when at the hotel I took my walk, ate dinner and then watched television. I called my family on the cell phone as they were not to call me unless there was an emergency. No one other than my family and the doctor I worked for knew that I was taking courses and attending the CPNE. After passing the CPNE, I got in the van and cried tears of relief. I turned the music loud on my radio and smiled and cried all the way home. I didn't call my family. I wanted to be face to face when they found out I had passed. I arrived home to find my wonderful family awaiting me with flowers, balloons and champagne.

## Did you use Chancellor's study guides?

I did use Chancellor's study guides and did well with them. I would have been forced to take a leave of absence from work or quit my job to attend a technical school for my ASN if I hadn't worked this program. I passed all but one of my exams on the first attempt. I did utilize my public library, a medical surgical and a fundamentals of nursing book as further resources for my studies. I used the tapes and CDs that came with the study guides from Chancellor's on my half hour each way commute to work. I also listened to them in bed. I went to sleep listening to them.

## How long did it take you to complete your nursing exams?

I started the program in 2002. I spent about 12 to 18 months on the nursing exams. I initially thought I would complete the entire program in the 12 to 18 months, but that wasn't realistic for me. I have been a nurse for a long time, but found studying didn't come easy for me. I lost my mother this summer to congestive heart failure. She lived until after I passed my CPNE. She was a wonderful mother and I miss her but was prepared for her passing. We also took our two oldest children back to college for the year as well as our youngest child for the first year of college. Having experienced what it is like to study again, I give "college kids" a lot of credit for their efforts. The instructors at the CarePlan Lab were great! They all have wonderful personalities and took the edge off by applying a good mix of laughter along with the instruction. They definitely applied a personal touch. What is taught in the lab really works.

## Why it's hard to say NO – and how to anyway

Do you say yes to requests that commit you to things that you don't really have time for and that make you feel stressed?

There are many reasons that people say yes, when they really want to say no:

- Some people have a great sense of duty and obligation. They feel like they have to say yes to almost anything they are asked to do. This kind of person can end up feeling resentful and burned-out. Remember, that taking care of yourself is important, too.
- Some people just want everyone to like them, and they're afraid if they say no they might cause the person making the request to reject them. Don't worry so much. People accept others saying no in life, and they'll accept you saying no, too.
- Some people are afraid they'll miss out on a big opportunity if they say no to something. If you think doing something will help you achieve some of your own goals, then you should probably do it. Otherwise, remember that there will be other opportunities in life.
- Some people feel flattered when they are asked to do something. If you need flattery, get it from your friends or family. At work it could cost you lots of extra hours.
- Some people hate confrontation so much they will do almost anything to avoid it. Most people don't scream and yell when someone says no, but if they do, they'll get over it, and so will you.

When you do need to say no, here are a few tips that might help:

- Always be polite, but firm. Don't tell the person too much about your situation because the person making the request of you might then ask you to say yes to a different version of the previous request.
- If you will have to say no eventually to a request, you should do it as soon as possible to avoid dragging the situation out.
- Always know your priorities. If something you're asked to do doesn't fit in with you and what you believe, don't do it. Say no.

— Adapted from *The Complete Idiot's Guide to Overcoming Procrastination* by Michelle Tullier



# Excelsior College Updates

## 2007-2008 Excelsior College® FEES UPDATE:

### Examination Fees:

3 SH Exams .....	\$205
4 SH Exams .....	\$235
6 SH Exams .....	\$295

### Online Course Tuition Fees:

1 SH Course (Information Literacy).....	\$290
3 SH Course .....	\$870
4 SH Course .....	\$1160

CPNE: .....	\$1850
FCCA: .....	\$375 (\$125 for each of three required modules)

## CURRICULUM UPDATE:

### ASN Students:

Excelsior College®, in its goal to remain one of the most respected nursing programs in the country, has revised its Associate of Science in Nursing degree requirements effective October 1, 2007. The revised curriculum has eight nursing theory exams rather than seven, plus one new clinical competencies assessment.

The additional nursing theory exam is a result of dividing the Nursing Concepts 3 exam into two smaller, more manageable exams (which should result in a higher pass rate). Here's how the two curriculums compare:

Old Requirements	New Requirements
Nursing Concepts 1	Essentials of Nursing Care: Health Safety
Nursing Concepts 2 *	Essentials of Nursing Care: Health Differences *
Nursing Concepts 3 (part 1)	Essentials of Nursing Care: Chronicity
Nursing Concepts 3 (part 2)	Essentials of Nursing Care: Reproductive Health
Nursing Concepts 4	Health Differences Across the Lifespan 1
Nursing Concepts 5	Health Differences Across the Lifespan 2
Nursing Concepts 6	Health Differences Across the Lifespan 3
Nursing Concepts: Foundations of Professional Practice	Transition to the Registered Professional Nurse Role
--	FCCA (Focused Clinical Competencies Assessment)
CPNE (Clinical Performance in Nursing Exam)	CPNE

\* This exam is waived for currently licensed LPNs / LVNs.

