

# 2022 Nurse Leadership

## Certificate Program



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## **In-Person Schedule**

May 17 – 18 – Session #1

July 27 – 28 – Session #3

September 6 – 8 – Session #5

Location: Masonic Heritage Center  
11501 Masonic Home Drive  
Bloomington, MN 55437

## **Virtual Program Schedule**

June 28 – 29 – Session #2

August 9 – 10 – Session #4

### **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. With all the changes resulting from the COVID-19 pandemic and new licensure requirements in assisted living, and when staff teams are 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. It prepares individuals 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 11-day interactive program is strategically scheduled over five months to maximize learning and provide timely supportive consultation in virtual and in-person formats. 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 Vice President of Clinical Services and Clinical 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

### SESSION #1 - IN-PERSON

**Tuesday, May 17**

8:30 a.m. – 4:15 p.m.

#### UNDERSTAND THE ROLE OF THE NURSE LEADER

- Discuss the expectations of nursing leaders today and how to implement leadership principles into your practice.
- Examine the major challenges facing today's nurse leaders and what you can do to effectively lead your teams.

#### DISCOVER YOUR LEADERSHIP STYLE

- Review the three primary leadership types and how they relate to nursing practice.
- Discuss the impact of different leadership styles on the nursing team.
- Differentiate nursing leadership from nursing management.

#### PERSONALITY TRAITS AND PROFILES

- Identify key traits in the personality model and how they impact job performance and relationships.

#### EMOTIONAL INTELLIGENCE

- Discover how 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, RN, PHN, BSN, MSN, MHA, LNHA, LALD, Vice President of Clinical Services & Nurse Consultant, LeadingAge Minnesota, St. Paul, and President/Consultant, Euvoia Senior Care Consulting LLC, Woodbury*

#### CRISIS COMMUNICATION

- Discuss key skills for effective communication.
- Review the six phases of a crisis and how to prepare.

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



**Wednesday, May 18**

8 a.m. – 3:15 p.m.

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

- Understand the mission and composition of the Board of Nursing.
- Review the powers and authorities of the board.
- Describe the board's obligations and its complaint process.

*Kimberly Miller, MC, BSN, RN, Executive Director, Minnesota Board of Nursing, Mendota Heights*

**PERSON-CENTERED CARE**

- Define person-centered care and why person-centered care approaches are important in our settings.
- Review how to create care plans that are person-centered and meet resident needs.

*Kathy Olson, LALD, Consultant, Northfield*

**TRAINING YOUR STAFF TO WORK WITH OLDER ADULTS**

- 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/NURSING ASSESSMENT**

- Understand the nursing process and how it applies to assessment within long-term care organizations.
- Apply the nursing process and assessment to improving resident care outcomes.
- Create a nursing department review to determine opportunities for improvement.

*Kari Everson*

**SESSION #2 - VIRTUAL**

**Tuesday, June 28**

8 a.m. – Noon

**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*



“Thank you for providing this truly beneficial opportunity. I feel like it will absolutely change my career as well as outcomes for the residents in my community.”

*Karla Evenson, Director of Nursing,  
The Glenn Minnetonka,  
2021-22 program attendee*



## Wednesday, June 29

8 a.m. – 1:45 p.m.

### **OSHA – PROMOTING EMPLOYEE HEALTH**

- Review the OSHA safety and health standards for long-term care organizations.
- Understand the requirements of the Emergency Temporary Standards for Healthcare and review situations in which it may apply.

*Breca Tschida, MSPH, CPE, Ergonomics Program Coordinator/Industrial Hygienist | MNOSHA Workplace Safety Consultation, Minnesota Department of Labor and Industry, St. Paul*

### **EMPLOYMENT LAW OVERVIEW**

- Learn the basics of employment law in health care organizations.
- Review key laws and regulations for employment law in long-term care organizations.

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

## **SESSION #3 - IN-PERSON**

## Wednesday, July 27

8 a.m. – 2 p.m.

### **DIVERSITY AND MULTIGENERATIONAL WORKFORCE**

- Identify values and work-related preferences of different generations and how that may cause conflicts at work.
- Understand diversity and differences in the healthcare workforce and how to manage them effectively.

*Vera Ndumbe, LALD, Doctoral Candidate, St. Mary's University, Minneapolis, MN*

### **ONBOARDING**

- Recognize the importance of onboarding and its correlation with staff satisfaction and retention.
- Review elements of an effective onboarding program and how to implement them within your organization.

