

# Preparing Today's Clinical Nurse to Succeed in the 21st Century



## Course Description

The purpose of this seminar is to provide clinical nurses with the concepts, strategies and tools required to successfully care for today's consumer of healthcare. Advanced critical thinking, managing complex patient problems, engaging the connected patient and quality care and service expectations will be addressed.

Bullying in healthcare is a problem. It's pervasive, destructive and negatively impacts individuals, the nursing profession, the workplace and ultimately the patients. One reason bullying has continued to thrive is that we haven't learned how to address the behavior in our work environment. We often turn the other cheek, thus perpetuating the problem. When unresolved conflict is added to the environment, relationships and our ability to provide high-quality, safe patient care suffers. This seminar teaches participants how to eliminate bad behavior, resolve conflict and create nurturing and supportive work environments where nurses and patients thrive.

## Program Learning Outcomes

*This program prepares the learner to:*

- Have a better understanding of the changing role of today's nurse.
- Incorporate components of high-quality, effective, safe patient care into practice.
- Bridge the gap between healthcare reform and the clinical nurse.
- Understand the complexities of today's healthcare environment.
- Prepare to meet the challenges of patient care delivery of the future.
- Evaluate characteristics of disruptive behavior and their emotional impact on individuals and patient outcomes.
- Explore how successful nurses squash bullying to foster collaboration, support and teamwork.
- Construct effective assertive communication and conflict resolution techniques.
- Identify strategies to create a professional and supportive work environment.

## Agenda

*Sign-in begins at 7:30 am.* Each day includes a one-hour lunch (on your own), as well as a morning and afternoon break of 15 minutes each. The order of lectures presented and break times may vary according to speaker preference.

### Day 1, 8:00 am to 4:00 pm

- 0800 **Understanding Today's Healthcare Environment**  
HCAPS | CMS | Value-Based Purchasing | Affordable Care Act
- 0945 **Break**
- 1000 **Understanding Today's Healthcare Consumer**  
Patient Satisfaction Priorities | Patient-Centered Care | Patient Partnerships
- 1200 **Lunch**
- 1300 **The Future of Nursing Report: What Does it Mean to Me?**  
Key Messages | Expanding the Scope of Practice | Education Preparation Implications
- 1430 **Break**
- 1445 **Challenges Facing Today's Nurse**  
Managing Demands | Technology | Meeting Consumer Expectations | Documentation Dos and Don'ts
- 1600 **Adjourn**

# Agenda

## Day 2, 8:00 am to 4:00 pm

- 0800 **Define and Recognize Disruptive Behavior**  
Theories Behind Why | Impact to Nursing Profession and Patient Outcomes | Understanding Behavioral Categories | What's Happening in Your Pond?
- 0930 **Break**
- 0945 **Strategies to Address Bullying**  
Individual Strategies | Organizational Strategies | Documentation Strategies
- 1045 **Mechanics of Communication**  
The Power of Encoding and Decoding | How to Determine Appropriate Channel | How to be a Good Sender and Receiver
- 1115 **Communication Styles**  
Understanding the Four Communication Styles | Strategies to Improve Assertive Communication
- 1200 **Lunch**
- 1300 **Strategies to Effect Conflict Resolution**  
Determining True vs. False Conflict | Separating Behaviors | Fact Finding and Brainstorming Techniques
- 1400 **Strategies to Create Nurturing and Supportive Work Environments**  
How to Build Strong Relationships | Establish an Environment Based on Trust | The Power of Influence
- 1430 **Break**
- 1445 **Advanced Critical Thinking**  
Focused Assessments | Early Risk Identification | Evaluating Results | Managing Rapidly Changing Conditions | Failure to Rescue
- 1600 **Adjourn**

## Accreditation

### RN/LPN: 13 Contact Hours

Med-Ed, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Med-Ed, Inc. is an approved provider by the following State Boards of Nursing: **Florida**/FBN 3215, **Iowa**/296, **California** #CEP10453.

If your profession is not listed we suggest contacting your board to determine your continuing education requirements and ask about reciprocal approval. Many boards will approve this seminar based on the accreditation of the boards listed here.

© 2016 MED-ED, Inc. All rights reserved.

