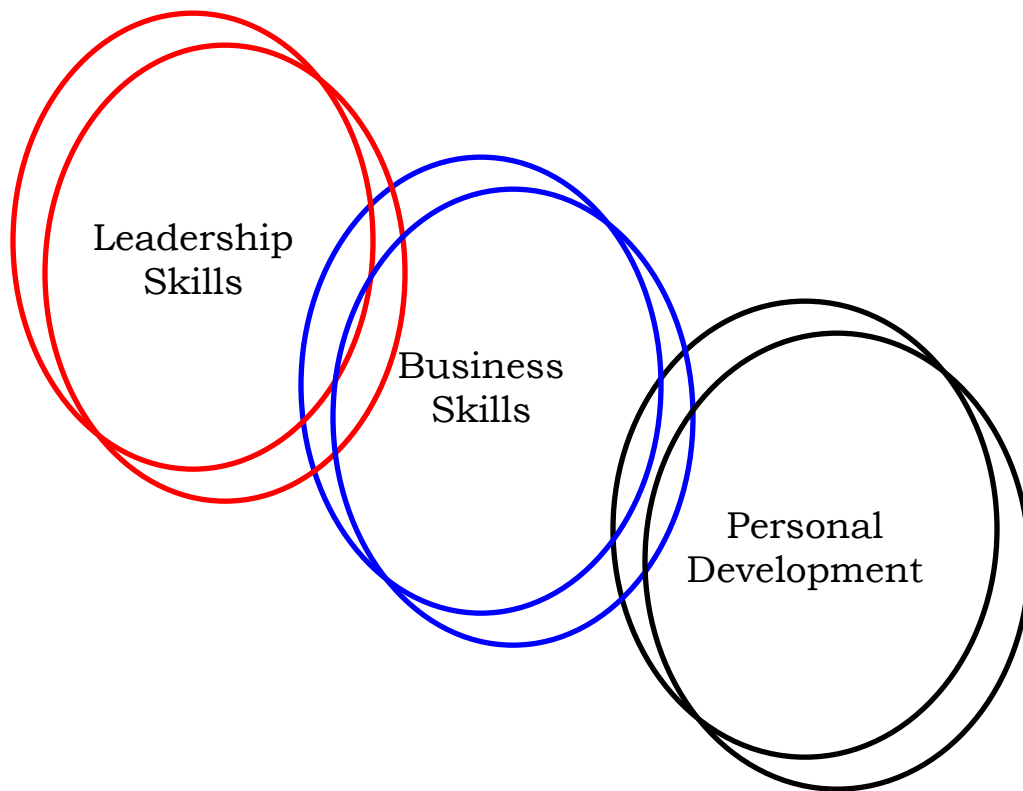


Nurse Manager Leadership Academy Fall 2012



Thursday, September 6, 2012

Wednesday, September 12, 2012 and Thursday, September 27, 2012

Thursday, October 4, 2012 and Friday, October 5, 2012

An Educational Curriculum Devoted to
Enhancing Exceptional Delivery of Healthcare

Program Introduction

The Nurse Manager Leadership Academy has been designed to meet the growing demand for nurse manager leadership development. As healthcare reform gains momentum, and the impact of the Patient Protection and Affordable Care Act (PPACA) intensifies, the role of the nurse manager is essential in healthcare facilities of all types. Effective and targeted professional development for nurse managers is critical to the quality of patient care, the satisfaction of patients with their care, the financial success of the organization, and the satisfaction of nurses in their practice. The Nurse Manager Leadership Academy provides a unique and interactive learning experience designed to create personal and professional transformations in hospitals and healthcare facilities. It has been developed to help new and aspiring managers develop the core skills essential for success.

The Nurse Manager Leadership Academy curriculum is modeled after the American Organization of Nurse Executives' (AONE) Nurse Manager Leadership Collaborative Learning Domain Framework ^{© 2004 NMLC AONE}. It emphasizes three key areas or learning modules: leadership skills, business skills, and personal development. These comprehensive and successive learning modules build upon each other to provide the necessary link between a nurse manager's clinical background and his or her role as manager. **Participation in the entire curriculum is strongly encouraged to receive the full benefits of the program, but registration for individual modules is permitted.**



The modules have been developed to help participants immediately apply models, theories, skills, and best practices in their own diverse settings.

