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 Council of Nurse Leaders 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

## Program Purpose and Objectives

- Identify responsibilities required for the role of NF 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.

## Meeting Location

**IHCA Education Center**  
1775 90th St.  
West Des Moines, IA  
(800) 422-3106

## Schedule

### Day 1 – Tuesday, March 10
- **8:30 am**  
  Registration/Continental Breakfast
- **9:00 am**  
  Education
- **11:45 am**  
  Lunch
- **12:30 pm**  
  Education
- **4:00 pm**  
  Adjourn

### Day 2 – Wednesday, March 11
- **8:00 am**  
  Networking/Continental Breakfast
- **8:30 am**  
  Education
- **11:45 am**  
  Lunch
- **12:30 pm**  
  Education
- **3:30 pm**  
  Adjourn

### Day 3 – Thursday, March 12
- **8:00 am**  
  Networking/Continental Breakfast
- **8:30 am**  
  Education
- **11:45 am**  
  Lunch
- **12:30 pm**  
  Education
- **3:30 pm**  
  Adjourn

## Hotel Information

Due to the state basketball tournament being in town, we have blocked rooms at the following hotels in conjunction with the Nursing Leadership Program.

- **StayBridge Suites**  
  6905 Lake Dr.  
  (Interstate 80, exit 121)  
  West Des Moines, IA  
  (515) 223-0000  
  **$92** plus tax (King Bed Studio Suite)  
  **$129** 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: **$75** single/**$85** double plus tax

- **Wildwood Lodge**  
  11431 Forest Ave.  
  (Interstate 35/80, exit 124)  
  Clive, IA  
  (800) 728-1223  
  **$79** plus tax – King Room  
  **$89** plus tax – Two Queen Room

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

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

**Book your room by February 24, 2015** to guarantee availability.
Nursing Leadership Program

Seminar Outline

The interactive 3-day program 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, March 10

DON Survival - Human Resource/Personnel Issues
Instructor: Jo Ellen Whitney
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.

Nursing Leadership and Time Management for Nurses
Instructor: Ginny Wangerin
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 for time management and leadership strategies for a successful nurse leader.

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.
Day 2 – Wednesday, March 11

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 3.0 and the 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 newly introduced MDS 3.0 and the role it plays in the survey process, and Medicaid and Medicare reimbursement, along with the necessary documentation to support the MDS.

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.

Day 3 – Thursday, March 12

NHQI: Quality Measures & Improvement Processes
Instructor: Sheryl Marshal
This session will provide an overview of the Nursing Home Quality Measures and its relationship to public reporting of your facilities quality measures. The participants will learn how the measures are calculated based on the MDS assessments. As the leader in your facility, you will learn how to understand and respond to the data including implementing quality improvement processes to improve the areas of most importance in your facility. The nurse leader will also learn how to access quality improvement tools available to your facility.

Quality Assurance and Quality Improvement (QAPI) Process
Instructor: Lisa Uhlenkamp
The 2010 Affordable Care Act significantly expands the level and scope of Quality Assurance and Quality Improvement (QAPI) activities that will soon be required of nursing facilities. This session will guide you through the QAPI process, and help you with implementation basics and resources that can help your facility meet some of your QAPI requirements, help your facility reduce unnecessary resident hospitalizations, and improve the quality of life for your residents.

Medication Administration and High Risk Drugs
Instructor: Lisa Uhlenkamp
It is important that all nurses are familiar with the regulations for medication administration and how it relates to minimising risks when dealing with high risk drugs, and how it affects everyday practice. The goal of this session is to offer an opportunity for nurses to familiarise themselves with current best practice in regard to the safe handling of medicines.

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.

Representative Ruth Ann Gaines is currently serving her third term in the Iowa House of Representative. She is a former teacher at East High School in Des Moines, IA. She taught 9th through 12th grade students for over 40 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.

Sheryl Marshal is the Nursing Home Quality Initiative (NHQI) Project Specialist. Sheryl provides quality improvement education and technical assistance to individual nursing homes and promote quality improvement activities in all nursing homes throughout Iowa.

Mary Pickle, RN, RAC-CT, BSN, is a Nurse Consultant with LTC Resources. She has over 10 years of 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.

Lisa Uhlenkamp, RN, BA, LNHA is a nurse consultant with Assisted Living Partners. Lisa works with assisted living programs to assist them with regulatory compliance issues, as well as, providing in-services to assisted living programs. Prior to joining ALP, Lisa was the Director of Quality Assurance for a large nursing home company and the Director of Quality and Clinical Service for IHCA. Lisa’s nursing experience includes acute care – telemetry, hospice, MDS coordinator, director of nursing, as well as, nursing home administrator.

Virginia "Ginny" Wangerin, R.N., M.S.N., has nearly 30-years’ experience in nursing practice, education and administration. She has been active in nursing as a bedside nurse, educator, administrator and community volunteer. Elected President of the Iowa Nurses Association in 2007, she spends time advocating for nursing and healthcare issues at the state and national level. She currently is a Consultant in Nursing Education and an Adjunct Assistant Professor, College of Nursing, University of Iowa.

Jo Ellen Whitney is a senior shareholder of the Davis law firm, having obtained her degrees (B.A., magna cum laude, and J.D.) from Duke University in Durham, North Carolina. Jo practices primarily in the areas of labor and employment law, healthcare law, privacy, and fair housing. In the area of labor and employment, Jo assists businesses with policy and contract development, human resources planning, disciplinary and termination issues as well as regulatory compliance and litigation matters.
Continuing Education Credit Information

NURSES: This program is approved for 21.5 contact hours (2.15 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 18.0 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 online...go to www.iowahealthcare.org and click on the Nursing Leadership Program for LTC Facility Nurses.
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.

Cancellations/Refunds: Refunds will only be granted to those who cancel their registration in writing at least three business days prior to the date of the program. Cancellations after this date, no-shows due to weather, acts of God or illness, will be charged the full registration fee. IHCA ICAL reserves the right to cancel any education program. In the event of such a cancellation, all fees will be refunded.