Setting the Stage for Success in Your New NP Role
By Margaret A. Fitzgerald, DNP, FNP-BC, NP-C, FAANP, CSP

Author’s note: Every year at this time, thousands complete their NP studies and embark on a new career. This column is dedicated to the NP Class of 2009. Best wishes for great success and welcome to the profession!

An oft-quoted rule of job hunting is that the more competitive the job market, and the more responsible the position, the more you need to prepare for the job search. With a wider variety of practice opportunities and increased responsibility, the NP must be well prepared to find or create the right position. Few NPs, whether new to practice or long-time clinicians, feel adequately prepared to take on the task of high-level employment negotiation. The following information has been developed to help NPs with this important professional journey.

Before embarking on this next stage of your professional journey, set time aside for reflection. You might be tempted to skip this, believing you do not have the time. However, you have devoted tremendous energy, resources and sacrificed much to become a nurse practitioner. You owe it to yourself and those who have supported you in your professional and personal development to invest this time. During this time of reflection, write down your answers to the following questions. You do not need to share this document with anyone; instead you can use it as your guide as you look for the NP position that is your best “fit”. As you answer these questions you might also realize that you have strengths that you have not appreciated.

(continued on page 5)

FHEA Offer of the Month
10% off Physical Assessment & Health History of the Child Cue Cards

Upcoming Cruises
2 Days in Rome and 10-Day Mediterranean Cruise Holland America’s Noordam Begins: October 6, 2009

Upcoming NP Certification Exam Review Courses
05/07/2009 Newark, NJ
05/07/2009 Philadelphia, PA
05/08/2009 Omaha, NE
05/11/2009 Newton, MA (Acute Care and Pediatric)
05/12/2009 Newton, MA (Also Gerontology and Women’s Health)
05/12/2009 Salt Lake City, UT
05/15/2009 New Haven, CT
05/16/2009 Lisle, IL (Also Acute Care)
05/20/2009 Tampa, FL (Also Acute Care)
05/29/2009 Miami, FL
05/29/2009 Dallas, TX
05/30/2009 Evansville, IN (Also Acute Care)
06/02/2009 Phoenix, AZ
06/03/2009 New York, NY (Also Acute Care)
06/05/2009 Richmond, VA
06/08/2009 Los Angeles, CA (Also Acute Care)
06/10/2009 Columbus, OH
06/11/2009 Columbus, OH (Acute Care)
06/12/2009 Raleigh, NC
06/18/2009 Baltimore, MD
06/19/2009 Denver, CO
06/25/2009 Milwaukee, WI
06/26/2009 Saint Louis, MO
08/03/2009 Nashville, TN
08/06/2009 San Juan, PR

Fitzgerald Health Education Associates
Catalog Now Available Online!
Conveniently browse through FHEA products and seminars. Click here to see the online catalog.
Breastfeeding Toddlers: Long-Term Benefits for the Mother and Child

By Marie L Bosco, BSN, RNC, IBCLC

The benefits of breastfeeding for both infants and mothers have been well established. The American Academy of Pediatrics recommends exclusive breastfeeding for the first 6 months and continued breastfeeding for the first year or for as long as it is mutually desirable for both mother and child. The World Health Organization (WHO) recommends for a mother to breastfeed until her child reaches 2 years of age because the benefits of breastfeeding continue beyond the first year. Long-term breastfeeding has not been well established in this country for a multitude of reasons. For some mothers breastfeeding is prematurely ended because they need to return to work. Others may wean due to peer pressure, or because of the taboos associated with breastfeeding a toddler. However, the positive health benefits of long-term breastfeeding cannot be overlooked.

Breastmilk provides a substantial amount of nutrition after the first year. Between 12 and 24 months about 15 ounces of breastmilk can provide:

1.) 29% of energy requirements
2.) 43% of protein requirements
3.) 36% of calcium requirements
4.) 75% of vitamin A requirements
5.) 76% of folate requirements
6.) 94% of vitamin B12 requirements
7.) 60% of vitamin C requirements
(Dewey, 2001)

Continued breastfeeding provides lasting protection against infection. Some of the immune factors actually increase in concentration in the second year and during the weaning process. Additionally antibodies specific to environmental pathogens remain high while lactation continues. In short, toddlers who breastfeed become ill less often and remain sick for shorter periods of time.

