Symposium Series Schedule

- Session #1: April 9-11 – Professional Role and Standards of the Executive Nurse Leader
- Session #2: May 14-16 – Efficient and Effective Resource Management Strategies
- Session #3: June 11-13 – External Requirements and Standards
- Session #4: July 16-18 – Leader Within – Nurse Executive Leadership Skills
- Session #5: Aug. 20-22 – Strategizing Organizational Structures for Tomorrow’s Clients and Employees

Locations:
Sessions #1, 2, 4 and 5: Franciscan Retreat Center, 116 Eighth Ave. SE, Little Falls, MN 56345
Session #3: North Metro Event Center, located in the Best Western Plus Shoreview, 1000 Gramsie Road, Shoreview, MN 55126
About the Program’s Five-Month Design

The Nursing Leadership Symposium develops new and emerging leaders in older adult services. It is designed for nurses new or moving into an executive level position in skilled nursing care centers and assisted living home care to understand the scope of the role and the foundational elements of the job.

This exceptional five-part program helps professionals make a successful transition from clinical care to the role of a professional executive nurse leader. Participants will develop the visionary leadership qualities that leverage knowledge and innovation to create a framework which supports progressive care models and delivers quality of life for those served.

Professionals who attend this series will enhance their skills in leadership, critical thinking, management, strategic planning, communications and innovative team development. They will learn to streamline and improve processes and systems, define new clinical approaches to services and build a valuable network of other peer professionals.

The Symposium is a 15-day interactive program strategically scheduled over five months to maximize learning and provide timely supportive consultation. It combines lecture, discussion, experiential learning, self-assessment, independent assignments, research of issues and practices in small work groups and opportunities to interact with guest experts.

Who Should Attend

If you hold the position of Nurse Executive, Director of Nursing, Associate DON, Nurse Manager, or are an emerging nurse leader, this Symposium is for you. It is also appropriate for the supportive nursing leadership positions and organizations doing succession planning for a soon-to-be retiring nurse leader.

Why You Should Attend

- Develop a network of colleagues throughout the state.
- Explore trends and challenges of meeting the needs of older adults.
- Gain heightened awareness and techniques for blending professional and regulatory standards.
- Enhance team building skills.
- Take home quality improvement tools.
- Gain techniques for conducting effective meetings and engaging participants.
- Study best practices for incorporating resident/client choice into organizational practices and operations.
- Learn how to foster safe and satisfying work environment practices.
- Benefit from face-to-face conversations with regulators.
- Learn through small group work-study sessions.
- Become exposed to new and innovative practices, equipment and systems.
Moving into the role of director of nursing leadership from other nursing positions within older adult services requires a different set of skills, knowledge and mindset – that of a leader. This first program in the series is specifically designed to prepare the new nursing leader to understand and take on the responsibilities of the key leadership role of Executive Nurse Leader/Director of Nursing (DON) by exploring the scope of the position. Essential topic areas include the role of the professional nurse leader, working knowledge of Minnesota’s Nurse Practice Act, evaluating the performance of nursing personnel and establishing the direction in an environment of constant change.

LEARNING OBJECTIVES

• Determine who establishes the professional standards of practice for a nurse executive.
• Define the state and federal regulatory standards of a nurse leader.
• Describe areas in which the scope of practice of an LPN and RN differ per the Minnesota Nurse Practice Act.
• Understand the responsibilities of reporting to the Board of Nursing a licensed nurse whose practice does not follow the Nurse Practice Act.
• Identify responsibilities of the nurse leader when planning, organizing, staffing, directing, controlling and making decisions.
• Learn three ways research can be utilized to establish quality day-to-day nursing practice.