The FCCA, Focused Clinical Competencies Assessment, is a three-part

assessment of skills related to: 1) head-to-toe assessment, 2) managing more than one patient, and 3) working with a health care team. This requirement has three separate exams, also referred to as modules, which are computer simulations of clinical skills. The exams are administered at Pearson Testing Centers (the same site for all other Excelsior College® exams).

### BSN Students:

- The Community Health Nursing exam is now the Community-Focused Nursing exam.
- The Health Assessment and Promotion in Nursing Practice requirement is now an online course (\$1160).
- Students can now choose to complete the Research in Nursing requirement by taking the exam (\$235) or by enrolling in the online course (\$870).
- Students complete the Teaching Across Cultures and Professional Socialization requirements by enrolling in online courses (\$870 per course).

## Important Contact Information

Mailing Address ..... 9929 E 126th Street, Suite B  
Fishers, IN 46038

Web Site ..... [www.chancellorsonline.com](http://www.chancellorsonline.com)

E-mail ..... [info@chancellorsonline.com](mailto:info@chancellorsonline.com)

Chancellor's Direct Number ..... 317-813-0600

Chancellor's Toll-free Fax ..... 877-216-2650

Chancellor's Toll-free Number ..... 888-TEST-OUT  
(837-8688)

Automated Shipping Orders ..... ext 2413

Controller / Contract Manager ..... ext 2572

Payments / Accounting ..... ext 2505

Receptionist ..... ext 2500

Director of Academic & Client Services ..... ext 2568

CarePlan™ Lab RN Manager ..... ext 2567

Client Support Services ..... ext 2508

Director of Sales ..... ext 2565

Client Sales Representatives ..... 888-TEST-OUT  
(837-8688)

Excelsior College® ..... 888-647-2388

Excelsior College® Exam Registration .... 888-926-9488

CLEP® Information ..... 800-257-9558

Partner's Financial Services ..... 800-926-1303

## CarePlan Lab

# Quotes

“The whole layout of the lab and the hands on experience were great!”

“Excellent experience, very thorough.  
Made the study guide from  
Excelsior make sense to me.”

“I definitely feel more confident. I don't feel like I have blindfolds on anymore.”

“From the first day we were encouraged.”

“The instructors were fun and knowledgeable at the same time.”

“Great experience, now I know what I need to  
spend more time on.”

“I really feel it was a blessing to be here and I would strongly suggest anyone to come  
before attempting CPNE. I can't thank you enough for providing this service.”

## HOW TO HANDLE TEST ANXIETY

**Do you or someone you know suffer from test anxiety?** Some students are so stricken by test anxiety that they become paralyzed by fear. And that paralysis can come in many different forms.

Some people just can't get started. They procrastinate and don't study until the last minute. Other students just can't seem to stop. They study from sunup to sundown and wear themselves out.

**Here are a few tips to help those who suffer text anxiety—whatever variety it arrives in:**

- Sit down and make a list of all your classes and tests that you are responsible for. Just taking this step will likely relieve you of much anxiety. Why? Because it will help you prioritize, and that is exactly what students need to do. If you're a working student, this will be even more important as you will need to use your time especially wisely to skillfully juggle all your commitments. You will need to decide which tests to devote the most time to if you are taking more than one class.
- Don't forget to sleep. That might sound like a silly suggestion, but you'd be surprised at how sleep deprived some students will let themselves become. Don't study all night. You need to sleep in order to process the information you are studying.
- Don't over-study. Take breaks. Taking a short break every hour or two is a good idea. Most studies show that concentration breaks down after the second hour of studying without a break. That means decreased productivity, and that probably means, to some degree, you are wasting your time and brainpower.
- If you have a hard time getting started, then you might want to relocate. Maybe studying at home is not the best option. Try a library, coffee shop or other public venue. If those places are too distracting, get creative and go out in search of the perfect place for you to study.
- Another way to structure your studying is to start a study group with people who are serious about studying. Meeting at a bar for a couple of beers while you go over notes is probably not a great idea. Try meeting in an empty classroom or possibly in one of the group member's apartment, dorm or other quiet area where you are able to talk and exchange ideas without disturbing others.

