LeadingAge Iowa

Nurse Leadership Virtual Symposium
December 15, 2021
Virtual, Live-Streaming Online Format

Sponsored by:

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This event is scheduled in a virtual, live-streaming webinar format. To meet the regulatory and education requirements, participants must stay for the entire event to receive credit. Sign-in and sign-out times, as well as attentiveness, will be verified before credit is issued. Contact Amy Huisman for details or questions.

This year's Nurse Leadership Symposium will be delivered in a virtual, live-streaming format so that you won't need to leave the building. Sessions will be recorded and available on-demand for one month after the symposium concludes, so you won't need to worry about last-minute scheduling conflicts. Both the live and on-demand delivery will include CE credit for up to a total of 5 contact hours. We've also included a group registration rate if you're looking to save money and provide the education your nurse leaders need.

Prior to the pandemic, leadership in all businesses were experiencing challenges with incoming generations of employees, whose work ethics, priorities, and expectations from their place of employment brought to the forefront a need to learn and revise our styles of leadership. During the pandemic, the health care industry (among many others), faces even more struggles with workforce and employees. LeadingAge Iowa recognizes that workforce is likely the largest struggle that our members are facing today. These challenges often leave leaders feeling stressed, fatigued, and possibly burnout. In addition to a struggling workforce, nurse leaders are strapped with ensuring their staff are providing the safest, best quality care with the residents' satisfaction being a large driver in future referrals of new residents.

LeadingAge Iowa is pleased to announce our annual Nurse Leadership Symposium, and the sessions that we've lined up are geared towards the toughest challenges our members are facing today. We are very fortunate to have Cyndi Siders, an Executive Consultant with Siders HealthCare Consulting, discuss these issues and what our members need to provide a new "Culture" to their employees, coworkers, and residents. We are hopeful that following the Nurse Leadership Symposium, participants will leave our virtual platform with a sense of empowerment to guide their leadership into focusing on recruitment and retention of staff they lead and establish a culture of safety and resident satisfaction that will ensure staff want to work for them and residents want to live in their organization.

Agenda

8:45–9 a.m.   Check-in/Networking

9–10:15 a.m.
Coaching Professionalism/Supporting Employee Engagement & Retention
Organizational and individual professionalism impacts resident and family trust, safety, quality of care, and satisfaction. Professionalism can also impact an organization's reputation, market share, employee satisfaction, recruitment, retention, and engagement. Professionalism can be fostered and developed and should be considered a core competency for trusted health care delivery. Strategies for leading professionalism in daily practice will be explored.

Staff turnover is recognized as a significant risk factor in providing safe resident care. Managers that lead a culture of employee development, engagement, support, recognition, and appreciation are necessary in today's environment. Providing effective feedback, supporting diversity and inclusion, and ideas to strengthen and maintain employee recruitment and retention will be discussed.
- Define a culture of professionalism and identify key strategies in implementation.
- Identify key strategies for implementing service standards to the elderly population we serve.
- Identify objectives for a great process related to hiring, onboarding, management responsibilities and challenges, and retention coaching for employees.

10:45 a.m.–12 p.m.
How Nurses Support a Culture of Safety
Critical thinking, clinically pertinent assessment and problem solving, thoughtful delegation and resident-centered communication, and documentation are key elements of a culture of safety. Frequent nursing licensure and regulatory challenges include failure to appropriately assess, implement effective interventions, monitor, communicate, provide a safe environment, and facilitate coordinated transitions in care. This presentation will explore high-risk claim trends and contributing risk factors including situational awareness and critical thinking skills, communication and teamwork, leadership skills, delegation and supervision, and adverse event management.
- Identify key elements of a culture of safety in daily practice.
- Examine leading nursing licensure and regulatory challenges including documentation, decision-making, and resident monitoring.
- Explore strategies for building team situational awareness and critical thinking.

12–1 p.m.　　**Break – LAI encourages screen-free time to combat fatigue.**

1–2:15 p.m.
Service Excellence and Positive Messaging
Professional, courteous, informed care team members that are engaged, passionate, and proactive in meeting the needs of residents and family members... and that smile, have a sense of humor, are compassionate and empathetic, and live the values of the organization every day are the team members that bring service excellence to life. Strategies for developing and sustaining a culture of service excellence, setting expectations for daily service delivery, and mentoring staff that are not meeting service excellence expectations will be discussed.

The dreaded conversation or a difficult question... we have all been there. Communicating with heart and with an intent to understand the person's need, concern, or question requires active listening, acknowledgement, and focused action and follow-up. A culture of respect is the foundation of positive messaging. The core principles of positive messaging in daily communication and when addressing challenging questions, concerns, and complaints will be addressed through story illustrations.
- Define a culture of customer service and service excellence.
- Describe strategies for understanding and managing resident and family expectations supporting an organizational culture for resident-centered care delivery.
- Summarize proactive action-driven positive messaging and complaint management.

2:45–4 p.m.
Nurse Leadership Potpourri
The last session of the Nurse Leadership Symposium will be facilitated by Kellie Van Ree, RN/LNHA and Director of Clinical Services with LeadingAge Iowa. Kellie will facilitate discussions related to Cyndi's presentations on key strategies that participants want to incorporate into their organization's culture and action items for implementation. She will also provide a review on recent survey trends in Iowa, focusing on the commonly cited deficiencies, evidence listed in the statement of deficiencies, and how nurse leaders can prevent these deficiencies from occurring in their buildings. In addition, participants will have an opportunity to network among other leadership personnel and discuss their challenges and how they are overcoming them.
- Self-reflect on strategies presented during Cyndi Siders's presentations and what participants want to incorporate into their culture, including action steps to implementation.
- Identify the commonly cited deficiencies in Iowa and implement measures to prevent commonly cited deficiencies from occurring.
- Network among peers to discuss ongoing concerns and gather ideas to solve these concerns.

