



presents

THE NATIONAL CONFERENCE FOR

First-Line Nurse Managers

featuring a Keynote Address by

ROXANE B. SPITZER, Ph.D., M.B.A., M.A., R.N., FAAN

MOHEGAN SUN

UNCASVILLE, CT

December 5-6, 2007

OR

GRAND HYATT HOTEL

SAN FRANCISCO, CA

December 12-13, 2007



plus **PRE-CONFERENCE SEMINARS:**

December 4 -OR- December 11

- » Take Command: The Legal Imperatives of First-Line Nurse Management
- » Leadership Skill Enhancement: Strategies for the Nurse Manager

plus **HALF-DAY POST-CONFERENCE SEMINARS:**

December 7 -OR- December 14

- » Managing Multiple Priorities in the Clinical Setting: Targeted Strategies for Nurse Managers
- » Proven Patient Safety Strategies on the Unit Level



You are Invited!

Plan Now to Attend the Annual National Conference for First-Line Nurse Managers

As a first-line Nurse Manager, the impacts you have on virtually every aspect of the acute care experience – for patients, family members, staff, and the entire organization – are enormous.

These exciting conferences have been designed specifically to support the work of first-line Nurse Managers by providing the best insights, training, and tools available. Nurse Managers who attend will be able to apply the skills learned in these truly unique conferences immediately in practice. As a result of participating, you will feel and be re-focused, re-energized and inspired.

Highly-acclaimed faculty presenters from across the country represent the elite of nurse management practice and education. Included are nationally and internationally known experts – outstanding individuals who have made (and continue to make) a significant difference in the worlds of clinical practice, consulting, and academia.

Overall conference curriculum has been designed to provide the best forums for sharing proven strategies and techniques that can help you to make a difference in a number of key areas. Select those workshops of most interest to you and design your own program.

Take advantage of the networking opportunities and group tuition discounts to train an entire team of Nurse Managers. You can also purchase audio CDs of these conferences to allow for follow-up training and reinforcement.

Among some of the many topics addressed are:

- » How to make ongoing organizational and personnel improvements that enhance day-to-day functioning of people within your area of responsibility
- » How to more effectively motivate your staff and help them to achieve satisfaction in their work
- » How to integrate new ideas, strategies and procedures into your clinical setting, and overcome barriers that may interfere with this process
- » How to enhance current efforts regarding patient safety
- » Taking control of your work day – How to get things done when you have too much to do
- » Creating harmony between your leadership style and the organizational climate – You'll enjoy work more and so will your staff
- » How to position your staff to plan for, participate in, and evaluate change

We ask a lot of our nursing leaders. The job, frankly, demands a great deal of competency and dedication.

Ideas and skills you learn or refresh in these fascinating conferences, along with the networking opportunities you'll experience, will help you to achieve at even higher levels, and to feel more appreciated for the work that you do.



Who should attend?

All nurses with first-line management responsibilities, including Unit Managers, Charge Nurses, and other Nurse Supervisors

Your Locations: Refreshing, Fun, & Shopping Opportunities Galore

This year choose between two exciting locations – one East and one West.

December 4-7, 2007
Mohegan Sun, Uncasville, CT

December 11-14, 2007
Grand Hyatt, San Francisco, CA

These will be days of skill-building, inspiration, renewal, and personal enjoyment. Both meeting locations attract visitors from around the globe.

Mohegan Sun in the Northeast, one of the nation's most beautiful and popular Indian casino resorts, also offers shopping, a world-class spa, and fantastic atmosphere with superb attention to detail.

The **Grand Hyatt in San Francisco**, with an exciting Holiday view overlooking Union Square, provides a magnificent home-base from which to explore one of the most vibrant cities in the world.

The timing and locations of both these conferences is perfect for last minute holiday shopping, or to rest and unwind before the holiday season.

Don't miss this opportunity to take your professional practice to a new level. Make your plans early. These conferences will fill quickly.

“ **AHI meetings . . . Always a great learning and sharing experience.** ”

— Josephine De Simone-Cioffi, Staten Island, NY

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Hotel Information



December 4-7, 2007

Mohegan Sun – A World At Play!

Uncasville, Connecticut 06382

For reservations (Group Code: AHL):

Link: www.mohegansun.com

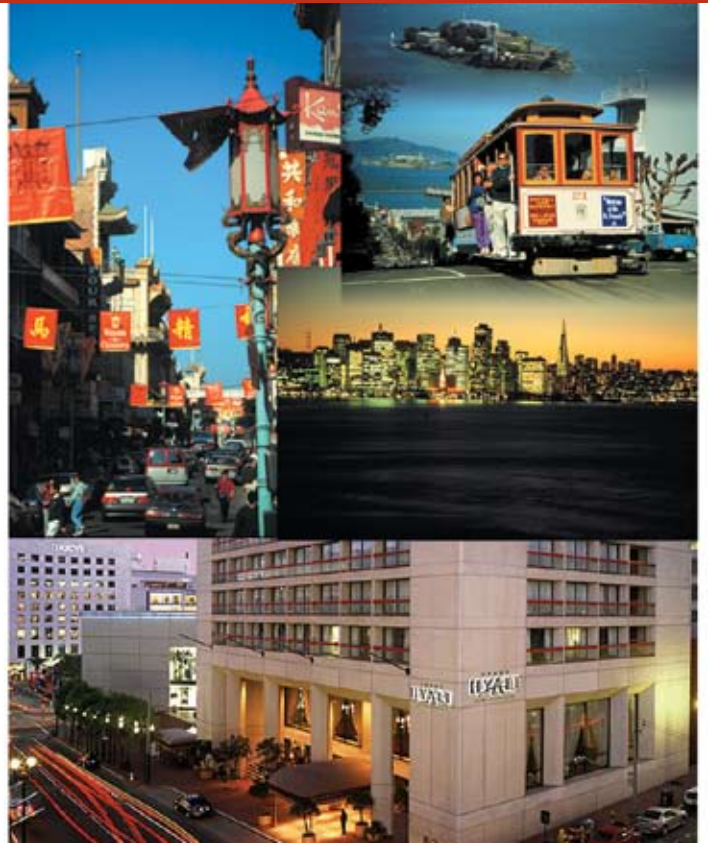
Or Call: 1-877-MOHEGAN

Located in southeastern Connecticut, the heart of scenic New England, the Mohegan Sun Resort and Casino is centrally located just over two hours from New York City and less than ninety minutes from Boston.

This multi-billion dollar Four Diamond facility features an elegant and unique atmosphere based on traditions of the Mohegan Indians, gambling, extensive shopping, and world-class entertainment. Mohegan Sun's hotel accommodations are nothing less than extraordinary. Standing 34 stories tall with 1,200 luxury guest rooms and suites, the hotel at Mohegan Sun has been expertly designed to set a new standard of excellence.

Features you'll enjoy at this amazing Four Diamond destination include:

- » The country's second largest gambling casino
- » Live Entertainment in a dedicated 10,000 person arena
- » Over 50 nationally and internationally-known fine shops
- » An elegant 9,500 sq. ft. spa with a full range of services, plus a 3,000 sq. ft. fitness studio and a 27,000 sq. ft. solarium with indoor/outdoor swimming pool
- » Modern and extremely comfortable guest rooms measuring 450 sq. ft. or more
- » Free parking



December 11-14, 2007

Grand Hyatt San Francisco

345 Stockton Street, San Francisco, California

For reservations:

Link: <https://resweb.passkey.com/go/ahi>

Or Call: 415-398-1234, 1-888-421-1442 or 1-800-233-1234

Pampering amenities and welcoming staff await you at this gracious hotel – THE ultimate luxury hotel in downtown San Francisco. Within the hotel, you'll revel in sumptuous accommodations with stunning views, award-winning business facilities and irresistible dining. And when it's time to explore — all the city's delights beckon from just outside this hotel's doors — world class shopping, Chinatown, museums, theatre, and the many famous and fun sights of this vibrant metropolis, all just minutes away on foot.

