



A Message from Gen Guanci, MEd, RN-BC, CCRN-K

Welcome! We are very excited to share this information packed edition of the Excellence Exchange. As you know, 2020 has been identified as the Year of the Nurse and the Midwife and we have committed to a focused feature for each of 2020 editions. Our first focus will be the role of advocacy in our profession. Our upcoming Winter webinar (scroll down for the registration link) is Writing Tips for Publication or Designation with Marky Medeiros. Consider registering early to reserve your spot. Also remember, archived versions of our past webinars can be found on the CHCM website. Search our webinar library [here](#).

If you plan to attend the ANPD (Association for Nurses in Professional Development) convention in Chicago, April 28- May 1 please be sure to stop by booth 314. I will be there with Donna Wright, and others from our CHCM team, to answer your questions as well as share ideas for your journey to excellence. If you will be at the AONL (American Organization for Nursing Leadership) convention in Nashville, March 18-21, please stop by booth 630 and say hi to Marky and let her answer your questions. We both love meeting the individuals who read our newsletters.

Since this newsletter is about excellence, I am sharing a clip I read years ago and is still applicable today.

Enjoy!

Gen Guanci

IF 99% IS GOOD ENOUGH, THEN ... **Author Unknown**

- ☆ 12 newborns will be given to the wrong parents daily.
- ☆ 268,500 defective tires will be shipped this year.
- ☆ 103,260 income tax returns will be processed incorrectly this year.
- ☆ 14,208 defective computers will be shipped this year.
- ☆ 2,488,200 books will be shipped in the next 12 months with the wrong cover.
- ☆ Two plane landings daily at O' Hare International Airport in Chicago will be unsafe.
- ☆ 3,056 copies of tomorrow's Wall Street Journal will be missing one of the three sections.
- ☆ 18,322 pieces of mail will be mishandled in the next hour.
- ☆ 291 pacemaker operations will be performed incorrectly this year.
- ☆ 880,000 credit cards in circulation will turn out to have incorrect cardholder information on their magnetic strip.

- ☆ 55 malfunctioning automatic teller machines will be installed in the next 12 months.
- ☆ 20,000 incorrect drug prescriptions will be written in the next 12 months.
- ☆ 114,500 mismatched pairs of shoes will be shipped this year.
- ☆ 107 incorrect medical procedures will be performed by the end of the day today.
- ☆ 315 entries in the hardcopy of Webster's Third New International Dictionary of the English Language will be misspelled.
- ☆ \$9,690 will be spent every day on defective, often unsafe sporting equipment.
- ☆ 2,000,000 documents will be lost by the IRS this year.
- ☆ 22,000 checks will be deducted from the wrong bank accounts in the next 60 minutes.
- ☆ Every US home would be without electricity, heat, water, and telephone service for 15 minutes every day.



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