Nursing toddlers is a normal practice which promotes a well-adjusted child. Children need the security of breastfeeding as they strive toward independence. Mothers also reap benefits from long-term breastfeeding which has been proven to reduce certain cancers including breast, ovarian, endometrial, and uterine. Breastfeeding also protects against osteoporosis and leads to easier weight loss.

The benefits of nursing beyond the first year are becoming more evident as research continues. Nursing duration promotes short-term and long-term health benefits to both mothers and their infants; however, mothers who breastfeed need continued support beyond the first year by health care professionals. The practice of evidence-based care is critical to long term breastfeeding.

References:


Barba M, et al. Premenopausal women who were heavier than average at birth or had not been breastfed as infants appear to be at increased risk for developing breast cancer. Reported at the American Association for Cancer Research 2005 annual meeting in Anaheim, CA.


World Health Organization. Global strategy on infant and young child feeding, 16 April 2002.
Announcement:
Six Day Advanced Pathophysiology Course for NPs and Advanced Practice Clinicians
Coming September 21st, 2009!

Fitzgerald Health Education Associates
85 Flagship Dr
North Andover, MA 01845
978-794-8366
Instructor Diane C. Viens DNSc, FNP-BC, FAANP

This course focuses on the alteration in normal physiology and the associated pathophysiological processes of common disorders in order to provide an understanding of human illness in adults. Case studies will be utilized to illustrate understanding of human illness in adults. Case studies are utilized to illustrate the signs and symptoms that result from the pathophysiological processes. The instructor has taught this curriculum at the university level for a number of years. She is a former dean, past president of the National Organization of Nurse Practitioner Faculties and a university curriculum-consultant.

The course constitutes the equivalent of a 3 credit university course in pathophysiology. It can be integrated into NP graduate programs as the core pathophysiology curriculum with on-line testing for each lecture as well as an on-line final exam delivered through the computer lab of the university.

Click here for more information and to register online

Upcoming Conferences Featuring FHEA Speakers

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| Utah NP Pharmacology Conference
  Sheraton City Centre
  Salt Lake City, UT          | AJN Conference-
  Advancing Excellence in Nursing Practice
  Hyatt Regency McCormick Place,
  Chicago, IL                  |

**Topics:**
- Drug Update: What is hot, what is not; What is on the shelf? Over-the-counter medications for the treatment of cough and cold symptom,

**FHEA Speaker:**
- Monica N. Tombasco

**Topic:**
- Heart Disease in Women-2009 Update

**FHEA Speaker:**
- Kismet D. Rasmusson
Six Day Clinical Pharmacology for NPs & Advanced Practice Clinicians

Presented by:
Margaret A. Fitzgerald, DNP, FNP-BC, NP-C, FAANP, CSP and Sally K. Miller, PhD, ACNP-BC, ANP-BC, FNP-BC, GNP-BC, CNE, FAANP

Presented live in Los Angeles, CA
September 14-19, 2009

Presented live in Minneapolis, MN
October 19-24, 2009

This course addresses the growing need for a thorough course in the principles of pharmacotherapeutics. Prescribing has become a major part of the role of advanced practice nurses while at the same time, prescribing has become more complex and polypharmacy is more prevalent with the possibility of adverse interactions. Thus, a course of this caliber is critical to the preparation of advanced practice nurses.

The course is taught in an intensive format by two of the nation’s most respected NP educators. The instructors have taught this curriculum at several universities most recently at Pennsylvania State, Lasalle, and Samford Universities. In addition, recorded lectures of this course form the basis for other university NP pharmacology courses. The material constitutes the equivalent of a three credit university course in pharmacology.

Pharmacology contact hours: 45.0*

Code: PCON — standard $775; advance: $750¹; early bird: $699²

Note 1: Registrations received or postmarked between two months and two weeks prior to the start of the course qualify for this rate.

Note 2: Registrations received or postmarked more than two months prior to the start date of the course qualify for this rate.

Upon receipt of your enrollment and full payment, you will receive a confirmation of registration and directions to the course. An administrative fee of $50.00 will be charged for cancellation. No refunds will be granted within two weeks of the starting date. All cancellations and changes must be received in writing.

*Because states’ requirements vary, it is important that you contact your Board for details regarding educational requirements for prescriptive authority.

