

July 2026

HEALING HUB



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INTERNATIONAL

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From the editor

Giving Back, Building the Future is more than this month's theme—it is the spirit of nursing itself. Through mentorship, education, scholarships, and compassionate leadership, today's generosity shapes tomorrow's nurses.

In this edition of Healing Hub, BJ McClendon reminds us that leadership begins by lifting others, while Eddie Money reflects on The Gift That Keeps Giving—the enduring impact nurses have on every life they touch.

Tanya McClendon explores the endless opportunities available to nurses, Abel Mwema highlights the Olaro–Nightingale Scholarship, and we provide practical guidance in HIPAA 101 for International Nurses.

We also proudly celebrate the inaugural Tanya McClendon Award for Courageous Care, honoring a legacy of compassion, courage, and excellence that will inspire future generations.

Thank you for being part of a profession that continues to give back, build others up, and create a brighter future for nursing.

Warm Regards



Editor-in-Chief

HEALING HUB

from the top

By BJ McClendon

President of Olaro International

LEADERSHIP BEGINS

— *by* —

LIFTING OTHERS



When people think of leadership, they often picture someone standing at the front of the room, making decisions, setting strategy, and directing the path forward. While those responsibilities are certainly part of leadership,

I have learned throughout my career that the most impactful leaders are not defined by how many people follow them—they are defined by how many people they help rise.

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Leadership begins by lifting others

In healthcare, this principle is especially important. Every nurse, clinician, educator, and healthcare professional can likely point to someone who believed in them before they fully believed in themselves. A mentor who offered guidance. A manager who provided an opportunity. A teacher who challenged them to reach their potential. These individuals leave lasting impressions because they understand that leadership is not about personal success; it is about creating success in others.

One of the greatest investments a leader can make is investing in people. This investment takes many forms. Sometimes it is mentoring a new nurse through the challenges of their first year. Other times it is coaching an employee to develop new skills, preparing them for a future leadership role, or simply taking the time to share knowledge gained through experience. Every conversation, every lesson, and every opportunity provided becomes part of someone's professional journey.



The healthcare industry faces significant workforce challenges, making leadership development more important than ever. As experienced professionals retire and demand for care continues to grow, we must intentionally prepare the next generation of nurses and healthcare leaders. This responsibility belongs to all of us.

Creating opportunities for future nurses is not just an organizational objective—it is a commitment to the future of healthcare itself. Whether through scholarships, educational partnerships, clinical training programs, international recruitment initiatives, or simple acts of encouragement, we can influence lives and careers in meaningful ways.

Throughout my career, I have been fortunate to work alongside individuals who took the time to teach, coach, and guide others. Their willingness to share knowledge created a ripple effect that continues today. Many of the professionals they mentored have gone on to mentor others, multiplying their impact far beyond what they may have imagined.

The most successful leaders understand that leadership is not measured by titles, offices, or years of experience. It is measured by the growth they inspire in others. When we help someone gain confidence, develop a new skill, achieve a goal, or discover their potential, we strengthen not only that individual but also the entire healthcare community.

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As leaders, we should continually ask ourselves a simple question: Who am I helping grow?

The answer to that question often reveals the true legacy of our leadership. At the end of our careers, people may not remember every business decision we made or every goal we achieved. They will remember how we invested in them, encouraged them, and helped them succeed. They will remember that we cared enough to lift them higher than they thought possible.

That is the power of leadership.

And that is why leadership begins by lifting others.





In the Know

By **Eddie Money**
Executive V.P., Client Solutions

The Gift That Keeps Giving

Investing in People, Transforming Lives

In healthcare, we often measure success through patient outcomes, quality scores, and clinical excellence. Yet some of the most meaningful impacts cannot be captured in a report or spreadsheet. They are found in the lives we touch, the opportunities we create, and the relationships we build. Few examples illustrate this better than the journey of international nurses who come to the United States to pursue their professional dreams while enriching the communities they serve.



Generosity is often thought of as giving something away, a gift, a donation, or a helping hand. But true generosity is also an investment. It is the willingness to invest time, resources, knowledge, and belief in another person's potential. When healthcare organizations invest in international nurses, the return extends far beyond filling critical staffing needs. The impact ripples through hospitals, 7 families, communities, and even across continents.