Schedule and Program Content:
Tuesday, April 9

8 a.m.  Registration and Continental Breakfast
9 a.m.  **Evaluating the Nursing Organization Based on Professional Standards**

  *Presenter: Liz Sether*

10:30 a.m.  Break
10:45 a.m.  **Establishing Program: Systems, Policies and Procedures with Principles of Shared Governance**

  *Presenter: Liz Sether*

Noon  Lunch
1 p.m.  **Developing, Implementing and Evaluating Quality**

  *Presenter: Liz Sether*

2:45 p.m.  Break
3 p.m.  **Trends, Forecast and Future Impact on Today's Decisions for Tomorrow**

  *Presenter: Jeff Bostic*

4:30 p.m.  Adjourn
Wednesday, April 10

8 a.m.  Continental Breakfast
9 a.m.  **Serving the Public Within the Scope of Nursing Practice**  
        *Presenter: Rene Cronquist*
Noon  Lunch
1 p.m.  **Research: A Friend to Nursing for Improving Health Outcomes**  
        *Presenter: Dr. Christine Mueller*
3 p.m.  Break
3:15 p.m.  **Holding Personnel Accountable for Professional Standards**  
           *Presenter: Liz Sether*
4:30 p.m.  Adjourn

Thursday, April 11

7:30 a.m.  Buffet Breakfast in the Cafeteria
8:30 a.m.  **Day-to-Day Practice for the Nurse Leader While Preparing and Strategizing for the Future**  
           *Presenter: Dr. Julie Frederick*
10:15 a.m.  Break
10:30 a.m.  **Budget Building: Planning and Management**  
           *Presenter: Liz Sether*
Noon  Lunch
1 p.m.  **Ethics: Incorporating Ethics into Good Nursing Practice a Sign of the Times**  
        *Presenter: Lynn Gerard*
2:45 p.m.  Break
3 p.m.  **LeadingAge Minnesota Resource – The Value of Staying Connected**  
        *Presenter: Jodi Boyne*
4:30 p.m.  Adjourn
Because the nursing department is typically the largest in terms of a budget, it is essential for the nurse leader to become savvy in both financial and human resource management. This session will focus on developing the participants’ knowledge base of how resident care is reimbursed in Minnesota, what financial and outcome data should be monitored, and trends impacting funding in Minnesota. Participants will also develop skills in predicting and reducing employee turnover and its related costs and learn how to avoid potential legal liabilities resulting from objectionable workplace behaviors.

LEARNING OBJECTIVES

Financial Management:
- List key financial strategies for the nurse executive.
- Describe three ways to successfully maximize reimbursement and manage your Medicare system to eliminate denials.
- Identify similarities and differences in documentation requirements for Medicare, 3rd party payors and routine professional documentation.
- Name five data sources to plan, implement and manage a budget.

Human Resource Management:
- Identify risks for the nurse leader related to hiring and firing of personnel.
- Discuss several causes of employee turnover and explore interventions to prevent or reduce it.

Schedule and Program Content:
Tuesday, May 14

8 a.m.  Registration and Continental Breakfast
9 a.m.  **Talking Finance and Capturing Accurate Reimbursement**
        *Presenter: Greg TaBelle*

11:30 a.m.  Lunch
12:30 p.m.  **Establishing a System to Maximize Reimbursement**
        *Presenter: Cami Peterson-Devries*

Talking Finance with the Administrator
        *Presenter: Cami Peterson-Devries*

3:15 p.m.  Break
3:30 p.m.  **Critiquing One’s Facility Budget Process** (Participant Work Study Activity)
        *Facilitator: Liz Sether*

4:30 p.m.  Adjourn
Wednesday, May 15

8 a.m.   Continental Breakfast
8:30 a.m. Employment Practices: An Overview of What Nurse Leaders Need to Know
         Presenter: Dr. Barry Lane
         • Relevant EEO Regulation
         • A Framework for Effective People Management
         • Hiring: Getting the Information You Need
         • Personnel Practices and Performance Reviews
         * 15-minute break included in morning session
11:30 a.m. Lunch
12:30 p.m. Discipline and Discharge: Preventing and Minimizing Risk Working with Difficult People
           Presenter: Dr. Barry Lane
2 p.m.   Break
2:15 p.m. Nursing Workforce: Yesterday, Today and Tomorrow
           Presenter: Liz Sether
4 p.m.   Adjourn