Enjoy spacious and luxurious overnight sleeping rooms featuring floor-to-ceiling views of San Francisco Bay or Union Square and downtown. And as a special bonus, the city will be decked out in all its holiday best for participants in this extraordinary conference.

Valet parking is available at the hotel, or discounted parking is available at nearby city lots.

Special overnight room rate for Conference Registrants at both locations is only **\$149** per night, single or double, plus taxes. Rates and availability cannot be guaranteed after November 10, or after our room blocks have sold out. We strongly advise you to register early!

Pre-Conference Seminar 1

Take Command: The Legal Imperatives of First-Line Nurse Management

Make sure your management practices are legally-sound!

As the nurse manager on a hospital-based patient care unit, you are called upon to insure adequate staffing, supervise licensed and unlicensed staff, provide guidance and leadership, participate in organizational and financial management, and maintain high quality, safe patient care.

All these roles have many facets. Both your job and your sense of responsibility require you to maintain legally-sound practices that adhere to regulatory and accreditation requirements. The effective nurse manager also incorporates strategies that provide safeguards designed to prevent successful litigation against you, your staff, and your institution.

This outstanding pre-conference seminar, taught by Edie Brous, J.D., R.N., M.S., M.P.H., a dynamic nurse attorney with acute care nurse management experience, will provide you with powerful information, tips, skills and techniques to make sure your actions are legally-sound and ready for the challenges of 2008 and beyond.

By concentrating on the legal and regulatory aspects of your growing professional responsibilities, you'll emerge with critical knowledge and strategies on:

Nursing as Seen from 10,000 Feet: Important Forces Influencing the Profession of Nursing and How They Affect Your Unit(s)

- Demographics of today's nursing workforce: Where have all the nurses gone?
- The imagery of nursing in today's society: How patients and families perceive you and your staff
- Reorganization in today's healthcare arena: Balancing production efficiency vs. quality patient care

Evidence-Based Management

- Five essential management practices to protect you, your patients, and your institution
- Effective decision-making: Understanding the legal implications
- Legally-sound management approaches, techniques and unit cultures

Labor-Management Issues

- How to conduct a legally-responsible job interview
- Employer references and background checks
- How to avoid unlawful employment practices and labor law violations
- What you need to know about Collective Bargaining
- Legal implications of performance appraisals and improvement plans
- How to use progressive discipline
- Unlawful dismissal and at-will employment
- Avoiding discrimination in-fact and in-spirit
- How to deal with the impact of worker's compensation on your unit
- Whistle blower protections
- Legal ramifications of employee handbooks

Professional Licensure Considerations

- Mandatory reporting areas: Impaired providers, sentinel events, equipment failure, ME notification, child/elder abuse, patient injury
- Your responsibilities related to observed professional misconduct

- Legal implications of Scope of Practice and Nurse Practice Acts
- The legal side of delegation
- What determines abandonment and when can a nurse refuse an assignment
- Implications for management practices of compact states

Climate of safety

- Safety theory/Institute of Medicine (IOM) reports
- Error reduction, reporting and response
- How to use root cause analysis and critical incident analysis
- Work practices that promote a climate of safety: Unit redesign, interdisciplinary collaboration, redundancy, supply allocation, medication administration, patient transfer/hand off, interruptions, non-nursing functions
- Criminalization

Important Aspects of Litigation

- Meaning of privilege and discovery
- How incident reports are used during the litigation process
- The importance of policy and procedure manuals
- Vicarious liability: *Respondeat superior*
- Corporate responsibility
- Immunity

Regulatory Imperatives

- Federal and State mandates
- Mandated staffing ratios
- OSHA and worker safety
- Implications of Joint Commission recommendations on management of your unit
- Latest guidelines from the Institute for Safe Medication Practices (ISMP)
- Current information from the Agency for Health Care Research & Quality (AHRQ)

This is an extraordinary opportunity to gain a new perspective on the legal and regulatory aspects of your management job. Not only will you discover the legal implications of your management-related actions, you will also learn how to implement practices that will promote safety and security for your patients, staff, your institution and yourself.

Faculty

Edith A. Brous, J.D., R.N., M.S., M.P.H.

Currently Attorney-at-Law in private practice, Ms. Brous specializes in Medical Malpractice defense litigation, professional licensure representation, and nursing advocacy. She has served as Adjunct Faculty/Clinical Instructor, Columbia University School of Nursing and currently teaches Administrative Law at Mercy College. Her nursing career includes extensive emergency and critical care experience including positions as Assistant Director of Emergency Services and Assistant Head Nurse in a surgical cardiac intensive care unit at large teaching medical centers in New York City. An author and frequent presenter on nursing and legal issues, Ms. Brous brings a wealth of experience to her seminars.

Pre-Conference Seminar Information:

Registration begins: **7:00 am**

Seminar begins: **8:30 am**

Seminar ends: **4:30 pm**

Accreditation: **6.75 Contact Hours in Nursing/
8.1 BRN Contact Hours**

Fees

Super Early Bird Rates: **\$159**

Regular Fees: **\$199**

Early Bird Rates: **\$179**

Group Fees: **See page 14 for details**

Pre-Conference Seminar 2

Leadership Skill Enhancement: Strategies for the Nurse Manager

Effective leadership requires a high order of management competence and interpersonal skill. An effective leader transcends simple understanding of basic management techniques. An effective leader motivates staff, assures the goals of the organization are met, and helps staff develop professionally through achievement of personal and professional goals.

This highly interactive and experiential full-day pre-conference seminar has been designed to **focus exclusively on the leadership issues of first-line nurse managers**. Leadership skill development by nurse managers can have a powerful and tangible impact on all areas of human resource management, including staff engagement, productivity, efficiency, and cost containment.

Led by nationally renowned leader, facilitator, consultant, speaker, author and master certified coach, Catherine Robinson-Walker, M.B.A., MCC, you will develop the insights and strategies that will take you – and your staff – to new levels of effectiveness and satisfaction.

As you begin to incorporate leadership strategies developed during this program into your day-to-day management activities, you will see significant results including:

- Increased staff retention and satisfaction among your staff
- Improved patient care
- A greater personal sense of satisfaction and professional accomplishment
- Enhanced ability to achieve your future career goals

Small group activities and individual interactions will provide immediate feedback to attendees. Program content is designed to help participants develop and master leadership skills and an overall leadership style that can be used immediately on the job.

This highly-interactive day will cover many topics and skills important to the development of your leadership skills, such as:

- Traits, qualities, and characteristics of an efficient nurse leader
- Critical differences between management and leadership
- **Different leadership styles and their varying effects on staff**
- Ways of being and doing that help a manager become a leader
- Positional and personal leadership: How to ensure you achieve both and why both are critical
- Influence: How to gain it, and how to use it with subordinates, peers and superiors
- Wise and unwise uses and practices of influence
- **How to know how well you are doing as a leader:**
 - Ways to seek and gain feedback from your staff, peers, and supervisors
 - Other ways to measure leadership effectiveness
 - Identifying and embracing opportunities for improvement

- Leader as steward, mentor, preceptor and coach
- How to recognize and enhance strengths and talents in others
- **Practical ways to lead your staff to be more effective on a day-to-day basis**
- The role of personal example in leading and motivating staff
- The importance of staff cohesiveness and how to build it on your unit
- Where are you leading your staff? Defining the vision, the path and the goals
- Initiating and implementing successful change on your unit

In a time of dramatic upheaval in the healthcare industry, effective leadership development for first-line nurse managers is more important than ever. **This results-oriented course, with its practical focus on personal development and accountability, will help you to build on existing strengths and develop superlative leadership skills.**

Seminar content has been designed exclusively for this **National Conference for First-Line Nurse Managers**. Emphasis will be on actions you can take on your unit to effectively lead your staff toward identified goals. A special focus will illuminate how to enhance your own career within your hospital's organization.