Why Enroll in the Nurse Manager Leadership Academy?

- Have a direct and positive impact on improving safe patient care.
- Gain higher levels of job satisfaction, productivity, and organizational commitment among your staff.
- Increase nurse retention by improving staff satisfaction.
- Develop a better understanding of financial and workforce issues.
- Meet your own personal goals and objectives within the healthcare industry.
- Identify proven strategies and techniques utilized in the development of efficient and productive teams.
- Foster networking relationships that contribute to your own personal and professional growth.
- Gain practical tips on how to develop and deliver patient-centered care.

Program Overview

Creating the Leader in Yourself Module

Thursday, September 6, 2012 (Registration: 8:30 a.m. – 9:00 a.m.; Program 9:00 a.m. – 4:00 p.m.)

Presented by: Liz Beaudin, Connecticut Hospital Association; Maura McQueeney, Organization of Nurse Executives in Connecticut; Bob Dickson, Dale Carnegie Training Western Connecticut

Topics include: Curriculum Orientation • Learning Domains • Accountability • The Nurse Manager Role • Work-Life Balance • Stress Management • Time Management

Module Overview: This session will provide an overview and introduce you to the curriculum of the Nurse Manager Leadership Academy. The AONE learning domain framework will be explained as it pertains to the role of nurse manager. The importance of personal and professional accountability will be discussed as it effects the creation of work environments in which expectations are set and actions are initiated that produce results. Professional and personal growth through career planning and goal setting will be discussed as well as strategies for effective and successful time and stress management.

Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, An Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation.

Managing the Business Module

Wednesday, September 12, 2012 and Thursday, September 27, 2012 (Registration: 8:30 a.m. – 9:00 a.m.; Program 9:00 a.m. – 4:00 p.m.)

Presented by: William Ward, Johns Hopkins Bloomberg School of Public Health ; John Zandy, Wiggin and Dana; Beth Dupont, Connecticut Hospital Association; Alison Hong, MD, Connecticut Hospital Association

Topics Include: Financial Management • Human Resources Management – Laws and Regulations • Performance Improvement • Patient Safety

Module Overview: In today's cost-conscious environment, fiscal accountability requires that all nurse managers acquire skills in financial management. The fundamental concepts of healthcare economics, hospital budgeting, and business plan development will be reviewed. The basics of human resources management will be reviewed including the laws and regulations that have a direct impact on workforce decisions. Identifying and improving your organization's patient care quality improvement environment will also be addressed. Performance improvement and patient safety topics will be explored and practical ideas and operational tips will be presented about how to build PI teams, develop measures of improvement, spread and sustain change, and utilize evidence-based practices to investigate errors and learn from defects. Participants will learn the value of communication and teambuilding methods including briefings, rounding, huddles, and situational awareness techniques.

Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, An Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (participants must attend both sessions to receive credits for this module).

Leading the People Module

Thursday, October 4, 2012 and Friday, October 5, 2012 (Registration: 8:30 a.m. – 9:00 a.m.; Program 9:00 a.m. – 5:00 p.m.)

Presented by: Jo Manion, Manion and Associates

Topics Include: Strengthening Commitment • Communication Strategies • Developing Employee Competence • Conflict Management • Managing Key Processes and Getting Results You Need

Module Overview: Many managers are unclear about the differences between management and leadership. These two distinct roles will be explored and the role of a leader will be closely examined. Building commitment among followers is one of the most difficult challenges that a leader faces. The difference between compliance and commitment will be examined and a process for building commitment will be presented. Key motivators in staff development will be identified. Successful strategies for developing staff through coaching, mentoring, and relationship building will be examined. Developing an understanding of the impact of personal communication style and communication techniques to increase successful communication, a necessity in any leader's repertoire, will also be identified and practiced.

Connecticut Hospital Association-CHA is an Approved Provider of Continuing Nursing Education by the Connecticut Nurses' Association, An Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation (participants must attend both sessions to receive credits for this module).

