

Nurse Manager Leadership Workshop

Jan. 19, 2022 | Feb. 15, 2022 | March 15, 2022



Nurse Manager Leadership Workshop

PROGRAM OVERVIEW

The Nurse Manager Leadership Workshop is an interactive program that combines lecture and discussion by Iowa nursing leaders. Attendees will discover their leadership potential while learning about:

- Fiscal management.
- Human resources.
- Performance improvement.
- Personal and professional accountability.
- Planning.

Attendees also will identify their roles in the future of nursing.

PROGRAM STRUCTURE

The workshop will have three in-person days that will include six sessions. The sessions are scheduled January-March 2022. Participants will have option to be in-person for February and March. If a participant misses a session, a recording will be available to watch. If an attendee cannot travel to a session(s), email [Tori Hanson at hansont@ihaonline.org](mailto:hansont@ihaonline.org).

INTENDED AUDIENCE

This workshop is intended for new and aspiring nurse managers.

SESSION ONE, 10 A.M. WEDNESDAY, JAN. 19, 2022 (VIRTUAL SESSION)

Personal and Professional Accountability for Nurse Leaders

Cory Geffre, MSMSL, BSN, RN, Vice President and Chief Nursing Officer, Mary Greeley Medical Center, Ames; Amanda Bireline, MSA, BSN, RN, Chief Nursing Officer, Cass Health, Atlantic

In this session, participants will learn how to develop and grow personally and professionally. Presenters will discuss pathways for advancement and leadership effectiveness in several areas including education advancement, continuing education, career planning and annual self-assessment. Nurse leaders will be introduced to the correlation between personal accountability and the performance of the teams they lead.

Learning objectives:

- Define ethical behavior and understand what it looks like in everyday leadership.
- Develop a personal method for leaning into the industry.
- Identify three ways to grow personally and professionally.
- Identify your “square squad” for your annual self-assessment.
- Recognize how leadership accountability influences teams.
- Recognize what specialty certifications can do.

SESSION TWO: 1 P.M. WEDNESDAY, JAN. 19, 2022 (VIRTUAL SESSION)

Strategic Management for Nurse Leaders

Cory Geffre, MSMSL, BSN, RN, Vice President and Chief Nursing Officer, Mary Greeley Medical Center, Ames; Amanda Bireline, MSA, BSN, RN, Chief Nursing Officer, Cass Health, Atlantic

This session will teach participants how to begin to see and develop the big picture, while finding their voices on leadership. Participants will learn how to engage front line staff in not only the development of plans, but also their execution. Participants should be ready for a fun and engaging session about strategy, leadership and management.

Learning objectives:

- Describe the steps to developing a front-line-led nursing strategic plan.
- Discover how to run highly effective meetings.
- Discuss influencing executive decisions in nurse-led innovation.
- Discuss the “leadership three-step.”
- Identify the key role that shared decision-making teams play in supporting leaders.
- Recognize the four steps of “Eight Seconds of Change Management” and learn how participants can lead through change.

SESSION THREE: 10 A.M. TUESDAY, FEB. 15, 2022

Personal Journey Disciplines/Action Learning for Nurse Leaders

Dawn Schwartz, DNP, ARNP, NNP-BC, IBCLC, CBIS, CHPPN, CPN, CENP, Vice President and Care Quality, ChildServe, Johnston; Mary Jo Kavalier, RN, MSN, Retired Vice President and Site Administrator, MercyOne Cedar Falls Medical Center

Through self-assessment and group dialogue, participants will explore their tendencies and options for skill development with emotional intelligence and communication styles. Application to real-life scenarios facing nursing leaders will serve as the context of discussion and role-playing. The learning environment will be a safe place to share questions and challenges while trying new skills.

Learning objectives:

- Describe the importance of emotional intelligence in peer interactions, self-awareness and resiliency.
- Identify professional problem-solving techniques and communication styles.

SESSION FOUR: 1 P.M. TUESDAY, FEB. 15, 2022

Performance Improvement for Nurse Leaders

Elly Shaw, MA, CPHQ, CHC, Director of Quality and Risk Management and Compliance and Privacy Officer, Knoxville Hospital and Clinics, Knoxville; Jessica Kendrick, MSN, RN, CPPS, Director of Quality, Safety and Regulatory, Ottumwa Regional Health Center, Ottumwa

This session will cover the core principles of patient safety and how nurse leaders can be drivers of safety initiatives at the department level. Nurse leaders will also learn how to evaluate their department’s regulatory compliance and how to achieve and consistently maintain a state of survey readiness.

