

2020-2021 Nursing Leadership

Certificate Program





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## Virtual Program Schedule

<b>December 16-17</b>	<b>Professional Role and Standards of the Executive Nurse Leader</b>
<b>January 13-14</b>	<b>Efficient and Effective Human Resource Management Strategies</b>
<b>February 10-11</b>	<b>Building Quality Organizations and Financial Management</b>
<b>March 10-11</b>	<b>Crisis Communication and Medication Management</b>
<b>April 14-15</b>	<b>Professional Assessment and Documentation</b>
<b>May 5-6</b>	<b>Regulatory Compliance and Survey Management</b>
<b>May 18</b>	<b>Nurse Leader Panel before the 2021 Institute &amp; Expo</b>

### About the Program

Nurse leaders in aging services settings must possess the leadership and operational skills to provide best in class care and effectively support their staff and residents. This year, when the COVID-19 pandemic has staff teams stretched to capacity, the need is even more urgent.

LeadingAge Minnesota’s Nurse Leadership Certificate Program is the premier training for nurses new or moving into an executive level position in skilled nursing care centers and assisted living home care to fully understand the scope and responsibilities of this essential leadership role and build the skills to be successful.

Building upon 30+ years of exceptional nursing leadership training, this program is intentionally designed for leaders in settings across the continuum to learn together and support one another. The virtual program features joint learning sessions for all nurse leaders and separate segments specific to the service setting. In fact, a key benefit of the program is building a network of trusted, supportive colleagues that help sustain one another throughout the immediate challenges of the pandemic, and throughout their careers.

This 12-day interactive virtual program is strategically scheduled over six 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.

This program is facilitated by Kari Everson, LeadingAge Minnesota Director of Clinical Care and Nurse Consultant and President/Consultant, Euvoia Senior Care Consulting, LLC.

### Who Should Attend

Nurse Executives, Directors of Nursing, Associate DONs, Nurse Managers and emerging nurse leaders in both care center and assisted living settings. It is also appropriate for supportive nursing leadership positions and organizations doing succession planning for a soon-to-be retiring nurse leader.



## Why Attend? Participants in this Program will:

- Develop a network of supportive colleagues throughout the state that will help sustain you through the pandemic and beyond.
- Explore trends and challenges of meeting the needs of older adults.
- Learn the latest developments in care and services.
- Build your skills in critical areas such as assessments, documentation, medication management, survey preparation and response, and more.
- Learn techniques for blending professional and regulatory standards.
- Develop leadership and critical thinking skills to effectively lead teams.
- Receive quality improvement tools that help achieve desired outcomes.
- Harness the power of your clinical data to improve performance.
- Gain techniques to conduct effective meetings and enhance training for adult learners.
- Know how to incorporate resident/client choice into organizational practices and operations.
- Foster a safe and satisfying work environment.
- Benefit from conversations with regulators and get your pressing questions answered.
- Improve your budgeting and financial management acumen.
- Become exposed to innovative practices, new clinical approaches to services, equipment and systems to streamline and improve processes.

## PROGRAM SCHEDULE

### PROFESSIONAL ROLE AND STANDARDS OF THE EXECUTIVE NURSE LEADER

#### Wednesday, December 16

8 – 12:30 a.m.

#### UNDERSTAND THE ROLE OF THE NURSE LEADER

- Describe the myriad expectations of nursing leaders and how to implement leadership principles into your practice.
- Examine the major challenges facing nurse leaders in the current environment and what you can do to effectively lead your teams.

#### TRANSITION FROM BUDDY TO BOSS

- Discuss the challenges of transitioning from a co-worker to a leader and how to do this effectively.
- Learn core management attitudes, skills and approaches to succeed in your new role.

#### PROFESSIONAL STANDARDS FOR NURSING, REGULATORY AND QUALITY

- Review the scope of nursing practice and the professional standards of nursing.
- Become familiar with the ANA Standards of Nursing Practice.
- Recognize how these standards impact your own professional practices.

*Kari Everson, Director of Clinical Care and Nurse Consultant, LeadingAge Minnesota, St. Paul and President/Consultant, Euvoia Senior Care Consulting, LLC, Woodbury*

#### MINNESOTA'S NURSE PRACTICE ACT: THE CORNERSTONE OF THE PROFESSION

- Describe the role of the Board of Nursing.
- Understand key components of the Minnesota Nurse Practice Act (NPA) and what they mean for nurses working in either skilled nursing or assisted living settings.
- Identify differences between the scope of practice for a registered nurse and a licensed practical nurse.

*Lores Vlaminck, Principal, Lores Consulting, Rochester*



## **Thursday, December 17**

8 a.m. – 1:15 p.m.

