



## Leadership Charge Nurse: Creating a Culture of Safety

**When:**

Friday, May 17, 2019  
Program: 8:30 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](mailto:lsalcido@hasc.org)

**Cost:**

\$110 HASC Hospital Member  
\$150 Non-Member

**Sponsored by:**

Hospital Association of  
Southern California

Class size limited to 35

**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

Sylvia Swager, CRRN, BHA

Sylvia Swager 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 (CRNN).

# Leadership Charge Nurse: Creating a Culture of Safety

Friday, May 17, 2019

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

Classroom: Suite J

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

Register online: <http://www.cvent.com/d/c6qn9y/4W>

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

\$150 HASC Member Hospital

\$175 Non-Member

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: **May 3, 2019**
- 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

## CANCELLATION

- All cancellations received in writing by May 3, 2019, will be subject to a \$50 processing fee.
- Refunds will not be granted after May 3, 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.

## SPECIAL NEEDS or QUESTIONS

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

You may be photographed or videotaped at the event.

HASC reserves the right to use these items in promotional, marketing, educational and other materials.