Faculty

Catherine Robinson-Walker, MBA, MCC

Catherine Robinson-Walker is President of *The Leadership Studio*[®], a national consulting firm that focuses on inspiring, coaching and training nurses and their leaders to do their best work. She has had a distinguished executive leadership career in health care and she is a Master Certified Coach, the highest distinction awarded by the *International Coach Federation*.

Catherine's work with nurses began in 1982. She co-created the *Institute for Patient Care Executives* at UC Berkeley, and the *Center for Nursing Leadership*, a joint venture with the American Organization of Nurse Executives. She was invited to launch the leadership program that led to the construction of the Florence Nightingale Museum of Nursing in London. Catherine's book, **Women and Leadership in Health Care: The Journey to Authenticity and Power**, is a Jossey-Bass health series best seller.

Founding Executive Director of the Joint Commission's *Academy for Healthcare Quality*, she has served in numerous executive management positions in the healthcare arena. Catherine is the coaching columnist for AONE's professional journal, *Nurse Leader*, and she was named the 2006 "Friend of Nursing" by the Association of California Nurse Leaders. Using her unique brand of humor, passion, insight, and synthesis, she will inspire you to even higher levels of leadership effectiveness.

Pre-Conference Seminar Information:

Registration begins: **7:00 am**

Seminar ends: **4:30 pm**

Seminar begins: **8:30 am**

Accreditation: **6.75 Contact Hours in Nursing/
8.1 BRN Contact Hours**

Fees

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Regular Fees: **\$199**

Group Fees: **See page 14 for details**

National Conference for First-Line Nurse Managers

DAY ONE SCHEDULE

Mohegan Sun, Uncasville, CT – Wednesday, December 5, 2007 OR
Grand Hyatt Hotel, San Francisco, CA – Wednesday, December 12, 2007

7:00 a.m. – 8:15 a.m.

Registration, Refreshments and Visit Exhibits

8:15 a.m. – 8:25 a.m.

Welcome and Overview

Sandra Cashman, B.S.N., M.B.A., R.N., LNHA
Moderator

8:25 a.m. – 9:45 a.m.

Keynote Address: Aligning Your Personal and Professional Goals

Roxane B. Spitzer, Ph.D., M.B.A., M.A., R.N., FAAN



A national nursing leader shares how she made decisions throughout her career in order to achieve both her personal and professional goals: How to recognize your personal goals and your professional goals and how

closely they align ... Typical areas where these goals diverge ... How to deal with the challenge of mismatched goals ... Imperatives of the organization: Situations that get in the way of reaching your goals and what to do about it ... Recognizing the gap between expectations and reality ... Analyzing your strengths and weaknesses and the impact on achieving your goals ... Specific organizational strategies designed to achieve both your personal and professional goals and the goals of the organization ... How to manage the organization: Getting the most out of your nursing management career

9:45 a.m. - 10:15 a.m.

Break and Visit Exhibits

“I’ve attended a lot of AHI conferences and have found them to be very informative.”

— Linda Morrow, Warrington, PA

10:15 a.m. – 11:15 a.m.

Change: The Only Thing You Can Count On

Mary Tilbury, Ed.D., R.N., CNAA, BC

The challenge of change: How to lead and manage the process ... Changes large and small: What is happening on the unit, in your institution, and national healthcare trends ... How to acquire the knowledge, tools and techniques that ensure a safe practice environment ... Ensuring safety, quality, and continuity, while improving staff satisfaction ... Creating a change agenda driven by unit level staff ... The nurse manager's role as change facilitator, not change dictator ... Leading by example ... Creating a positive change-oriented and change-accepting environment

11:15 a.m. – 12:15 p.m.

Maximizing Staff Retention: Proven First-Line Strategies

Audrey Stevenson, M.S.N., FNP, MPH

The high costs of nurse turnover: Financial, organizational, and patient care impact ... How to reverse turnover: Back-to-basics ... Evidence-based retention techniques: Proven ways to create an environment of staff satisfaction, trust and loyalty ... Relationship building: When the leader is the servant ... What's "team" got to do with it? ... Tips, tricks, and proven strategies for maximizing staff retention: What can REALLY work for you ... National trends and initiatives: Drawing young people to the profession

12:15 p.m. - 1:30 p.m.

Lunch

Enjoy lunch with your colleagues. Order and pre-pay on your Conference Registration Form, page 15.

1:30 p.m. – 4:50 p.m.

Concurrent Workshops

Each afternoon workshop will be conducted twice. The first session will be held from 1:30 p.m. to 3:00 p.m.; the second session will be held from 3:20 p.m. to 4:50 p.m. A room change will occur between 3:00 p.m. and 3:20 p.m. Please indicate two choices on your Conference Registration Form, page 15.

1. Improving Change-of-Shift Communications for Positive Patient Health and Safety

Audrey Stevenson, M.S.N., FNP, MPH

The immediate and longer-term significance of change-of-shift reporting: Impact on the quality of patient care and safety, manager-staff relationships, and staff retention ... How unit management style, environmental climate, and situational events affect the quality of change-of-shift reports ... Joint Commission's requirements regarding "hand-off" communications and how these apply to change-of-shift reports ... How to standardize this process for improved communication: What information needs to be included for each patient ... How to humanize the patient and help the next shift prioritize care ... Under what circumstances is audio recording the change-of-shift report acceptable? ... The value of making the process more interactive and how to accomplish this

2. Achieving Magnet Status

Mary Tilbury, Ed.D., R.N., CNAA, BC

The value of the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® ... Pursuing Magnet Status for your hospital: Implications for quality patient care and safety, nurse recruitment and retention, physician recruitment, collaborative relationships between nursing and other professions, competitive market advantage, hospital ranking ... The pivotal role of the unit nurse manager in achieving magnet status ... Transformational management: Changing to a "Magnet culture" ... The fourteen forces of Magnetism and how to achieve them ... Important strategies for maintaining magnet status

3. Maximizing Your Resources: High Level Delegation Strategies that Work

Sharon Parker, M.S.N., R.N.

How to delegate to take control of your time and heavy workload, build your staff's skills and team spirit, groom future nurse managers, and motivate excellence ... Important steps for effective delegation: Defining the task, selecting the staff member, explaining the task, purpose and desired outcomes, and keeping effective control without getting overburdened ... Importance of follow-up and providing feedback ... When are rewards appropriate and how to fit them to the task accomplished ... How to fit delegation into your busy day: Avoiding the trap of the "doing it myself" mentality

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4. Aligning Unit Goals with Organizational Goals and Joint Commission Requirements

Michelle Pelling, M.B.A., R.N.