*Anna Mowry, Director of Workforce Solutions, LeadingAge Minnesota and OnTrack Nursing Assistant Training, St. Paul*

### **HOW TO RUN A SUCCESSFUL AND PRODUCTIVE MEETING**

- Understand how to plan and conduct a successful meeting.
- Review the “Do’s and Don’ts” of successful meetings.

*Kari Everson*

### **WORKING WITH LGBTQ RESIDENTS AND STAFF**

- Understand the differences between sex, sexuality, and gender, and the language used to discuss each.
- Describe the profound impact history, politics, and HIV have had on older adults and their unique needs as they seek services.
- Utilize strategies, resources, and tools to create a LGBTQ+ friendly environment.

*Speaker TBA*





## **Thursday, July 28**

8 a.m. – 2 p.m.

### **DEALING WITH OBJECTIONABLE BEHAVIOR**

- Understand the legal definition of objectionable behavior.
- 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**

- 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.

*Luke Jenkins, Director of Membership, LeadingAge Minnesota, St. Paul*

### **MANAGING CLINICAL CHANGE PROJECTS**

- Understand the role of the nurse as a change leader.
- Learn the steps to an effective change management process.
- Develop a system to plan and manage change projects when the need for change appears.

*Kari Everson*

## **SESSION #4 - VIRTUAL**

## **Tuesday, August 9**

8 a.m. – 2:15 p.m.

### **MEDICATION MANAGEMENT**

- Review what constitutes drug diversion and know the signs that may indicate diversion is happening by either an employee or family.
- Describe action steps if diversion is suspected.
- Understand the difference between medication hazardous waste and hazardous drugs, and how to properly manage each.
- Define best practices in managing psychotropic medications in the long-term care setting.

*Joe Litsey, Lead Pharmacy Consultant, Thrifty White Pharmacy, Plymouth; and Lores Vlaminck, Principal, Lores Consulting, Rochester*

### **PAIN MANAGEMENT**

- Discuss common pain syndromes in the long-term care resident population.
- Review pain medication regimens and appropriate use.

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

## **Wednesday, August 10**

8 a.m. – 2:45 p.m.

### **CAPITAL VS. OPERATIONAL BUDGETS, ACCURATELY CAPTURING REIMBURSEMENT COSTS, STAFFING**

- Review the budgeting process and the nurse leader's role in budgeting.
- Learn how to discuss financial topics with the administrator or assisted living director and finance staff.

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

Wednesday, August 10, cont'd.

## **CARE CENTER BREAKOUT**

### **PDPM/VBP/PBJ**

- Define the key components of the nursing facility patient driven care model and why they are important in your role.
- Understand the value-based purchasing program.
- Know how to manage performance improvement and the financial impact of performance improvement.

*Cami Peterson-DeVries and Geoff Ryan*

### **PIPP/QIPP**

- Review quality goals for nursing facilities and where to locate quality data.
- Understand the process for participating in PIPPs and how to apply for the program.
- Review QIIP projects and how to choose an appropriate, measurable goal.

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

### **MDS**

- Identify sources of information necessary 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*

## **ASSISTED LIVING BREAKOUT**

### **AL - PACKAGES, CUSTOMIZED LIVING TOOLS**

- Determine how and 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*

### **SERVICE PLANS, MEDICATION AND TREATMENT PLANS**

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

*Kari Everson*

### **MEDICATION MANAGEMENT TO UNLICENSED PERSONNEL (ULP)**

- Understand the delegation process for medication administration to unlicensed personnel.
- Identify educational components of medication administration and the mandatory skills check requirements.

*Kari Everson*

## **SESSION #5 - IN-PERSON**

Tuesday, September 6

8 a.m. – 4:45 p.m.

### **QUALITY PROCESSES – ROOT CAUSE ANALYSIS**

- Review the purpose of root cause analysis and how to apply it to process improvement within your organization.
- Understand the role of root cause analysis in improving resident safety.

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

### **BEST PRACTICE RESEARCH AND QUALITY INNOVATIONS**

- Understand the need for evidence-based practice and how it improves care quality and outcomes.
- Learn how to apply evidence-based, best practice approaches in your clinical environment.

*Julie Apold*



## Tuesday, September 6, cont'd.

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

- Increase your understanding of quality metrics across the continuum of long-term care.
- Expand your knowledge of analyzing and prioritizing quality metrics data.
- Understand how organizational systems directly impact quality measure outcomes.

