



Leadership & Charge Nurse: Creating a Culture of Safety

Dates/Location:

Thursday, August 3, 2017

Inland Empire

Flex Ed California

3340 Riverside Drive, Suite J

Chino, CA 91710

Tuesday, August 29, 2017

Mosley-Salvatori Conference
Center

Good Samaritan Hospital

637 S. Lucas Ave, Los

Angeles, CA 90017

Event Time:

Registration: 7:30 a.m.

Program: 8 a.m. – 5 p.m.

Contact:

Karen Ochoa

Phone: (213) 538-0765

Email: kochoa@hasc.org

Sponsored by:

Hospital Association of
Southern California

Description:

The Joint Commission and the Institute for Healthcare Improvement (IHI) have recognized 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 will focus on the role of the nurse leader in creating and developing this atmosphere. This course will briefly review key concepts taught in the course ***Charge Nursing: Leading from the Middle***, then expand on these ideas to help charge nurses improve customer service, Continuous Survey Readiness (CRS) and response to critical events. The course will also discuss the key roles of the charge nurse in developing a “Just Culture” within the unit, including hourly rounding, debriefing, simulations and effective communication and feedback.

Course Objectives

1. Discuss the relationship of the charge nurse to all team members, including physicians, hospital leadership team members and staff from other areas in 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 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.

Faculty

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. She has more than 30 years of combined nursing experience in nursing administration and case management. She has a degree in Bachelors of Science in Health Administration and a Certification in Rehabilitation Nursing (CRRN).

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Registration fees include continental breakfast and course materials. [Click here](#) for complete program information and online registration.

\$110 HASC Hospital Member

\$150 Non-Acute Stakeholders

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

Title: _____

Organization: _____

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

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

Provider approved by the California Board of Registered Nursing, Provider Number 08593, for 8.0 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 for August 3 is **July 20, 2017**
- Registration deadline for August 29 is **August 15, 2017**
- Valid payment information must be received with your registration.
- Mail and make check payable to: HASC, Attn: Karen Ochoa, 515 South Figueroa St., Ste. 1300, Los Angeles, CA 90071. Please note program ID **#2175-164-000** on check.
- Fax registration form to (213) 482-8537.

SPECIAL NEEDS or QUESTIONS

For ADA assistance or general registration questions, contact Karen Ochoa at (213) 538-0765 or kochoa@hasc.org.

CANCELLATION

- All cancellations for August 3 must be requested in writing and confirmed by HASC **no later than July 20, 2017** and will be subject to a \$50 processing fee.
- All cancellations for August 29 must be requested in writing and confirmed by HASC **no later than August 15, 2017** and will be subject to a \$50 processing fee.
- Cancellations after **July 20/ August 15, 2017** 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.