Techniques for applying hospital-wide organizational goals to your unit ... Aligning hospital goals with Joint Commission (JC) standards: Why does it matter and implications for first-line management ... How to help your staff understand the value of complying with JC standards: Is it only a business necessity, an enhanced patient care imperative or both? ... Methods for communicating and demonstrating the importance of complying with JC standards to your staff: Making these relevant to their day-to-day work on a fast-paced, busy unit

5. The Nurse Manager's Role in Implementing and Sustaining an Evidence-Based Practice

Kenneth J. Rempher, Ph.D., R.N., MBA, CCRN, APRN-BC

The clinical imperatives for Evidence-Based Practice (EBP): An essential component of contemporary nursing practice ... Current models of EBP: Attributes and pros and cons ... How to determine which model is right for your organization and how this will impact your unit ... Common misunderstandings and misconceptions regarding EBP ... How to implement EBP on your unit: Taking the leadership role ... Ensuring staff commitment to the use of EBP: Ongoing motivation

6. Patient Satisfaction: How to Improve Healing, Avoid Lawsuits, and Promote Brand Loyalty

Loretta Schmitt, B.A., R.N.

Latest research on the impact of increased patient satisfaction with nursing care and healing times and length of stay ... Relationship between patient satisfaction and lawsuits ... Your role in your institution's goal of brand loyalty and higher repeat customer rates ... How your patients perceive the care they receive from your nursing staff: Overcoming stereotypes and promoting professionalism ... Patients' families: Why you need to pay attention to brother Billy and Aunt Louise ... Specific, evidence-based techniques for increasing patient satisfaction ... Call bells, conversations, and creature comforts: Professional nursing care in the 'day spa' era ... Your staff's pivotal role in engendering a positive environment for patients and families

“ This is the second AHI Meeting I've attended this year. Both were very informative, increased my knowledge base and enhanced my skills. ”

— Lorita Waltz, Landover, MD



DAY TWO
SCHEDULE

Mohegan Sun, Uncasville, CT – Wednesday, December 6, 2007 OR
Grand Hyatt Hotel, San Francisco, CA – Wednesday, December 13, 2007

8:00 a.m. – 11:30 a.m.

Concurrent General Sessions

Participants will be able to attend two different workshops during this morning block (except for Session C). The first session will be held from 8:00 a.m. to 9:30 a.m.; the second session will be held from 10:00 a.m. to 11:30 a.m. A room change will occur between 9:30 a.m. and 10:00 a.m. Please indicate your two choices on your Conference Registration Form, page 15.

8:00 a.m. – 9:30 a.m.

A. Conflict Management: Design Better and More Comfortable Interactions with Staff, Coworkers, Supervisors and Physicians

Sharon Parker, M.S.N., R.N.

Conflicts unique to hospital settings: Avoiding negative impacts on patient care ... How knowing your personal values and expectations can actually help you avoid or resolve confrontations ... Limit-setting and other techniques for managing aggressiveness ... Tips on extinguishing abusive behavior in others ... Types of conflicts that just cannot be resolved (so don't waste your time) ... What to do when assertiveness backfires ... Giving feedback without offending ... Overcoming cynicism, apathy, resistance, competitiveness and similar barriers to productive working relationships ... Using conflict to

promote positive changes in patient care processes ... Creative approaches that promote cooperation, collaboration, and cohesion

B. Team-Building When There is No Time to Team-Build: Ten Proven Techniques

Audrey Stevenson, M.S.N., FNP, MPH

Mastering the key to team-building: How to help your staff feel part of the larger organization and of the unit ... Tying the feelings of belonging to organizational goals and to positive patient outcomes ... Communicating clear expectations for staff interaction: Building cohesiveness ... Enhancing collaboration and intergenerational communication ... The team approach to problem solving: How to promote interest, creativity, unique solutions and new ideas ... Using recognition and rewards to maintain a team culture ...

Resource allocation: Biasing the team toward success ... How to gain support from the organization and its hierarchy in order to empower your unit's team ... Putting it all together: The ten proven techniques that will guarantee your success

C. Behavioral Interviewing: State-of-the-Art Techniques

Sandra Cashman, B.S.N., M.B.A., R.N., LNHA
(This session will be conducted over 3 hours and will be offered once only).

Applying behavioral interviewing to hiring new staff: Predicting success based on past performance ... Determining a person's experiences, behaviors, knowledge, skills and abilities through behavioral interviewing ... Defining the key behavioral traits associated with success in the job ... Constructing appropriate questions that elicit information regarding

National Conference for First-Line Nurse Managers

the interviewee's actual past behaviors in clinical situations ... Determining a candidate's abilities to be part of a team, problem solve, communicate well, and handle multiple priorities ... How to draw out more specific information and fill in the gaps

D. Joint Commission Survey: How to Survive in 2008

Michelle Pelling, M.B.A., R.N.

New, significant differences in the Joint Commission (JC) accreditation process: What you must know – and do – to comply and pass your next survey ... "Ongoing Survey Readiness": The new mantra and how to be prepared for unannounced surveys ... Hot topics for 2008: Where surveyors are focusing ... Compliance with the National Patient Safety Goals has never been tougher: How to identify problematic areas and correct them ... How to best present the information surveyors are looking for ... Considering all aspects of the survey: Making the most of the experience

E. Budgeting and Staffing: Doing What Works Best in Acute Care Environments Around the Country

Sandy Perez, M.S.N., R.N., CCRN

Budgeting concepts every unit manager needs to know: Understanding various measures of productivity, including hours per patient day, cost per hour per patient day, cost per patient, etc ... Pro's and cons of various measures: Recognizing budgeting information that is truly useful to managing your unit ... Translating schedule needs to budget items ... Determining staffing needs per shift ... Cost of replacement staff ... Full time vs. part time: What works best based on patient mix and unit needs ... Overtime strategies: How to maximize unit coverage and quality patient care, and minimize costs and staff burnout ... Costs of Leave of Absence and other employee policies on your unit's staffing

F. Listen Up! Making Communication Work for You

Jeff Doucette, M.S., R.N., CEN, CNA, BC, FACHE

Inspire and motivate your staff with well-chosen words: Best practices in communication ... Impact of strong communication on employee satisfaction and quality patient care ... Barriers to effective communication: Breaking down walls ... How to initiate and sustain a true collaborative cultural on your unit to enhance communication with your staff, patients and families, and other professionals ... Specific methods proven to improve all communications: What to say and

how to say it ... Generational differences in sending and receiving communications ... How to change perceptions surrounding communications

9:30 a.m. – 10:00 a.m.

Break and Visit Exhibits

10:00 a.m. – 11:30 a.m.

G. Mentoring Your Staff: A Crucial Responsibility for Today's Unit Leadership

Audrey Stevenson, M.S.N., FNP, MPH

What does mentoring on the acute care unit really look like: Understanding the pro's and con's and how to make the most of the process ... Mentoring vs. preceptorship: Long term guidance vs. short term orientation ... Education as cornerstone: Instructing, coaching, providing experiences, modeling and advising ... Using both success and failure as teaching tools ... Establishing a lasting rapport: Personal scenarios, anecdotes and case examples that highlight the process of growth ... A joint venture between mentor and protégé: Who is responsible for each step in the process ... "Lateral Mentoring:" Recruiting staff in the process to avoid the "Eating Our Young" syndrome ... Mentoring for clinical excellence vs. grooming for management: Significant differences in approach

H. Understanding the Financial Aspects of Patient Care

Sandy Perez, M.S.N., R.N., CCRN

The history of DRG: The pervasive impact on the care you deliver ... How payer mix affects the care you give ... Medicare, HMOs and PPOs and other third party payers: What's the difference and why it should matter to me ... Severity indexes ... Room charges: How costs break down and how nursing care is represented ... How this information can help you participate more effectively in the budgeting process, win agreement for resource requests, including staffing, supplies, and equipment

I. View from the Cockpit: How Airline Best Practices Can Improve Patient Safety

Jeff Doucette, M.S., R.N., CEN, CNA, BC, FACHE

Your prime imperative: Patient safety and how to achieve it ... The three pillars of safety in the aviation industry: Standard Operating Procedures (SOP), Crew Resource Management (CRM), and professional

culture ... How to apply these principles in the delivery of healthcare services ... Five cornerstones of CRM and how they can help you achieve staff satisfaction and retention, high-quality patient care, and cost control ... SBAR (Situation-Background-Assessment-Recommendation) communication: What it is and how to use it with your staff ... Putting these techniques into practice to insure patient safety

J. Compassion Fatigue: Serving Ourselves So We Can Serve Others

Michelle Pelling, M.B.A., R.N.

