Nursing Management Congress 2018

The Conference for Excellence in Nursing Leadership

September 24-28, 2018
Disney’s Coronado Springs Resort
Lake Buena Vista, Florida

Attendee Brochure

Register today at NMCongress.com
Dear Colleague,

I’m pleased to invite you to attend Nursing Management Congress 2018, September 24-28, 2018 at Disney’s Coronado Springs Resort in Lake Buena Vista, Florida. Sponsored by Wolters Kluwer, publisher of *Nursing Management* journal, the conference offers you educational sessions that will strengthen the practical and critical thinking leadership skills you need to improve the overall quality, efficacy, and cost of patient care in your organization.

As the premier conference for nurse leaders, NMC has something for every level of nurse leader in every practice setting. In addition to many of our outstanding returning faculty, you will hear from new and innovative nurse leaders throughout our high-paced, innovative program.

Over the course of the 5-day event, you’ll find a rich forum for evidence-based educational sessions and networking that will deliver comprehensive, results-oriented patient care strategies that you can implement as soon as you return to your practice setting.

Of all the choices you have for national meetings, none will deliver the opportunities for learning, networking, and growth as Nursing Management Congress 2018. You’ll enjoy an incredible conference location, an evidence-based approach to learning, easy access to online session content and continuing education, as well as an opportunity to exchange ideas with your peers.

I hope to see you there!

Pamela Hunt, MSN, RN, NEA-BC
Conference Chairperson
Vice President of Patient Care Services/Chief Nursing Executive
Community Health Network North Region
Indianapolis, IN

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**Special Offer for NMC Attendees!**

Add a subscription to *Nursing Management* journal for only $15 (see check box on registration page for details).

Published monthly, *Nursing Management* provides practical, evidence-based information for the management of healthcare delivery across the care continuum. A one-year subscription is valued at $107.00. Already a subscriber? We’ll add an additional 12 issues to your existing subscription.
Pre-Conference Workshops

MONDAY, SEPTEMBER 24

8:00 am – 4:30 pm

010A New Manager Intensive: A Focus on Finance and Leadership
Pamela Hunt, MSN, RN, NEA-BC, NMC2018 Conference Chairperson, Vice President of Patient Care Services/Chief Nursing Executive, Community Health Network North Region, Indianapolis, IN; Faith Bresnan Roberts, RN, MSN, NMC2018 Planning Panel, Executive Director of Magnet, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
This powerful two-day workshop provides the fundamental tools you need for success as a new nurse manager. Learn to calculate and justify the staff, equipment, and supplies you need to keep your department providing quality care as well as evaluate the feasibility of a new service line. This workshop also covers building relationships, finding the right words for tough conversations, and growing your own leadership skill set. We'll review the attributes strong leaders possess and create a plan to enhance your practice, and help you understand the role you like to develop a practical and research-based plan for personal and professional success? Are you at a place in your career where you would like to increase your clarity, focus, and ultimately your effectiveness as a leader? Would you like to develop a practical and research-based plan for personal and professional success? Who wouldn’t? But in today’s healthcare environment, the intensity of leaders’ day-to-day responsibilities often keeps them from strategic assessing and planning beyond immediate daily crises. This interactive workshop is designed to inspire and equip leaders to make research-based behavioral changes that will transform themselves and the people around them, increasing their individual and employee performance. This session is led by two veteran executive coaches who will help each leader develop a defined and written plan for themselves, their career, and the people they lead within the context of their current position. Separate fee.

020B Nursing Leadership Certification Prep Course
Michael Grossman, DM, MSN, RN, NEA-BC, CNML, Nurse Builders, Philadelphia, PA
If you registered for Session 020A, you're automatically enrolled in this class. Separate fee.

TUESDAY, SEPTEMBER 25

8:00 am – 4:30 pm

010B New Manager Intensive: A Focus on Finance and Leadership
Pamela Hunt, MSN, RN, NEA-BC, NMC2018 Conference Chairperson, Vice President of Patient Care Services/Chief Nursing Executive, Community Health Network North Region, Indianapolis, IN; Faith Bresnan Roberts, RN, MSN, NMC2018 Planning Panel, Executive Director of Magnet, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
If you registered for Session 010A, you're automatically enrolled in this class. Separate fee.

