

New Hampshire Health Care Association

# Nurse Leadership Series



Do you have a nurse that you would like to mentor, someone who has the potential to be a nurse leader? Are you or one of your current nurse leaders looking to refresh their management skills? Are you a new nurse leader looking for some education and direction? This five part training series is geared towards Directors of Nursing, Assistant Directors of Nursing, Senior Nurse Leaders and future Nurse Leaders in Nursing Homes and Assisted Living Facilities.

Wednesday, April 25

## **Session I: The Nurse Leader's Role in Building an Effective Team**

Wednesday, May 16

## **Session II: The Nurse Leader's Role in Successful Transitions of Care**

Wednesday, May 23

## **Session III: Improving the Improvement: How Nurse Leaders Can Champion a Quality Culture**

Wednesday, June 6

## **Session IV: Finance 101: Everything You Need to Know from Finance to Budgets**

Wednesday, June 20

## **Session V: Nursing Leadership & Delegation**

**Sessions will be held in the New Hampshire Health Care Association Classroom.**

5 Sheep Davis Road, Suite E; Pembroke, NH 03275

**Each session will be held from 9:00 am—4:00 pm.**

Check-in begins at 8:30 am with a light continental breakfast. Lunch will be provided at each session.

**New Hampshire Health Care Association**

5 Sheep Davis Road, Suite E; Pembroke, NH 03275

(603) 226-4900 • FAX (603) 226-3376 • [info@nhhca.org](mailto:info@nhhca.org) • [www.nhhca.org](http://www.nhhca.org)



## Session I: The Nurse Leader's Role in Building an Effective Team

April 25, 2018

- Learn the key competencies required to build an engaged, inspired and effective team.
- Improve interpersonal relationships and build rapport
- Create an inclusive culture that discourages bullying and welcomes new team members
- Learn how to hold people accountable while maintaining dignity and respect
- Help your team have less stress and more well-being at work and in their personal lives
- Learn when to consult your HR representative regarding employment policies and procedures

### **Cheryl A. Bond, Ed.D, SPHR**

*Cheryl, the Founder and President of Essential Resilience, is an accomplished learning and organizational development professional with more than 20 years of experience in a variety of corporate cultures including Wang Laboratories, Hale and Dorr, Liberty Mutual, and BAE Systems.*

*She established Essential Resilience to devote all of her energy to her unique approach to increasing individual and organizational resilience and well-being.*

*Cheryl holds a B.S. from Salem State College and an M.Ed., CAGS, and Ed.D. from Boston University. In 2012 she was a keynote speaker at the Patient Safety conference sponsored by Catholic Medical Center in Manchester, NH, discussing the connection between emotional resilience and patient safety.*

## Session II: The Nurse Leader's Role in Successful Transitions of Care

May 16, 2018

- Develop a common understanding of care transitions and care coordination
- Learn the essential components in a Transitions Care Model
- How to communicate essential information throughout health care facilities
- Explore interventions and implementation strategies to reduce avoidable hospitalization

### **Joyce M. Johnson, RN-BC, MA , Pamela Heckman RN, BSN & Tim Boyd**

*Joyce Johnson is a Project Coordinator for the Qualidigm, the NH QIN-QIO. Joyce has more than 30 years of experience in nursing, quality improvement and health education. For the past three years, she led the Transitions of Care Initiative in New Hampshire and Vermont while at NHCQF. She has developed and helped healthcare providers implement interventions to improve the quality of healthcare outcomes by reducing unnecessary hospital transfers and readmissions. Her expertise is in the conceptual and practical implementation of quality improvement initiatives*

*Pamela Heckman is a Project Coordinator for the Qualidigm, the NH QIN-QIO. Pam was previously employed for 15 years by NHCQF where she worked as a Quality Improvement Specialist with nursing homes and has over 18 years of experience in the home health care industry. Previously, Ms. Heckman was supervisor at the Episcopal Long Term Home Health Care Program, and supervisor of the Episcopal AIDS Home Care Program in Buffalo, NY. She also participated in the development of Benedict House, the first home in Western New York for people living with AIDS.*

## Session III: Improving the Improvement: How Nurse Leaders Can Champion a Quality Culture

May 23, 2018

- Learn about and apply concepts of Quality, Performance, and Process Improvement
- Learn techniques that enable the Nurse Leader to become a Quality Champion
- Learn how to construct a high-performing health care delivery system
- Begin to apply these concepts to quality initiatives in your nursing home
- Learn how to meet the upcoming QAPI requirements
- Leave the session with a QAPI Plan outline