Diagnosing Compassion Fatigue in your staff: How to know it when you see it ... Impact of compassion fatigue on the individual nurse, your staff's group dynamic, and quality of patient care ... How patient care suffers when nurses experience compassion fatigue... Avoiding collateral damage: Quick response to identified compassion fatigue to prevent poor patient care ... Prevention: Strategies for avoiding overload and burnout of your nursing staff ... How to treat compassion fatigue: Working with your staff to encourage self-care, openness about feelings... Work satisfaction: Bringing the passion back through recognition, camaraderie, empathy and celebration

K. Fixing Nursing Documentation: How to Ensure Your Staff Excels

Edith Brous, J.D., R.N., M.S., M.P.H.

Defining appropriate documentation: What's legal, Joint Commission compliant, and insurance reimbursable – and promotes solid communication to ensure high quality patient care? ... What are the unit manager's and charge nurse's responsibilities and liabilities related to their staff's documentation ... How to standardize the documentation methods on your unit to meet competing needs and priorities ... Legal implications of computerized patient records ... How to develop an auditing system to identify your staff's documentation strengths and weaknesses ... Tips for time-efficient auditing ... Understand the subtle ways your current documentation style can work to your advantage or disadvantage when communicating patient care priorities, during your next survey, and during litigation ... Fundamental do's and don'ts

11:30 a.m. - 1:00 p.m.

Lunch

Enjoy lunch with your colleagues. Order and pre-pay on your Conference Registration Form, page 15.

National Conference for First-Line Nurse Managers

1:00 p.m. – 2:00 p.m.

Successfully Managing the Legal Aspects of the Nursing Shortage

Edith Brous, J.D., R.N., M.S., M.P.H.

Legal ramifications of short staffing: Potential liabilities and how to avoid successful litigation ... Specific issues related to short staffing and how to implement safeguards that protect patients, staff and your unit and institution: Floating, Overtime, Fatigue/sleep deprivation, use of agency nurses ... Latest research on 12-hour shifts and implications for your unit ... Orientation of new staff: Special considerations with new graduates, return-to-the-workforce nurses, foreign-born nurses ... How to effectively use a staff with a diverse skill mix while avoiding legal pitfalls ... Special communications and documentation techniques designed to memorialize how and why you made your staffing decisions ... Immediate interventions when you identify an unsafe situation: Weighing mandated staffing numbers against safety issues

2:00 p.m. – 2:15 p.m.

Break

2:15 p.m. – 3:15 p.m.

Management of Power: Turning the Last Taboo into a Positive Tool

Donna McNeese-Smith, Ed.D., R.N., CNAA

The historical perspective on power: Why power is often seen as evil, corrupt, self-serving, manipulative, hurtful, i.e., the last taboo ... Using power as a positive, ethical, purposeful and effective management tool to achieve organizational, unit and individual goals ... Power acquisition: How and why to gain power ... Developing your power base: Using obvious and subtle opportunities ... The power paradox: Why humility and service strengthen your power ... Formal and informal power: The value of each and how to maintain both ... Tools for using power wisely: Diplomacy, tact, empathy and confidence ... The indispensable relationship between power and leadership ... Using positive power to manage a diverse, highly interdependent work environment ... Avoiding the downside: Self-reflection and preventing abuse of power

3:15 p.m. – 4:15 p.m.

Inhale Some Helium: It's Time to Lighten Up

Jeff Doucette, M.S., R.N., CEN, CNAA, BC, FACHE

The CDC reports that 80% of medical expenditures are now stress related ... How to recognize when you need to lighten up: Facing the challenges of being in charge ... How to have fun at work: Laughter really is the best medicine ... What research shows about physiologic responses to laughter: Your permission slip to lighten up ... Special risks faced by nurses: Putting illness, pain, suffering and death in perspective ... Helping your staff to reduce stress and enjoy their work more: Strategies for building fun, joy and laughter into the day

4:15 p.m. – 4:30 p.m.

Wrap Up and Evaluation

Sandra Cashman, B.S.N., M.B.A., R.N., LNHA - Moderator

4:30 p.m.

Adjourn

Conference Faculty

Roxane B. Spitzer, Ph.D., M.B.A., M.A., R.N., FAAN – **Keynote Speaker** - Editor-in-Chief, *Nurse Leader*, the official journal of the American Organization of Nurse Executives. Formerly Chief Executive Officer, Metropolitan Nashville Hospital Authority and Chief Operating Officer, Vanderbilt University Medical Group Satellite Network, Nashville (TN). Dr. Spitzer also served as Professor, School of Medicine, Vanderbilt University and Meharry Medical College. She has held numerous executive nurse positions throughout her career, including positions as Corporate Vice President, St. Joseph Health System, Orange (CA) and Executive Vice President, Good Samaritan Hospital, Los Angeles. Author of books and more than 40 articles in a variety of nursing journals, Dr. Spitzer brings a wealth of knowledge and experience to her presentations. A nationally-renowned speaker, Dr. Spitzer enlightens, motivates and inspires her nurse audiences with her unique blend of insight, humor, tips and techniques forged over years of hands-on management practice in the healthcare arena.

Edith A. Brous, J.D., R.N., M.S., M.P.H. - Currently Attorney-at-Law in private practice, Ms. Brous specializes in Medical Malpractice defense litigation, professional licensure representation, and nursing advocacy. She has served as Adjunct Faculty/Clinical Instructor, Columbia University School of Nursing and currently teaches Administrative Law at Mercy College. Her nursing career includes extensive emergency and critical care experience including positions as Assistant Director of Emergency Services and Assistant Head Nurse in a surgical cardiac intensive care unit at large teaching medical centers in New York City. An author and frequent presenter on nursing and legal issues, Ms. Brous brings a wealth of experience to her seminars.

Sandra Cashman, B.S.N., M.B.A., R.N., LNHA - Conference Moderator - Regional Director, Midwest Hospice and Palliative Care Organiza-

tion, Glenview (IL), with clinical, operational and marketing responsibility for all hospice services. With over 20 years of experience in nursing management, Ms. Cashman has been responsible for daily operations at a skilled nursing and rehab facility, and served as Director of Interactive Care at a medical center where she was responsible for the development and management



of systems that provided for efficient, patient-focused care. In addition, she has held a Director-level position for a national MRI company where she was responsible for operations and sales of freestanding MRI facilities, and served as Director for a home care health agency where she operated homes and developed managers. Ms. Cashman has been developing and presenting seminars on problem solving, team building, interviewing and leadership for nurses nationally and regionally for over fifteen years.

Jeff Doucette, M.S., R.N., CEN, CNA, BC, FACHE – Associate Operating Officer, Emergency Services, Duke University Medical Center, Durham (NC). Mr. Doucette previously served as Executive Director/Vice President, Patient Care Services, Lee Memorial Health Systems, Fort Myers (FL). He has served in various staff and leadership positions in emergency, trauma, flight, and critical care services. A Diplomat of the American College of Health Executives, he is Past President, Alliance of Cardiovascular Professionals, a national organization representing cardiopulmonary professionals throughout the U.S. A highly entertaining presenter who brings substance and depth to his presentations, Mr. Doucette is a sought-after speaker on a variety of nurse management topics.