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For many international nurses, arriving in the United States represents the culmination of years of dedication, sacrifice, and perseverance. They leave behind familiar surroundings, loved ones, and cultural traditions to embark on a journey into the unknown. While the opportunity offers tremendous professional growth, it also requires courage. Learning new healthcare systems, adapting to different workplace expectations, and navigating everyday life in a new country can be both exciting and challenging.

Fortunately, the story does not end with adaptation. It evolves into something much more meaningful: cultural exchange.

As international nurses learn American customs, healthcare practices, and workplace cultures, they simultaneously share their own traditions, values, and perspectives with colleagues and patients. This exchange becomes one of the greatest gifts they bring to the healthcare profession.

A nurse from the Philippines may introduce coworkers to the importance of community-centered care and family involvement. A nurse from Kenya may share perspectives on resilience and resourcefulness developed through diverse clinical experiences. A nurse from Nepal may enrich conversations with insights rooted in a rich cultural heritage that emphasizes respect, service, and lifelong learning.

These experiences foster understanding and appreciation among healthcare teams. They remind us that while our backgrounds may differ, our commitment to caring for others is universal.

Patients benefit as well. Diverse nursing teams are often better equipped to understand and connect with individuals from a wide range of cultural backgrounds. They bring empathy, language skills, and unique perspectives that strengthen patient care and improve communication. In a nation that continues to grow more diverse, these contributions are invaluable.

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Perhaps the most powerful aspect of investing in international nurses is the lasting legacy it creates.

When an international nurse succeeds in the United States, the benefits often extend far beyond the individual. Families gain greater economic stability. Children gain access to educational opportunities. Communities back home receive support through remittances and shared knowledge. Future generations are inspired to pursue careers in healthcare and service.

At the same time, American healthcare organizations gain dedicated professionals who become leaders, mentors, and role models within their facilities. Many international nurses eventually help guide new arrivals through the same journey they once navigated themselves, creating a cycle of support that continues for years to come.

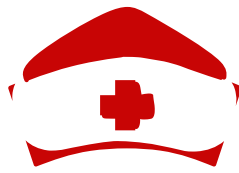
**This is the essence of
"The Gift That Keeps
Giving."**

An investment in one nurse becomes an investment in countless lives. A welcoming workplace becomes a foundation for lifelong success. A commitment to service becomes a bridge between cultures.

As healthcare leaders, colleagues, and communities, we have the opportunity to make a lasting difference by embracing and supporting those who choose to bring their talents to our hospitals and health systems. Through mentorship, inclusion, cultural understanding, and professional development, we help create environments where international nurses can thrive.

In return, they enrich our organizations with new perspectives, strengthen patient care, and remind us of the extraordinary power of human connection. Generosity is not merely about what we give. It is about what we help others become.

When we invest in international nurses, we invest in people, in communities, and in a future shaped by compassion, diversity, and service. The rewards are immeasurable, the impact is enduring, and the gift truly keeps giving.



TANYA'S TAKE

Tanya McClendon, RN, MHA
CNO, Executive VP of Clinical Services



The World Is Your Oyster: Endless Opportunities in Nursing

One of the things I love most about nursing is that the opportunities are truly endless. When I became a nurse more than five decades ago, I never imagined all the doors that would open because of this profession.

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Throughout my career, I have worked in acute care settings, partnered with pharmaceutical companies, taught for specialty organizations, served as a nurse manager, led teams as an executive, and ultimately became a Vice President and Chief Nursing Officer. Each role taught me something new and allowed me to grow both professionally and personally.

One of the greatest advantages of nursing in the United States is the ability to continue your education. Today, countless online programs allow nurses to earn advanced degrees and specialty certifications while continuing to work. Whether your goal is to become a leader, educator, advanced practice nurse, or specialist in a particular field, growth opportunities are readily available.



Beyond education, there are many professional organizations that provide networking, mentorship, leadership development, and continuing education.

Organizations such as the American Nurses Association offer opportunities to connect with nurses across the country, while state and local nursing associations allow you to become involved in your community and profession.

Nursing also offers the opportunity to become certified in nearly every specialty area imaginable. Specialty certifications demonstrate expertise, enhance professional credibility, and often open doors to new career opportunities.