Learning objectives:

- Describe performance improvement through identification of key performance indicators, data collection, evaluation of data and outcome measurements.
- Describe the importance of maintaining survey readiness.
- Determine key performance indicators for performance improvement for the participants’ departments through data collection, evaluation of data and outcome measurements.
- Discuss how using data to improve patient outcomes.
- Examine patient safety and how it relates to the nurse manager role.
- Explain how to apply patient engagement scores in improving processes and outcomes.

SESSION FIVE: 10 A.M. TUESDAY, MARCH 15, 2022

Financial Management for Nurse Leaders

Dar Elbert, RN, MHA, CEO and Chief Nursing Officer, Kossuth Regional Health Center, Algona; Kristina Miller, BSN, MBA, RN, NE-BC, Director of Younker Rehabilitation, Stroke & Sepsis Programs, UnityPoint Health, Des Moines

During this session attendees will learn the basics of fiscal responsibility for nursing services. Attendees will review a departmental budget, identify staffing and flexing alternatives to meet patient care requirements and discuss how to recognize and respond to budget variances. The discussion and case study will allow attendees to have a high level of understanding of the financial responsibilities they will face daily within their nursing units.

Learning objectives:

- Describe how to monitor a budget including expense management, variance reporting, capital requests, flex staffing and coding.
- Discuss how to maximize care efficiency and throughput.
- Recognize the impact of reimbursement on revenue.

SESSION SIX: 1 P.M. TUESDAY, MARCH 15, 2022

Human Resources for Nurse Leaders (DESK, Performance Plans, Precepting, Behavioral-based Interviewing)

Greg Opseth, MHA, BSN, RN, Chief Operating Officer, Highland Medical Staffing, Gowrie

Attendees will learn how to manage human resources issues that will arise on their nursing units. Attendees will discuss strategies to select and retain staff, manage staff performance and development and how to handle disciplinary actions. These strategies will help a nurse manager oversee the personnel on their units.

Learning objectives:

- Describe how to oversee and evaluate the effectiveness of staff orientation.
- Discuss staff discipline.
- Discuss staff performance management and staff development strategies.
- Examine staff selection and interview techniques.
- Examine staffing needs including evaluation of staffing patterns and matching staff with patient acuity.
- Identify how to improve staff retention including assessing staff satisfaction and staff recognition.

SPEAKERS

Dar Elbert is CEO and Chief Nursing Officer of Kossuth Regional Health Center in Algona. Previously, she was assistant administrator and CNO, and had administrative oversight of the clinical operations of the health center and home care, hospice and public health agencies. Elbert was president of the Iowa Organization for Nursing Leadership and was named 2011 Outstanding Nurse Executive for Iowa. She received her associate degree in nursing from Iowa Lakes Community College in Emmetsburg, bachelor's degree in health education and health care administration from St. Joseph's College in Standish, Maine, and her master's degree in health care administration from Des Moines University.

Amanda Bireline is the Chief Nursing Officer for Cass Health in Atlantic. Bireline also has clinical and leadership experience in a for-profit residential substance abuse treatment center, a nonprofit hospice home, rural health clinics and critical access hospitals. Bireline received her bachelor's degree in nursing and master's degree in administration with a certificate in organizational leadership from the University of South Dakota.

Cory Geffre is vice president and chief nursing officer at Mary Greeley Medical Center. For more than 25 years, Geffre has worked in the health care industry owning several small businesses, providing consultant services and developing leadership training programs. He has a bachelor's degree in nursing and a master's degree in management, strategy and leadership.

Mary Jo Kavalier's leadership roles have encompassed acute care, critical care, house supervision, clinical informatics and multi-disciplinary teams. She was the administrator of a 100-bed community hospital which is part of a three-hospital regional system within a state and national leadership framework. Her lifelong learning journey began as an elementary education major, which quickly morphed into a nursing diploma program and completion of bachelor's and master's degrees in nursing.

Jessica Kendrick is the director of quality, safety and regulatory at Ottumwa Regional Health Center. She has worked in health care for 20 years, with many of those years as an emergency department nurse. She is a certified professional in patient safety as well as a Lean Six Sigma Black Belt. She is a board member of the Iowa Organization of Nursing Leadership and holds a master's degree in nursing management and leadership.

Kristina Miller is the director of the Younker Rehabilitation and Stroke and Sepsis programs at UnityPoint Health-Des Moines. Miller started her career with the health system in 1997 as a staff nurse in the transitional care department, a hospital-based skilled nursing facility. She has a bachelor's degree in nursing and a master's degree in business administration and completed the degree in 2014. Miller has served as a mentor to many new leaders in finance as well as taught financial classes. She is certified as a nursing executive with the American Nursing Association.

