



Leadership & Charge Nurse: Creating a Culture of Safety

When:

Tuesday, March 26, 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

Cost:

\$150 HASC Hospital Member
\$175 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

Alecia “Lee” Ann Passow, RN, PHN, MSN, Instructor

A registered nurse by training, Alecia “Lee” Ann Passow earned her diploma at Bronson Methodist Hospital in Michigan in 1981 and worked in medical surgical units in Michigan, South Carolina and California for seven years before making a career change to work in critical care and emergency medicine. She received her bachelor’s degree in nursing from Cal State Fullerton and began working as a clinical manager with lead roles in running hospital-wide policy committees and starting a stroke program to improve stroke care outcomes while reducing length of stay.

Passow was promoted to director of three departments: critical care, telemetry and education. Through her career, she has repeatedly proven her ability to lead successfully with a solid vision through diverse and challenging situations. With over 20 years of leadership experience, she has also received multiple awards for her leadership in the field of nursing.

Today, Passow is an independent contractor developing education programs for nursing personnel — and is an international speaker.

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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: **March 13, 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 March 13, 2019, will be subject to a \$50 processing fee.
- Refunds will not be granted after March 13, 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

You may be photographed or videotaped at the event.

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