

CONFERENCE SCHEDULE

- 7:30am **Registration**
- 8:00 **Welcome**
Kim Hunter, DNP, MBA, RN, NEA-BC, Interim Chief Executive Officer, Interim Associate Vice President, and Chief Nurse Executive
- 8:05 **Crucial Conversations**
Melissa Gross, MSN, RN, CNRN, Director, Nursing Services
- 9:00 **Significance of Succession Planning in HealthCare Roles: Leave Your Legacy**
Suzanne Hammer-White, MSN, MHA, RN, CNML, Nursing Practice Leader
- 9:30 **Team Resiliency/Team STEPPS**
Michelle Turner, MSN, RN, Associate Director, Iowa River Landing
- 9:55 **C3: Promoting Human-Centered Care**
Tera Kringle, MS, Patient Experience Coach
- 10:20 **Break**
- 10:35 **De-escalation Techniques for Challenging Behaviors - The Power of Words, Silence, Presence and Validation**
Peter Berkson, BA, CTM, Behavior Assessment Consultant; Lance Clemens, MS, LISW, Social Work Specialist; Brian Meyer, BA, Senior Compliance Coordinator; Kelly Vinquist, PhD, Associate Clinical Professor
- 11:20 **Risk Management: A Different Angle on Patient and Staff Safety**
Molly Jamieson, MSN, RN, OCN, Risk Manager
- 12:00 **Lunch**
- 1:00 **Motivational Interviewing as a Core Communication Style**
Michael Flaum, MD, Emeritus Professor
- 1:40 **The Importance of a Name in Building Patient Trust and Rapport**
Rihana Al-Ghalayini, MSN, RN, RN-BC, Nurse Manager
- 2:05 **Population Health 101**
Kate Klefstad, MHA, Associate Director
- 2:30 **Break**
- 2:45 **Precision Implementation Approach: Translating New Knowledge to Evidence-Based Practice**
Stephanie Edmonds, PhD, MPH, RN, Nurse Scientist
- 3:10 **Keep the Momentum Going: Changing Clinicians Perspectives on Needlestick Interventions**
Suzanne Hammer-White, MSN, MHA, RN, CNML, Nursing Practice Leader; Geralyn Quinn, MSN, RN, OCN, Nursing Practice Leader
- 3:35 **Have Good Ripple Effect Building Teamwork, Collaboration, and Workplace Joy**
Lisa Even, BA, MPA, Corporate Culture Junkie Turned Entrepreneur, Speaker, Coach
- 4:25 **Evaluation**
- 4:30 **Recess**

Schedule and speakers are subject to change. Faculty are staff of UI Healthcare and/or University of Iowa Colleges unless otherwise indicated.



University of Iowa Health Care

University of Iowa Hospitals & Clinics
Department of Nursing
200 Hawkins Drive
Iowa City, IA 52242-1009

CE Nursing Continuing Education

Ambulatory Care Conference

MARCH 31, 2023
GRADUATE IOWA CITY HOTEL
210 S DUBUQUE ST
IOWA CITY, IA 52240



CE NURSING CONTINUING EDUCATION

The purpose of this one day conference is to optimize the care of patients across the ambulatory clinical setting by providing advanced knowledge and innovative care strategies impacting our ambulatory care staff and patients across the lifespan.

Ambulatory Care Conference

MARCH 31, 2023

GRADUATE IOWA CITY HOTEL
210 S DUBUQUE ST
IOWA CITY, IA 52240

*Location may change to virtual only via Zoom if required based on COVID restrictions

Sponsored by:

Department of Nursing Services and Patient Care IBN
Approved Provider #34



Changing Medicine.
Changing Lives.®

REGISTRATION

General Information:

- Preregistration is required by 3/17/2023
- Online registration only
- Credit card payments only
- Registration is through UI Carver College of Medicine CloudCME

Registration Link: <https://uiowa.cloud-cme.com/course/courseoverview?P=0&EID=54461>

If registration link is not working, copy/paste the link below into your browser and follow the search instructions. <https://uiowa.cloud-cme.com/>



In yellow menu bar choose click **Live Courses**
In the **Browse By** section, select:
- **Nurse** under Profession
Click **Find Courses**
Click **Register**

You will need to set up an account if you are a first time user, or 'sign in' if you already have a CloudCME account

Registration Fee:

\$70; (Add \$20 after 3/10/2023)

Registration closes on 3/17/2023.