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

### **NURSING DOCUMENTATION**

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

*Kari Everson*

## Wednesday, September 7

8 a.m. – 4:30 p.m.

### **ROLE OF THE NURSE LEADER IN SURVEY MANAGEMENT**

- Review the basic survey process for long-term care organizations.
- Discuss how to prepare for surveyors and how to manage a survey once surveyors enter your organization.

*Kari Everson*

### **OFFICE OF HEALTH FACILITY COMPLAINTS (OHFC)**

- Understand the role of OHFC and how it interacts with older adult services providers.
- Describe the OHFC reporting and investigation process for maltreatment claims.

*Daphne Ponds, Rapid Response Regional Manager, Office of Health Facility Complaints, St. Paul*

### **CARE CENTER BREAKOUT**

#### **MINNESOTA DEPARTMENT OF HEALTH AND THE ROLE OF NURSE LEADERS**

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

*Staff to be announced, Licensing and Certification, Health Regulation Division, Minnesota Department of Health, St. Paul*

### **ASSISTED LIVING BREAKOUT**

#### **MINNESOTA DEPARTMENT OF HEALTH AND THE ROLE OF NURSE LEADERS IN AL**

- Recognize the role of MDH in home care settings.
- Discuss resources available from MDH for home care nurses.

*Amy Hyers, RN, Evaluation Regional Operations Manager, Health Regulation Division, Home Care and Assisted Living Programs, Minnesota Department of Health, St. Paul*

### **THE NURSE LEADER'S ROLE IN END-OF-LIFE CARE**

- Understand the philosophy and goals of end-of-life/hospice care and how they collaborate and augment services provided in both SNF and AL settings.
- Discuss how hospice services are paid for and the different models currently being provided.
- Know how to select a potential provider partner.
- Describe what nurse leaders should and can expect from end-of-life programs including preferred communications.

*Chris Hood, Senior Regional Director of Business Development, and Jared Anderson, Regional Director of Clinical Operations, St. Croix Hospice, Oakdale*







**Wednesday, September 7, cont'd.**

**INFECTION PREVENTION AND CONTROL IN LONG-TERM CARE SETTINGS**

- Review infection prevention and control best practices for older adult services.
- Understand infection prevention and control regulatory requirements for long-term care settings.

*Kari Everson*

**Thursday, September 8**

8 a.m. – 4:45 p.m.

**CARE CENTER BREAKOUT**

**SNF Survey Preparation**

- Review the basics of 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 nursing facilities when federal survey remedies are imposed.
- Identify the potential consequences of federal certification survey-related deficiencies.

*Rob Rodè, Attorney and Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul*

**ASSISTED LIVING BREAKOUT**

**SURVEY PREPARATION AND RESPONSE SOD**

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

*Rob Rodè and Kari Everson*

**SURVEY RECONSIDERATIONS AND STIPULATED AGREEMENTS**

- Understand the survey reconsideration process and your options.
- Review the requirements of stipulated agreements and how it impacts your organization.

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

**WRITING ACTION PLANS, GOALS, AND ACCOUNTABILITY STRATEGIES**

- Learn how to write “SMART” goals.
- Discuss when an action plan is needed.
- Review how to write a workable action plan.
- Evaluate accountability strategies used in the workplace.

*Kari Everson*

**QUALITY – PRACTICAL APPLICATION**

- Analyze an effective quality program.
- Create a draft quality initiative for your organization.

*Jesse Noska, RN, Director of Quality, Progressive Care, Grand Rapids*

# 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 President 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 – **\$900** per person

Prospective members – **\$1,050** per person

## [REGISTER HERE](#)

Registrations will be confirmed withing three (3) business days.

## CUT-OFF AND 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 Wednesday, May 11, 2022, for the series. 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 are included in the registration fee and will be provided electronically.

## FOR FURTHER INFORMATION

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

“This is an amazing leadership education opportunity. The speakers were knowledgeable, relevant, and interesting, and so many takeaways from you and the group! Kari Everson has a gift for teaching and engaging the group. Amaka [Machie, Assistant Director of Nursing] and I are already applying what we learned. Thank you again for this program!”

*Christina Webb, Director of Assisted Living Nursing Services,  
Jones-Harrison Residence, 2021-22 program attendee*