



Nursing Education and Professional Development

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Agenda:

S³: Success, Strategy, and the Scope of Nursing Leadership: A Series

Wed, April 1, 8:00 am – 4:00 pm Location: PRB 206

Wed, April 8, 8:00 am – 4:00 pm Location: PRB 206

The S³ 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

S³: 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)