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

Wed, November 7, 8 am – 3:30 pm   Location:
Wed, November 14, 8 am – 3:30 pm   Location:

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 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
Amanda Cupples, BA
Proposed 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)
- 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 in Promoting Positive Performance in the Workplace
Facilitator: Stephanie Brodtrick, Organizational Effectiveness
Time: 9:55 a.m. – 10:55 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.

Break
Time: 10:55 a.m. – 11:05 a.m. (10 minutes)

Resources: Who You Gonna Call?
Facilitator: Kelly Ernst
Time: 11:05 a.m. – 11:25 a.m. (20 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

Patient Placement
Facilitators: Cheryl Miles-Boggs; Mary Tharpe, and Marie Williams
Time: 11:25 a.m. – 11:55 a.m. (30 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

Reporting LIVE From the Pharmacy...
Facilitator: Andrea Bryant, Pharmacy
Time: 11:55 a.m. – 12:30 p.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

Lunch
Time: 12:30 noon – 1:15 p.m. (45 minutes)
Inquiring Minds Want to Know: Data Access for new Nursing Management
Facilitator: Debi Camp, Systems Support; Belinda Cantrell, Electronic Medical Records
Time: 1:15 p.m. – 2:15 p.m. (60 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, chart audits for evaluations or to follow up within Veritas for sentinel events and other continuous quality improvement projects.
- Summarizes the locations of avenues to find patient data.

The Bottom Line: Daily Decisions that Influence the Finance Pillar
Facilitator: Sheila Thompson
Time: 2:15 p.m. – 3:05 p.m. (50 minutes)
Objectives
- Describe how staffing and scheduling practices impact the budget
- Utilize decision making logic based on staffing scenarios
- Identify at least 2 resources for staffing decisions

Evaluation
Reminder about Application Project due next week
Discussion of Long Term Project
Course Evaluation
Facilitator: Kelly Ernst
Time: 3:05 p.m. – 3:30 p.m. (25 minutes)
Day 2: The Quest for Quality  
Time: 8:00 a.m. – 3:30 p.m.
Continental breakfast provided; independent lunch

Welcome and Discussion of Day 1 Content  
Facilitator: Kelly Ernst  
Time: 8:00 a.m. – 8:20 a.m. (20 minutes)  
Objectives:  
- Get answers to remaining questions from Day 1  
- Discussion of Long Term Project

Everyday Healthcare Ethics: Leadership in the Era of Patient-Centered Care  
Facilitator: Joseph Fanning  
Time: 8:15 a.m. – 9:00 a.m. (45 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

Stop, Drop, and Roll: Emergency Preparedness and Response  
Facilitator: Pam Hoffner, Emergency Preparedness  
Time: 9:00 a.m. – 9:40 a.m. (40 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

Risky Business: Playing It Safe in Healthcare  
Facilitator: Diane Moat, Risk Management  
Time: 9:40 a.m. – 10:30 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

Break  
Time: 10:30 a.m. – 10:50 a.m. (20 minutes)
Shared Governance
Facilitator: Erin Tickle
Time: 10:50 a.m. – 11:20 a.m. (30 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

Discussion of Application Project
Facilitator: Kelly Ernst
Time: 11:20 a.m. – 12:20 p.m. (60 minutes)
Objectives:
- Get answers to remaining questions from Day 1
- Report on results of application project

Lunch
Time: 12:20 p.m. – 1:00 p.m. (40 minutes)

Lean on Me: Personal and Professional Resources
Facilitator: Margie Gale
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

“VP What??” Performance Evaluation and VPNPP
Facilitator: Nicole Arnett
Time: 2:00 p.m. – 2:50 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
Completion of Long Term Goals & Course Evaluation

Facilitator: Kelly Ernst
Time: 3:00 pm – 3:30 pm