Director of Nursing and Nurse Manager Leadership Program

May 4 – 6, 2010

Nursing Leadership is an integral part of delivering quality care in the long-term care profession. Senior nurse leaders are the linchpins that connect staff, residents, families and resources to consistently provide quality care. Iowa Health Care Association and the Iowa Nurses of Long Term Care associations have developed this Leadership Training Program, to support DON’s, assistant DON’s, charge nurses and all nurse managers striving to achieve the highest level of leadership skills.

This training program articulates the scope of management and leadership competencies, which are essential for nurse leaders working in nursing facilities. Through this three-day training workshop, individuals will be exposed to a potpourri of information related to their role as caregiver, supervisor, and leader.
# Nursing Leadership Program

## Purpose and Objectives

- Identify responsibilities required for the role of Director of Nursing (DON) and Nurse Manager.
- Identify areas of development essential for success as a nurse leader.
- Develop skills of the nurse manager to lead the nursing department.
- Develop a better understanding of the requirements necessary to meet state and federal regulations that affect long term care.
- Learn about the most recent federal and state initiatives impacting nursing management in long term care.
- Establish a network for ongoing information sharing with peers.

## Schedule*

### Day 1 – Tuesday, May 4

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 am</td>
<td>Registration/Continental Breakfast</td>
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<tr>
<td>8:30 am</td>
<td>Education</td>
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<tr>
<td>11:45 am</td>
<td>Lunch</td>
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<tr>
<td>12:30 pm</td>
<td>Education</td>
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<tr>
<td>3:30 pm</td>
<td>Adjourn</td>
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### Day 2 – Wednesday, May 5

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 am</td>
<td>Networking/Continental Breakfast</td>
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<tr>
<td>8:30 am</td>
<td>Education</td>
</tr>
<tr>
<td>11:45 am</td>
<td>Lunch</td>
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<tr>
<td>12:30 pm</td>
<td>Education</td>
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<tr>
<td>3:30 pm</td>
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### Day 3 – Thursday, May 6

<table>
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<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 am</td>
<td>Networking/Continental Breakfast</td>
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<tr>
<td>8:30 am</td>
<td>Education</td>
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<tr>
<td>11:45 am</td>
<td>Lunch</td>
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<tr>
<td>12:30 pm</td>
<td>Education</td>
</tr>
<tr>
<td>4:30 pm</td>
<td>Adjourn</td>
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*Note that the schedule is subject to change.

## Hotel Information

To get the special room rates you must request the “Iowa Health Care Association room rate”.

### StayBridge Suites

- 6905 Lake Dr.
- West Des Moines, IA
- (515) 223-0000

IHCA room rates:
- $79 plus tax (King Bed Studio Suite)
- $99 plus tax (Two Queen Beds Suites)

### Best Western – Des Moines West

- 1450 N.W. 118th St.
- (Interstate – 35/80, exit 124)
- Clive, IA
- (515) 221-2345

Room rate: $65 plus tax - single/double

### Sheraton West Des Moines, Hotel

- 1800 50th St.
- (I-80/35, exit 124)
- West Des Moines, IA
- (888) 627-8043

Room rate: $79 plus tax - single/double

All hotels are located within 3 miles of the IHCA ICAL Office and Education Center.
Nursing Leadership Program

Seminar Outline

The seminar will focus on the core competencies for Nurse Leaders in long term care:

- Leads with integrity, knowledge, passion, and compassion to enhance an environment of shared values.
- Models excellence, advocacy, and innovation.
- Champions and inspires the provision of quality service that exceeds customer expectations.
- Is a trusted steward of human and facility resources.

Day 1 – Tuesday, May 4

Bringing Your Nursing Leadership Skills to the Next Level
Instructor: Brenda Clark-Hamilton
The exceptional nurse leader role models, advocates, communicates and leads in creating systems, processes and programs all within the focus of the facility/organizational mission and vision. This session will focus on effective tools and leadership strategies for a successful nurse leader.

Is Time on Your Side? – Improving Your Time Management Skills
Instructor: Brenda Clark-Hamilton
We all have the same number of minutes in a day; but why do some people seem to accomplish so much and others so little! Learn how to better manage yourself by making a few small changes for big results! Help move your personal and professional agendas forward by taking control of your life and gaining a sense of accomplishment.