Thursday, May 16

7:30 a.m. Buffet Breakfast in the Cafeteria
8 a.m.    Applying Intervention to Reduce Turnover – Case Studies
           (Experiential Learning Exercise)
9:30 a.m. Managing Objectionable Behavior in the Workplace
           Presenter: Rebecca Coffin
11 a.m.   Break
11:15 a.m. Violence Prevention Program Content
           Presenter: Liz Sether
Noon     Lunch
12:30 p.m. Minnesota Case Mix and MDS Scoring
           Presenter: Nadine Olness
2:30 p.m. Break
2:45 p.m. Creating a Safe, Positive and Satisfying Work Environment
           (Participant Sharing of Applicable Research Discovery Results)
4:30 p.m. Adjourn
Nursing leaders are expected to help the organization maintain regulatory compliance. This session is designed to familiarize nurse leaders with various federal and state regulations impacting licensed care facilities in Minnesota. Key staff representing the primary agencies charged with oversight of regulations will describe their agency’s roles and what they require of organizations in caring for older adults.

**LEARNING OBJECTIVES**

- Name five external agencies that regulate standards for older adult services.
- List the elements required to write a SNF Plan of Correction (POC) for the citations cited by MDH as a result of a survey.
- Describe how the nurse leader can best assure regulatory compliance.
- Know how a nursing assistant achieves and maintains status on the Minnesota Department of Health Registry.
- Identify the time frames and required information for the survey team upon arrival.
- Describe the benefits for the nurse leader to monitor Quality Indicators.
- Describe the reports required for the agencies including OSHA, MDH, OHFC, SMDA, Nurse Assistant Registry; with content, time frames where the report is submitted.

**Schedule and Program Content:**

**Tuesday, June 11**

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<th>Time</th>
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<tr>
<td>8:30 a.m.</td>
<td>Registration and Continental Breakfast</td>
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| 9:30 a.m. | **Relationship of External Standards for Providers and Internal Policies, Procedures and Guidelines**  
*Presenter: Liz Sether* |
| 10 a.m. | **Reporting Vulnerable Adult Incidents and Maltreatment Reports, Investigations and OHFC Priorities**  
*Presenter: Lindsey Krueger* |
| 11:30 a.m. | Lunch                                                              |
| 12:30 p.m. | **Survey Preparedness and Compliance**  
*Presenters: Mary Absolon and Jonathan Hill* |
| 2:45 p.m. | Break                                                              |
| 3 p.m. | **Understanding the Difference Between License and Certification for Providers**  
*Presenter: Jonathan Lips* |
| 4:30 p.m. | Adjourn                                                            |
Wednesday, June 12

7 a.m.  Continental Breakfast
8 a.m.  **Nurse Assistant Registry and Education**  
    *Presenter: Bonnie Wendt*
9 a.m.  **Criminal Background Checks and Getting the Results**  
    *Presenter: Michelle Klegon*
11 a.m.  Lunch
Noon  **Survey Plan of Correction Response, Dispute Resolution and Time Frames**  
    *Presenter: Robert Rodè*
2 p.m.  Break
2:15 p.m.  **OSHA – Keeping the Workplace Safe**  
    *Presenter: TBA*
3:30 p.m.  **Working with Your Medical Director**  
    *Presenter: Dr. Robert Sonntag*
4:30 p.m.  Refreshment and Stretch Break
5 p.m.  **Safe Care for Seniors**  
    *Presenter: Julie Apold*
7 p.m.  Adjourn

Thursday, June 13

7:30 a.m.  Continental Breakfast
8:30 a.m.  **Leveraging Clinical Information and Data Sources for Quality Improvement**  
    *Presenter: Sandy Delgehausen*
10:30 a.m.  Break
10:45 a.m.  **PIPP, QIPP and Alphabet Soup**  
    *Presenter: Kim Class*
11:45 a.m.  Lunch
12:30 p.m.  **Quality and Innovations**  
    *Presenter: Kathie Nichols*
1:45 p.m.  Break
2 p.m.  **Safe Medical Device Act**  
    *Presenter: Liz Sether*
3 p.m.  Adjourn
Moving into the position of a director of nursing or top nursing management means one will assume a key leadership role within the organization which has a direct effect on the organizational culture, work environment, client satisfaction and employee attitudes. This position requires a new set of skills in addition to clinical skills. This session is designed to develop nursing leaders’ management and leadership skills by assessing their own styles, making the transition to leadership, studying numerous theories of management and leadership. Knowledge can be utilized in day-to-day work settings, providing ideas for building teams to accomplish organizational goals, identifying change needs, providing tips for communicating effectively with residents or clients, their families and staff; and learning to successfully cope with conflicts that naturally arise in working with people.