As nurses, we are also part of something larger than ourselves. Throughout my career, I have enjoyed participating in professional groups and giving back to the profession that has given me so much. Most recently, I became a member of the Nursing Honor Guard, an organization that pays tribute to nurses who have dedicated their lives to caring for others.

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My message to you is simple: never stop growing. Never stop learning. Explore new opportunities, pursue additional education, seek certifications, join professional organizations, and challenge yourself to reach new heights. Nursing is far more than a job—it is a profession filled with possibilities.

The world is your oyster. Wherever your interests and passions lead you, nursing can take you there.



HIPAA 101: What International Nurses Need to Know



For nurses arriving in the United States from other countries, one of the more unfamiliar parts of clinical practice isn't a procedure or a piece of equipment — it's a law. The Health Insurance Portability and Accountability Act, better known as HIPAA, shapes almost every interaction you'll have with patient information. Here's a quick guide to what it means for your daily practice.

What HIPAA Actually Is

Passed in 1996, HIPAA is a federal law that sets national standards for protecting patients' health information. Most nurses only interact with one part of it — the Privacy Rule and the Security Rule — which govern how "Protected Health Information" (PHI) can be used, shared, and stored. PHI includes anything that could identify a patient combined with health information: name, date of birth, medical record number, diagnosis, treatment details, even a photograph. It doesn't matter whether the information is spoken, written on paper, or stored electronically — if it identifies a patient and relates to their health, it's protected.

Everyday Situations Where HIPAA Applies

- **Hallway and elevator conversations.** Discussing a patient's condition anywhere it can be overheard — including elevators, cafeterias, or nursing stations with visitors nearby — is a common violation.
- **Family and friends.** In many countries, family involvement in care discussions is assumed. In the U.S., you generally need the patient's permission before discussing their condition with family members, even a spouse, unless the patient is incapacitated and it's in their best interest.
- **Phone and fax.** Verify you're speaking with the right person before sharing details over the phone. Faxes and emails require extra caution, since misdirected messages are a leading cause of breaches.
- **Personal devices.** Never photograph a patient, screen, or chart with your personal phone. Never text PHI through non-secure messaging apps.
- **Social media.** Even without naming a patient, describing a "interesting case" with identifying details (unit, date, unusual diagnosis) can count as a disclosure.
- **Curiosity access.** Looking up a coworker's, celebrity's, or family member's chart without a clinical reason is a violation — and is tracked by audit logs.

The Core Principle: Minimum Necessary

If you remember one HIPAA concept, make it this: only access, use, or share the minimum amount of patient information necessary to do your job. A nurse on a cardiac unit doesn't need to look up a patient's records from an unrelated visit five years ago, even if the hospital's system allows it. Curiosity is not a valid reason to view a chart — only clinical need is.

Sharing Information Is Sometimes Required — Know the Exceptions

HIPAA doesn't mean information can never be shared. Disclosures are permitted for treatment, payment, and healthcare operations, and are required in specific situations such as reporting certain communicable diseases, suspected abuse, or gunshot wounds, depending on state law. Your facility's policies and your charge nurse are the best resources when you're unsure.

A Few Practical Habits

1. Log out of workstations every time you step away.
2. Use only your own credentials — never share logins.
3. Shred or securely dispose of any printed patient information.
4. When in doubt, ask your compliance officer or charge nurse before sharing information.
5. Complete your facility's HIPAA training thoroughly, even if similar rules existed where you trained before — U.S. requirements are specific and enforced strictly.

Why This Matters Beyond Compliance

HIPAA violations carry real consequences — for patients, whose trust and safety depend on confidentiality, and for nurses, who can face disciplinary action, loss of licensure, or termination, even for unintentional breaches. Employers are required to report certain violations, and civil or criminal penalties can apply in serious cases. More importantly, respecting patient privacy is foundational to the therapeutic relationship. A patient who isn't confident their information is protected may withhold symptoms, history, or concerns — directly affecting the quality of care you can provide.

Adjusting to HIPAA is one small part of practicing in a new healthcare system, but it's one that touches nearly every shift. Treat it not as bureaucracy, but as an extension of the same value that brought you into nursing in the first place: protecting the people in your care.



