



Leadership & Charge Nurse: Creating a Culture of Safety

Course Dates & Locations:

May 16, 2018
Good Samaritan Hospital
Moseley-Salvatori
Conference Center
637 Lucas Avenue
Los Angeles, CA 90017
Parking: \$7

May 23, 2018
FlexEd Corporate Office
3340 Riverside Drive
Chino, CA 91710
Meeting Room: H

Event Time:
Registration: 8:00 a.m.
Program: 8:30 a.m. – 5 p.m.

Cost:
\$110 HASC Hospital Member
\$150 Non-Acute Stake Holder

Contact:
Leticia Salcido
Phone: (213) 538-0737
Email: lsalcido@hasc.org

The Joint Commission and the Institute for Healthcare Improvement (IHI) recognize that safe patient care begins when hospital units have such extensive teamwork in place that all staff feel safe bringing concerns and ideas to improve care. This advanced class for charge nurses focused on the role of the nurse leader in creating and developing this atmosphere. The course will briefly review key concepts taught in Charge Nursing: Leading from the Middle, then expand its focus to help nurses improve customer service, continuous survey readiness (CSR) and response to critical events.

Course Objectives

Following this course, the student will be able to:

1. Discuss the relationship of the charge nurse to all team members, including physicians, hospital leadership team members and staff from other areas of the hospital.
2. Discuss the role of the charge nurse regarding patient satisfaction.
3. Evaluate unit readiness for any type of survey (i.e. The Joint Commission).
4. Discuss measures that would improve a unit's safety culture:
 - Hourly rounding
 - Effective shift reporting
 - Simulation drills for critical events
 - De-briefing after critical/unusual events
 - Effective feedback to frontline staff
5. Respond to critical events in a unit, and follow up with appropriate actions after events.

Who Should Attend:

Charge nurses looking to develop their leadership skills.

Mark Kaliher, Instructor

Mark Kaliher, RN, has over 20 years of nursing experience, primarily in the emergency department, where he currently works as a charge nurse at Bear Valley Community Hospital in San Bernardino County. He has experience working with a variety of teams through many years of registry work and critical care transports. For the past 10 years, Kaliher has also been instructing courses through FlexEd and HASC, and has become one of their most requested instructors. Students report he is able to take complicated concepts and make them easier to understand. His experience as a charge nurse, combined with humor and a passion for nursing, make each course taught an enjoyable experience.

Sylvia Swager, Instructor

Sylvia Swager, CRRN, BHA, has provided instruction for FlexEd since 2012, focusing on leadership classes, critical thinking, case management and other educational needs to improve the quality of patient care and help others deal with the vast changes and challenges of today's health care. Swager has more than 30 years of combined nursing experience in nursing administration and case management. She has a bachelor's degree in health administration and a certification in rehabilitation nursing (CRRN).

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Program: 8:30 a.m. – 5 p.m.

Registration fees include continental breakfast, lunch, materials, continuing credits and certificate of completion. [Click here](#) for complete program information and online registration or visit www.hasc.org/2018-charge-nurse.

I plan to attend (check your choice):

Los Angeles Location

- May 16: Good Samaritan Hospital
Moseley-Salvatori Conference Center
637 Lucas Avenue
Los Angeles, CA 90017

Inland Empire Location

- May 23: FlexEd Corporate Office
3340 Riverside Drive
Chino, CA 91710
Meeting Room: H

\$110 HASC Member Hospital Registrant

\$150 Non-Acute Stakeholder Registrant

First Name: _____ Last Name: _____ Preferred Name: _____

Organization: _____

Title: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: (____) _____ Email *(required)*: _____

Continuing Education Sign-up

Provider approved by the California Board of Registered Nursing, Provider No. 08593, for 8 contact hours Circle one:

RN, LVN CN A, PA, RT, PT, Other: _____ Professional License Number: _____

Registrations received without BRN numbers will not receive a CE certificate.

IMPORTANT REMINDERS

- Registration deadline: **Two weeks prior to the start of each course.**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Leticia Salcido, 515 S. Figueroa St., Ste. 1300, Los Angeles, CA 90071.
- Fax registration form to (213) 538-0987.
- Photo release: HASC will photograph this event. If you prefer not to be photographed, please email HASC at education@hasc.org.

SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact Leticia Salcido at (213) 538-0737 lsalcido@hasc.org.

CANCELLATION

- All cancellations must be requested in writing and confirmed by HASC **two-weeks prior to the start of the program**, and will be subject to a \$50 processing fee.
- Cancellations after the two-week deadline, and non-attending registrants will be invoiced for the entire registration fee. Substitutions are accepted at any time for this program but will not be processed until full payment has been received. Fees are non-transferrable for other HASC seminars.