LEARNING OBJECTIVES

- Identify five strengths of your leadership style.
- Describe the key elements of successful communication and how effective communication styles and skills can help when dealing with conflict.
- Discuss what it means to develop a high-performance team and how to do so.
- Learn ways to best handle conflict or violence in the workplace or resolve disagreements.
- Understand leadership characteristics and why they are important for the nurse leader.
- Describe two personal or professional changes necessary for you to successfully transition to a leader.

Schedule and Program Content:

**Tuesday, July 16**

*Presenter for the day: Dr. Barry Lane*

- 8 a.m. Registration and Continental Breakfast
- 8:30 a.m. **Discovering Your Own Leadership and Management Styles**
- 10:30 a.m. Break (15 minutes)
- Noon Lunch
- 1 p.m. **Applying Appropriate Situational Leadership Skills**
  - Impact of Leader Styles on Creating a Trusting Environment
- 2:30 p.m. Break (15 minutes)
- 4:30 p.m. Adjourn

**Wednesday, July 17**

- 8 a.m. Continental Breakfast
- 8:30 a.m. **Effective Communication Styles and Skills**
  - *Presenter: Dr. Barry Lane*
- Noon Lunch
- 1 p.m. **Safety Culture: Critical Thinking and Stepping Out of the Box to Address Situational Observations and Data to Handle Conflict and Potential Violence**
  - *Presenter: Carol Gilbertson*
- 4:30 p.m. Adjourn
Thursday, July 18

7:30 a.m.  Breakfast Buffet in the Cafeteria
8:30 a.m.  Tips to Successfully Transition to Role of Professional Executive Nurse Leader
10:30 a.m. Break
10:45 a.m. Work Life Experience Stories of Invited MN-DONA Nurse Leaders: The Journey from Staff Nurse to Nurse Leader
            Presenters: Jesse Noska, Jenny Parker and Carolyn Ulrich
Noon  Lunch
1 p.m.  Transforming Staff into a High-Performance Team
            Presenter: Liz Sether
3 p.m.  Adjourn
The long-term care community and the profession of nursing have experienced many changes over the last few years, such as the quality of care standards, emphasis on quality of life issues, high acuity level of residents and tenants who are admitted with more functional and complex clinical needs and fewer qualified employee candidates. The federal OBRA regulations state: “the nursing home must provide services to meet the resident’s needs and be provided in such a way that the resident will attain or maintain their highest practicable, physical, mental and psychosocial well-being.” Therefore, it is critical that the skilled care center’s delivery of care model and supporting systems will empower not only nursing, but also the interdisciplinary team, to be responsive, creative and flexible in meeting resident needs and expectations.

LEARNING OBJECTIVES

• Understand organizational theory and its relationship to the delivery of care systems.
• Describe what a delivery of care model is and explore examples that promote residents’ rights and autonomy.
• List examples of what makes delivery of care person-centered.
• Discuss how as a nurse leader you can facilitate and promote person-centered care, culture change and resident/client rights.
• Learn how to establish and implement a plan for making change.
• Write a 12-month planned program of performance to enable successful achievement of one’s desired and visualized course of action.

Schedule and Program Content:
Tuesday, August 20

8 a.m. Registration and Continental Breakfast
8:30 a.m. **Current Delivery of Care Models and New Practice Case Studies**
            Presenter: Liz Sether
            *15-minute break included in morning schedule*
11:30 a.m. Lunch
12:30 p.m. **Afternoon Session at Linden Hills Historic Estate**
            **The Role of the Nurse Leader as a Change Agent for the Future**
            Presenters: Liz Sether, Sandy Bensen and Marilyn Oelfke
3:30 p.m. **Nursing’s Future Dialogue – in a Nursing Salon Style Setting**
            Hosted by: Marie Manthey
5:30 p.m. Celebration Dinner
            (included in the registration fee)
7 p.m. Adjourn
Wednesday, August 21

