

Yes, I will be attending!

Enclosed is my check/money order in the amount of \$50/registration fee.

Name: _____

Credentials: _____

Job Title: _____

Employer: _____

Home Address: _____

City/State/Zip: _____

Phone: (____) _____

Email: _____

Registration Fee: \$50/person

This program is made possible through a grant from the Pennsylvania Department of Labor & Industry. For reporting purposes, certain information about registrants must be obtained. For more information, please contact Cindy Shingler, SCWIB Healthcare Coordinator, at (717)671-7110 or email cshingler@ex-dir.com.

Contact hours for RNs will be awarded by WellSpan Health

Send completed registration form and fee to:
Executive Directions
P.O. Box 6567
Harrisburg, PA 17112-0567

Questions?
Call (717)671-7110

The Nurse Manager Renewal program presents evidence and best practices for front-line nurse managers to consider when evaluating their role. The nurse manager has significant influence and impact on employee morale and



retention, as well as patient quality of care and satisfaction. By continuing discussions from last year's program, participants will create the vision and future work redesign for the nurse manager role, gain a better understanding of how they can improve their work environment and enhance their impact on morale, retention and succession planning.



South Central Workforce Investment Board
Harrisburg, PA 17110
Questions? Email cshingler@ex-dir.com

The South Central Workforce
Investment Board
is pleased to welcome

Dr. Margaret McClure

Presenting the

SECOND ANNUAL

The Ripple Effect of The Supported Nurse Manager



Friday, June 11, 2010

8:00 am—4:00 pm

Four Points by Sheraton
800 East Park Drive, Harrisburg, PA

***A Front-Line Nurse Manager
Renewal Workshop***

sponsored by the

***South Central Workforce
Investment Board***




***Healthcare Steering Committee
and***

***South Central Organization
of Nurse Leaders (SCONL)***

Nurse Manager Renewal Program Agenda

Learning Objectives:

Utilizing outcomes from the previous frontline nurse manager program the participants will be able to:

-  Identify specific actions that Nurse Managers can take that will enhance their effectiveness with clinical quality, patient satisfaction and staff mentoring.
-  Develop a plan to redefine the Nurse Manager role, eliminate non-value added activities and improve job satisfaction and effectiveness.
-  Develop a self-care plan directed toward improving the nurse managers own well being.

Registration fee—\$50/person

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Program Agenda

- 8:00 - 8:30 Registration/Continental Breakfast
- 8:30 - 9:00 Welcome & Introductions
- 9:00 - 10:00 **The Ripple Effect Continues: Where We Were and Where We Are Today**
Margaret McClure, EdD, RN, FAAN
- 10:00 - 10:15 BREAK
- 10:15 - 11:30 **Clinical Quality, Patient Satisfaction and Staff Mentoring**
Barbara Wadsworth, RN, MSN, MBA, NEA-BC
Sr. Vice President of Patient Services & CNO, Abington Memorial Hospital
Cindy Spiess, RN, BSN
Senior Director for Quality & Performance Improvement, VHA Mid-America
- 11:30 - 12:15 LUNCH
- 12:15 - 1:30 **Redefinition of the Role of the Nurse Manager: Elimination of Non-Value Activities**
Barbara Wadsworth & Cindy Spiess
- 1:45 - 2:45 **Maintaining Work/Life Balance: Self Care**
Barbara Wadsworth, Cindy Spiess and Valerie Hardy-Sprenkle
- 2:45 - 3:00 BREAK
- 3:00 - 3:40 **Hospital Specific Nurse Manager Huddles: Identify Priorities and Next Steps**
Group Discussions
- 3:40 - 4:00 **Coming Full Circle: Huddle Conclusions and Final Thoughts**

Nurse Manager Renewal Program Committee

Valerie Hardy-Sprenkle, MPH, RN, NEA-BC, FACHE
York Hospital/WellSpan Health
Nurse Manager Renewal Committee Chair

Lynne Beeson, DEd (c), RN
Summit Health

Anne Benkovic, MHA, BSN, RN, NE-BC
Holy Spirit Health System

Michele DeStefano, RN, MPA, NEA-BC
York Hospital/WellSpan Health

Vicki Duffin, BS, RN, CMSRN
Harrisburg Hospital/Pinnacle Health

Deborah Lampo, BSN, RN
York Hospital/WellSpan Health

Michele Smith, BSN, RN
Penn State Milton S. Hershey Medical Center

STAFF
David R. Ranck, MEd, RN
SCWIB Healthcare Coordinator

Shelley S. Riser, MS, BSN, RN, NEA-BC
Consultant, The Riser Group

Cindy Shingler
SCWIB Healthcare Coordinator