020B Nursing Leadership Certification Prep Course
Michael Grossman, DM, MSN, RN, NEA-BC, CNML, Nurse Builders, Philadelphia, PA
If you registered for Session 020A, you're automatically enrolled in this class. Separate fee.

030 Executive Coaching: Give Yourself a Competitive Edge
Dean L. Prentice, Colonel, USAF, NC, DHA, MA, BSN, NE-BC, NMC2018 Planning Panel, Deputy Command Surgeon, United States Air Force Central Command, Shaw Air Force Base, SC; Rhonda Lawes, MS, RN, CNE, Assistant Professor, University of Oklahoma College of Nursing, Tulsa, OK
Are you at a place in your career where you would like to increase your clarity, focus, and ultimately your effectiveness as a leader? Would you like to develop a practical and research-based plan for personal and professional success? Patient safety is more than just about preventing harm for our patients. It is a process of engaging bedside clinicians to own their practice and practice environment to assure patients receive high quality care. Creating a culture of continuous improvement fosters both improved patient outcomes and patient safety. Join us for this interactive half-day workshop to learn not only how a large medical center used continuous process improvement techniques to engage clinical staff to think differently about patient safety … but how you can return to your organization and implement these initiatives for immediate results and positive change! Separate fee.

8:00 am – 11:30 am

040 The 3 “C’s”: Coaching, Counseling, and Completing Performance Evaluations
AJ Stephens, DNP, MBA/HCA, RN-BC, CMSRN, NEA-BC, NMC2018 Planning Panel, Director of Medical Surgical and Oncology Services, HCA North Texas, Plano, TX; Jamie Brennan, MSN, RN, CMSRN, NE-BC, Clinical Nurse Leader, HCA North Texas, TONE Board of Directors, Plano, TX
This powerful workshop will provide the tools that you need to be a successful nurse manager. Learn the fundamentals of leading a counseling session for success, coaching staff to be positive change agents, and finally review tools, tips, and tricks to successfully complete performance evaluations. This session will provide you the tools and resources you will need to be a successful leader within your organization. Separate fee.

1:00 pm – 4:30 pm

050 How Engaged is Your Staff?: Thinking Differently about Patient Safety
Emily Jackson, BSN, MBOE, RN, CSSBB, Director of Nursing Quality, New York Presbyterian/Columbia University Irving Medical Center, New York, NY
Patient safety is more than just about preventing harm for our patients. It is a process of engaging bedside clinicians to own their practice and practice environment to assure patients receive high quality care. Creating a culture of continuous improvement fosters both improved patient outcomes and patient safety. Join us for this interactive half-day workshop to learn not only how a large medical center used continuous process improvement techniques to engage clinical staff to think differently about patient safety … but how you can return to your organization and implement these initiatives for immediate results and positive change! Separate fee.

Register online at NMCongress.com
### 2018 Program Schedule

#### TUESDAY, SEPTEMBER 25

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<td>Opening Remarks and Chairperson Welcome</td>
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<td>5:30 pm – 6:30 pm</td>
<td>Opening Session</td>
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<td>101</td>
<td>Agile Strength: Tools for Building Personal and Professional Resilience</td>
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<td>9:00 am – 10:00 am</td>
<td>Keynote Address</td>
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<td>Superhero Leadership: How Everyday People Can Have An Extraordinary Impact</td>
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#### WEDNESDAY, SEPTEMBER 26

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<td>7:45 am – 8:45 am</td>
<td>Exhibits Open/Continental Breakfast in Exhibit Hall/ View Posters</td>
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<td>8:45 am – 9:00 am</td>
<td>Richard Hader Visionary Leader 2018 Award Ceremony</td>
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<td>6:30 pm – 8:30 pm</td>
<td>Grand Opening of Exhibits and Posters/Welcome Reception</td>
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### 112 Using Huddles to Improve a Culture of Safety

**Donna Crimmins-Bonnell, BSN, RN, MHSM, CPHQ, LSSGB, Director Quality Services, Methodist Mansfield Medical Center, Mansfield, TX, Vice President, POPS Consulting, Midlothian, TX**

Communication is a key leadership skill that leads to promoting a culture of safety in the organizations. Learn how huddles promote rapid communication, leadership awareness, and problem identification and resolution, which promote teamwork and prevent safety-related issues for patients and staff. This session provides a proactive approach to preventing harm and changing culture to one of accountability, safety, and transparency.

