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Thank you for your interest in our onsite programs and services related to leadership development. Our flexible options for course content ensures that course objectives are directed at the individual needs of each organization we work with. If **your challenges** are in the list below, then we have the solutions to inspire, motivate, empower and retain your nurse leaders at every level;

- Charge nurse/ team leaders need skills to hold staff accountable
- Nurse Managers that have been promoted from staff need plan/tools for success
- Current nurse managers need ongoing leadership development
- Current Chief Nursing Officers need an action plan to retain key nurse leaders.

Our faculty for this program is *Shelley Cohen RN MSN CEN*, a nationally acclaimed speaker and author of numerous articles and books, including, *The Image of Nursing*. She currently is authoring a column for *Nursing Management Journal* for new managers-Manager Matters. Shelley brings over 35 years of nursing experience and maintains a current hands on knowledge of health care challenges through her role as a prn emergency staff nurse. Her direct and humorous approach to problem solving has captured audiences internationally and thousands of managers have benefited from her web-based *Manager Tip Of The Month*.


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# Leadership Development

Health care delivery practices and expectations are on a roller coaster ride of constant change. Mid-level managers and their leaders need tools and resources to not only meet these challenges, but to help engage their staff along the way.

Many traditional methods of addressing employee issues and departmental concerns no longer provide the outcomes needed in healthcare. Education, knowledge, and mentoring are *essential* to success in today's healthcare work environments.

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- Improve retention of your greatest assets- your successful leaders
  - Identify future potential leaders-develop succession plans
  - Actively connect mission/vision to daily activities
  - Empower mid-level managers to reach their potential
  - Improve organizational consistency in employee practices



We offer onsite support for new managers as well as ongoing development for the experienced mid-level manager and their leadership team. Our goal is to bring reality based solutions for the *real challenges* facing healthcare leadership today. Options are offered that include live formal presentations for your entire leadership team or one to one mentoring for staff promoted to their first management role.



**Shelley Cohen RN MSN CEN**    [educate@hru.net](mailto:educate@hru.net)





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## PRESS RELEASE

### ***Nursing Management*, the Journal of Excellence In Nurse Leadership features a new bimonthly column written by Shelley Cohen.**

Manager Matters is a new feature section for this journal published by Lippincott Williams & Wilkins. The many challenges new nurse managers face in this timely addition to the journal are addressed by nationally recognized nursing educator, mentor, and author *Shelley Cohen RN MSN CEN*.

For more than 15 years, Cohen has been teaching and coaching nurses in transition from a staff role to one of leadership at various levels of nursing management. The first in the series of *Manager Matters* was released with the *Nursing Management* February 2013 issue (Volume 44, Number 2w, pg. 9-11).

Shelley actively practices as a staff emergency department nurse in Tennessee and has authored/co-authored more than 15 books and numerous articles. As the President of Health Resources Unlimited, she teaches and consults in areas of leadership development and emergency department triage.

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*Health Resources Unlimited provides a variety of onsite educational and clinical support programs and services. The course proposals listed here are a sampling of suggestions allowing you to create a full day program by selecting content that meets the needs of your participants. We recommend discussing your needs by phone allowing us to guide you through the selection process which offers flexibility as we develop a program specifically to meet the needs of your organization and staff.*

## **LEADERSHIP**

### ***The New and Not So New Nurse Manager Successful Leadership in Healthcare Today***

A one or two day program

Absolutely packed program or as one participant put it, "This workshop is powerful like a loaded gun with no blanks". From staff meeting productivity to dealing with conflict, the participant is raised to a level of awareness with resources that will lead to effectiveness in their position. Lots of Internet and networking information as well as a reading list of recommended books to support the individual in reaching success. The first title is focused on nursing only and the Successful Leadership is for all health care leaders such as radiology, laboratory, etc.

### ***Empowering Charge Nurses/Team Leaders***

Length of program varies with goals/objectives

This flexible content is be geared to improving accountability of those who oversee the day to day operations of patient care. In addition, the program includes teaching the power tools of leadership that result in effective teams. Should specific organizational or departmental challenges exist, those will be addressed in detail. For those working to transition new staff to these roles, we include elements from our new manager program.

### ***The Cowboy Code of Leadership***

Approximately 75 minutes

This popular course has been presented to a variety of audiences including ambulatory care and emergency care nurses. It is commonly used as an opening or closing keynote presentation for national meetings. The focus of the course content is individual accountability as a health care worker rather than all the accountability being placed on the "manager". The Gene Autry Cowboy Code is used as the foundation for behaviors that encourage leadership in everyone. With copyright permission from his foundation, these 10 elements are related to health care and the employees that deliver the care.

### ***No More Whining!***

Approximately 60 minutes

A lot of humor, a dose of common sense, and a good size portion of accountability build the foundation to minimize whining. Managers love this presentation which is packed with the tools they need to go back to work tomorrow and work towards minimizing this ongoing challenge.

### ***Policies, Procedures, Job Descriptions, and Competency for the New Manager***

From 3-4 hours

This hands-on workshop provides templates for the new manager and encourages a user friendly approach for both staff and the manager. Risk management issues are reviewed as they relate to competency and job descriptions.

### ***Build Your Ark***

Approximately 60 minutes

How did Noah manage to motivate, energize and produce efficiency from eight people trapped on a boat with animals for 150 days at the age of 600 years? Noah's tips provide effective ways to not only motivate and energize staff, but to assist them in reaching department goals as a team. Discover resources and tools to utilize to help face the constant challenges of employee retention and work performance issues.

