



Nursing Education and Professional Development

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VANDERBILT  UNIVERSITY  
MEDICAL CENTER

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## **Agenda:**

### **S<sup>3</sup>: Success, Strategy, and the Scope of Nursing Leadership: A Series**

Wed, September 16, 8:00 am – 4:00 pm Location: Preston Research Building 206

Wed, September 23, 8:00 am – 4:00 pm Location: Preston Research Building 206

The S<sup>3</sup> series will focus on providing instruction and coaching on practical strategies for the nurse who has been placed in the new role of Charge Nurse, Assistant Nurse Manager, CSL (Clinical Staff Leader) or RSL (Relief Staff Leader.) This TWO-DAY course will highlight resources available within the VUMC system, communication skills, interpretation of reports and performance evaluations. The goal of this course is to provide the participant with tools and resources for a successful transition into a nursing leadership role.

While this class is designed for the new Charge Nurse, Assistant Nurse Manager, RSL or CLS, new Nurse Managers as well as front line leaders who have less than a year of experience could also benefit from the content of this course. Class size will be limited to 25 participants to provide opportunities for small group work and interaction.

Kelly Ernst, RN-BC, MSN

Regina Stuart, Associate Program Manager

## **Agenda with Objectives**

### **S<sup>3</sup>: Success, Strategy, and the Scope of Nursing Leadership: A Series**

#### **Day 1: Taking Charge of Change**

*Time: 8:00 a.m. – 4:00 p.m.*

##### **Introduction and Welcome**

*Facilitator: Kelly Ernst*

*Time: 8:00 a.m. – 8:15 a.m. (15 minutes)*

##### **It's Who We Are; It's What We Do**

*Facilitator: Kelly Ernst*

*Time: 8:15 a.m. – 9:20 a.m. (65 minutes)*

*Objectives:*

- List two organizational goals for this year
- List two safety initiatives that directly relate to your unit or area
- Name one specific nursing quality pillar goal
- Identify the role of the Charge Nurse and/or Assistant Manager in ensuring organizational goals are met
- Describe two strategies to promote engagement and how you can accomplish them over the next year

##### **Hopes and Concerns**

*Facilitator: Kelly Ernst*

*Time: 9:20 a.m. – 9:55 a.m. (35 minutes)*

*Objectives:*

- Identify hopes and concerns for your role
- Identify and discuss expectations and anxieties related to this new role

##### **Break**

*Time: 9:55 a.m. – 10:05 a.m. (10 minutes)*

##### **Effective Role Transition: It's Where We're Going**

*Facilitator: Kelly Ernst*

*Time: 10:05 – 10:45 a.m. (40 minutes)*

*Objectives:*

- Identify key differences and challenges of transition from peer to leader and role model, and for each key challenge, identify at least one adjustment technique
- Apply methods for balancing staff and patient needs
- Compare and contrast key functions of caregiver and leadership roles
- Utilize interactions with staff as opportunities to identify strengths and weaknesses of performance
- Recognize and apply the appropriate leadership technique for a given situation
- Recognize and apply appropriate problem-solving techniques for a given situation

## **Teamwork: The Art of Dynamic Communication in Promoting Positive Performance in the Workplace**

*Facilitator: Joey Qualls, Learning and Development*

*Time: 10:45 a.m. – 11:45 a.m. (60 minutes)*

*Objectives:*

- Apply a method of understanding communication preferences in order to facilitate good working relationships among team members
- Identify human resource practices, resources, and time-lines to support the performance management process.

Lunch (On your own)

*Time: 11:45 p.m. – 12:30 p.m. (45 minutes)*

## **The Patient Experience: Tool and Interventions**

*Facilitator: Lara Mead/ Sara Hanai*

*Patient Experience and Service*

*Time: 12:30 a.m. – 1:10 pm (40 minutes)*

*Objectives:*

- Define the Patient Experience
- Measure patient feedback using current tools and data
- Use the current tools and data to make an impact on patient experience

## **Stop, Drop, and Roll: Emergency Preparedness and Response**

*Facilitator: David Meyer, Emergency Preparedness*

*Time: 1:10 p.m. – 2:10 p.m. (60 minutes)*

*Objectives*

- Locate disaster manual
- Describe fire and evacuation response
- Describe disaster protocols
- Identify location and function of Command Center
- Describe how to interact with Command Center and what information to report

Break

*Time: 2:10 p.m. – 2:25 p.m. (15 minutes)*

### **“VP What??” Advancement within VPNPP**

*Facilitator: Kelly Ernst*

*Time: 2:25 p.m. – 3:20 p.m. (55 minutes)*

#### *Objectives*

- Discuss the overall goals of VPNPP.
- Describe the 4 levels of nursing care as defined through VPNPP.
- Identify the steps involved in RN/LPN advancement.
- Identify the responsibilities of the leader in the application process.
- Describe documentation required of the candidate in the application process.
- Identify resources to better understand VPNPP and the advancement process.
- Describe the renewal process.

