



Charge Nurse Leadership Development Series

Contact:

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Register Online:

[http://www.hasc.org/
education-event/charge-
nurse-development-series](http://www.hasc.org/education-event/charge-nurse-development-series)

About our Partner:

FlexED has over 20 years of experience delivering courses that help educate health care professionals and improve patient care.

In today's hospitals, charge nurses are expected to lead staff while balancing the organizational systems of their patient care units. Being successful takes the right training and continued leadership development.

The Hospital Association of Southern California (HASC), in partnership with FlexEd, presents a challenging new series of courses that provide the training necessary to effectively manage a department in a clinic, hospital or health care facility. These engaging courses present conflict resolution skills and enhance patient safety across the unit and throughout the organization.

Course Objectives

- Understand the relationship of the charge nurse to all team members, including physicians, hospital leadership team members and staff from other areas in the hospital
- Relate personal practice to the organization's nursing vision
- Improve team behaviors known to produce better performance and improved outcomes
- Identify measures that would improve a unit's safety culture

Our Curriculum

Classes are taught by leading instructors in nursing and clinical care management, and can be taken in any order to earn a certificate in nursing leadership. Attendees can choose individual classes or take all courses in the series.

Questions

If you have questions about this program or individual courses, please contact Sherita Rogers at (213) 538-0767 or srogers@hasc.org.

Charge Nurse Development

(8 contact hours)

This 8-hour course is designed for the registered nurses in a leadership role. The course facilitates the growth and development of nurses as unit leaders. Advanced leadership strategies, communication techniques, priority setting, and conflict management will be discussed. Practice scenarios will be facilitated in group exercises.

Course Objectives

Following this course, the student will be able to:

1. Identify three key managerial functions of the charge nurse.
2. Describe how to assess patient care needs and match them with staff competence and ability.
3. Discuss steps in managing conflict.
4. Discuss the importance of relationship management skills in interdepartmental communication.
5. Explain differences between managing and leading.
6. List benefits of functioning as a team.

Registration/Breakfast: 8 a.m.

Program: 8:30 a.m. - 5 p.m.

March 7, 2018

Good Samaritan Hospital
Moseley Salvatori Conference Center
637 Lucas Avenue
Los Angeles, CA 90017
Parking: \$7

March 21, 2018

FlexEd Corporate Office
3340 Riverside Drive
Chino, CA 91710
Meeting Room: H

Leadership & Charge Nurse: Creating a Culture of Safety

(8 contact hours)

The Joint Commission and the Institute for Healthcare Improvement (IHI) recognize that safe patient care begins when hospital units have such extensive teamwork in place that all staff feel safe bringing concerns and ideas to improve care. This advanced class for charge nurses focused on the role of the nurse leader in creating and developing this atmosphere. The course will briefly review key concepts taught in *Charge Nursing: Leading from the Middle*, then expand its focus to help nurses improve customer service, continuous survey readiness (CRS) and response to critical events.

Course Objectives

Following this course, the student will be able to:

1. Discuss the relationship of the charge nurse to all team members, including physicians, hospital leadership team members and staff from other areas of the hospital.
2. Discuss the role of the charge nurse regarding patient satisfaction.
3. Evaluate unit readiness for any type of survey (i.e. The Joint Commission).
4. Discuss measures that would improve a unit's safety culture:
 - Hourly rounding
 - Effective shift reporting
 - Simulation drills for critical events
 - De-briefing after critical/unusual events
 - Effective feedback to frontline staff
5. Respond to critical events in a unit, and follow up with appropriate actions after events.

Registration/Breakfast: 8 a.m.

Program: 8:30 a.m. - 5 p.m.

May 16, 2018

Good Samaritan Hospital
 Moseley-Salvatori Conference Center
 637 Lucas Avenue
 Los Angeles, CA 90017
 Parking: \$7

May 23, 2018

FlexEd Corporate Office
 3340 Riverside Drive
 Chino, CA 91710
 Meeting Room: H

Charge Nurse: Critical Thinking Course

(4 contact hours)

Critical thinking is central to effective task management and decision making in high-risk situations. The class reviews how active assessment and analysis of information can help evaluate and improve the quality of thinking, and discusses the key principles and barriers to thinking critically. The course also covers the application of critical thinking through the nursing process to help staff arrive at the appropriate decision or conclusion.