The nurse researcher

By Abel Mwema

Olaro–Nightingale Nursing Scholarship: Empowering the Next Generation of Nurses

At Olaro International, we believe that investing in nursing education is an investment in healthier communities. The Olaro–Nightingale Nursing Scholarship was created to support dedicated nursing students as they prepare to enter one of the world's most essential and respected professions. The funds are generated from the Healing Hub Magazine publication, which is published monthly, and it is our starting point to empower nurses. The scholarship has no strings attached to it. Once a nurse gets it, gets empowered, and helps patients anywhere in the world.



The scholarship is designed specifically for final-year nursing students enrolled in a recognized university or college in Kenya. As students approach graduation, financial pressures can become a significant challenge. The Olaro–Nightingale Nursing Scholarship will help ease this burden by covering tuition fees, allowing recipients to focus on completing their studies and preparing for successful careers in healthcare.

Why the Scholarship Matters

Nurses are at the heart of patient care. They provide compassionate treatment, promote health, educate patients and families, and play a vital role in improving healthcare outcomes. Yet, many talented students face financial obstacles that threaten to delay or interrupt their education.

The Olaro–Nightingale Nursing Scholarship will exist to ensure that promising future nurses have the opportunity to complete their education without the added stress of tuition costs. By supporting students in their final year, the scholarship will help bridge the gap between education and professional practice.

The Beneficiaries

The scholarship is open to:

- Final-year nursing students enrolled in an accredited university or college in Kenya.
- Students demonstrate commitment to academic excellence and nursing professions.
- Individuals who are passionate about making a positive impact on healthcare and their communities.

Scholarship Benefits

Recipients of the Olaro–Nightingale Nursing Scholarship will receive support that covers tuition fees for their final year of study. This financial assistance will enable students to concentrate on their coursework, clinical placements, and preparation for graduation and professional registration.

Annual Application Opportunity

Applications for the Olaro–Nightingale Nursing Scholarship will be opened annually, giving eligible students the opportunity to apply each year. Applicants are encouraged to monitor announcements from Olaro International for application dates, eligibility requirements, and submission guidelines.



Building a Stronger Healthcare Workforce

At Olaro International, we recognize that today's nursing students are tomorrow's healthcare leaders. Through the Olaro–Nightingale Nursing Scholarship, we are committed to nurturing skilled, compassionate, and resilient professionals who will serve patients with excellence and integrity.

By investing in final-year nursing students, we are helping strengthen healthcare systems, improve patient outcomes, and create lasting positive change in communities.

The Olaro International team had a chance in the month of July 2026 to sample and visit various universities and colleges in Kenya, spoke to the team and students about the goal of the scholarship and eligibility requirements. They had a chance to interact with potential applicants from these institutions, and they saw the need and hope from the students. We believe the Olaro–Nightingale Scholarship will grow and be open to students globally.

We encourage all a final-year nursing student with a passion for caring for others and a commitment to excellence, to apply for the Olaro–Nightingale Nursing Scholarship. Together, we can build a future where financial barriers do not stand in the way of dedicated individuals pursuing a career in nursing.



IN THE SPOTLIGHT



On July 23, 2026, Freedom Healthcare Solutions proudly presented the inaugural Tanya McClendon Award for Courageous Care to Tanya McClendon, recognizing her extraordinary compassion, unwavering courage, and steadfast commitment to patients and the nursing profession.

This award was created to honor nurses whose impact extends far beyond clinical excellence. It celebrates those who lead with empathy, resilience, grace, and an unshakable dedication to the people entrusted to their care. As the namesake and first recipient, Tanya McClendon embodies the very values this recognition represents.

Throughout her career, Tanya has demonstrated that courageous care is not only about making critical clinical decisions; it is also about standing beside patients and families during their most vulnerable moments, advocating for quality care, and inspiring others through servant leadership.

The establishment of this award creates a lasting legacy within Freedom Healthcare Solutions. It serves as a reminder that compassion and courage remain at the heart of nursing and that every act of kindness, advocacy, and professional integrity has the power to transform lives.

As stated on the award, "Your legacy lives on in every act of Courageous Care." This recognition not only honors Tanya McClendon's remarkable contributions but also challenges all healthcare professionals to continue building a culture where excellence is guided by humanity, compassion, and courage.

Congratulations to Tanya McClendon on this well-deserved and historic honor.

LET'S HEAR YOUR STORY



Please email us at Lene.wessels@olarogroup.com
if you want to feature in next month's
Healing Hub