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

Wed, Nov 5, 8:00 am – 4:00 pm   Location: MCN C2209
Wed, Nov 12, 8:00 am – 4:00 pm   Location: MCN C2209

The *S*: 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 and 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
Proposed Agenda with Objectives

S:^3: 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)
• Discuss application project

It’s Who We Are; It’s What We Do
Facilitator: Kelly Ernst
Time: 8:15 a.m. – 9:00 a.m. (45 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: 9:00 a.m. – 9:35 a.m. (35 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: 9:35 a.m. – 9:45 a.m. (10 minutes)

Effective Role Transition: It’s Where We’re Going
Facilitator: Kelly Ernst
Time: 9:45 a.m. – 10:20 a.m. (35 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: 10:20 a.m. – 11:20 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: 11:20 a.m. – 11:30 a.m. (10 minutes)*

Patient Satisfaction Data: Tool and Interventions  
*Facilitator: Shelly Anglin*  
*Time: 11:30 a.m. – 12:10 p.m.*  
*Objectives:*  
- Differentiate between HCAPHPS and PRC patient satisfaction surveys.  
- Describe factors determined by each survey.  
- Recognize interventions being developed and implemented within VUMC

Resources: Who You Gonna Call?  
*Facilitator: Kelly Ernst*  
*Time: 12:10 p.m. – 12:30 p.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

**Lunch (On your own)**  
*Time: 12:30 p.m. – 1:15 p.m. (45 minutes)*

Stop, Drop, and Roll: Emergency Preparedness and Response  
*Facilitator: Pam Hoffner, Emergency Preparedness*  
*Time: 1:15 p.m. – 2:05 p.m. (50 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
Inquiring Minds Want to Know: Data Access for new Nursing Management
Facilitator: Debi Camp, Systems Support; Belinda Cantrell, Electronic Medical Records
Time: 2:05 p.m. – 3:00 p.m. (55 minutes)
Objectives
- Comprehend 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.
- Summarize the locations of avenues to find patient data.

“VP What??” Performance Evaluation and VPNPP
Facilitator: Kelly Ernst; Nicole Arnett
Time: 3:00 p.m. – 3:40 p.m. (40 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 advancement.
- Identify resources to better understand VPNPP and the advancement process.
- Demonstrate assignment, completion and/or approval of evaluation packages in the VPNPP system.
- Differentiate between types of evaluations that might be assigned to staff.

Evaluation
Reminder about Application Project due next week
Discussion of Long Term Project
Course Evaluation
Facilitator: Kelly Ernst
Time: 3:40 p.m. – 4:00 p.m. (20 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:**  
- 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: David Schenck*  
*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. (15 minutes)*
Patient Placement
Facilitators: Cheryl Miles-Boggs; Mary Thorpe, and Marie Williams
Time: 10:40 a.m. – 11:10 p.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

Shared Governance
Facilitator: Erin Tickle
Time: 11:10 a.m. – 11:55 a.m. (50 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: 11:55 p.m. – 12:40 p.m. (45 minutes)

Discussion of Application Project
Facilitator: Kelly Ernst
Time: 12:40 p.m. – 1:40 p.m. (45 minutes)
Objectives:
- Get answers to remaining questions from Day 1
- Report on results of application project

Lean on Me: Personal and Professional Resources
Facilitator: Margie Gale
Time: 1:40 – 2:40 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

Facilitator: Sheila Thompson
Time: 2:40 p.m. – 3:40 p.m. (60 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

Completion of Long Term Goals & Course Evaluation

Facilitator: Kelly Ernst
Time: 3:30 pm – 4:00 pm