### 113 I Want … I Need … I HAVE to Have! Making a Great Business Case

**Betsy Bipler, MSN, BS, RNC-OB, Vice President, Quality & Administration, Northwind Pharmaceuticals Indianapolis, IN**

In a tight healthcare economy, getting what you need for your unit can be challenging! Geared for the new leader, we’ll go through a business case step-by-step, and teach you to proactively answer questions before your senior leaders ask them. From FTEs to equipment, we will review the must-haves for a business case that will make your request stand out above the rest!

### 114 The Emotional Connection with Opiate Addicts in the Outpatient and Inpatient Environment

**Brooke Schaefer, FNP, Community Health Network East OB/GYN, Indianapolis, IN**

Through an OB/GYN office-based outpatient program that strives to address the complex needs of opiate addicts and their families. This discussion addresses the opportunities that present themselves during outpatient visits, with a special focus on developing rapport, trust, and therapeutic relationships with these patients and their families, primarily during outpatient treatment. Inpatient relationship building will also be addressed.
continuing education provider information

purpose: As a nurse leader attending Nursing Management Congress2018, you’ll be able to network with colleagues, have discussions with faculty and industry experts, and visit numerous exhibits that provide alternatives and strategies for improving the quality and cost-effectiveness of care delivery and nursing practice in your healthcare setting. In addition, you can accrue contact hours.

Objectives: By the end of the Congress, you’ll be able to:

• Develop creative approaches to nursing practice that enhance quality patient care in a cost-effective manner.
• Influence the practice of nursing through communication, mentoring/precepting, and inspiring peer practice of nursing.
• Foster development through seeking out professional growth opportunities, supporting professional certification, and technological advancement.
• Influence and inspire others to achieve higher levels of responsibility.
• Network with faculty and colleagues to maintain and grow relationships.

Accreditation Statement: Lippincott Professional Development will award up to 16 contact hours for attendance of this continuing nursing education activity (a maximum of 30 contact hours can be earned inclusive of a 2-day pre-conference workshop).

Lippincott Professional Development is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

Lippincott Professional Development is also an approved provider of continuing nursing education by the District of Columbia, Georgia, and Florida CE Broker #50-1223.

This activity is also provider approved by the California Board of Registered Nursing, Provider Number CEP 11749 for up to 16 contact hours and up to 30 contact hours inclusive of a 2-day preconference workshop. Your certificate is valid in all states.

Register online at NMCongress.com
Remote Patient Monitoring
Michael Adcock, FACHE, Executive Director, Center for Telehealth, University of Mississippi Medical Center, Jackson, MS
In August 2014, the UMMC Center for Telehealth launched The Mississippi Diabetes Telehealth Network to pilot an advanced healthcare model on patients with uncontrolled diabetes living in the Mississippi Delta. Based on the findings, UMMC has ramped up this program to include monitoring for patients across other chronic conditions, with reimbursement. We’ll discuss how to evaluate chronic disease management programs using technology in patients’ home to achieve significant cost savings and reduce readmissions.

Achieving Employee Engagement Success: Are You Tough Enough?
Kendra Brown, MSN, RN, NE-BC, Nurse Manager, Clinical Decision Unit, Carle Foundation Hospital, Urbana, IL, Urbana, IL
Learn employee engagement strategies and planning methods to ensure you are a leader of choice for your staff! This session discusses an inspirational journey from employee engagement heartbreak to achieving top results across five individual units and 125 direct reports. Every nurse manager is tough enough to persevere if you are willing to lower your guard and intentionally win over your team!