Greg Opseth is the chief operating officer at Highland Medical Staffing in Gowrie. Before this, he was chief nursing officer at Guthrie County Hospital in Guthrie Center. Opseth was instrumental in launching a shared governance platform in the hospital's nursing department. Under Opseth's leadership, the Guthrie County Hospital nursing team achieved 100% patient satisfaction scores in four different HCAHPS categories, launched a new staffing matrix and FTE structure, and implemented recognition programs for registered nurses (DAISY Award) and certified nursing assistants (Sunshine Award). He sits on the board of directors for the Iowa Organization for Nursing Leadership, Iowa Nurses Association and the Iowa Nurses Foundation. Opseth has a bachelor's degree in psychology with a minor in Spanish from Buena Vista University and a bachelor's degree in nursing from Nebraska Methodist College. He obtained his master's degree of health care administration from Walden University.

Dawn Schwartz is vice president of care quality at ChildServe and a neonatal nurse practitioner at MercyOne Medical Center in West Des Moines and St. Luke's Hospital in Cedar Rapids. Schwartz is a certified lactation consultant, brain injury specialist, pediatric nurse, hospice and palliative pediatric nurse, compassion fatigue professional, nursing practice executive and health care quality professional. She also is an educator for the American Academy of Pediatrics Neonatal Resuscitation Program, The S.T.A.B.L.E. Program and ChildServe's Pediatric Palliative Care Program. Schwartz received her diploma in nursing from Mercy School of Nursing in Des Moines and a bachelor's degree in nursing, a master's degree in nursing-neonatal nurse practice and a doctoral degree in nursing practice-nursing leadership, all from the University of Missouri-Kansas City. She has received The DAISY Foundation Nurse Leader Award and been recognized as one of the 100 Great Iowa Nurses.

Elly Shaw has worked in health care quality, risk management and compliance since 2013. Shaw is a certified professional in health care quality, and health care compliance. She is the director of quality and risk management and compliance and privacy officer for Knoxville Hospital and Clinics. Her areas of expertise include data analysis, survey readiness, process improvement, and interpretation of complex regulatory guidance. She holds a bachelor's degree in human services from Grandview University and a master's degree in health care leadership from Waldorf University.

REGISTRATION

Register online at www.ihaonline.org.

REGISTRATION FEES

Registration is limited to 50 attendees. Organizations may register only one person. If additional registrations are needed, contact Tori Hanson.

- IHA hospital members: \$199
- IHA associate members: \$250
- Nonmembers: \$500

CONTINUING EDUCATION

IHA, Board of Nursing Provider No. 4, will award 2.0 nursing contact hours for each session in this conference. Iowa nursing contact hours will not be issued unless your Iowa license number is provided on the certificate completed the day of the conference. To receive nursing contact hours or a certificate of attendance, you must attend the entire educational program portion of the day. No partial credit will be granted.

REGISTRATION/CANCELLATION/REFUND POLICY

- No-shows will be billed.
- Cancellations and substitutions are welcome anytime. Cancellations and substitution requests must be sent to iharegistration@ihaonline.org.
- A full refund will be given to cancellations received 10 or more business days before the conference.
- A \$50 fee will be charged to cancellations received six to nine business days before the conference.
- Refunds will not be given to cancellations received five or fewer business days before the conference.
- Refunds will be calculated by the date received and the IHA business days remaining before the conference.
- IHA reserves the right to cancel the conference because of insufficient enrollment. If so, preregistered participants will be notified and full refunds provided.

ADA POLICY

IHA does not discriminate in its educational programs based on race, religion, color, sex or disability. IHA wishes to ensure no one with a disability is excluded, denied services, segregated or otherwise treated differently than others because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans With Disabilities Act to attend this conference, please call 515-288-1955, or write to IHA's Education Department.

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ATTENDEE INFORMATION

Name _____ Title _____

Email address (required) _____ Telephone _____

☐ I have dietary restrictions or allergies. Please specify: _____

ORGANIZATION INFORMATION

Name _____

Street address _____

City _____ State _____ ZIP code _____

REGISTRATION FEES

- ☐ IHA Hospital Members: \$199
☐ IHA Associate Members: \$250
☐ Non-IHA member: \$500

Late registrations – A \$25 fee per participant will be charged for registrations received after Day, Month Date.

PAYMENT INFORMATION

- ☐ Option 1: Bill my institution.
☐ Option 2: Enclosed is my check payable to IHA in the amount of \$ _____.
☐ Option 3: Charge my credit card. I authorize IHA to charge my credit card:
☐ American Express ☐ Discover ☐ MasterCard ☐ Visa

Cardholder's name _____

Card No. _____

Exp. date _____ Security code _____

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Check total \$ _____



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