Topics covered:

- National Legal and Practice Issues
- Principles of safe prescribing: Pharmacokinetics, pharmacodynamics, pharmacogenomics, drug interactions
- Prescribing in special populations: Pregnancy, lactation, children, older adults
- Hormonal contraception and post menopausal hormone therapy
- Pharmacologic management in type 1 and type 2 DM: Oral agents, insulin and non-insulin preparations
- Principles of antimicrobial therapy: Intervention in bacterial infection
- Drugs that affect the respiratory system: Beta2 agonists, methylxanthines, anticholinergics, mast cell stabilizers, inhaled and systemic corticosteroids, leukotriene modifiers, over-the-counter cough and cold medications
- Evaluation and intervention in common thyroid disorders
- Assessment and intervention in common anemias
- Drugs that affect the cardiovascular systems: Antihypertensives, antianginals, dysrhythmics, medications used in the management of heart failure
- Pharmacologic treatment of lipid abnormalities and drugs that affect clotting
- Drugs that affect the GI system: H2 receptor antagonists, proton pump inhibitors, antacids, prokinetics, anti diarrheals, including over-the-counter medications

For additional topic information, and to register online visit: www.fhea.biz

Margaret A. Fitzgerald
Sally K. Miller
(Setting the stage for success in your new NP role: continued from page 1)

Ask yourself the following questions.

Why did I become a nurse practitioner?

If you are a new NP graduate, you might now find yourself asking the question, “Why did I become a nurse practitioner?” You left the comfortable and respected role in your former nursing practice or other line of work. Now, as a newly graduated NP, you are in the rather unfamiliar, often uncomfortable role of the novice. As you seek your first NP position, remember what motivated you to make this change.

How do I view the contribution of the NP to health care practice? How does the NP role enhance the delivery of health care? How is it similar or different when compared to the medical physician, physician assistant, registered nurse and other members of the health care team?

The ability to articulate the NP role, both for what it is and what it is not, is crucial. A well-developed frame of reference will help you communicate your vision for the NP role. This will help you develop personally and as you interview for NP positions.

What have I achieved to date in my professional career?

Most NPs have been professionally successful, whether they are relatively new to nursing or a seasoned nursing clinician. Draw up an inventory of your professional history, highlighting the high and low points, successes and challenges. Identify what you have learned from both the good and the bad. Your responses will help you answer the next question.

What do I do particularly well and enjoy in my current professional role? What do I not enjoy or need to work on in my current role?

Answering these questions will help your personal and professional growth and help you to set the stage for success and avoid difficulties in your NP practice.

What are my clinical strengths? What diagnoses do I handle the best? What areas of clinical expertise do I need to continue to develop?

The NP should be able to generate a list the clinical problems that he/she handles most proficiently. This can be a powerful marketing tool as well as a reminder of the skills you have gained during your studies and professional experience. You probably have developed expertise in the areas that interest you most.

“A well-developed frame of reference will help you communicate your vision for the NP role. This will help you develop personally and as you interview for NP positions.”

When you look at this list, do you see a common thread? Will this information help direct you to a certain type of practice? All clinicians have clinical weaknesses as well as strengths. However, you should have a plan to expand your knowledge and skill-base. Successful NPs are truly life-long students of their work.

How do skills acquired in my current role translate to other practice areas?

Often, the NP enters into the job search with significant experience in health care and in other fields. While all work experience contributes in some way, the health care marketplace will not likely be impressed simply by the number of years you have worked in nursing or other professional experience. However, do not overlook the skills from your current position that translate well to NP practice. Make a list of the skills you now have that are common to all areas health care. You should be able to verbalize these skills well, such as: ability to deal with families in crisis, work effectively with limited resources, supervise and direct professional and paraprofessional health care staff, assess rapidly changing situations, set priorities and alter plans of care in a timely manner. These are skills used daily in nursing and other types of professional practice.

What do I believe will be my personal contribution to NP practice?

You should be able to verbalize what you can add to NP practice. What will be your special contribution? What skill, passion, and experience do you carry from your education, professional and personal experience? What opportunities do you plan to seek out that will further enhance your role as an NP?

Where do I see myself professionally and personally in 1, 5, and 10 years?

Long-term professional goals may be hard to envision; however, by thinking futuristically about your contribution to the NP practice, you can help set the stage for your practice transition. Keep in mind that interviewers often ask candidates about their professional goals. Of course professional and personal issues intersect. Think of how your personal goals will have an impact on those you set professionally.