Donna McNeese-Smith, Ed.D., R.N., CNA – Coordinator, Nursing Administration Graduate Program, and Associate Professor, School of Nursing, University of California Los Angeles (UCLA). Dr. McNeese-Smith serves as a reviewer for the *Journal of Nursing Administration*, Rand Corporation, Sage Publications, and American Association of Critical Care. She was instrumental in establishing the on-line component of the nursing administration program, the first to be offered on-line at UC. Author of numerous articles in a variety of nursing journals, Dr. McNeese-Smith is a frequent presenter on nurse management and leadership issues.

Sharon Parker, M.S.N., R.N. – Executive Director, Cancer Services, Genesis HealthCare System, Zanesville (OH). Ms. Parker's career includes positions with responsibility for directing Pain Management Services and a Headache Clinic. In addition, Ms. Parker coordinated community education services for her facility's oncology program for five years. She is actively involved with the American Cancer Society, having served on the local board for the past six years, and provides statewide staff training sessions through the State Committee. A frequent presenter to first-line nurse managers on a variety of supervisory issues, Ms. Parker combines her clinical and management background in medical/surgical, oncology, and

rehabilitation specialty areas to provide thorough and highly useful information to her audiences.

Michelle Pelling, M.B.A., R.N. – President and healthcare management consultant, The PROPELL Group, Newburg (OR), providing a variety of management support and training to healthcare organizations throughout the U.S. and Canada. A former member of the consulting clinical faculty for the Joint Commission for over twelve years, Ms. Pelling has previously served as Director of Quality Improvement and Utilization Management at Good Samaritan Hospital and Medical Center, an affiliate of Legacy Health System, in Portland (OR). Author of several books, including *Hospital Manager's Guide to Joint Commission Standards*, and co-author of *Outcomes Management: Using Data for Decision-Making*, she has written numerous journal articles and wrote the patient safety chapter in **Partnering to Reduce Medical Errors**, a text published by the American Hospital Press, a subsidiary of the American Hospital Association. A dynamic and experienced presenter, Ms. Pelling presents critical information in a useful and practical manner.

Sandy Perez, M.S.N., R.N., CCRN – Director, Special Care (ICU/CCU), Trinity Health, Detroit (MI). Her current position encompasses clinical, management, administrative, and staff development responsibilities. Previously, Ms. Perez held positions as Director and Assistant Director of Nursing for Critical Care; as Head Nurse in medical, pediatric, surgical, and general intensive care units; and as Staff Nurse in general and respiratory intensive care and general medical settings. An active member of the American Association of Critical-Care Nurses (AACN), Ms. Perez has served as President of the organization's Detroit Chapter and received the AACN National Leadership Award. Author of articles published in *Nursing Management*, *Heart and Lung*, and *FOCUS on Critical Care*, she is a highly competent, interesting and thorough presenter.

Kenneth J. Rempher, Ph.D., R.N., MBA, CCRN, APRN-BC – Director, Professional Nursing Practice, Sinai Hospital of Baltimore (MD). In this position, Dr. Rempher is responsible for oversight of professional practice development of the organization's 1000+ registered nurses. He was instrumental in the development and implementation of evidence-based practice within his institution. His previous experience includes positions as Clinical Manager on a variety of units, including an emergency department, a surgical intensive care unit/cardiovascular surgery ICU, and a heart observation/triage unit. A researcher and author of numerous articles in professional nursing journals,

Dr. Rempher is a frequent national presenter on nursing practice issues and evidence-based practice. He is an engaging and motivating presenter.

Loretta Schmitt, B.A., R.N. – Senior Marketing Manager, Marketing and Communications, Cleveland Clinic, Cleveland (OH). In this position, Ms. Schmitt is responsible for business development and maintenance for a variety of inpatient and outpatient specialty areas for the Cleveland Clinic. During her career, Ms. Schmitt has provided staff development education and served as a medical-legal consultant. She has also served as Quality Improvement Coordinator for a physician-directed HMO, where she monitored quality and tracked regulator and NCQA compliance for physician and hospital providers. She has written columns for several nursing journals and hosted both radio and TV talk shows dealing with a variety of healthcare issues. A seasoned educator, Ms. Schmitt consistently receives excellent evaluations and feedback from her audiences across the country.

Audrey Stevenson, M.S.N., FNP, MPH – Division Director, Family Health Services Division, Salt Lake Valley Health Department, Salt Lake City, Utah. Ms. Stevenson currently has management, fiscal, and policy responsibility for a \$15 million, 150-person, six-clinic division that provides care for large numbers of patients. She also serves as liaison with the University of Utah, Department of Medicine, for provision of collaborative services. Ms. Stevenson has over 20 years' experience in nursing management. She has served in a large urban hospital in a variety of positions, including Nurse Manager of three nursing units, as Charge Nurse, Team Leader, Staff Educator, and as a Clinical Nurse Specialist. Her responsibilities included the development of the Charge Nurse Teams and the provision of managerial mentoring for quality assurance activities. Ms. Stevenson is a highly-acclaimed presenter who focuses on critical, real-world aspects of nursing management topics.

Mary Tilbury, Ed.D., R.N., CNA, BC – Program Director, Health Services Leadership and Management Program and Assistant Professor, School of Nursing, University of Maryland, Baltimore (MD). Dr. Tilbury also serves as Magnet Recognition Program Appraiser, American Nurses Credentialing Center. Her former positions include serving as a hospital-based nursing executive in a variety of acute care settings. An author and researcher in several focal areas within nursing administration, Dr. Tilbury is an enthusiastic, nationally-known presenter with a gift for applying information to the real-world, day-to-day responsibilities of nurse managers.

Post-Conference Seminar 1

Managing Multiple Priorities in the Clinical Setting Targeted Strategies for Nurse Managers

Learn powerful strategies for managing well and succeeding in today's fast-paced hospital environment.

By attending this timely program, you will retool your skill set with nuts-and-bolts tactics that better equip you to handle the "hustle and bustle" of your work setting. You will concentrate on real-life situations and strategies specific to nursing management, and you will emerge with numerous ways to better manage your work day and your many responsibilities as a nurse manager.

This results-oriented, half-day post-conference seminar will cover:

- Understanding what you can realistically achieve in a specific time frame
- Real costs (economic and emotional) associated with poor priority setting and time management skills
- How goal-setting helps you gain greater control of your time and professional priorities
- Planning your day, week and month: More complex than it sounds?
- Setting priorities with built-in flexibility
- How to ensure you leave enough time for things you absolutely must do
- A nurse's life: Preserving contingency time to handle 'the unexpected'
- Minimizing stress by avoiding over-commitment to yourself and others
- How to beat procrastination: And the last shall be first
- Tried and true methods for tackling mountains of paperwork

- Making the most of all your resources: How you can enlist others to assist you more through delegation, collaboration, information-sharing, etc.
- Benefits and limitations of using a "to-do" list for managing priorities in the clinical setting
- Strategies for clustering "routine" nurse management tasks to achieve greater efficiency
- Everyday work situations that waste time—and how to minimize them
- How to help your staff set appropriate priorities and better manage their time
- How to avoid getting caught up in gripes of patients, your staff and peers
- Practical ways to recharge yourself when you're feeling "burned-out"

Take this refreshing opportunity to gain a new perspective on your job and your career. Not only will you discover extremely useful techniques that you'll want to implement on your very next workday, you'll acquire "tricks of the trade" that enable you to juggle your multiple priorities with less time, trouble, and tension. Most importantly, *you'll renew your excitement about your nurse management position.*

FACULTY: Audrey Stevenson, M.S.N., FNP, MPH (See p. 10 for full bio.)