Speaker Profiles

Elizabeth Beaudin, RN, PhD, NEA-BC, is director, nursing and workforce initiatives at the Connecticut Hospital Association (CHA). She began her career as a critical care staff nurse and held various positions in hospitals including critical care educator, nurse manager, assistant director of nursing, and vice president of patient care services. Dr. Beaudin has served as adjunct nursing faculty for several state universities, and has taught leadership courses at the undergraduate and graduate level. She received her bachelor's and master's degrees in nursing at the University of Connecticut and completed her PhD in nursing in 2006 also at the University of Connecticut.

Maura McQueeney, BSN, MPH, NE-BC, has been a nurse for 35 years and has served in a number of healthcare leadership positions. Currently, she is director of professional practice and outcomes at Middlesex Hospital and is president of the Organization of Nurse Executives in Connecticut (ONE-CT). A graduate of the University of Rhode Island and Boston University, Maura holds a bachelor's of science in nursing and a masters of public health degree. She is certified as a nurse executive by ANCC, has been an ANC magnet appraiser for 10 years, and is currently matriculated in the MGH Institute for Health Professions' Doctor of Nursing Practice Program.

Bob Dickson is the owner and president of Dale Carnegie Training Western Connecticut, which is part of the oldest training company in the world, originally based on Dale Carnegie's world famous best seller: "How to Win Friends and Influence People." Bob is a certified trainer for the Dale Carnegie Training Sales Advantage and Leadership Training for Managers programs and Dale Carnegie Digital Live on Line Learning. Bob graduated from Central Connecticut State University with a degree in Communications with emphasis in public relations/mass media and a minor in Marketing. He is also a graduate of the Dale Carnegie Course in 1998, The Dale Carnegie Sales Advantage Program in 2004, the Dale Carnegie Leadership Training for Managers program in 2004, and the Dale Carnegie High Impact Presentations program in 2006.

William J. Ward, Jr. is the director of the MHS. Degree Program in Health Finance and Management at the Johns Hopkins Bloomberg School of Public Health where he teaches accounting and finance. In addition, he is a principal with Healthcare Management Resources, Inc., a Baltimore-area consulting firm. Bill is a former senior healthcare executive with more than 20 years of experience in healthcare finance and operations. Based on member requests, he has presented healthcare finance programs for several years at the Connecticut Hospital Association (CHA).

Alison Hong, MD, is the interim vice president of quality and patient safety for the Connecticut Hospital Association (CHA). She previously worked as manager, performance management for Greenwich Hospital. Dr. Hong was the divisional administrator, Center for Liver Disease and Transplantation for Columbia University Medical Center, as well as performance improvement specialist for the New York – Presbyterian Hospital. She majored in English at Long Island University and went on to receive her Medical Degree from Universidad Technologica de Santiago, Santo Domingo, Dominican Republic.

Beth Dupont is the director of human resources services and operations for the Connecticut Hospital Association (CHA). In this role Beth provides human resources leadership to CHA and its affiliate organizations. Beth is a human resources generalist with over 10 years of varied business experience. At CHA she addresses a wide spectrum of human resources issues including staffing and retention, regulation and compliance, benefits and compensation, and education and organizational development. She earned a bachelor's of arts degree in communications from the University of Connecticut and a master's degree in labor relations from the University of New Haven.

John G. Zandy is a partner at Wiggin and Dana and chair of its Labor, Employment and Benefits Department. He has more than 30 years of experience representing employers in all aspects of labor and employment law. John worked previously for the National Labor Relations Board, the Solicitor's Office of the U.S. Department of Labor, and is included in *Best Lawyers in America* for Labor and Employment Law.

Jo Manion, PhD, RN, CNAA, FAAN, is a nationally recognized speaker, author, and senior management consultant, who offers organizations an impressive breadth of experience combined with practical and creative approaches to organizational and professional issues. Her focus is on creating positive workplace environments with high-impact retention strategies. As founder and principal consultant for Manion & Associates, her many years of experience in business and healthcare results in a practical and down-to-earth approach to the challenges we face today. She has worked widely in the area of leadership development and serves as a coach for both individuals and organizations.