3:45 pm – 4:45 pm
BREAKOUT SESSIONS

Sustaining Change: It’s All About That Base
Marian Altman RN, MS, CNS-BC, CCRN-K, ANP, Clinical Practice Specialist, American Association of Critical Care Nurses, Richmond, VA
This session will share change management practices and tools utilized in a nursing leadership and quality improvement program to help participants lead and sustain change that result in measurable outcomes. The change management concepts and tools shared will enhance your skills and instill the confidence to design, initiate and sustain changes in your unit that improve outcomes and reduce costs.

Flawsome: How to Embrace Your Flaws and Rediscover Your Value
Rhonda Lanes, MS, RN, CNE, Assistant Professor, University of Oklahoma College of Nursing, Tulsa, OK
The art of knowing you’re perfectly imperfect is the first step in learning from your mistakes instead of being trapped in a self-defeating cycle of repeating the same behavioral or cognitive mistakes. Using the latest in self-efficacy, resilience, and cognitive behavior therapy research, participants are guided through an interactive session of self-assessment and the development of a written plan for how to leverage mistakes for personal growth. You’ll learn steps toward reaching future goals, solving problems in new and creative ways, thinking differently about yourself, and improving personal and professional relationships.

Harnessing the Power of Artificial Intelligence
Joyce Sensmeier, MS, RN-BC, CPHIMS, FHIMSS, FAAN, Vice President, Informatics, HIMSS, Chicago, IL
The use of artificial intelligence in healthcare will go far toward turning data into useful and actionable information that benefits the health and care of our patients. This session equips you for a future where we can integrate the human aspects of care, while at the same time analyze data to personalize treatment and predict outcomes.

Waste Not, Want Not: Engaging Staff in Meeting Financial Goals
Betsy Bigler, MSN, BS, RNC-OB, Vice President, Quality & Administration, Northwind Pharmaceuticals, Indianapolis, IN
How do we avoid making our leadership teams appear “all about the money?” while actually saving money? Identifying staff dissatisfiers that are also fiscally draining can lead to a stronger team and better budget. We’ll walk through successes and lessons learned of a LEAN, staff-driven initiative and show how engagement and staff leadership is the key to meeting your financial goals.

THURSDAY, SEPTEMBER 27
8:00 am – 9:00 am
Exhibits Open/Continental Breakfast in Exhibit Hall
Continental breakfast will be available.

9:00 am – 10:00 am
GENERAL SESSION
201 Lead the People, Or Manage the Mess!
Pamela Hunt, MSN, RN, NEA-BC, NMC2018 Conference Chairperson, Vice President of Patient Care Services/Chief Nursing Executive, Community Health Network North Region, Indianapolis, IN
When you were a bedside nurse, you knew exactly what to do. You had assigned patients to assess, meds to deliver, treatments to complete, and discharge teaching to share. All these actions and activities resulted in easily demonstrated outcomes and value to the patient and their family. So… what value does your role in nursing leadership offer? Do you sometimes feel left out of the purpose that inspired you to be in healthcare? Let’s open the day by talking about the work of the nurse leader and the value we bring to the patient with every action we take!

10:15 am – 11:15 am
BREAKOUT SESSIONS

Finding the Right Fit: How to Interview and Hire the Best Candidates
Amber Nibling, MSN, RN-BC, Manager, Transition to Practice Programs, Carle Foundation Hospital, Urbana, IL
Hiring the right candidate can be a stressful and high-pressure decision. You want to make the right decision for the candidate, your team, and your organization. Do both their skills and behavior align with what you’re looking for? Making the right hire is an art and a science. Learn how to assess candidates during the interview, follow up on concerns with strategic questions, and identify nurses at all levels of experience who will be positive contributors in providing high-quality patient care and be great teammates.

Making Healthcare TRANS-parent: Providing Culturally Sensitive Care to Transgender Patients
Vanessa Pomarico-Denino, MSN, APRN, FNP-BC, FAANP, Senior Lecturer, Fitzgerald Health Education Associates, LLC, North Andover, MA; Interim Director/Lead Faculty SCSU FNP Track, New Haven, CT
Transgender persons may present their gender differently than what is considered the societal norm. As a result, this population is more prone to discrimination, harassment and acts of violence than other marginalized populations. Using case studies, this presentation will explore the complex, multi-factorial causes of health inequities among gender-variant persons, review the current literature on transgender health disparities, and present an integrated model for meeting the physical and mental health needs of these patients in the acute care setting. Nurses must recognize the variances that exist among diverse populations in order to effectively treat and affect positive health care outcomes. This session will cover appropriate terminology and gender-affirming care that addresses the unique needs of this population.