# Chancellor's Referral Program

Did you know that Chancellor's offers a \$75 referral bonus to its customers EACH time that customer's referral enrolls in a Chancellor's program of study that includes the purchase of at least five study guides? How many people do you know that could benefit from our Learning Systems?

- 5 people = \$375
- 10 people = \$750
- 20 people = \$1500

The amount of referral bonuses is completely up to you and there is no limit on the number of allowed referrals. Share the good news of Chancellor's Learning Systems and get paid for your efforts – not only with a \$75 bonus check, but also with the satisfaction of helping others achieve their goal of becoming an RN.

## \$75.00 Referral Bonus Chancellor's Learning Systems Client Referral Card

Your Name: \_\_\_\_\_

I personally recommend the following individual for home study:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_

Current License Status: \_\_\_\_\_

If you have a friend or college interested in Chancellor's, return this card. When we receive completed paperwork from this friend for five or more study guides, we will send your bonus. Please allow 60 days for processing.

Some restrictions apply.

# Get ORGANIZED so you can do what you need to do.

**Are you feeling stressed because you feel like you have too many things to do? Do you feel overwhelmed? Do you have a hard time knowing what you need to do and when you need to do it?**

So go the sufferings of the modern worker, according to productivity guru David Allen.

Allen says the mind works like this: It stores up all the things you need or are committed to doing and then constantly reminds you on some level about what you need to do. Here's the bad, stress-inducing part though. Your mind is not all that smart in that it reminds you to do these things at times when you really cannot take action. This causes people to worry and drains them of energy.

**How do people avoid this kind of overwhelming stress in their lives?**

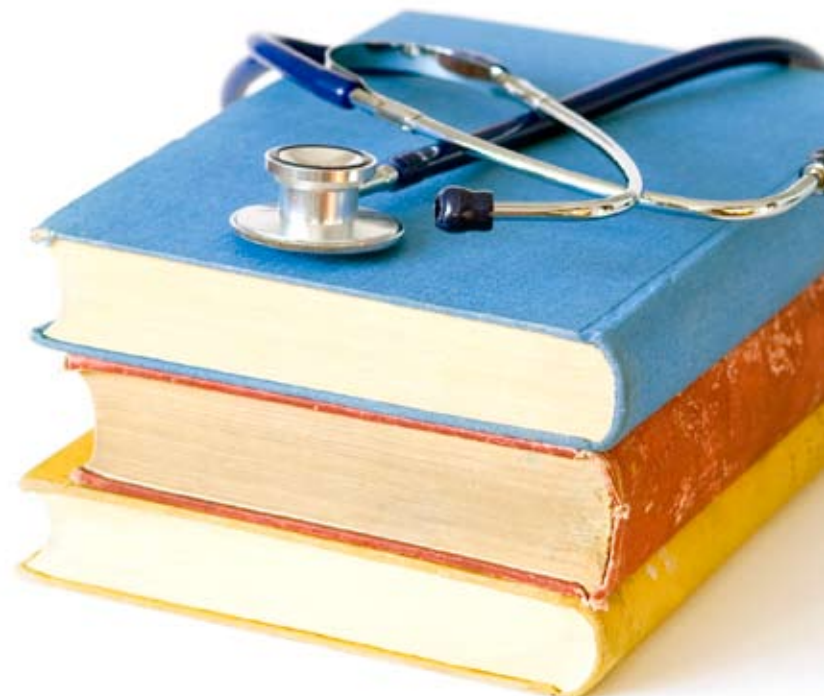
Allen recommends that people need to get all the things that need to be done in their lives out of their heads by writing them down. But his method is not just another time-management to-do list. Allen says that people need to both think and stop thinking about the things they need to do. That is, we need to take the time to think in a concentrated way on what we need to do to accomplish the tasks necessary in our lives. And at the same time we need to stop thinking about what we need to do at inappropriate times because that is the No. 1 energy waster in the modern world.

**Allen suggests a five-pronged approach:**

- First, gather together all the things that demand our attention in our lives.
- Understand what these demands mean to us and what we need to do about them.
- Once we understand this information, it must be organized.
- Look over the options for accomplishing what demands our attention.
- Take action and do the things that need to be done.

Allen says this is the way people generally get things done, but it is the need for significant improvement or the correction of failure in any one of these five areas that keep people from getting things done and avoiding stress.