(Continued on page 8).
Notice of System Maintenance for Testing & Learning Site

Routine maintenance is scheduled for May 16th, 2009. FHEA is committed to providing our customers maximum uptime, reliability, and security for our On-line Testing and Learning Site. Regular system maintenance is critical to achieving this goal. System maintenance is normally performed the 3rd Saturday of each month.

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Sixteenth Annual Pharmacology Conference
Presented by: Utah Nurse Practitioners

May 14-16, 2009
Sheraton City Centre Hotel
150 West 500 South
Salt Lake City, Utah

This conference is designed to meet the continuing education needs of advanced practice nurses. There will be an intense review and update of new pharmacological agents. Discussion of drugs and treatment modalities relating to specific illnesses will be reviewed at length. Drug actions, indication for use, contraindications, and side effects will be presented. Program content meets the State of Utah educational requirement for APRNs to maintain prescriptive privilege. Full attendance will earn 12.5 CE Contact Hours.

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2009 Cruise

Continuing Education with Margaret Fitzgerald while at Sea - 12 contact hours

Topics*
- Hot Topics in Drug Therapy: New products, new uses, new warnings
- Worst Case Scenario: Uncommon outcomes in common diseases
- Challenging Case Studies in Laboratory Diagnosis
- Dangerous Liaisons: Case studies in drug interactions
- Antimicrobial Update: A focus on prescribing in the age of resistant organisms

*For a full list of topics visit [www.fhea.biz](http://www.fhea.biz)

Tuition: US$450

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12-Day Itinerary

- Special tour of Vatican¹
- Embark Civitavecchia
- Pisa / Florence
- Monte Carlo
- Barcelona
- Mallorca
- Carthage
- Palermo
- Naples
- Disembark Civitavecchia

Cabins $1,399—$2,599 per person*

Includes:
- Hotel—ship—airport transfers
- All taxes & port charges
- Fuel surcharge
- Cruise staff gratuities

* add gratuities, transfers and fees US$547pp

¹ Tour fee to be determined

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Click here for more information and to register online
National Nurses Week May 6th-12th

This time of year serves as an occasion to reflect on and appreciate the hard and dedication done by nurse practitioners all across the country. From caring for patients, to comforting families in need, the work of a nurse practitioner changes every day. Take a moment to recognize on the contributions of both yourself and others to the health care profession. During this time you may want to do something special to show other NPs your appreciation for all that they do. And while you’re at it, give yourself a pat on the back— you’ve earned it!

Canadian Press

Nurses Can Be Used More to Reduce Wait Times in Health System: Report
Mar 25, 2009

TORONTO — Changes are needed to reduce wait times across the healthcare system, going beyond the five areas targeted by the First Ministers a few years ago, says a report released Wednesday by the Canadian Nurses Association.

The paper, entitled "Registered Nurses: On the Front Lines of Wait Times," is laden with suggestions for improvements in areas that include and go beyond cancer care, cardiac treatment, certain diagnostic tests, joint replacements and cataract surgeries.

"I think that for the Canadians who have health issues in those five areas ... they're very grateful, obviously, for the benefits they've seen in having care focused on those five areas," CNA president Kaaren Neufeld said from Winnipeg.

Click here to read the rest of the article

AANP Video now online!

We are very pleased to inform you that the AANP video is currently streaming online. It has been successfully uploaded to both YouTube and Google. To view, please click on one of the links below.

YouTube:
http://www.youtube.com/watchv=ezym96Inma8&feature=channel_page

Google:
http://video.google.com/videoplay?docid=6049783560648698225

Question and Answer

With Margaret A. Fitzgerald, DNP, FNP-BC, NP-C, FAANP, CSP

Question: I am getting ready to graduate from my NP program and I am interviewing for a number of positions. While this is very exciting, I also have “new role jitters” and want to make sure I pick the right practice. Do you have any words of advice?

Answer: Congratulations on your upcoming graduation! A great way to calm the “jitters” is to be proficient at doing something that comes up a number of times a day. Find out what the top 10 diagnoses (from objective data not simply opinion) that are seen in your practice. Learn as much as you can on caring for people with these conditions. Then you will feel mastery in this area of your work, and the rest will be a welcome challenge.