4 p.m.　　**Networking** – the line will remain open for anyone wishing to network after the program concludes.

FACULTY

Cyndi Siders, RN, MSN, CPHRM, DFASHRM, CPPS, CWCA, Executive Consultant, Siders HealthCare Consulting, Grand Forks, ND

Cyndi Siders has more than 30 years of health care, administrative, and insurance experience, 25 of those focused on risk management and patient safety. Her responsibilities as CEO and executive consultant of Siders HealthCare Consulting, LLC include providing customized risk management and patient safety professional consultation and strategic support, coaching, mentoring, and education for health care organizations and health systems; risk management companies, insurance and claims management companies, and insurance agencies. Cyndi is a distinguished fellow with the American Society for Healthcare Risk Management, a certified professional in health care risk management from the American Hospital Association, a certified professional in patient safety from the certification board for professionals in patient safety, an advanced master trainer in TeamSTEPPS, and a Certified Work Comp Advisor. She is current president of the North Dakota Society for Healthcare Risk Management and serves as faculty for the ASHRM Health Care Risk Management Certificate Program. Cyndi is a frequent state and national speaker on a variety of risk management and patient safety topics and has authored several national publications.

Kellie Van Ree, Director of Clinical Services, LeadingAge Iowa, Urbandale

Kellie Van Ree is the director of clinical services for LeadingAge Iowa. She has more than 20 years' experience in the health care industry. In addition to a Registered Nurse license, Kellie also holds an active Nursing Home Administrator's license. Kellie has served in many capacities in the long-term care field including Director of Nursing, Corporate Consultant, and most recently Administrator. Kellie has also served as a health facilities surveyor for a short time.

CONTINUING EDUCATION CREDIT

Iowa Board of Nursing Provider #67: 1.25 contact hours for each session. Providership regulations do not allow for partial credit to be given for any portion of this program. You must attend the entire program to receive credit. Retain certificate for four years.

Nursing Home Administrators: 1.25 contact hours for each session. This program is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. You must attend the entire program to receive credit. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain certificate for four years.

Assisted Living Managers: 1.25 contact hours for each session towards maintaining Assisted Living Leadership Certification.

For other long-term support and service provider professionals not listed above: Most licensure boards, credentialing agencies, and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios and number of hours earned. If you require information for this purpose, please contact Amy Huisman in advance for assistance.

REGISTRATION & OTHER INFORMATION

Register at www.LeadingAgeIowa.org.

LeadingAge Iowa Provider Member	
Individual Rate	$195
Group Rate for 3 People from the Same Campus**	$450
Prospective Provider Rate	
Individual Rate	$345

**This registration type allows for up to 3 people from the same campus to register for one flat fee! To register at this rate, you will need to select the Group Rate on the online registration form and include the names and other demographic information requested.

Registration includes full Symposium participation and CE credit. A registration link belongs to one individual to access the event. Link sharing and registration splitting is not allowed.

Cancellation/Refund Policy

Substitutions are welcome any time before Dec. 14. Substitution requests must be emailed to Amy Huisman (ahuisman@LeadingAgeIowa.org). This event will be available for viewing on-demand following the close of the live virtual event until Jan. 31, 2022. Therefore, no cancellations will be approved or refunds issued.

Split/Share Policy

Splitting or sharing a registration is not permitted. Registrations are to be used by the same person for the entire event even if the person is able to attend only part of the program or conference. Only one user login can be used to sign on to a device at one time (laptops or desktop computers strongly recommended).

Virtual Programs Code of Conduct

The world of virtual learning is changing how we interact with each other – and our goal is to create a positive, safe and welcoming environment for all program participants. All are expected to abide by our Virtual Programs Code of Conduct. Go to www.LeadingAgeIowa.org/VPCodeofConduct to view the LAI Virtual Programs Code of Conduct.

Sharing Contact information

The 2021 Nurse Leadership Virtual Symposium is a virtual education and networking event. Participants' contact information may be shared with other registrants and will be visible when using the virtual platform. Participants will have the ability to make changes to their individual profile and edit/hide certain information once logged into the virtual platform. During Symposium registration, individuals will have the ability to opt out of sharing their email address with external audiences.

Handouts

All handouts will be available within the virtual platform.

Platform Requirements

For best results, access the Symposium virtual platform with a laptop or desktop computer (not with mobile devices) using either Chrome or Firefox browser. Internet Explorer and Safari browsers are not recommended/supported.

Photographs, Video & Intellectual Property

Registration and attendance at, or participation in, LeadingAge Iowa virtual meetings and other activities constitutes an agreement by the participant for LeadingAge Iowa to use and distribute (both now and in the future) the participant's image, voice or text in photographs, videotapes, electronic reproductions and audiotapes of such events/ activities. No personal video or audio recordings are allowed. Presentations, images and text chats are the intellectual property of the speaker, and participants are not permitted to record them or share the images or text chats for personal or business use.