213 Working with Front-Line Staff to Increase Quality
Florence Jones, DNP, RN, NEA-BC, FACHE, NMC 2018 Planning Panel, President, Methodist North Hospital, Memphis, TN

Leader and employee engagement is essential to ensuring quality outcomes for patients. Join us to learn how a 220-bed facility created a structure that embraced evidence-based practice and facilitated engagement of bedside nurses in improving quality measures.

214 Embodied Ethical Leadership: Leading from the Inside Out
Cynda Hylton Rushton PhD, RN, FAAN, Anne and George Bunting Professor of Clinical Ethics, Professor of Nursing and Pediatrics, Johns Hopkins University Berman Institute of Bioethics & School of Nursing, Baltimore, MD

Nurse leaders are constantly confronted with ethical challenges that cause moral distress and undermine their integrity. Addressing these challenges requires a new paradigm for ethical leadership that is embodied and grounded in moral resilience and integrity. This interactive session will examine the sources and consequences of moral distress among nurse leaders. Strategies for cultivating moral resilience and authentic leadership will be offered.

11:30 am – 12:30 pm
BREAKOUT SESSIONS

221 Falls and the Legal Implications for Nurses
Linda Stimmel, Regional Managing Partner, Co-Chair, Medical Malpractice Section, Wilson Elser, LLP, Dallas, TX

Falls continue to occur and unfortunately, the target of these lawsuits is always the nurse! This session will alert nurse leaders to the increasing risks of lawsuits and licensing board complaints resulting from patient falls. We’ll provide a medical malpractice defense attorney’s suggestions on the best way to be chart a fall and how to interact with the patient/family and Licensing Board officials in a fall situation.

222 Leading from the Middle: Engaging Teams in Continuous Improvement
Emily Jackson, BSN, MBOE, RN, CSSBB, Director of Nursing Quality, New York Presbyterian/Columbia University Irving Medical Center, New York, NY

This influential session will detail essential tools to design and implement a visual management system within a healthcare organization. Learn techniques to engage frontline staff in problem solving to assure successful continuous improvement. In addition, pragmatic tips to hardwire visual management and drive continuous improvement in your organization will be described.

223 Five Key Elements that Really Move the Needle on Patient Experience
Rick Evans, MA, Senior Vice-President, Chief Experience Officer, New York-Presbyterian Hospital and Health System, New York, NY

Improving the patient experience and the metrics associated with it—like HCAHPS measures—can be among the hardest things to achieve for healthcare leaders. At this session, you’ll learn the core elements of any truly successful effort to move the patient experience needle from a leader who has led successful and sustained efforts at some of the country’s biggest academic medical centers, including New York-Presbyterian and Massachusetts General Hospital. The key elements of a successful patient experience improvement strategy are outlined, and participants can evaluate their current efforts and leave with the start of an action plan for their organization.

Call for Posters
This educational meeting and exposition is for nurses in management and leadership positions across the continuum of healthcare. Currently, we’re soliciting poster presentations for the conference. For more details on submitting a poster, please visit the conference website at www.nmcongress.com.

Subject Matter
Poster submissions should contain subject matter of interest to nurses in management and leadership roles. Posters must be evidence-based and include empirical outcomes. Posters sharing studies in progress with substantive preliminary outcomes will also be considered. Topics of interest may include but are not limited to personal and professional development, stress reduction, time/project management, financial management, ethical/legal issues, team development, human resource issues, evidenced based practice, patient safety, and contemporary payment systems such as value-based purchasing.

All accepted/participating posters will be eligible for peer-judging during the conference. Posters will be judged based on the following criteria:

- Substantial and positive impact on public health or patient group
- Contributed to new knowledge or practice
- Unique or innovative
- Supporting documents, teaching displays, pictures, to support poster abstract

The winning poster will be announced during the meeting and the author will have their abstract published in an upcoming issue of Nursing Management journal.