Customer Comment

Good news I passed the ANCC Certification Exam. I purchased several resources but your review course and book was what helped me the most to succeed. I just graduated and had my first child and so with the minimal time I had to study, I read your books and listened to your CDs over and over.

Thank you for all your efforts!
(Setting the stage for success in your new NP role: continued from page 5)

How will holding a graduate degree influence the salary I am offered?

You likely needed to earn a Masters of Science, Doctor of Nursing Practice or Postgraduate Certificate during your NP education and believe that the salary offered should reflect that educational achievement. However, the marketplace often views graduate studies simply as a vehicle for NP preparation. Identify the subset of valuable skills that are acquired in graduate education. These skills include the following:

- **Grant writing and program proposal development skills.** These were no doubt gained during the development of your thesis, scholarly or other capstone project.
- **Teaching skills.** Remember all the presentations from your graduate program? Precepting undergraduate nursing students? Working with families? You most likely have considerable teaching experience, even if you have never held a faculty position.
- **Design and develop community and patient education programs and materials.**

What do I know about the state’s requirements for NP practice?

The educational preparation needed for entry into advanced practice nursing as well as the nurse practitioner’s scope of practice and prescriptive authority is determined at the state level. Prior to applying for any position, be prepared to answer questions about your state’s requirements (visit: https://www.ncsbn.org/515.htm then click on your state’s board of nursing). Also, be well versed about your ability to obtain a federal DEA number that is needed to prescribe controlled substances (visit: http://www.deadiversion.usdoj.gov/drugreg/practitioners/index.html to find out the scope of NP controlled substance authority, http://www.deadiversion.usdoj.gov/schedules/schedules.htm, to learn more about controlled substances schedules, and http://www.deadiversion.usdoj.gov/online_forms.htm to access the appropriate application materials. (All weblinks live as of 4.21.09)).

Find out about Medicare, Medicaid and other insurances and their policies on reimbursement to nurse practitioners, and how to obtain your National Provider Identifier (NPI).

For additional information visit: http://www.cms.hhs.gov/NationalProviderStand/downloads/npi_fs_geninfo_010906.pdf

In addition, make sure you have a plan in place to become nationally certified as a nurse practitioner, since many employers require this as a condition of hire. In addition many states require this as a condition of obtaining an advanced practice nursing license. You should acquire the necessary paperwork and organize your documents so that you can proceed with this in an expeditious manner.

If you need to prepare for the NP exam you should consider taking an NP prep course. To see a full list of conferences visit www.fhea.biz

How can I explain to others what the NP role is?

By the end of these exercises, you should be able to provide a brief explanation of your view of the NP role. Having a print resource at hand can also be very helpful, particularly when dealing with a practice that has no NPs currently on staff. The American Academy of Nurse Practitioners has helpful documents on its website, including the NP Scope of Practice Statement (http://www.aanp.org/AANPCMS2/AboutAANP/About+NPs.htm), or one of the American College of Nurse Practitioners NP Fact Sheets (http://www.acnpweb.org/i4a/pages/index.cfm?pageID=3479). These items will be valuable if you are attempting to create the first NP position in a practice.

Now that you have completed your time of reflection, it is time to launch your new career. All of us at Fitzgerald Health Education Associates, Inc. wish you great success.

Who We Are...

Fitzgerald Health Education Associates, Inc. is an NP-owned company dedicated to helping nurse practitioners and advanced practice nurses achieve certification through review courses and to help healthcare providers maintain professional competence by providing live continuing education seminars, web and computer based learning courses, audio/video learning modules and books. The Fitzgerald Nurse Practitioner Certification Exam Review and Advanced Practice Update Course has helped more than 45,000 NPs nationwide achieve certification and improve their clinical assessment skills since its inception in 1988.
This Month’s Featured Faculty Member
A. Susan Feeney, MS, NP-C

A. Susan Feeney is a Senior Lecturer with Fitzgerald Health Education Associates, Inc., an international provider of NP Certification Exam Review and Advanced Practice Update and continuing education for healthcare providers. She presents the NP Certification Exam Review and Advanced Practice Update course as well as several of the Clinical Skills Modules.