8 a.m.  On-site Learning Tour at Little Falls Care Center
  Presenters: Michele Halvorson and Laura Stumpf

11:30 a.m.  Return for Lunch at Franciscan Retreat Center

12:30 p.m.  Promoting and Facilitating Resident Rights and the New Self-Advocacy Tools
  Presenter: Jane Brink

2:30 p.m.  Break

3 p.m.  Reflective Thought Process for the Professional Nurse in Facilitating the Ever-Evolving Change of Practice and Services
  Presenter: Debbie Kasper

4:30 p.m.  Adjourn (Participant Evening Dinner included)

Thursday, August 22

*Presenter / Facilitator for the day: Liz Sether

7 a.m.  Breakfast Buffet in the Cafeteria

8 a.m.  Pulling It Together, Making It Happen and Establishing the Course of Action for the Future

10:30 a.m.  Break

10:45 a.m.  Finalize the Written One-Year Planned Program of Performance to Achieve the Desired and Visualized Course of Action

Noon  Lunch

12:30 p.m.  Share Action Plans with Participants, Followed by Presentation of Course Completion Certificates

2:30 p.m.  Adjourn
Elizabeth Sether, RN, BA, MHA, LNHA is a Healthcare Management/Consultant. She has many years of experience working in long-term care as a director of nursing, assistant administrator, consultant and speaker. Her academic background includes a degree in nursing, advanced studies in health services administration (patient administration and long-term care) and a Master’s degree in hospital administration. She is a licensed Minnesota nursing home administrator and a certified nurse administrator.

Liz designed LeadingAge Minnesota’s nursing leadership training series twenty-eight years ago, and continues to update the content each year to provide the most accurate, timely and relevant training available. As an integral part of the program, you’ll see her in action in a variety of ways as the program facilitator, a faculty member and a mentor to nursing leaders – making a difference in what you learn and the experience you gain.

Liz’s number one goal for this series is to prepare and enable nurse leaders to lead change for a successful future to advance health.

Liz Sether, RN, BA, MHA, LNHA, Healthcare Management Consultant. Incorporator Advisor, Minnesota Center for Nursing, Minneapolis
SYMPOSIUM PRESENTERS

Mary Absolon, RN, Licensing & Certification Program Manager, Minnesota Department of Health, St. Paul
Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul
Sandra Bensen, RN, LNHA, Bemidji
Jeff Bostic, Director of Data and Financial Policy, LeadingAge Minnesota, St. Paul
Jodi Boyne, Vice President of Public Relations, LeadingAge Minnesota, St. Paul
Jane Brink, Self-Advocacy Specialist, Office of Ombudsman, MN Board of Aging, Brainerd
Kimberly Class, RN, Quality Improvement Coordinator, Minnesota Department of Human Services, St. Paul
Rebecca Coffin, Attorney, Partner, Voigt, Rodè & Boxeth, LLC, St. Paul
Rene Cronquist, RN, Director for Practice & Policy, Minnesota Board of Nursing, Minneapolis
Sandy Delgehausen, RN, Quality Assurance Specialist, Cassia (an Augustana/Elim Affiliation), Eden Prairie
Dr. Julie Frederick, DBA, MBA, BSN, RN, Assistant Professor Allied Health & Nursing, Minnesota State University Mankato; Board Member of the MN Board of Nursing, St. Paul
Lynn Gerard, RN, Corporate Director of Quality Improvement, Guardian Angels Senior Services, Elk River
Carol Gilbertson, RN, LNHA, Administrator, Minnesota Veterans Home, Silver Bay
Michele Halvorson, Administrator, Little Falls Health Services, Little Falls
Jonathan Hill, RN, HRS, Minnesota Department of Health, St. Paul
Debbie Kasper, RN, BSN, Consultant, Perham
Michelle Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis
Lindsey Krueger, RN, Interim Director, Minnesota Department of Human Services, St. Paul
Dr. Barry Lane, PHR, DSL, Organizational Development and HR Trainer/Consultant, Uphill Consulting, Detroit Lakes
Jonathan Lips, Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul
Marie Manthey, President Emeritus, Creative HealthCare Management Inc., Minneapolis
Dr. Christine Mueller, Ph.D., RN, FAAN, Professor, University of Minnesota School of Nursing, Minneapolis
Kathie Nichols, Nursing Home Liaison, BSN, RN, CRRN, Stratis Health, Bloomington
Jesse Noska, RN, Quality Assurance Nurse, Edgewood Senior Living, Grand Forks, N.D.
Marilyn Oelfke, RN, Frazee
Nadine Olness, RN, HFE – Nursing Home Evaluator II, Minnesota Department of Health, St. Paul
Jenny Parker, RN, Director of Nursing, Bethesda, Willmar; Immediate Past President, MN-DONA, Bloomington
Cami Peterson-Devries, RN, Regional Director, St. Francis Health Services of Morris
Robert Rodè, Attorney, Partner, Voigt, Rodè & Boxeth, LLC, St. Paul
Liz Sether, RN, BA, MHA, LNHA, Healthcare Management Consultant. Incorporator Advisor, Minnesota Center for Nursing, Minneapolis
Dr. Robert Sonntag, Geriatrician, HealthPartners, Bloomington
Laura Stumpf, RN, Director of Nursing, Little Falls Care Center, Little Falls
Greg Tabelle, Reimbursement Director of Health Care, CliftonLarsonAllen LLP, Minneapolis
Carolyn Ulrich, RN, LNHA, Director of Nursing, Edenbrook, Edina
Bonnie Wendt, RN, Nurse Specialist, Nursing Assistant Registry, Minnesota Department of Health, St. Paul

