Effective Nurse Leadership in Long Term Care

A Comprehensive Educational Workshop To Develop Successful Nurse Leaders.
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The Director of Nursing and Nursing Management Staff play an essential role in ensuring quality resident care. This unique workshop, designed specifically for Nurse Leaders in Long Term Care (LTC), offers training in every aspect of the Nurse Manager’s role which includes managing residents, staff, and compliance. This skill building workshop will provide the LTC Nurse Manager with skills and knowledge necessary for a solid foundation which creates a positive working environment focused on quality of care, staff involvement, and systems which achieve compliance.

Polaris Group’s LTC Training Institute—Effective Nurse Leadership in Long Term Care will provide strategies for managing the people, residents and business of LTC. Aspects of the Nurse Leader role included are personnel management, resident care best practices, survey and regulatory compliance, and financial management. Each area will be covered providing specific, practical approaches to deal with the daily challenges in LTC Nurse Leadership.

Attendees will receive a comprehensive training manual that can be used as a resource in your facility as well as forms and procedures on CD which allows customization to fit your operational needs.
Who should attend?

- Directors of Nursing
- Assistant Directors of Nursing
- Nurse Managers including Charge Nurses
- Staff Development Coordinator
- Other Nurse Educators

This workshop is designed to develop leadership skills and provide valuable information to prepare the participant for success in the very complex environment of Long Term Care. Content is designed to address the needs of the Nurse Manager new to the role. Experience in the Long Term Care setting will be helpful.

Why THIS training is one of the best investments you can make this year:

- **Interactive learning format** — This workshop is designed to combine didactic instruction and open discussion to facilitate connection between the topic and real-world application of principles and practices. Participants are encouraged to actively engage in the learning process.

- **Small class size** — With a smaller group, more interactive activities are provided with all questions answered to ensure optimal learning experience.

- **Program manual and CD** — Each attendee receives a comprehensive program manual which includes all educational materials and small group activities with sample procedures and forms which can be implemented in your facility.

- **Polaris Group experience** — Polaris Group has been an established expert providing consulting and education to Long Term Care facilities for over 25 years.

REGISTER 30 DAYS IN ADVANCE and SAVE $100!
Call 800-275-6252 Ext. 233 to receive your discount!
Managing People Effectively

Module 1 - Effective Leadership Skills
• Leadership Principles and Styles
• Communication/Listening
• Supervision/Delegation
• Creating a Culture
• Time Management
• Managing Change

Module 2 - Leading an Effective Team
• Building an Effective Workforce
  - Hiring / Performance Evaluations
  - Employee Discipline
  - Employee Retention / Positive Feedback
  - Job Descriptions
  - Staff Meetings
  - Engaging Staff in Problem Solving
• Effective Employee Development
  - Adult Education Principles
  - Orientation
  - Continuing Staff Development
  - Competency Skill Testing
  - Annual Education Requirements

Module 3 - Effective Support Relationships
• In-House Departments
• Outside Vendors
  - Medical Staff
  - Pharmacy / Lab
  - Hospice Agencies

Managing Resident Care Effectively

Module 4 - Effective Care Management
• Effective Policies, Procedures, and Protocols
  - Definitions and Application of Each Category
  - Consistency with Best Practice
  - Guidelines for Development
• Effective Clinical Programs
  - Purpose of Clinical Programs
  - Components and Best Practices of Clinical Programs
  - Essential Clinical Programs
  - Monitoring the Implementation of Clinical Programs
  - INTERACT / Professional Standards
• Effective RAI Process Oversight
  - MDS Requirements and Scheduling
  - Care Area Assessments
  - Care Planning and Conferences
  - Using QMs to Manage Clinical Care
  - Medicare MDS Cycle Review

Module 5 - Effective Resident Care Systems
• Care Delivery Systems
  - Resident-Centered Care and Choice
  - Culture Change
• Assignments
  - Consistent Assignment
  - Set Rotations
  - Change of Shift Reports
• Rounds
  - Clinical / Environmental

Module 5- Effective Resident Care Systems (Continued)
• Documentation Systems
  - Progress Notes
  - Flow Sheets
  - Charting by Exception

Module 6- Effective QAPI & Risk Management
• Overview of the QAPI Process
  - Developing a QAPI Plan
  - Monitoring Performance
    • Performance Indicators
    • Data Sources / Analysis
  - Performing Root Cause Analysis
  - Performance Improvement Projects
• Risk Management
  - Reportable Events and Incident Reports
    • Hospital Transfers
    • Effective Investigations
      • The Initial Investigation and Documentation
      • Summarize Findings and Document
      • Trending and Root Cause Analysis
      • Appropriate Reporting
• Infection Control Program
  - Tracking and Trending
  - Reportable Infectious Diseases
  - Immunizations and TB Testing
  - Employee Health
Managing The Business Effectively