### **DISCOVER YOUR LEADERSHIP STYLE**

- Explore three primary leadership styles and how they relate to nursing practice.
- Discuss the impact different leadership styles can have on the nursing team.

### **EXPLORE PERSONALITY TRAITS AND PROFILES**

- Explain the factors that determine an individual's personality.
- Identify key personality traits and how they impact job performance and relationships.

### **DEVELOP ESSENTIAL EMOTIONAL INTELLIGENCE SKILLS**

- Discover how building emotional intelligence can assist in developing more positive relationships at work.
- Understand how thoughts and emotions are connected and identify physical cues that indicate emotional response.

*Kari Everson*

### **BUILD A DIVERSE AND MULTIGENERATIONAL WORKFORCE**

- Describe how generational differences in values and work-related preferences may cause conflicts among staff.
- Appreciate the diversity and differences in the healthcare workforce and what that means for how you manage.

### **MASTER THE ONBOARDING PROCESS**

- Recognize the importance of the onboarding process and its correlation with staff satisfaction and retention.
- Learn how to implement an effective onboarding program.

*Jenna Kellerman, Director of Workforce Solutions, LeadingAge Minnesota, St. Paul*

## **EFFICIENT AND EFFECTIVE HUMAN RESOURCE MANAGEMENT STRATEGIES**

## **Wednesday, January 13**

8 a.m. – 12:30 p.m.

### **HR WORKSHOP: HIRING, RECRUITING AND RETAINING YOUR WORKFORCE DISCIPLINE AND STAFF ACCOUNTABILITY**

- Become familiar with best practice hiring processes that meet legal requirements.
- Get practical tips and tools for hiring staff.
- Explore effective approaches for recruiting new talent to your team.
- Discuss the pros and cons of various staff retention strategies.
- Know how to hold staff accountable for meeting or exceeding organizational goals and expectations.

*Ellen Schneider, Human Resources Consultant, St. Paul*

## **Thursday, January 14**

8 a.m. – 12:30 p.m.

### **OSHA'S ROLE WITH EMPLOYEE HEALTH AND THE WORK OF THE NURSE LEADER**

- Review the OSHA safety standards for long-term care organizations.
- Understand the requirements and duties of a safety committee.

*Presenter to be announced*

### **EMPLOYMENT LAW OVERVIEW**

- Understand the implications of employment law on older adult services settings.
- Know what employee records you are required to keep.
- Recognize your obligation to understand and abide by employment laws whether you have HR expertise on staff or not.

*Michelle Klegon, Attorney, Klegon Law Office, LTD, Minneapolis*





## Wednesday, February 10

8 a.m. – 1:30 p.m.

### **DEVELOP EFFECTIVE QUALITY PROCESSES – ROOT CAUSE ANALYSIS, BEST PRACTICE RESEARCH AND QUALITY INNOVATIONS**

- Review the purpose of root cause analysis and how to apply it to process.
- Understand the role of root cause analysis in improving resident safety.
- Learn how to apply evidence-based, best practice approaches in your clinical environment to improve quality care.
- Explore innovative approaches to address top quality-related issues.
- Move from compliance to excellence and innovation through lessons learned from other settings.

*Julie Apold, Vice President of Quality and Performance, LeadingAge Minnesota, St. Paul*

### **LEVERAGE CLINICAL INFORMATION FOR MEASURABLE DATA**

- Increase your understanding of quality metrics across the continuum of long-term care.
- Know how to analyze and prioritize quality metrics data.
- Appreciate how organizational systems directly impact quality measure outcomes.

*Sandy Delgehausen, Regional Director of Clinical Support/Metrics, Cassia, Edina*

## Thursday, February 11

8 a.m. – 12 p.m.

### **BUDGET AND FINANCE – CAPITAL VS. OPERATIONAL BUDGETS, ACCURATELY CAPTURING REIMBURSEMENT COSTS, STAFFING**

- Review the budgeting process and the nurse leader's role.
- Know how to discuss financial topics with the administrator/AL director and finance staff so you get the information you need to manage your budget.

*Cami Peterson-DeVries, VP of Corporate Compliance @ Ethics and Leadership Development and Geoff Ryan, Regional Director-North, St. Francis Health Services of Morris*

### **Care Center Breakout**

#### **PDPM, VBP, PBJ**

- Define the key components of the patient driven care model and their importance to your role.
- Understand the value-based purchasing program, how to manage performance improvement and its financial impact on your organization.

*Karolee Alexander, Director of Clinical and Reimbursement Consulting, Pathway Health, Lake Elmo*

### **Assisted Living Breakout**

#### **PACKAGES, CUSTOMIZED LIVING TOOLS**

- Determine what to include in packaging services for your customers.
- Understand how to gain market share and enhance revenues as a service provider.