MEETING SITES

April, May, July and August (Sessions #1, 2, 4, 5)
Franciscan Retreat Center, 116 Eighth Ave SE, Little Falls, MN 56345 • 320.632.2981

June (Session #3)
North Metro Event Center located in Best Western Plus Shoreview, 1000 Gramsie Road, Shoreview, MN 55126 • 651.482.0402
GENERAL INFORMATION

Continuing Education Credits
This program has been designed to meet the continuing education requirements for the Minnesota Board of Nursing for contact hours.

Accommodations
Information on affordable and nearby accommodations in Little Falls will be sent upon registration.

Best Western Plus Shoreview
1000 Gramsie Road, Shoreview, MN 55126
651.482.0402
Sleeping Rooms are held under the LeadingAge Minnesota name at the rate of $129 per night (June 10, 11 and 12). The room rate includes a hot breakfast each morning. The cut-off date to receive the negotiated room rate in the LeadingAge Minnesota block is May 10, 2019.

Registration Information and Fees
Full Symposium Series (all five sessions):
LeadingAge Minnesota Members - $2,025 per person for series
Prospective members - $2,540 per person for series

Individual session registration:
LeadingAge Minnesota Members - $440 per person, per session
Prospective members - $535 per person, per session

Single day registration:
LeadingAge Minnesota Members - $150 per person, per day
Prospective members - $180 per person, per day

The registration fee for the five-session package includes a 3-ring notebook for course materials with paid registration. All registration fees (the series or individual sessions) include instructor handout materials, refreshment breaks, continental breakfasts and lunches, and dinners on 8/20 and 8/21. Registration is limited and on a first-received basis. Registration cut-off date/cancellation notice is five (5) working days before the start of each session to receive a refund. All cancellations are subject to a $25 processing fee. No-shows will be billed the full session fee. Missed sessions will incur a $50 fee to make up the following year. LeadingAge Minnesota reserves the right to cancel any session or the entire program series.
Questions
About the program: Heidi Simpson at hsimpson@leadingagemn.org
About registration or lodging: Ashley Rogers, arogers@leadingagemn.org
Local calls: 651.645.4545
Greater MN: 800.462.5368

How to Register
Members register online at www.LeadingAgeMN.org with user name and password.
Prospective members contact Ashley Rogers directly to register.

How to Know if You Are Registered
Confirmation of program registration is sent within three working days of receipt of registration and will include a paid statement or an invoice for unpaid registration.

Contact Ashley Rogers if your registration has not been confirmed.