DON Survival - Human Resource/Personnel Issues
Instructor: Deb Tharnish
The exceptional nurse leader in long term care develops strategies to recruit and retain, coach, assure quality education/training, and ensure meaningful work to maximize job satisfaction of the facility’s human resources. This section will cover the important aspects of human resource and personnel issues including interviewing, hiring, and performance appraisal techniques. The audience is encouraged to bring their questions and opinions on human resource and personnel issues.

Improving Communication and Health Care Teams through TeamSTEPPS™
Instructor: Lynn Perrine
TeamSTEPPSTM is a teamwork system from the Iowa Foundation for Medical Care that can help reduce the leading root cause of sentinel events and communication failures. This session will incorporate best practices from ongoing research into a program to improve the quality, safety and efficiency of health care. These skills lead to important team outcomes like; adapting to changing situations; having a shared understanding of the care plan; developing positive attitudes toward the benefits of teamwork; providing more safe, reliable and efficient care.
Day 2 – Wednesday, May 5

Understanding Medicaid and Medicare
Instructor: Jeff Steggerda
The exceptional nurse leader in long term care budgets, manages resources, and monitors revenues and expenses in order to optimize available resources and finances. More than half of Iowa's nursing facility residents are being covered by Medicare and Medicaid during their nursing facility stay. The nursing department plays a key role in the facility receiving appropriate and accurate reimbursement for the nursing care provided. The nurse leader will gain an understanding of Medicare and Medicaid reimbursement for care received in the nursing facility and how this interacts with the creation of the nursing budget and monitoring revenues and expenses.

Nursing Facility Survey Process
Instructor: Mary Pickle
The participants will be given a first hand account of Iowa’s nursing facility survey process. The session will cover best practices for the nurse leaders instituting pro-active strategies to meet and exceed state and federal standards to assure meeting of ongoing compliance standards and high standards of care.

MDS/RAI Impact on Your Nursing Department and Patient Care
Instructor: Mary Pickle
This session will assist the nurse leader to identify the importance of the MDS 2.0 and the role it plays in the survey process, and Medicaid and Medicare reimbursement, along with the necessary documentation to support the MDS.

Day 3 – Thursday, May 6

Building a Positive Work Environment: Diversity in Your Facility
Instructor: Ruth Ann Gaines
This presentation and workshop is designed to offer participants an in depth opportunity to examine the many diverse differences in the people we work with and serve, and to gain a greater understanding of how we can work together to create a more bias-free environment. The workshop will address the attitudes and daily commitments that energize health care leaders as they creatively address the very real challenges of their profession. The workshop will include the teaching of creativity tools around real work situations.

Driving Quality and Dollars with Assessments
Instructor: Lisa Uhlenkamp
In this session, we will look at data we collect everyday either through the MDS process or our quality assurance programs and discuss how to take the data to improve quality care and increase reimbursement for facilities.

Top Nursing Deficiencies Cited
Instructor: Lisa Uhlenkamp
The participants in this session will be able to identify the current top ten nursing care-related deficiencies cited by DIA in nursing facilities. In addition be able to analyze the deficiencies and develop a plan of correction or, as needed, defend the nursing department in the informal dispute process.

Nursing Law within Long Term Care
Instructor: Lynn Boes
The exceptional nurse leader in long term care is a regulatory (expert) resource, institutes pro-active strategies to meet and exceed standards, and assures meeting of ongoing compliance standards and high standards of care. This section will feature an overview of the applicable nursing laws – Iowa Nurse Practice Act, Iowa’s Chapter 58 and 81 and other state and federal nursing and unlicensed staff regulations essential for the nurse leader’s success in a long term care facility.
FACULTY BIOS

Lynn Boes (pronounced Base) graduated from the University of Iowa, College of Nursing in 1979. She has been a registered nurse for 27 years and held national certification in Community Health Nursing through December 31, 1999. She has practiced in a wide variety of settings, including home care, hospital nursing (intensive care, medical-surgical, skilled nursing, and orthopedics), and as a consultant for the State of Iowa Department of Public Health. Lynn graduated from Drake Law School with honors in 1996. She is a shareholder at the Davis, Brown, Koehn, Shors and Roberts law firm in Des Moines, IA. She provides representation to health care facilities, associations and providers on a wide range of health care issues.