Post-Conference Seminar 2

Proven Patient Safety Strategies On the Unit Level

How You Can Make a Significant Difference in Patient Outcomes

Just how big an issue is Patient Safety?

The fourth annual HealthGrades (a leading healthcare ratings organization) study, Patient Safety in American Hospitals, released in April, 2007, reports the following:

- The number of people killed each year in U.S. hospitals due to preventable errors is estimated to be over 280,000 -- more than double the number reported by the Institute of Medicine (IOM) in 1998.
- The total patient safety incident rate worsened by an additional 2 incidents per 1,000 hospitalizations in 2005, as compared to 2003.
- Patient safety incidents were associated with \$8.6 billion of excess costs between 2003 through 2005.

A crucial question for all nurses continues to be: What can we do to prevent errors that result in patient injury and death?

As a first-line Nurse Manager, you are in a pivotal position to make a significant difference in the rate of negative patient safety incidents on your unit. Harm to patients during healthcare encounters cannot be prevented without partnership and collaboration – with other staff, and especially with patients and their families.

This dynamic post-conference seminar will approach the issue of patient safety in a unique, data-based, and highly-effective manner. Topics to be discussed include:

- The multifaceted case for intense focus on patient safety at the unit level: Preventing injury and death, lowering costs, improving patient satisfaction and meeting regulations

- National efforts designed to monitor patient safety incidents and recommend solutions: Implications for the management of your staff and your unit's procedures
- Best-practice benchmarks from the best-performing hospitals: Understanding how your unit measures up
- How and why to get patients and families involved in the process
- Determining the extent to which each individual patient can get involved
- Critical factors that affect patient cooperation: How to increase positive participation
- How to communicate information appropriately to patients and families
- Techniques for strengthening patient and family involvement
- Specific strategies for helping your staff learn new skill behaviors and attitudes for partnering with patients to lower negative patient safety incidents
- Staff education and training plans that really work to reduce errors
- Evaluating the success of specific measures, and continuing to improve

Despite the flurry of research, publications and process improvement activity that has occurred since the 1998 IOM report, the growing consensus appears to be that not much progress has been made leading to a visible positive national impact.

First-line nurse managers are in the best possible position to make a difference in the safety of each and every patient. Attend this outstanding post-conference seminar and take back specific ideas and techniques for making that happen on your unit.

FACULTY: Michelle H. Pelling, M.B.A., R.N. (See p. 10 for full bio.)

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“ I have been with AHI for most of my nursing career (25 years). ”

— Marva Smith, New York, NY



“ I have enjoyed the meetings I've attended and continue to gain knowledge both for professional and personal use. ”

— Karen Keeler, Winchester, VA

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2007 National Conference for First-Line Nurse Managers

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Advance orders received by November 30 receive the following substantial discounts.*

Entire Conference:

Attendee Only Prices: \$249

Non-Attendee Prices: \$379

Pre-Conference Seminar:

Attendee Only Prices: \$99 each

Non-Attendee Prices: \$149 each

Post-Conference Seminar:

Attendee Only Prices: \$59 each

Non-Attendee Prices: \$99 each

* Audio program orders will be fulfilled and shipped 60 days after the conference dates. Audio program sessions will be approved for Contact Hours in Nursing; post-tests required. (Some sessions may not be available due to technical or other problems.)

Also, visit www.AHI-Online.com for a full listing of CE programs available on CD.

Earn CE Credits at Your Convenience. AHI offers many outstanding options.

Consider these four outstanding examples:

(Visit www.ahi-online.com to view more programs)

Nurses on Trial

This review of the hottest recent legal cases brought by and against nurses provides an interesting and comprehensive backdrop for understanding how best to protect yourself and your institution against successful litigation.

You will more fully understand:

- » Types of events that most commonly result in legal action against nurses
- » Preventive tactics that can limit your liability in specific clinical situations
- » The effectiveness of various defenses often raised on behalf of nurses
- » Types of evidence which have proven most advantageous for nursing defense during litigation

You are sure to find this fascinating program an enjoyable way to expand your awareness of legal ramifications of your actions at work and off duty.

Faculty: Edith A. Brous, J.D., R.N. **Program No. 9150 Price: \$79.95**

Accreditation: Approved for: 8 Contact Hours in Nursing and 8 AACN Category A Contact Hours in Nursing

Vital Patient Safety Strategies for Nurses

This program gives you the tools and strategies you need to promote the highest levels of patient safety, and to document your compliance with JCAHO's 2005 Hospitals' Patient Safety Goals. Risk management and legal aspects of patient safety issues, especially those which enable you to protect both yourself and your institution, are also highlighted.

Specific topics to be covered include:

- » Patient Identification » Effective Communication among Caregivers » Safe Administration of Medications » Reducing the Risk of Health Care-associated Infections » Reducing the Risk of Injuries From Falls

Take the time to focus on honing the skills you need to promote optimum patient safety. This is a can't miss opportunity to easily update your patient safety techniques with a leading expert in this crucial area of practice.

Faculty: Sharon A. Aronovitch, Ph.D., APRN, BC, CWOCN
Program No. 9148 Price: \$79.95

Accreditation: Approved for: 8 Contact Hours in Nursing and 8 AACN Category A Contact Hours in Nursing

Ethical Issues and Legal Consequences in Today's Nursing Practice

Approximately 1/3 of all nurses report facing ethical dilemmas in the clinical setting at least once a week. Your practice should include a solid framework for handling these challenging situations - and now it can! This audio program clarifies fundamental principles of ethics and law and how they can be applied in a realistic, real-world manner. After listening to this program, you will be better prepared to deal with a number of challenging situations, including:

- » Withholding life-sustaining treatment » End-of-life decisions » DNR orders » Advance Directives » Pain management controversies » Protecting patients' rights » Informed consent » Access to services » Allocation of scarce healthcare resources » Double effect » Organ donation and transplantation

You are sure to agree that the dynamic program facilitator, Lynn Tenerowicz, presents fascinating and illuminating content that you will be able to use immediately regardless of your specialty and practice setting.

Faculty: Lynn Tenerowicz, J.D., B.S.N., R.N.
Program No. 9143 Price: \$99.95

Accreditation: Approved for: 8 Contact Hours in Nursing and 8 AACN Category A Contact Hours in Nursing

'Best Practices' Nursing Documentation Strategies: JCAHO, HIPAA, and Legal Considerations

This is NOT an abstract, theoretical program. This live recording of one of our most sought-after seminars presents issues surrounding documentation that you must understand to take care of yourself, your facility, and your patients in your day-to-day nursing practice.

Content focuses on a number of important areas, including:

- » The most common charting errors and how to avoid them
- » Real-world and legally-sound documentation strategies you must apply to all written forms
- » How to strengthen your documentation techniques for more effective courtroom presentation
- » How to comply with JCAHO, HIPAA, and Medicare requirements

Whatever your clinical setting, this captivating program will provide you with timely and relevant information that will positively influence the way you provide patient care - and the way you document it.