Refund: Full (minus \$10 cancellation fee) if notification received on or before 3/17/2023.

*COVID Precautions: CDC recommendations will guide the layout and structure of this event. We reserve the right to transition the conference to a virtual event via Zoom based on COVID-19 restrictions with the registration prices remaining the same. We will provide any necessary updates prior to the event.

Room Reservations:

The conference will be held at the Graduate Iowa City Hotel, 210 S. Dubuque St, Iowa City, IA, 52240. Call the Graduate Hotel directly at 319-337-4058 by 2/28/2023 and ask for the **Ambulatory Care Conference** block.

The UI Hospitals & Clinics Department of Nursing's continuing education programs are developed under the supervision of Lou Ann Montgomery, PhD, MAN, RN, NPD-BC, RN-BC, FAAN.

Determination of educational content for this program and the selection of speakers are responsibilities of the program director and planning committee. Firms providing financial support did not have input in these areas.

GENERAL INFORMATION

Educational Objectives

Upon completion of this program, learner should be able to:

- Identify ways to ensure crucial conversations have meaningful results.
- Identify organizational value of succession planning. Evaluate individual role in succession planning and discover resources to utilize in assisting with succession planning.
- Discuss signs and symptoms of burnout amount healthcare professionals. Utilize resilience tools to address personal and professional burnout. Describe elements of high performing, resilient people and teams. Utilize Team STEPPS tools and strategies to build team resilience and maintain a culture of safety.
- Discuss importance of ambulatory specific Compassionate Connected Care (C3) training to support staff and patients. Highlight key partnerships and considerations when building training content, sustainment, and improvement tracking.
- Identify options and creative thinking considerations to mitigate escalation.
- Define what healthcare risk management is and how nurses can be actively involved in risk mitigation. Discuss and identify current litigation issues and risk to profession of nursing. Explain how legal claims are processed.
- Describe the paradoxical effect of coercion and why it is fundamental to the approach of motivational interviewing as a core communication style.
- Explain methods for how to establish rapport with patients from diverse populations.
- Discuss the role of ambulatory care teams in population health management.
- Identify barriers to implementing evidence-based practice. Describe the Iowa Implementation for Sustainability Framework© and how to use the Precision Implementation Approach© for selecting implementation strategies.
- Identify the importance of implementation strategies in needlestick interventions.
- Identify areas of opportunity for teamwork and joy. Identify new ways to engage and interact to enhance teamwork and collaboration. Develop a list of high-level tactics, strategies, and powerful questions to use in daily work.

Nursing Credits:

7.0 contact hours will be granted by University of Iowa Hospitals and Clinics Department of Nursing (IBN Approved Nursing Provider #34). Participants must attend the entire program to receive full credit. Questions concerning nursing credits should be directed to the Nursing Clinical Education Center at (319) 356-1238.

Overarching Objectives:

- Describe the importance of appropriate communication and roles of team members to promote a positive work environment in the ambulatory care setting.
- Identify staff role in enhancing patient relationships.
- Identify methods to improve obtaining patient information and developing trust.
- Describe implementation strategies to assure sustainability of evidence-based practice.

INFO & UPCOMING CE OFFERINGS

Visit our website for program information and brochures.
uihc.org/nursing-continuing-education-schedule

Questions concerning CE programs may be directed to the Nursing Clinical Education Center at **319-356-1238** or e-mail nursingcontinuinged@uiowa.edu.

The University of Iowa prohibits discrimination in employment, educational programs, and activities on the basis of race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification that deprives the person of consideration as an individual. The university also affirms its commitment to providing equal opportunities and equal access to university facilities. For additional information on nondiscrimination policies, contact the Director, Office of Equal Opportunity and Diversity, the University of Iowa, 202 Jessup Hall, Iowa City, IA, 52242-1316, 319-335-0705 (voice), 319-335-0697 (TDD), diversity@uiowa.edu.

Individuals with disabilities are encouraged to attend all University of Iowa-sponsored events. If you are a person with a disability who requires an accommodation in order to participate in this program, please contact the Department of Nursing in advance at (319) 356-1238.