Deadline: July 9, 2018

Notification: The Poster Review Committee will review all poster submissions. You’ll receive a decision notification via email on or before July 30, 2018.

For posters to be accepted, they must comply with ANCC Standards of Commercial Support and Advertising. No product logos may be used and generic names are preferred.
"I just don’t know what they want." “How do I know if I am communicating correctly?”

The largest group of employees in healthcare are millennials. What they value and how they communicate may be challenging to nurse leaders. Join us for an hour devoted to “who wants what”—communicating to and with millennials.

12:30 pm – 2:30 pm

Exhibit Hall Open/View Posters/ Lunch Provided in Exhibit Hall

Learn the latest products and technologies, view the poster presentations, and network with vendors and colleagues. Lunch will be available.

2:30 pm – 3:30 pm

BREAKOUT SESSIONS

231 A New Graduate Nurse Program that Can Transform Retention

Amber Nibling, MSN, RN-BC, Manager, Transition to Practice Programs, Carle Foundation Hospital, Urbana, IL

New graduate nurse retention is a continual conversation and struggle. Come learn how a Magnet facility transformed their new nurse retention by utilizing a homegrown residency program to increase and sustain high levels of retention. Journey with us as we explore every step of this Magnet Exemplar program, from the HR process and interview, to nursing orientation, classes, support throughout the first year, and more. Learn tools and strategies to increase the retention of the new grads at your facility!

232 Manager Today – VP Tomorrow? Make Your Mark, Elevate Your Brand

Rosanne Raso, MS, RN, NEA-BC, Nursing Management journal's Editor-in-Chief, NMC2018 Planning Panel, Wolters Kluwer, Philadelphia, PA; Vice President and Chief Nursing Officer, New York-Presbyterian/Weill-Cornell Medical Center, New York, NY

Are you on a career pathway for promotion? Join Nursing Management journal’s Editor-in-Chief for an informative session, exploring how to gain confidence, attention, respect, and courage on your professional journey through external and internal practices. You’ll leave this powerful session with a toolbox of strategies to make your mark and elevate your brand!

Submit your manuscript via email to:
Cynthia.Laufenberg@wolterskluwer.com with “Visionary Leader” in the subject head.
Entry Deadline: July 15, 2018

NURSING MANAGEMENT® Congress 2018

224 Leading iGen with Confidence: Communicating with Each Generation

Faith Bresnan Roberts, RN, MSN, NMC2018 Planning Panel, Executive Director of Magnet, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL

To enter the award competition, compose a manuscript of up to 2,000 words detailing your own or a colleague’s accomplishments in planning, developing, and implementing sustainable change in your unit or department. The manuscript should articulate evidence that addresses the following award guidelines:

• **Positive work environment:** The leader significantly influences the unit or department through the implementation of creative strategies to improve a professional model of care, nurse satisfaction, patient safety and quality, and professional development.

• **Clinical practice:** The leader actively implements strategies that support the advancement of nursing science through clarifying, refining, and expanding the nursing knowledge base by influencing patient care delivery.

• **Transformational leadership:** The leader defines a shared vision, motivates and coaches teams toward the shared vision, and allows for shared decision making within the team or organization.

• **Mentoring:** The leader functions as mentor, encouraging and engaging team members to participate in the change process. The entry should address the leader’s ability to sustain excellence through insight, inspiration, creativity, and applicability to other organizations.

Nursing Management’s editorial board will select the winner based on the manuscript’s readability, originality, and evidence of credibility. We’ll feature the winning manuscript in our January 2019 issue. The selected honoree will receive an all-expenses-paid trip to Nursing Management Congress 2018, which includes round-trip airfare, conference registration, and hotel accommodations. The winner will be recognized on-site during the conference program.
233  Stop the Voices! How to Transform Your Inner Critic into Your Strongest Motivator
Rhonda Lawes, MS, RN, CNE, Assistant Professor, University of Oklahoma College of Nursing, Tulsa, OK
All of us have an inner critic—a voice that magnifies our weaknesses and simultaneously discredits our strengths. Too often, this leads to the beginnings of self-doubt and a skewed assessment of our ability to change, grow, or get unstuck from where we are, which can lead to feelings that we “aren’t enough” in our personal or professional lives. In this interactive session, participants are guided through a research-based process of both assessing their most common challenges and developing a plan to transform the critical inner narrator into their most powerful motivator.