*Lisa McNeil, Consultant, Euvoia Senior Care Consulting, LLC, Woodbury*



## CRISIS COMMUNICATION AND MEDICATION MANAGEMENT

### Wednesday, March 10

8 a.m. – 1:45 p.m.

#### PERSON-CENTERED CARE

- Define person-centered care and recognize the importance of applying this model in your setting.
- Review how to create person-centered care plans that meet resident needs.

*Jane Danner, Director of Resident Engagement and Development, Volunteers of America National Services, Eden Prairie*

#### DEALING WITH OBJECTIONABLE BEHAVIOR

- Understand the legal definition of objectionable behavior as harassment and the laws and policies that prohibit it.
- Know how to investigate a claim of harassment in the workplace.
- Recognize how employers can work proactively to prevent or reduce its occurrence.

*Rebecca Coffin, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul*

#### HANDLING COMPLAINTS WITH FINESSE

#### CRISIS COMMUNICATIONS WHEN IT MATTERS MOST

- Develop a process to submit and manage formal and informal complaints.
- Review techniques and tools to communicate with residents, families or stakeholders who voice complaints.
- Discuss effective communication skills.
- Review the six phases of a crisis and how to prepare for one.

*Libbie Chapuran, Director of Communications, LeadingAge Minnesota, St. Paul*

### Thursday, March 11

8 a.m. – 1:15 p.m.

#### MEDICATION MANAGEMENT – PREVENTING DRUG DIVERSION, HAZARDOUS WASTE, ANTIPSYCHOTIC MEDICATIONS, HOT TOPICS IN MEDICATIONS AND MEDICATION MANAGEMENT

- Define drug diversion and know the signs that may indicate it is happening.
- Understand what medication waste is considered hazardous and how to properly dispose of it.
- Learn how to manage antipsychotic medication in your setting.

*Joe Litsey, Lead Pharmacy Consultant, Thrifty White Pharmacy, Plymouth and Loes Vlaminc*

#### EFFECTIVE PAIN MANAGEMENT

- Discuss common pain syndromes in your resident population.
- Review pain medication regimens and their appropriate use.
- Explore non-pharmacologic approaches to pain management.

*Dr. Robert Sonntag, Geriatrician, Medical Director, Health Partners, Bloomington*

## PROFESSIONAL ASSESSMENT AND DOCUMENTATION

### Wednesday, April 14

8 a.m. – 1 p.m.

#### UTILIZE RAPID EVALUATION TEAMS, POLST AND CPR TOOLS

- Review the POLST and its importance in care centers and assisted living settings.
- Learn about CPR tools, supports and education needed to respond to resident emergencies.

*Amanda Thorson, Director of Nursing, Carris Health Care Center and Therapy Suites, Willmar*



### **Wednesday, April 14, cont'd.**

8 a.m. - 1 p.m.

#### **HOW TO DEVELOP EDUCATIONAL AND TRAINING PROGRAMS FOR ADULT LEARNERS**

- Know how to design a training program that accommodates the various learning styles of participants.
- Describe the features of a balanced training program.
- Identify factors of a successful training program.
- Recognize the importance of documenting training to help maintain compliance with applicable laws and rules.

*Jennifer Anderson, President and CEO, Mirabelle Management, Creators of EduCare, Plymouth*

#### **CRITICAL THINKING SKILLS FOR THE NURSE LEADER EFFECTIVE NURSING ASSESSMENT**

- Describe the importance of critical thinking skills in nursing practice.
- Understand the nursing process as a systematic problem-solving method and how it applies to assessment within older adult services organizations.
- Apply the nursing process and assessment to improving resident care outcomes.

*Kari Everson*

### **Thursday, April 15**

8 – 11:30 a.m.

#### **NURSING DOCUMENTATION – YOUR BEST FRIEND**

- Know how to accurately and effectively document resident information in the medical record.
- Review examples and potential consequences of ineffective documentation.

*Kari Everson and April Boxeth, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul*

#### **Care Center Breakout**

##### **PIPP/QIIP**

- Review quality goals for care centers and where to locate quality data.
- Understand the process for application and participation in PIPP's.
- Review QIIP projects and how to choose an appropriate, measurable goal.

*Kim Class, Quality Improvement Coordinator, Minnesota Department of Human Services, St. Paul*

#### **MASTER THE MINIMUM DATA SET**

- Identify the sources of information needed to complete the MDS.
- Understand the impact of the MDS and case mix on facility reimbursement.

*Nadine Olness, Nursing Home Evaluator II, Minnesota Department of Health, St. Paul (invited)*

#### **Assisted Living Breakout**

##### **CREATE SERVICE PLANS AND MEDICATION PLANS**

- Learn the required components of resident service plans for the comprehensive home care license.
- Review how to create accurate plans for medication and treatment management in home care.