Registration Form: Nurse Manager Leadership Academy – Fall 2012

Organization: _____

Name: _____ Title: _____

Phone: _____ E-Mail _____

Name: _____ Title: _____

Phone: _____ E-Mail _____

Name: _____ Title: _____

Phone: _____ E-Mail _____

PREFERRED REGISTRATION

Registration Fees – Full Curriculum (15% discount off individual program prices):

- \$975 for CHA Acute Care Hospital Member Attendees
- \$1,185 for CHA Other Member Attendees
- \$1,955 for Non-Member Attendees

Please note: Discounts will be applied in the invoice for the fifth and final session.

Team Registration Fees – Full Curriculum (20% discount off individual program prices):

- \$925 per person for 3 or more individuals from the same CHA acute care hospital member institution.
- \$1,116 per person for 3 or more individuals from the same CHA other member institution.

Please note: Discounts will be applied in the invoice for the fifth and final session.

INDIVIDUAL REGISTRATION

Creating the Leader in Yourself Module

Thursday, September 6 (Registration: 8:30 a.m. – 9:00 a.m.; Program 9:00 a.m. – 4:00 p.m.)

CHA Acute Care Hospital Member Attendee: \$249 _____ CHA Other Member Attendee: \$295 _____ Non-Member Attendee: \$499 _____

Managing the Business Module

Wednesday, September 12 and Thursday, September 27 (Registration: 8:30 a.m. – 9:00 a.m.; Program 9:00 a.m. – 4:00 p.m.)

CHA Acute Care Hospital Member Attendee: \$450 _____ CHA Other Member Attendee: \$550 _____ Non-Member Attendee: \$900 _____

Leading the People Module

Thursday, October 4 and Friday, October 5 (Registration: 8:30 a.m. – 9:00 a.m.; Program 9:00 a.m. – 5:00 p.m.)

CHA Acute Care Hospital Member Attendee: \$450 _____ CHA Other Member Attendee: \$550 _____ Non-Member Attendee: \$900 _____

Payment:

- Please bill my institution (CHA Members Only). Check enclosed: \$ _____

P.O.# (if required by institution): _____

- American Express Visa MasterCard

Account Number: _____ Expiration Date: _____

Signature: _____

Mail or Fax Registration Form and Payment to:

Education Services, CHA, 110 Barnes Road, Wallingford, CT 06492, 203-284-9318

Cancellations received 10 business days prior to the program date will receive a full refund minus a \$25 per person administrative fee. After that time you may send a substitute but there is no refund. CHA members may only substitute with another CHA member to qualify for the member rate. In the event of inclement weather, call 203-265-7611 after 6:30 a.m. and select option #4 for a cancellation update.

Directions

Connecticut Hospital Association

110 Barnes Road
Wallingford, CT 06492-0090
203-265-7611

Traveling from New Haven on I - 91 North:

Take Exit 15. At the end of the exit, turn left onto Route 68 West. Proceed 0.9 miles to the 5th traffic light (not counting the light at the end of the exit ramp). Turn right onto Barnes Road. Proceed on Barnes Road. A CHA sign will be on the right. Turn right into driveway just before the sign.

Traveling from Hartford on I - 91 South:

Take Exit 15. At the end of the exit, turn right onto Route 68 West. Proceed 0.8 miles to the 4th traffic light (not counting the light at the end of the exit ramp). Turn right onto Barnes Road. Proceed on Barnes Road. A CHA sign will be on the right. Turn right into driveway just before the sign.

From Wilbur Cross Parkway North (Route 15):

Take Exit 66. At end of exit, turn left onto Route 5 South. Go 0.25 mile to 3rd traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on your left.

From Wilbur Cross South (Route 15):

Take Exit 66. At the end of the exit, turn left onto Route 5 South. Go 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on your left.

From Interstate 84:

Take Exit 27 and proceed on Route 691 East to the Wilbur Cross Parkway South. Take Exit 66. At the end of the exit, turn left onto Route 5 South. Go 0.25 mile to 4th traffic light. Turn left up short hill to next traffic light. Turn left onto Route 68 East. At first traffic light, turn left onto North Main Street Extension. Take first right onto Barnes Road. CHA is the second building on your left.