

## Charge Nurse Workshop: Strategies for Success

March 4, 2020

0800-1530

Virginia Mason – Lindeman Pavilion

1201 Terry Ave, Seattle, WA - 1<sup>st</sup> Floor – Conference Rooms C/D/F/G

**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.

### Course Objectives:

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

### 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".

### Course Tuition:

Virginia Mason Employee: Free; manager approval required.

Non-Virginia Mason Professional: \$200

*Outside food and covered beverages may be brought into conference room.*

### Space is limited, register early!!

Virginia Mason is a provider of continuing education contact hours. Provider is approved by the California Board of Registered Nursing, Provider # CEP15905 for **6.25 Contact Hours**. RN contact hour certificates must be retained by the licensee/attendee for a period of 4 years after the course ends.

**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 for a fee of \$25 if written notice of cancellation is received at least 14 calendar days prior to the activity.