

## LEADERSHIP LEARNING @ LUNCH

### Happiness Connection

*Presented by:*

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*Director, Nursing Services, Ambulatory Nursing Division*

*Department of Nursing Services and Patient Care*

**Thursday, October 1, 2020**

**12:00pm – 1:00pm**

**W417 GH NCEC and Skype**

#### **Objectives:**

1. Describe how personal happiness can impact productivity, engagement and performance.
2. Explain strategies to hardwire the habit of happiness by building resilience and incorporating positive activities into the work culture.
3. Explain the metrics that are monitored by Press Ganey for Nurse Friendliness scores and Likelihood to Recommend score to improve patient satisfaction.

#### **Intended Audience**

This program is open to UI Hospitals and Clinics Department of Nursing Services and Patient Care, members of Nursing Management Council, and leadership within any other discipline.

**1.0 contact hour** will be granted by University of Iowa Hospitals and Clinics Department of Nursing (IBN Approved 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.

Nursing CE credit is available to any participant that attends a live, Skype or Zoom session if they complete their CloudCME® profile and text their attendance thereof via cell phone. To receive a certificate of attendance, complete the online evaluation to then download, save, and/or print for your records. If you have not completed an online profile, sign into <https://uiowa.cloud-cme.com> via cell phone or desktop computer. Program coordinators, please contact Wendy Meyers ([wendy-meyers@uiowa.edu](mailto:wendy-meyers@uiowa.edu)) to have content approved by IBON prior to the course and to obtain the Event ID number which is used to text attendance.

Presentations approved to be videotaped by the presenter (as indicated by \* by presenter name) can be viewed on Panopto. NOTE: No CE credit is granted for viewing these videos. You must once request access to Panopto by contacting the Nursing CQ office [nursing-cq@uiowa.edu](mailto:nursing-cq@uiowa.edu) to be added to the list. The link to view the videos will be located on the nursing continuing education website. For inquiries about this announcement, please email [nursingcontinuinged@uiowa.edu](mailto:nursingcontinuinged@uiowa.edu) or call 6-1238.

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[Learning at Lunch website](#)