—Adapted from *Getting Things Done* by David Allen



# The Chancellor's NIGHTENGALE SCHOLARSHIP Award

Every month we award a scholarship to at least one of our newly-enrolled customers – that's a value of up to \$5625.00! The time has never been better to move forward in your career and life. Contact us today; you could be the next recipient of the Chancellor's Nightengale Scholarship. Our recent recipients include:

## October 2007

Rebecca Felzer  
Dee Jolly

## September 2007

Treva Branch

## August 2007

Maria Hill

## July 2007

Rose Alejos

## June 2007

Demetra Owens

## May 2007

Diane Landers

## April 2007

Milton Rivera

## March 2007

Sandi Bridgeman

## *Safety tips for cooking your turkey this holiday season*

Bring on the bird, it's Thanksgiving time again. This time of year good food is on everyone's mind. Family cooks busily prepare for guests and try to anticipate everyone's likes and dislikes. But while you're thumbing through your cookbooks trying to find just the right recipe for your sweet potato casserole, remember that food safety should be on your mind, too.

And that brings us to turkey, the traditional Thanksgiving main course. Turkey is a high protein food, and because it comes from an animal it can be more prone to carrying microorganisms that can feed bacteria—and that can spell bad news for your Thanksgiving dinner if you're not careful.

When you're buying your turkey, make sure you go to a reputable and clean butcher or supermarket. You may want to consider buying a frozen turkey, because the cold temperature at which it is stored can stop bacteria from growing. A fresh turkey will deteriorate fairly quickly, so don't buy it too far ahead of time if you decide to use one.

When you start preparing your turkey at home, make sure that the surface you prepare it on is clean. Also make sure you don't use utensils on the raw turkey and then use them in food preparation without washing them first. That goes for any rags or towels you might use for cleanup, too. Make sure you don't wipe a surface where you are going to chop a salad with the same rag you cleaned up your turkey prep area with, as this can spread bacteria, too.

One of the most important tools you need when cooking a turkey is an accurate food thermometer. Some turkeys come with popup indicators to show that the meat has reached a certain temperature, but you should still purchase a thermometer and take the temperature of the turkey in a few key areas. Here are the temperatures recommended for your turkey and stuffing: "180 degrees at the innermost part of the thigh; 165 degrees at the center of the stuffing; 170 degrees if you are cooking a turkey breast alone."

One mistake made by novice Thanksgiving cooks is that they don't thaw a frozen turkey before cooking it. This makes the outside of the bird cook very quickly, but can leave harmful bacteria on the inside. It is recommended that a 20-pound turkey thaw for a minimum of two days (it may take longer) in a refrigerator set at a maximum of 40 degrees.

Using a deep pan is a good idea, as it distributes the heat more evenly, and remember that a dark roasting pan will cook food more quickly.

Following these tips should help you cook a successful and safe Thanksgiving dinner that your family and friends will love.

— Adapted from the *New York Daily News* and *The Joy of Cooking*  
by Irma S. Rombauer and Marion Rombauer Becker



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### BACK COVER:

- CarePlan Clients Pass Their CPNE



## Congratulations!

CarePlan clients who have recently passed the CPNE

Genet Abdisa	Jean Desrosiers	Candace Lamm	Russell Peterson
Donna Adams	Sandra Ehimwenma	Jamie Martin	Andrea Pifer
Nancy Albertin	Mathew Eickmeyer	Martha Martin	Kim Pulis
Larry Allen	Heidi Jo Elyea	Jamie Matassa	Leah Qualls
Lori Anderson	Paula Emerson	Alina Mazzotta	Jamie Ramirez
Susan Arena	Sherri England	Heather McCowin	Ahmed Rezk
Nancy Baisley	Melissa Fair	Schandra McKinney	Ginny Rogers
Marcus Berry	Amelia Frasure	Jennifer McMillan	Thomas Ross
Christina Bean	Heather Frost	Brian Mears	Cheryl Shamburger
Damaris Bett	Erica Gettle	Angela Merryman	Reggie Smith
Raymond Bett	Jo Hammett	Glenda Mick	Gina Souza
Paula Browning	Jackie Hargis	Cheryl Miller	Michelle Teter
Carol Bush	Lisa Harvey	Jeff Miller	Georgette Valis
Leslie Caldwell	Yvonne Hernandez	Melton Miller	Khristina Watkins
Bonnie Carlson	Heather Hill	Steven Mock	Tina Wells
Steve Carodine	Ron Hingle	Gretchen Moore	Lisa Wesley
Wayne Clark	Joyce Howard	Nicole Norris	Suzanne Whicker
Kim Crain	Sharon Hunter	Brooke Offhaus	Greg Whited
Carl Davis	Cathy Ingram	Blanca Palma	
Christopher Davis	Laronda Johnson	Dee Pearson	
Kristina Davis	Robert LaFleur	Kyle Perron	