



Leadership Charge Nurse: Creating a Culture of Safety

When:

Friday, Nov. 1, 2019
Program: 9 a.m. - 5 p.m.

Where:

Flex Ed Corporate Office
3340 Riverside Drive, Suite J
Chino, CA 91710

Contact:

Leticia Salcido
(213) 538-0737
lsalcido@hasc.org

Cost:

\$115 HASC Hospital Member
\$140 Non-Acute-Care
Stakeholder

Sponsored by:

Hospital Association of
Southern California

Class size limited to 35.

For more information, visit:
www.hasc.org/2019-creating-culture-safety

Description

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 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.
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 improve a unit's safety culture, including hourly rounding, effective shift reporting, simulation drills for critical events, debriefing after critical/unusual events, and delivering effective feedback to frontline staff.
5. Respond to critical events in a unit, and follow up with appropriate action after.

Who Should Attend?

Charge nurses looking to develop their leadership skills.

Faculty

Mark Kaliher, RN, Instructor



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

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Friday, Nov. 1, 2019

Flex Ed Corporate Center, 3340 Riverside Drive, Chino, CA 91710

Classroom: Suite J

Registration: 8 a.m. — Program: 9 a.m. - 5 p.m.

Register online: <https://cvent.me/zAvya>

Registration fees include continental breakfast, lunch, materials, continuing education credits and certificate.

\$115 HASC Member Hospital

\$140 Non-Acute-Care Stakeholder

First Name: _____ Last Name: _____ Nickname: _____

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: _____

IMPORTANT REMINDERS

- Registration deadline: **Friday, Oct. 18, 2019**
- You may be photographed or videotaped at the event. HASC reserves the right to use these items in promotional, marketing, educational and other materials.
- Valid payment information must be received with your registration.
- Mail check payable to: HASC, 515 S. Figueroa St., Suite 1300, Los Angeles, CA 90071
- Fax registration form to (213) 538-0987

SPECIAL NEEDS or QUESTIONS

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

CANCELLATION

- All cancellations received in writing by Oct. 18, 2019 will be subject to a \$50 processing fee.
- Refunds will not be granted after Oct. 18, 2019, and non-attending registrants will be invoiced for the entire registration fee. Substitutions are accepted at any time. Fees are non-transferrable for other programs.