Module 7 - Managing the Survey Effectively

• Survey Preparation
  - Cycle and Preparation
    • Survey Binder Preparation
    • Completion of CMS Forms 671/672/802
    • Identify High Risk Residents
    • Prepare Staff for the Survey
  - Survey Tasks: Traditional Survey
    • Offsite Preparation
    • Entrance Conference
    • Facility Tour
    • Finalize Survey Sample
    • Information Gathering
  - Survey Tasks: QIS Survey
    • Offsite Preparation
    • Entrance Conference
    • Facility Tour for Overview of Facility Only
    • Stage I: Preliminary Investigation
    • Stage II: In-depth - Triggered in Phase I

• Statement of Deficiency
  - Scope and Severity / Remedies
  - Survey Impact and the 5-Star Rating System

• Plan of Correction
  - Time Frames
  - Writing the Plan of Correction
  - Appeal Process / Informal Dispute

Module 8 - An Effective Medicare Program

• Evaluating Inquiries for Admission
  - Eligibility / Financial Analysis
• Skilled Coverage Requirements
  - RUGs: Non-Therapy / Therapy
• Technical Components
  - Medicare as a Secondary Payer
  - Certification and Re-Certification
  - Notices of Non-Coverage
  - Documentation
    • Skilled Service
    • Support for Therapy
    • ADL Documentation
• The PPS and Medicare Meetings

Module 9 - Effective Financial Management

• Staff: The Biggest Budget Item
  - Staffing Variables
  - Acuity Classification Systems
  - Calculating FTE’s
  - Position Control
• Schedules
  - Scheduling Basics
  - Scheduling Tips
  - Attendance
  - Overtime
• Reimbursement
  - Sources
  - Managing Cost
• Budgets
  - Costing Out Nursing Services
  - Creating a Budget
    • Productive Hours
    • Non-Productive Hours

Register online at www.polaris-group.com or call 800-275-6252 Ext. 233
Sarah McGinley, RN, BSN, MA, RAC-CT
Senior Nurse Consultant

Sarah McGinley, Senior Nurse Consultant for Polaris Group has over 40 years of experience in Health Care, with 20 of those in Long Term Care. Her employment background includes clinical practice, education, management and administration in both acute and long term care settings. As a DON, she developed and implemented staff-based Quality Assurance Programs and achieved deficiency free surveys. Sarah has presented workshops and seminars throughout the country for Long Term Care professionals to include MDS 3.0, RUG-IV, Resident Centered Care Planning, QAPI, and Clinical Programming; and is recognized as a dynamic and practical educator.

Continuing Education Credits:

19 Continuing Education Credits (CECs) for both administrators and nurses

Registration:

Register today online at www.polaris-group.com or download registration form to register by mail or fax.

Registration deadline: 7 days before the scheduled date for training program.

Early bird discount $100 off per person
Please note that participants are responsible for making their own hotel reservations

Hotel Information:

All hotel information is provided on our website. Polaris Group has secured a limited number of rooms at a discounted rate. Please make your own hotel reservations early by using the links provided on our website.

2014

DATES and LOCATIONS:

Asheville, NC
April 22, 23 and 24th

San Diego, CA
June 10, 11 and 12th

Minneapolis, MN
August 5, 6 and 7th

Ft. Lauderdale, FL
November 11, 12 and 13th

All class times are 8:30 am to 5:00 pm. Third day until 3 pm.
Coffee or soda provided. Meals are on your own.

$100 discount if registered 30 days in advance
Only $879 per person

Course Fee is $979
This fee includes three days of training, training manual and CD.

Refund/Cancellation Policy: All refund requests required in writing. Please refer to our website for complete refund policy information.

Register online at www.polaris-group.com
or call 800-275-6252 Ext. 233
Workshop Location: ____________________________
Workshop Dates: ____________________________
Name: _________________________________
Organization: ____________________________
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State: _______ ZIP: __________
Phone: ____________________________ Fax: ____________________________
Email Address: ____________________________

☐ A check for my workshop fee is enclosed (made payable to Polaris Group)
☐ Charge my workshop fee to my credit card:  ☐ VISA ☐ MC ☐ AMEX
    Card Number: ____________________________
    Exp. Date: ___________ Three or Four Digit Security Code: ___________
Name: (as appears on card) ____________________________
Billing Address: ____________________________
City: __________________ State: ______ Zip: __________

Upon receipt of this form and your workshop fee, we will send confirmation of your registration including hotel information and information about any manuals/texts required for the class. (this information is available at www.polaris-group.com)