### **Three Good Things**

*Facilitator: Kelly Ernst*

*Time: 3:20 – 3:45 pm (25 minutes)*

#### *Objective:*

- *Discuss a strategy to promote resiliency.*

### **Evaluation**

**Reminder about Application Project due next week**

**Discussion of Long Term Project**

**Course Evaluation**

*Facilitator: Kelly Ernst*

*Time: 3:45 p.m. – 4 p.m. (15 minutes)*

## **Day 2: The Quest for Quality**

*Time: 8:00 a.m. – 4:00 p.m.*

### **Welcome**

*Facilitator: Kelly Ernst*

*Time: 8:00 a.m. – 8:10 a.m. (10 minutes)*

*Objectives:*

- Introduction to Day 2 agenda

### **Everyday Healthcare Ethics: Leadership in the Era of Patient-Centered Care**

*Facilitator: Kate Payne*

*Time: 8:10 a.m. – 9:05 a.m. (55 minutes)*

*Objectives:*

- Identify key skills and traits that promote daily patient-centered care
- Recognize the role of leadership in responding to ethical situations in health care
- Identify institutional resources for dealing with complex ethical situations

### **Controlled Substance Management and Diversion Detection**

*Facilitator: Andrea Bryant, Pharmacy*

*Time: 9:05 a.m. – 9:40 a.m. (35 minutes)*

*Objectives:*

- Define drug diversion
- Describe the scope of prescription drug abuse
- Discuss diversion detection strategies
- Review reporting capabilities
- Review inventory discrepancy resolution

### **Risky Business: Playing It Safe in Healthcare**

*Facilitator: Cherry Salmon, Risk Management*

*Time: 9:40 a.m. – 10:20 p.m. (40 minutes)*

*Objectives*

- Outline the role of the Risk Management Department
- Explain the purpose of Veritas reporting
- Distinguish between information that should be included in the EMR vs that in a Veritas report
- Describe the role risk management, as well as the leadership team play when addressing difficult situations.
- List reasons that patients and families file suit
- Distinguish between Veritas reports and Tennessee First Report of Injury
- List steps an injured employee should take, including Tennessee First Report of Injury

### **Break**

*Time: 10:20 a.m. – 10:40 a.m. (20 minutes)*

### **Resources: Who You Gonna Call?**

*Facilitator: Kelly Ernst*

*Time: 10:40 a.m. – 11 a.m. (20 minutes)*

*Objectives:*

- Use grid of HR courses to identify Vanderbilt leadership resources
- Identify one course that would be considered “mandatory” for you to attend from the listing of courses.
- Using the resource listing handout, Identify one resource that you did not previously realize was available to you

### **Shared Governance**

*Facilitator: Kevin Grimes*

*Time: 11:00 a.m. – 11:45 a.m. (45 minutes)*

*Objectives:*

- Describe the Shared Governance philosophy at Vanderbilt
- List the organizational structures that facilitate shared governance implementation
- List examples of collaborative decisions at the unit/clinic level

Lunch (On your own)

*Time: 11:45 a.m. – 12:30 p.m. (45 minutes)*

### **Discussion of Application Project**

*Facilitator: Kelly Ernst*

*Time: 12:30 p.m. – 1:30 p.m. (60 minutes)*

*Objectives:*

- Discuss situations related to the application project

### **Lean on Me: Personal and Professional Resources**

*Facilitator: Margie Gale, EAP and Jaimie Glatt, HR Business Partner*

*Time: 1:30 – 2:35 p.m. (65 minutes)*

*Objectives:*

- List signs that you might observe in the employee who is impaired
- Describe immediate actions to take if you encounter an employee who you suspect is impaired
- Describe symptoms that you might observe in your area if lateral violence exists
- Summarize actions to take if you or someone else witnesses lateral violence on your unit or area
- Note resources available to you to deal with an impaired employee and/or lateral violence

Break

*Time: 2:35 p.m. – 2:45 p.m. (10 minutes)*

**The Bottom Line: Daily Decisions that Influence the Finance Pillar**

*Facilitator: Sheila Thompson*

*Time: 2:45 p.m. – 3:45 p.m. (60 minutes)*

*Objectives*

- Describe how staffing and scheduling practices impact the budget
- Understand how to use HPPD when making scheduling decisions.
- Utilize decision making logic based on staffing scenarios

**Evaluation**

**Completion of Long Term Goals & Course Evaluation**

*Facilitator: Kelly Ernst*

*Time: 3:45 pm – 4:00 pm (15 minutes)*