Faculty: Edith A. Brous, J.D., R.N. **Program No. 9193 Price: \$79.95**

Accreditation: Approved for: 8 Contact Hours in Nursing and 8 AACN Category A Contact Hours in Nursing

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Accreditation

American Healthcare Institute (AHI) is approved as a provider of continuing nursing education by the Maryland Nurses Association (MNA), an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation (ANCC). Under the ANCC approval system, state nursing associations enjoy reciprocity. These programs have all been assigned AACN Category 0 contact hours (60 minute hours) by AHI (Provider #00012818). In addition, AHI is a recognized provider of nursing credit in Florida (Provider #50-99-1). These conferences and pre- and post-conference seminars meet the criteria for New Jersey and Massachusetts, and of the California (CEP #13026), Louisiana and Ohio Boards of Nursing and for Type 1 contact hours in Texas. Nurses licensed in other states who have questions about recognition of ANCC contact hours are encouraged to contact the authoritative body in that state (i.e., board of nursing or nurses' association). AHI is a registered provider with the NJ Department of Education Professional Development Program (#2713). Pennsylvania nurses may use their certificates of attendance and conference materials to obtain approval through their employer under Act 48 guidelines. AHI is a registered Provider with the Massachusetts Department of Education.

Contact Hours

Participants who attend all events listed in this catalog can earn a total of **23.5 Contact Hours in Nursing** under the ANCC and AACN systems (60 min. hours), and **28.2 California BRN contact hours** (50 minute hours).

The breakdown of contact hours awarded is as follows:

- Each pre-conference seminar: **6.75** contact hours in nursing (ANCC)/**8.1** BRN contact hours
- Conference: **12.75** contact hours in nursing (ANCC)/**15.3** BRN contact hours
- Each post-conference seminar: **4.0** contact hours in nursing (ANCC)/**4.8** BRN contact hours

This calculation of contact hours reflects the latest change by the ANCC, which now requires all providers of continuing education in nursing to calculate contact hours on a 60 minute (rather than a 50 minute) hour.

Hotel Accommodations

See page 3 for more information on the extraordinary hotels selected to host these meetings. A block of rooms at each hotel has been reserved at specially-reduced rates. Reservations will be accepted at this rate based on space availability until November 10, or until the room blocks are sold out. We strongly urge you to reserve your rooms early. Last year's room blocks sold out. Contact the hotel directly to make your reservations. A portion of hotel sleeping room fees is being used to fund conference events. (Temperatures in meeting rooms usually vary. We suggest for your comfort that you bring along a sweater).

Tax Deductions for Educational Expenses

Under the Tax Reform Act of 1986, the cost of education (including tuition fees, travel and lodging) is fully deductible to institutions. Educational costs may be deductible to individuals; consult your tax advisor for details.

Cancellations and Changes

Refunds (less a \$45. administrative fee) are only available until November 23, 2007; no refunds will be issued following this date. All cancellations and changes must be made in writing; none will be accepted by phone. Substitutions are acceptable with prior notification to AHI.

Program Changes

American Healthcare Institute reserves the right to make changes in speakers, topics, or schedules. If any of these meetings are cancelled for any reason, including acts of God, strikes, etc., the liability of American Healthcare Institute is limited to a full refund of tuition and fees.

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Tuition & Fees

Pre-Conference Seminar Two-Day Conference Post-Conference Seminar

Super Early Bird Rate (received by October 1)	\$159	\$389	\$79
Early Bird Rate (received by November 2)	\$179	\$439	\$99
Regular Rate (received after November 2)	\$199	\$479	\$129

Fees Include: Extensive handout manuals, morning snack, beverage breaks, and a certificate of attendance. (Lunch and parking are the responsibility of individual attendees; parking is free at Mohegan Sun.)

Group Discounts - Tuition discounts are available to groups of 3 or more registering together for the complete two-day Conference. Discounts will be extended to Conference attendees who also attend pre- and post-conference seminars.

All registrations within a group must be received at the same time, no later than November 30, 2007. Groups may not be formed from individual registrations previously received. Group discounts are not available through online registration.

Group discounts off the Tuition & Fees Table listed above are as follows:

- \$15 per person discount for 3 or 4 in a group
- \$30 per person discount for 5 or more in a group

4 Easy Ways to Register

- » **MAIL** your completed registration form to:
AHI, 8424 Veterans Hwy., Suite 11, Millersville, MD 21108
- » **FAX** your completed registration form to: (410) 987-6000
- » **ONLINE** at www.ahi-online.com
- » **CALL** Toll Free: 1-800-333-6100 between 9a.m. & 5p.m. ET

Lunch Options

Mohegan Sun, CT – Arrangements have been made for interested pre-conference seminar participants and conference attendees to enjoy lunch together in a specially-reserved section of one of the fine restaurants at Mohegan Sun. Please register in advance for the lunches you wish to attend, and include the appropriate amount along with your registration fees. Lunches must be pre-paid.

Grand Hyatt, San Francisco – Arrangements have been made for interested pre-conference seminar participants and conference attendees to enjoy a catered, unhurried lunch together right in the hotel, with further networking opportunities. Please register in advance for the lunches you wish to attend, and include the appropriate amount along with your registration fees. Lunches must be pre-paid.

Exhibitors

Each year limited space is made available for exhibitors who have products or services of particular interest to Nurse Managers. For information about exhibiting, please call 410-987-4042, ext. 9006 or e-mail swinter@AHI-Online.com.

National Conference for First-Line Nurse Managers Registration Form

Please print or type. Please fill out carefully. Please return this entire page to assure proper registration. If needed for additional registrants, please photocopy.

Have you registered with us before? Yes No

NAME		PROFESSIONAL LICENSURE NUMBER (for accreditation records only)
HOME ADDRESS		
CITY	STATE	ZIP
EMAIL ADDRESS		CLINICAL SPECIALTY
EMPLOYER		YOUR TITLE
EMPLOYER ADDRESS		
CITY	STATE	ZIP
HOME PHONE	WORK PHONE	CELL PHONE

IMPORTANT: To facilitate your registration, please include the priority code (the letters PR followed by four characters) from this brochure's mailing label: **PR** _ _ _ _

Which Conference will you be attending?

(Fill in the appropriate dollar amount; see page 14).

- Mohegan Sun, CT December 5 & 6, 2007 \$ _____
- San Francisco, CA December 12 & 13, 2007 \$ _____

Next, choose the Workshops & Concurrent General Sessions you will be attending.

Mohegan Sun, CT

Wednesday December 5, 2007 Concurrent Workshops

(Please indicate your choice by number)

- 1:30 - 3:00 p.m. Workshop Choice _____
- 3:20 - 4:50 p.m. Workshop Choice _____

Thursday December 6, 2007

Concurrent General Sessions (Indicate your choice by letter)

- 8:00 - 9:30 a.m. Session Choice _____
- 10:00 - 11:30 a.m. Session Choice _____

San Francisco, CA

Wednesday December 12, 2007 Concurrent Workshops

(Please indicate your choice by number)

- 1:30 - 3:00 p.m. Workshop Choice _____
- 3:20 - 4:50 p.m. Workshop Choice _____

Thursday December 13, 2007

Concurrent General Sessions (Indicate your choice by letter)

- 8:00 - 9:30 a.m. Session Choice _____
- 10:00 - 11:30 a.m. Session Choice _____

Pre-Conference Seminar (Please select one)

Choose the seminar you will be attending. (Fill in the appropriate dollar amount; see page 14).

- Take Command: The Legal Imperatives of First-Line Nurse Management
- Leadership Skill Enhancement \$ _____

Choose the date of the Pre-Conference Seminar you will attend. December 4 December 11

Post-Conference Seminar (Please select one)

Choose the seminar you will be attending. (Fill in the appropriate dollar amount; see page 14).

- Managing Multiple Priorities in the Clinical Setting
- Proven Patient Safety Strategies On the Unit Level \$ _____

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