Course Objectives

Following this course, the student will be able to:

1. Be able to define critical thinking.
2. Gain knowledge and insight into analyzing, reasoning and evaluating problems.
3. Become knowledgeable about intellectual standards.
4. Recognize the barriers about the application of critical thinking in nursing practice.
5. Gain knowledge about the application of critical thinking in nursing practice.
6. Be able to discuss the feeling, vision and examination models.

Registration/Breakfast: 8 a.m.

Program: 8:30 a.m.—1 p.m.

September 5, 2018

FlexEd Corporate Office
 3340 Riverside Drive
 Chino, CA 91710
 Meeting room: J

September 12, 2018

Good Samaritan Hospital
 Moseley-Salvatori Conference Center
 637 Lucas Avenue
 Los Angeles, CA 90017
 Parking: \$7

Mark Kaliher, Instructor

Mark Kaliher, RN, has over 20 years of nursing experience, primarily in the emergency department, where he currently works as a charge nurse at Bear Valley Community Hospital in San Bernardino County. He has experience working with a variety of teams through many years of registry work and critical care transports. For the past 10 years, Kaliher has also been instructing courses through FlexEd and the HASC, and has become one of their most requested instructors. Students report he is able to take complicated concepts and make them easier to understand. His experience as a charge nurse, combined with humor and a passion for nursing, make each course taught an enjoyable experience.

Sylvia Swager, Instructor

Sylvia Swager CRRN, BHA, has provided instruction for FlexEd since 2012, focusing on leadership classes, critical thinking, case management and other educational needs to improve the quality of patient care and help others deal with the vast changes and challenges of today's health care. Swager has more than 30 years of combined nursing experience in nursing administration and case management. She has a bachelor's degree in health administration and a certification in rehabilitation nursing (CRRN).

Charge Nurse Education Series

Registration fees include all materials, continuing credits and certificate of completion. Click here for complete program information and online registration.

- \$110 Per Registrant Registration Fee** **\$150 Non-Acute Stakeholders**
(Register for all three sessions and receive a 10 percent discount.)

I plan to attend (check your choice):

Los Angeles Location

- March 7: Charge Nurse Development Course
- May 16: Leadership & Charge Nurse: Creating a Culture of Safety
- Sept. 12: Charge Nurse: Critical Thinking

Inland Empire Location

- March 21: Charge Nurse Development Course
- May 23: Leadership & Charge Nurse: Creating a Culture of Safety
- Sept. 5: Charge Nurse: Critical Thinking

First Name: _____ **Last Name:** _____ **Preferred Name:** _____

Organization: _____

Address: _____ **City:** _____ **State:** _____ **Zip:** _____

Title: _____

Phone: (____) _____ **Email (required):** _____

Continuing Education Sign-up

Provider approved by the California Board of Registered Nursing, Provider No. 08593, for the appropriate contact hours
 Circle one: RN, LVN CN A, PA, RT, PT, Other: _____ Professional License Number: _____
 Registrations received without BRN numbers will not receive a CE certificate.

IMPORTANT REMINDERS

- Registration deadline: **Two weeks prior to the start of each course.**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Sherita Rogers, 515 S. Figueroa St., Ste. 1300, Los Angeles, CA 90071.
- Fax registration form to (213) 538-0987.
- Photo release: HASC will photograph this event. If you prefer not to be photographed, please email HASC at education@hasc.org.

SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact Sherita Rogers at (213) 538-0767 or srogers@hasc.org.

CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **two-weeks prior to the start of the program**, and will be subject to a \$50 processing fee.
- Cancellations after the two-week deadline, and non-attending registrants will be invoiced for the entire registration fee. Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferrable for other HASC seminars.