Brenda Clark-Hamilton is a fun, dynamic speaker and workshop facilitator that provides fresh perspectives in leadership, communication skills, team building, and offering one’s best self to life, relationships, and career. Since launching Fresh Coffee Professional Growth Programs in 2005, Brenda has become a sought-after presenter at workplaces, conferences, and special events. She is an adjunct instructor at Morningside College in Sioux City, IA, and has a Master’s Degree in Education Programming.

Ruth Ann Gaines is a teacher at East High School in Des Moines, IA. She has been teaching 9th through 12th grade students for over 32 years. Ruth Ann created Sisters for Success, a mentorship program for African American high school girls with the purpose of building self-esteem and foster academic success. She also created the Leadership Council that leads the school and community in solving problems of diversity.

Lynn Perrine, RN, is a Quality Improvement Facilitator with IFMC. In her role within the Patient Safety Themes, she works directly with hospitals and nursing homes to assist them with their quality improvement efforts. Her position includes data review, developing project plans, research and providing education to her peers and providers. Ms. Perrine received her nursing degree from Mercy College of Health Sciences in Des Moines, and has over 20 years of nursing and quality improvement experience.

Mary Pickle, RN, RAC-CT, BSN, is a Nurse Consultant with LTC Resources. She has over 10 years experience as a Director of Nursing in Long Term Care. Mary has extensive experience in Restorative Nursing, Medicare, Infection Control, and MDS training. She is a Certified Resident Assessment Coordinator through the American Association of Nurse Assessment Coordinators. Mary earned her BSN from Iowa Wesleyan College.

Jeffrey Steggerda, CPA, is a Reimbursement Consultant and President of Brighton Consulting Group. Jeff has worked in the long term care industry since 1986. He began working with IHCA in 1993 as a Reimbursement Consultant. His roles for IHCA have included creating and maintaining several informational databases to support the quality, finance, and data objectives of the association. Jeff is a CPA, receiving a BBA degree. His career path includes public accounting and positions as Director of Accounting with regional long term care companies.

Deborah M. Tharnish is a shareholder with the law firm of Davis, Brown, Koehn, Shors & Roberts, P.C., where she practices in the areas of business litigation, employment litigation and adoption law. She also consults on ethical issues facing attorneys. She received her B.A. Degree from Iowa State University and her J.D. Degree from the University of Iowa, where she was Articles Editor for the Iowa Law Review. Ms. Tharnish is a member of the American, Iowa State (member, Professionalism Committee), and Polk County Bar Associations, and the Polk County Women Attorneys.

Lisa Uhlenkamp, RN, LNHA, Director of Quality & Clinical Services for Iowa Health Care Association and Iowa Center for Assisted Living. She is responsible for issues related to quality improvement, advancing excellence, clinical practice issues in all long term care settings, Care Watch, and the home and community based waivers. She staffs both the IHCA and ICAL quality committees, the Iowa Nurses for Long Term Care and Iowa Assisted Living Nurses Organization.
Continuing Education Credit Information

NURSES: This program is approved for 22.4 CEUs for nurses, offered by IHCA/INLTC, IBON Provider #166. Providership regulations do not allow for partial credit to be given for any portion of this program.

ADMINISTRATORS: This continuing education activity meets the Iowa Board of Examiners established criteria for continuing education credit. The program is approved for 19.0 hours of CEU credit for nursing home administrators.

Registration Information

Registration fees*: Members: $395 per person
                Non-Members: $750 per person
* Fee includes handouts, CEUs, continental breakfast, and lunch each day

1. To register on line…go to www.iowahealthcare.org and click on the DON and Nurse Manager Leadership Program.
2. Select Register online. If you have not previously created a personal profile, you will need to do so before you register (One profile per person).
3. Complete the online registration and click Submit. A registration confirmation will be e-mailed to you.
4. To register another person, click on LOGOUT and repeat this process.

Refunds/Cancellations
Refunds will only be granted to those who cancel their registration for the program listed on this brochure by 4:00 p.m. three business days prior to the meeting date. Cancellations after this time/date, no-shows due to weather, acts of God or illness, will be charged the full registration fee. IHCA reserves the right to cancel any educational program; in the event of such a cancellation, all fees will be refunded.