#### **MEDICATION MANAGEMENT TO UNLICENSED PERSONNEL**

- Understand how to delegate medication administration to unlicensed personnel.
- List the educational components for administering medication and the mandatory skills check for competency.

*Lores Vlaminck*

# REGULATORY COMPLIANCE AND SURVEY MANAGEMENT



## Wednesday, May 5

8 a.m. – 1:30 p.m.

### UNDERSTANDING YOUR LEADERSHIP STYLE

- Differentiate nursing leadership from nursing management.
- Compare and contrast different leadership styles.
- Understand your own leadership style.

*Kari Everson*

### THE ESSENTIAL ROLE OF THE NURSE LEADER IN REGULATORY COMPLIANCE AND SURVEY MANAGEMENT

- Review the basic survey process for long-term care.
- Discuss how to prepare for surveyors and how to manage a survey once they begin.

*Kari Everson*

### OFFICE OF HEALTH FACILITY COMPLAINTS AND THE ROLE OF THE NURSE LEADER

- Understand the role of OHFC and how it interacts with yours.
- Describe the OHFC reporting and investigation process for maltreatment claims.

*Lindsey Krueger, Health Facilities Section Chief and Director, Office of Health Facility Complaints, Minnesota Department of Health, St. Paul*

### Care Center Breakout

#### MINNESOTA DEPARTMENT OF HEALTH AND THE WORK OF THE NURSE LEADER

- Understand the role of MDH in regulating care centers.
- Discuss resources available from MDH for nurses to use in maintaining compliance.

*Presenter to be announced, Licensure and Certification Division*

### Assisted Living Breakout

#### MINNESOTA DEPARTMENT OF HEALTH AND THE WORK OF THE NURSE LEADER

- Recognize the role of MDH in regulating home care settings.
- Discuss resources available from MDH for nurses to use in maintaining compliance.

*Presenter to be announced, Health Regulation Division*

## Thursday, May 6

8 – 11:15 a.m.

### Care Center Breakout

#### SURVEY PREPARATION

- Review the basics of care center licensure and certification.
- Describe the inspection and enforcement process.

*Jonathan Lips, Vice President of Legal and Regulatory Affairs, LeadingAge Minnesota, St. Paul*

#### SURVEY RESPONSE – SOD, IDR, IIDR

- Understand informal dispute resolution and the appeals procedure available to care centers when federal survey remedies are imposed.
- Identify the potential consequences of federal certification survey-related deficiencies.

*Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul*





Thursday, May 6, cont'd.

8 – 11:15 a.m.

### Assisted Living Breakout

#### SURVEY PREPARATION AND RESPONSE SOD

- Review the survey focus and process for home care agencies.
- Know how to write an effective action plan in response to a statement of deficiencies.

*Kari Everson and Robert Rodè*

#### SURVEY RECONSIDERATIONS AND STIPULATED AGREEMENTS

- Understand your options in the survey reconsideration process.
- Review the requirements of stipulated agreements and the impact to your organization.

*Rebecca Coffin*

### Tuesday, May 18

#### NURSING LEADERSHIP PANEL AND CELEBRATION BEFORE THE INSTITUTE & EXPO

*Details to be announced*



## GENERAL INFORMATION



### About the Certificate

Participants who attend the entire series will earn a *Certificate of Completion* which demonstrates in-depth professional study of a topic area on a voluntary or individual basis. It does not denote certification or that someone is certified as a nurse leader. Questions may be directed to Heidi Simpson, Vice Present of Education, LeadingAge Minnesota, [hsimpson@leadingagemn.org](mailto:hsimpson@leadingagemn.org).

### Continuing Education Credits

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

### Registration Information and Fees

#### Full series registration:

LeadingAge Minnesota members – \$800 per person

Prospective members – \$950 per person

#### Single day registration:

LeadingAge Minnesota members – \$75 per person, per day

Prospective members – \$90 per person, per day

[CLICK HERE TO REGISTER](#)

Contact our education staff if your registration has not been confirmed within three (3) business days.

### CUT-OFF/CANCELLATION

Registration for the entire series, attendance and participation at all program days is required to earn the certificate of completion. The registration/cancellation deadline is Friday, December 10, 2020 for the series. The registration cut-off date/cancellation notice for single day registrations is three (3) working days before each session day. Cancellations must be received in writing and are subject to a \$25 processing fee. No refunds for missed sessions or no-shows. LeadingAge Minnesota reserves the right to cancel any program day or the entire series.

### HANDOUTS

Handouts will be provided electronically, located in our Learning Center for download during each day of the program.

### For further information

Ashley Rogers, Education Coordinator, [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org).

