



Virginia Mason Hospital and Seattle Medical Center
Clinical Practice and Professional Development
Charge Nurse Workshop: Strategies for Success

May 2, 2019

Professional Credit: 6.25 Continuing Education Contact Hours.

Presence at entire course required for contact hour credit.

8:00 am - 3:30 pm Location: Lindeman Conference rooms CDFG

1st Floor Lindeman Pavilion, 1201 Terry Ave, Seattle, WA 98101

Course Description: Nurses who serve in the charge nurse role encounter multiple challenges on a daily basis such as conflict resolution, deescalating stressful situations, maintaining a therapeutic/safe working environment and facilitating daily operations. This workshop will provide a theoretical framework and practical strategies to empower the charge nurse to deal with the daily challenges. Both veteran charge nurses and those interested in pursuing the Charge Nurse role will benefit from taking this course. Learning strategies include lecture, discussion and simulation. Special requirements are as follows:

- Participants should have the support of their unit management to take this course.
- Participants should be viewed as a role model on the unit.

Course Objectives - Upon completion of this course, participants will be able to:

- Describe the essential components of professional behaviors for a charge nurse
- Explore practical strategies for preventing stress
- Explore practical strategies for managing stress
- Describe the 5 rights of effective delegation
- Identify the charge nurse's role in influencing patient/staff safety
- Identify the charge nurse's role in influencing patient/staff outcomes
- Discuss effective feedback strategies
- Explore approaches for conflict resolution
- Identify how the charge nurse facilitates daily operations

VM CNE reserves the right to revise the course content, schedule, agenda or speaker as needed.

Virginia Mason Medical Center is a provider of continuing education contact hours.

Provider is approved by the California Board of Registered Nursing, Provider # CEP 15905 for 6.25 contact hours

Course Faculty:

Niki Kirby, MSN, RN - Professional Development Specialist II, Virginia Mason, Seattle, WA

Susan Talbot, MN, RN - Professional Development Specialist II, Virginia Mason, Seattle, WA

Josiah Wedgwood, BSN, RN - Assistant Nurse Manager, Float Pool, Virginia Mason, Seattle, WA

Claudia Perry, MN, RN - Manager, Nursing Resources, Virginia Mason, Seattle, WA

Elisabeth Zelinski, BSN, RN - Professional Development Specialist I

Course Tuition:

Virginia Mason RN: \$40 (with manager director approval): **Free**

Non Virginia Mason RN: \$75

Registration:

To register for this course please visit the Virginia Mason Cloud CME portal at:

<https://virginiamason.cloud-cme.com/aph.aspx>. First time users, you will be prompted to create a profile. RNs: In order to receive CNE credit for this course you must provide your RN license number. Add your license number in the "Profile" section of "My CME".

Disability Accommodations: Please notify the CNE Office in advance if you have physical limitations needing accommodation.

Cancellations: Please contact the CNE Office if you are unable to attend this event. **No Show = No Refund.**

Refund Policy: Refunds will be made if written notice of cancellation is received at least 10 calendar days prior to the activity.