Ms. Feeney is a certified as a Family Nurse Practitioner by the American Academy of Nurse Practitioners. She currently practices at Wright and Associates Family Healthcare in Amherst, New Hampshire. She is a full-time Associate Instructor for the Graduate Nursing program at Rivier College School of Nursing, in Nashua, NH, and was a Graduate Nursing Teaching Assistant at University of New Hampshire, Durham, NH.

Ms. Feeney has presented workshops in collaboration with other FHEA associates on the topics of Common Dermatologic Procedures, Common Office Procedures, Suturing Basics for Primary and Urgent Care Providers and Suturing: Beyond the Basics offered at Fitzgerald Health Education Associates, Inc. Clinical Skills Workshop Seminars held several times per year around the country.

Ms. Feeney presents on a wide variety of pharmacology and clinical assessment topics in addition to the clinical skills topics listed. She has presented at several regional and national NP conferences, including Nurse Practitioner Association (NPA) of NY and the National Conference of Nurse Practitioners and Advanced Practice Clinicians (NCNP).

Interesting in attending a lecture taught by this speaker? A. Susan Feeney will be teaching the Nurse Practitioner Certification Review and Advanced Practice Update in Tampa, FL on May 20th.

Click here for more information this course, and to register online.

To see a complete list of seminars offered by FHEA visit: www.fhea.biz

New and Updated Products

Ferri’s Best Test, 2nd Edition - A Practical Guide to Laboratory Medicine and Diagnostic Imaging
Written by Fred F. Ferri, MD, FACP, author of many best-selling books for primary care practice, Ferri’s Best Test, 2nd Edition, equips you to quickly choose the most efficient and cost-effective diagnostic approach, including imaging or lab tests.

A Primer on Dermatology: Increasing skills to enhance clinical competency
Featuring Victor Czerkasij, MA, MS, FNP-BC
This presentation provides tools and tips to help build a foundation and allow the provider to grow their dermatology skills.
Available in Audio CD and Online formats

Help My Child: Topics, diagnosis and treatment of common pediatric dermatologic conditions
Featuring Victor Czerkasij, MA, MS, FNP-BC
The skin of the infant and child is significantly different from that of an adult, with pediatric-specific disorders ranging from disorders of the newborn, a myriad of bacterial, fungal, protozoal and arthropodic infections, cutaneous manifestations of life-threatening illness and acne.
Available in Audio CD and Online formats

Is this Skin Cancer? Identifying and treating malignant cutaneous neoplasms
Featuring Victor Czerkasij, MA, MS, FNP-BC
Skin cancer rates have consistently increased from year to year, with nonmelanoma skin cancers as the most common diagnosed cancers in North America.
Available in Audio CD and Online formats
### Need a Speaker?

If you are interested in having Margaret or one of our other talented associates speak at your school, local, regional or national conference, please e-mail services@fhea.com for more information. Conference administrative services are also available.

### Margaret A. Fitzgerald’s Upcoming Speaking Engagements

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| 05/21/09   | Maine Nurse Practitioner Conference        | Holiday Inn by the Bay Convention Center, Portland, ME | - Keynote: Negotiating your NP Future  
- Antibiotic Update: Community Acquired Pneumonia and Acute Bacterial Exacerbation of Chronic Bronchitis |
| 06/18-21/09| AANP 24th National Conference              | Gaylord Opryland, Nashville, TN    | - In the Spotlight: Honing Your Presentation Skills  
- Inflammation: Assessing, Preventing and Treating This Common Denominator in a Variety of Diseases  
- Dangerous Liaisons: Drug-Drug, Drug-Nutrient Interactions  
- Honing Your Cardiac Exam: A Focus on Heart Sounds and Murmurs |
| 07/16/09   | 34th University of Colorado Annual Nurse Practitioner Symposium (NPS) | Copper Mountain, CO                | - Hot Topics in Drug therapy: products, new uses, new warnings  
- The Role of Inflammatory Process in Disease States  
- Emerging Infectious Disease Threats |
| 09/10/09   | Nursing Management Congress 2009           | Hilton Chicago, Chicago, IL        | - DNP: Changing the Academic Face of Nursing |
| 09/18/09   | UARPN NP Conference                        | Macon, GA                         | - Challenging Case Studies in Laboratory Diagnosis: A focus on anemia  
- Type 2 Diabetes Mellitus, Metabolic Syndrome, PCOS: How to assess and manage the many faces of insulin resistance  
- Dealing with the difficult/unreasonable patient |