Agenda:
S$^3$: Success, Strategy, and the Scope of Nursing Leadership: A Series

August 17, 2010, 8:00 am – 3:30 pm
August 24, 2010, 8:00 am – 3:30 pm

The new $S^3$ 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 or Assistant Nurse Manager. This two-day course will highlight resources, 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 and Assistant Nurse Manager, 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, MSN

Nursing Education and Professional Development
www.vanderbiltnursing.com
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. – 3:30 p.m.*
*Continental breakfast provided; independent lunch*

**Introduction and Welcome**
*Facilitator: Kelly Ernst*
*Time: 8:00 a.m. – 8:15 a.m. (15 minutes)*
- Welcome and Introduction
- Discuss application project

**It’s Who We Are; It’s What We Do**
*Facilitator: Kelly Ernst*
*Time: 8:15 a.m. – 8:45 a.m. (30 minutes)*
**Objectives:**
- List two organizational objectives for this year
- List two safety initiatives that directly relate to your unit or area
- Name one specific nursing quality pillar goal
- Describe two key job functions and how you can fulfill them over the next year
- Identify the role of the Charge Nurse and/or Assistant Manager in ensuring organizational goals are met

**Hopes and Concerns**
*Facilitator: Kelly Ernst*
*Time: 8:45 a.m. - 9:15 a.m. (30 minutes)*
**Objectives:**
- Work in groups to identify hopes and concerns for your new role
- Identify and discuss expectations and anxieties related to this new role

**Break**
*Time: 9:15 a.m. – 9:25 a.m. (10 minutes)*

**Effective Role Transition: It’s Where We’re Going**
*Facilitator: Kelly Ernst*
*Time: 9:25 a.m. – 9:55 a.m. (30 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
Facilitator: Stephanie Brodtrick, Organizational Effectiveness
Time: 9:55 a.m. – 10:20 a.m. (25 minutes)
Objectives:
- Apply a method of understanding communication preferences in order to facilitate good working relationships among team members
- Identify ways to share this information with members of your team in order to improve trust, communication and mutual understanding

Promoting Positive Performance
Facilitator: Stephanie Brodtrick, Organizational Effectiveness
Time: 10:20 a.m. – 10:50 a.m. (30 minutes)
Objectives:
- To identify HR practices, resources, and timelines to support the performance management process
- ID techniques for holding performance coaching conversations

Break
Time: 10:50 a.m. – 11:00 a.m. (10 minutes)

Resources: Who You Gonna Call?
Facilitator: Kelly Ernst
Time: 11:00 a.m. – 11:25 a.m. (25 minutes)
Objectives:
- Identify your direct report supervisor from the organizational chart
- 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

Facilitators: Carol Wilson and Tina Williams
Time: 11:25 a.m. – 12:00 noon. (35 minutes)
Objectives:
- Describe how bed management and the charge nurse can work together to improve patient flow
- Describe two things that are important for every nurse to know regarding the reporting of a patient’s death here at Vanderbilt
Facilitator: Shelley Moore  
Time: 12 noon - 12:25 p.m. (25 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  
Time: 12:25 a.m. – 1:15 p.m. (50 minutes)  

Inquiring Minds Want to Know: Analyzing Quality Data  
Facilitators: Debi Camp and Heather Freeman Systems Support; Randy James, Electronic Medical Records  
Time: 1:15 p.m. – 2:20 p.m. (65 minutes)  
Objectives  
• Comprehends the process of accessing data documented in HED, HEO and StarPanel to support compliance with regulatory standards, quality improvement efforts, and management decision making.  
• Be knowledgeable of indicators, what they represent and how to follow up on them in an appropriate manner.  
• Describe the process to access data for helping staff document correctly and time chart audits for evaluations, follow up within Veritas or sentinel events and other continuous quality improvement projects.  
• Summarizes the locations of avenues to find patient data.  

“VP What??” Performance Evaluation and VPNPP  
Facilitator: James Barnett  
Time: 2:20 p.m. – 3:10 p.m. (50 minutes)  
Objectives  
• Assign, complete, and approve evaluation packages (dependent on role) in the VPNPP online system  
• Import VPNPP scores into VPES  
• Add new users and transfer users across departments in VPNPP online system  
• Know which type of evaluation to assign for staff  
• Know who to contact for questions  

Evaluation  
Reminder about Application Project due next week  
Discussion of Long Term Project  
Facilitator: Kelly Ernst  
Time: 3:10 p.m. – 3:30 p.m. (20 minutes)
Day 2: The Quest for Quality
Time: 8:00 a.m. – 3:30 p.m.
Continental breakfast provided; independent lunch

Welcome and Review of Day 1 Content
Facilitator: Kelly Ernst
Time: 8:00 a.m. – 8:30 a.m. (30 minutes)
Objectives:
• Get answers to remaining questions from Day 1
• Discussion of Long Term Project

Testing 1, 2, 3: POCT Quality Issues
Facilitator: Teri Tubb, Lab
Time: 8:30 a.m. – 8:55 a.m. (25 minutes)
Objectives
• Name one specific function that you can perform in your role to ensure accurate testing
• Outline documentation and recording of staff compliance with POCT
• Identify steps to take when inaccurate results are obtained
• List specific tests that are performed on unit or area
• Describe the approval process for specific testing

Stop, Drop, and Roll: Emergency Preparedness and Response
Facilitator: Pam Hoffner, Emergency Preparedness
Time: 8:55 – 9:30 a.m. (35 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: 9:30 a.m. – 9:45 a.m. (15 minutes)

Risky Business: Playing It Safe in Healthcare
Facilitator: Diane Moat, Risk Management
Time: 9:45 a.m. – 10:35 a.m. (50 minutes)
Objectives
• Distinguish between various forms of documentation
• Explain the purpose of Veritas reporting
• Describe the role risk management plays in the analysis of Veritas reports
• List reasons that patients and families file suit
• Distinguish between Veritas reports and Tennessee First Report of Injury
• Describe steps an injured employee should take, including Tennessee First Report of Injury
Discussion of Application Project
  Facilitator: Kelly Ernst
  Time: 10:35 a.m. – 11:35 a.m. (60 minutes)
  Objectives:
  • Get answers to remaining questions from Day 1
  • Report on results of application project

Reporting LIVE From the Pharmacy...
  Facilitator: Victor Poteet, Pharmacy
  Time: 11:35 a.m. – 12:10 p.m. (35 minutes)
  Objectives
  • Compare and contrast reports produced by the pharmacy
  • Describe information within these reports that could be used to improve quality of care
  • Outline the process for resolving complicated medication discrepancies

Lunch
  Time: 12:10 p.m. – 1:00 p.m. (50 minutes)

Lean on Me: Personal and Professional Resources
  Facilitators: Margie Gale and Mary Gray
  Time: 1:00 p.m. – 2:00 p.m. (60 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

The Bottom Line: Daily Decisions that Influence the Finance Pillar
  Facilitators: Anne Underhill and Robin Mutz
  Time: 2:00 p.m. – 3:00 p.m. (60 minutes)
  Objectives
  • Describe staffing and scheduling policies
  • Utilize decision making logic based on staffing scenarios
  • Identify resources for staffing decisions

Completion of Long Term Goals
Evaluation
  Facilitator: Kelly Ernst
  Time: 3:00 p.m. – 3:30 p.m. (30 minutes)