

member spotlight



Denyse Henry

Denyse Henry, MHM (c), BHA(Hons), RN, has a professional nursing career expanding over 21 years with experience as a staff nurse, community nurse, critical care nurse, Clinical Care Leader, Patient Advocate, and Nursing College Instructor. She earned her Bachelors degree in Health Administration from Ryerson University in Toronto, Canada, and

is currently completing her Masters of Health Management at McMaster University in Hamilton, Canada. Denyse is the organizer and co-chair of the Sunnybrook Health Sciences Centre's first interdisciplinary ambulatory care management committee in Toronto. This committee evolved to become the first Interdisciplinary Canadian Association of Ambulatory Care (CAAC), for which Denyse serves as founder and President.

Denyse is proud of her membership in the College of Nurses of Ontario, the Registered Nurses Association of Ontario, and the American Academy of Ambulatory Care Nursing (AAACN). She is currently the Patient Care Manager for Ambulatory Care Services and the Vascular Access Team at Sunnybrook, where her role encompasses planning and implementation of many new initiatives to enhance patient safety and achievement of organizational goals. As a leader, she is constantly seeking creative ways to foster a dynamic learning environment and promote high quality ambulatory patient care and continuous quality improvement.

As a three-year member of AAACN, her initial affiliation was based on the organization's great reputation and credibility. Denyse views AAACN as the leader for ambulatory care nursing not only in the United States, but also internationally. The organization highlights best practices based on evidence to transform the future of ambulatory patient

care. Though she hopes to serve as a volunteer with AAACN in the future, for now she enjoys belonging to a large ambulatory care community for information sharing and knowledge translation; AAACN provides that opportunity. According to Denyse, "AAACN provides the tools and resources to guide [her] ambulatory care nursing practice."

As a result of being an AAACN member, Denyse was inspired to start the CAAC. The thing she likes most about working in ambulatory care is the fact that it is not just about working in one specialty within or outside of a hospital setting, but it requires possession of unique skills. While many nurses may think that ambulatory care is not as challenging as in-patient care, Denyse challenges those nurses to spend a day with an ambulatory care nurse and see how their perceptions change. She noted that because the environment of ambulatory care can be very unpredictable, nurses need to have the skills, knowledge, and expertise to meet the daily challenges, as well as provide exceptional patient care.

Denyse wants everyone to know that her greatest source of job satisfaction relates to the great nursing team she has in all of her ambulatory care sections. Her nursing team provides exceptional patient care on a daily basis in busy, demanding environments, but always with a "yes" attitude! To Denyse, ambulatory care is about teamwork, and she believes the Sunnybrook Health Science Centre's patients receive the highest quality patient care because of her dedicated ambulatory care nurses. How's that for a challenge? How does your nursing staff impact quality of ambulatory care patient outcomes?

The biggest challenge Denyse has had to face in ambulatory care relates to cutting services that she felt were required to meet patient needs. Despite these challenges, she is proud to report that the CAAC, an association still in its infancy, has been able to hold three conferences, with the most recent being held in May 2015. The conferences have previously received congratulatory notes from the Mayor of Toronto Premier of Ontario and even the Prime Minister of Canada.

Denyse's future plans are to work much closer with our AAACN members to foster a greater voice and collaboration between Canada and the United States, as there is much to learn from the advancements being made in ambulatory care in the United States.

Finally, Denyse's leadership philosophy is about having a vision and emotional intelligence to move that vision forward. Leadership is not a commanding followership, but rather collaborating and engaging others to move a vision forward. It is about empowering and inspiring others to reach their full potential in the pursuit of a goal or vision. She strongly believes that leaders are chosen because they reflect their beliefs and inspire their followers.

What a leader!

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Deborah A. Smith, DNP, RN, is an Associate Professor, Georgia Regents University, College of Nursing, Augusta, GA, and Editor of the "Member Spotlight" column. She can be contacted at dsmith5@gru.edu