### ***Survival Tips For the New Nurse Manager***

Approximately 60 minutes

This session provides insight into policy development, job descriptions, competency issues and performance concerns facing new managers. You will leave the course feeling more empowered to perform your leadership role and more confident in your ability to deal with the daily challenges.

### ***Evidence Based Nursing***

Approximately 60-75 minutes

This presentation can be done from either the staff or manager perspective. Nursing specialty area case examples are used specific to the audience. Resources for identifying evidence based practices are reviewed as well as methods of involving staff. The best interest of the patient is integrated with nursing standards and plan of care.

### ***Effective Recruitment and Retention***

Approximately 60 minutes

Review what is working in the world of recruitment and retention for nurses. Using content developed for her book *A Practical Guide To Recruitment and Retention*, Shelley will outline steps that lead to successful strategies. Finding a balance that attracts new talent while hanging on to the valuable staff brings a winning combination to the bedside.

### ***Critical Thinking Skills***

Approximately 60 minutes

This is for the manager/educator that wants to develop and present a critical thinking skills course for the nurse. Course objectives, content and outline along with resources for classroom material are discussed and provided. Realistic goal setting for the new graduate nurse and the expert nurse is related to success.

### ***The Image of Nursing – Perception Is Reality***

Approximately 60 minutes

Who is defining the image of the Nurse and why? How is the profession viewed in the eyes of patients, families, our peers? In this session, participants confront the current image of the Nurse and realize the positive impact a few changes can have.

### ***Make Me Feel Important***

Approximately 60 minutes

We want staff to have a sense of loyalty and commitment in their role as a health care provider. Helping them realize the important aspects of their job impacts safe and efficient patient care. This session focuses on methods to consider from the perspective of the staff Nurse as to what makes them feel important. What we think will work, isn't always the best answer for the staff Nurse.

### ***How To Get Out in Eight***

Approximately 60 minutes

We know that leadership is not a 9-5 position, but where in the job description does it say when I can even think about going home? With increasing responsibilities and challenges facing our nurse leaders, the ability to manage one's precious time is more important than ever. Participants will develop an action plan from steps they are taught as they identify their individual realistic goals related to work hours.

## **CLINICAL** *(time allotment is flexible with these topics)*

### ***Eighty and Still Kicking! Geriatric Assessment***

This course content is flexible and can be delivered in a 2-4 hour content or a complete 6-hour presentation. The physiological changes that occur in the elderly population and their atypical presentations are reviewed. Issues of the elder as a victim of violence and common myths are discussed.

### ***Medical Office Triage***

This is a full day program that has been presented nationally for two years and covers concerns specific to ambulatory care delivered in the office and clinic setting. Customer service, patient assessment, legal issues, policy/procedure, and clinical red flags are the major focus.

### ***Medical Office Telephone Triage***

This is a one-day presentation that gives you an opportunity to develop or build upon a knowledge base of telephone advice from a process and clinical assessment perspective. Documentation and risk management concerns are addressed as well as protocols, quality review and customer service.

### ***Risk Management Concerns of Medical Office Practice***

Key legal issues related to the office nurse are covered including standards and scope of practice, confidentiality, telephone triage, documentation, delegating to unlicensed personnel, and competency. These areas bring about a very lively discussion between the audience and the speaker.

### ***Emergency Triage Toolbelt***

Comprehensive two-day Seminar

This nationally acclaimed program covers a wide range of triage concerns related to the emergency care setting. COBRA, patient assessment, red flag scenarios, JCAHO, Victims of violence and triage competency are the focal points covered.

### ***Victims of Violence***

Child, elder, and domestic violence are all covered in this presentation. Assessment concerns, identifying red flags, reporting mechanisms and the documentation process of both the written word and photography are addressed. Polaroid Corporation provides outstanding support materials for participants to share with co-workers in the education process to, "ask the question-break the cycle".



### ***Triage + Geriatric Patient + Chest Pain = Atypical Patient***

Review the cardiopulmonary changes specific to geriatric patients and apply these to case scenarios of patients presenting with atypical cardiac presentations. This discussion includes red flags for assessment to improve the triage skill level in identifying the potential MI patient in the geriatric population.

### ***Emergency Department Presentation of Children in Foster Care-Understanding the Social and Clinical Aspects of Their Assessment.***

Drawing on her own experiences as a foster parent and ED nurse, Shelley will provide personal and professional insight into the needs of foster children in the clinical setting of the ED. Legal concerns and clinical presentations are reviewed using social case histories of patients.

### ***The EMR Should Support Patient Care-Not Distort It Nursing Documentation***

This presentation discusses the risk management perspectives of moving from written documentation of the medical record to an electronic process. Specific patient cases are reviewed as well as an agenda for implementing appropriate staff education, policies, and guidelines to minimize the risk and improve quality of care. Your documentation process can be integrated directly within the content.

### ***Triage Competency and the New Graduate Nurse***

This course covers skill and knowledge assessment of the new graduate to help plan for a successful orientation process. Content also explores perceptions and attitudes of both the new graduate and those of the experienced staff.

### ***The Risky Business of Triage***

This session explores the risk management issues directly relate to triage. Review of malpractice cases involving triage will help the attendees identify triage practices that they may consider reviewing/changing. Documentation, competency, and policy issues will be discussed to help attendees develop a working list of what to do and what not to do at triage.

### ***Deep Vein Thrombosis – If The Clot Doesn't Kill You These Statistics Will!***

Evidence and research related to DVT and PE threats are presented with a review of clotting physiology. Risk factor assessment of patients is emphasized with red flags raised through the critical thinking process. Patient outcomes along with long term challenges give the nurse a new perspective in assessing all patients for DVT risk.

***Call us directly for your organizational needs-  
we have additional programs to select from!***