### **Julie Normand**

## Session V: Finance 101: Everything you need to know from finance to budgets

June 6, 2018

- Develop a detailed understanding of the operating budget as a reflection of an organizations mission, policies and procedures and priorities.
- Explain the components of an operating budget, focusing on the nursing component
- Describe how to use an operating budget as the basis for financial improvement and improvement opportunities

### **Instructor: Lynda Goldthwaite, RN, BSN, NHA**

*Lynda Goldthwaite is a Registered Nurse and a Licensed Nursing Home Administrator. For over 30 years, Lynda's career in the nursing realm encompasses practice in the areas of acute care, family practice, assisted living, and skilled and long term nursing care including roles as a Director of Nursing, and as a Regional Manager of Clinical Operations. In the last several years, for a total of 35 years of Healthcare Management experience, Lynda has worked as a Nursing Home Administrator, combining her nursing and leadership skills in providing quality and compassionate care to elders.*

## Session V: Nursing Leadership and Delegation

June 20, 2018

- Learn the role of the New Hampshire Board of Nursing in defining the legal parameters for nursing practice, which includes delegation. (RSA 326-B; Nur 100-800)
- Learn about the term delegation and describe the delegation process including the "Five Rights of Delegation"
- Learn about the responsibility of the nurse for supervision of delegated tasks
- Explore the relationship between communication and the delegation process
- You will demonstrate the application of these principals utilizing various case scenarios

# Nurse Leadership Series

## Location

All five sessions will be held at the NHHCA Office: 5 Sheep Davis Road, Suite E, Pembroke, NH 03275. Please park in the lots labeled "Conference and Meeting Parking". Parking in front of and on the sides of the building are for tenants and short term parking only. Handicap parking is located on the left side of the building.

## Schedule

8:30a: Check-in and light breakfast

9:00a - 4:00p: Class time

*Lunch will be provided mid-day and there will be mid-morning and mid-afternoon breaks.*

## CEUs/CE Credits

Full CE hr. credit applies to all five sessions. Attendees will receive 6 CE Hours for each fully attended session. This program is certified through the New Hampshire Health Care Association as an approved provider of continuing education hours by NH Board of Examiners of Nursing Home Administrators. For all others please verify with your licensing / certification board for credit approval.

## Nurse Leader Certification

Participants who attend four of the five sessions will become NHHCA Certified Nurse Leaders. All those who have attended and completed four of the five sessions will receive a certificate.

## Fee

The fee for each session will cover a light continental breakfast and lunch. NHHCA Payment Policies apply to all of the five sessions. For a complete list of policies and procedures please visit [www.nhhca.org](http://www.nhhca.org). Sessions are stand alone programs and can be attended as a single session or as a group. Those who choose to attend as a group package will receive a discount rate and NHHCA Nurse Leader Certification.

*\* Must be the same person registered & attending all 5 sessions in order to receive the discount. Must sign up for all five sessions on one registration sheet, cannot sign up for each session individually to receive the discount.*

## Payment

Payment can be in the form of Check or Credit Card (Visa, MC, Amex, Discover). Please make checks payable to: NHHCA or New Hampshire Health Care Association. If you have a question about payment, need to make a payment over the phone or need to receive an invoice please contact the NHHCA at 603-226-4900.

	<u>Member</u>	<u>Non-Member</u>
Single Session:	<b>\$130.00</b>	<b>\$195.00</b>
All 5 Sessions:*	<b>\$520.00</b>	<b>\$850.00</b>

# Nurse Leadership Series

Registration

Facility \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State & zip Code \_\_\_\_\_

Contact Person \_\_\_\_\_

Contact Phone \_\_\_\_\_

Contact E-Mail \_\_\_\_\_

Attendee :

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Title \_\_\_\_\_

E-Mail \_\_\_\_\_

Please Select one of the following:

- Attendee 1 will be registering to attend all five sessions
- Attendee 1 will be registering for the following session (s). Please mark all that apply:
  - Session I: The Nurse Leader's Role in Building an Effective Team, April 25, 2018
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  - Session V: Nursing Leadership and Delegation, June 20, 2018

Attendee :

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Title \_\_\_\_\_

E-Mail \_\_\_\_\_

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**Please Register online or fill out these forms and return via:**

**Scan/Email to:** orders@nhhca.org  
**FAX to:** (603) 226-3376

**Mail to:** New Hampshire Health Care Association  
5 Sheep Davis Road, Suite E  
Pembroke, NH 03275

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Payment

Type:

Check  Credit Card  Invoice

Total Amount: \_\_\_\_\_

Check Number: \_\_\_\_\_

Credit Card No: \_\_\_\_\_

Expiration: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Signature: \_\_\_\_\_

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