234  5S–Five What? The LEAN Solution to Having an Organized Workplace
Kristina Krail, MPH, RN, NEA-BC, FACHE, PMP Senior Associate/Healthcare Consultant, NBBJ Architects, New York, NY
Does your staff board supplies? Is your clean utility room a mess? Are your non-salary expenses off the charts? Do you wish that once and for all your workplace could be clean, neat, and well-functioning? The 5S tool for workplace organization may be your solution. This useful LEAN strategy can help you meet important organization/department goals, particularly in the areas of resource management; employee engagement; and morale, safety, and performance improvement. This participative instructional session includes audience polling and gaming; you’ll learn new ways to assure your workplace is more organized, more efficient and a better place for your staff to deliver care.

3:45 pm – 4:45 pm
GENERAL SESSION
241  Man in the Mirror: Reviving Joy at Work
“I’m starting with the man in the mirror.” Not just a great line in a song, but part of an anthem for regaining your joy at work and improving your job satisfaction. Leaders and staff who find joy at work are more productive, feel physically and mentally safe, engage more with the organization, and have increased job satisfaction. It’s time to go from surviving to thriving at work with proven actions to help improve your joy at work.

FRIDAY, SEPTEMBER 28

8:00 am – 9:15 am
GENERAL SESSION
301  Mock Trial: You Be the Jury!
Linda Stimmel, Regional Managing Partner, Co-Chair, Medical Malpractice Section, Wilson Elser, LLP, Dallas, TX
Court is in session! We’ll simulate a real trial to show the pressures and pitfalls of a real deposition/trial of a nurse. You’ll learn how written policies can save you … or destroy you. Come learn how charting continues to be critical when defending your actions. You will be given real life examples of how nurses can protect themselves against potential litigation.

9:30 am – 10:30 am
GENERAL SESSION
302  Leadership Lessons Learned from Wolves
Linda Laskowski-Jones, MS, APRN, ACNS-BC, CEN, FAWM, FAAN, Vice President, Emergency & Trauma Services, Christiana Care Health System, Wilmington, DE, Editor-in-Chief, Nursing2018 Journal, Wolters Kluwer, Philadelphia, PA
Wolves are highly intelligent, amazing animals with a social structure and hierarchy that, when understood, can offer insight into personal leadership development. This presentation will describe essential leadership traits and strategies for dealing with everyday management challenges as derived from wolf pack behaviors. The presenter’s own “up close and personal” experience in a wolf refuge will illustrate key points, as well as give the audience a rare glimpse at the true nature and beauty of wolves.

10:45 am – 11:45 am
CLOSING SESSION
303  The Crab Bucket: The Way We Do The Things We Do
Faith Bresnan Roberts, RN, MSN, NMC 2018 Planning Panel, Executive Director of Magnet, Professional Practice and Parish Nursing, Carle Foundation Hospital and Carle Physician Group, Urbana, IL
For too long in nursing, neophytes have been admonished for their creativity with the statement: “That’s not the way we do it here.” This presentation explores “The way we do the things we do” and most importantly, why we do the things we do. Using a northeastern folktale about a crab bucket as a metaphor, we’ll study the evolutionary process of a nurse from student to practitioner to leader. Management styles that either impede or enhance autonomy are contrasted with actual examples. Clinical situations are used as a backdrop for examining management/leadership styles, conflict resolutions, job satisfaction, and employee expectations.

Register online at NMCongress.com
Conference room rate is $179.00/night, plus tax. Reservations must be made by August 31, 2018. Please mention “NMC” to receive this special rate. Please make room reservations early as the group room block may sell out before the cut-off date.

Hotel Information

Disney's Coronado Springs is a Southwest-themed, Moderate Resort hotel encircling the glimmering 22-acre Lago Dorado, evoking the spirit and romance of Spanish-colonial Mexico and the American Southwest. Follow in the footsteps of explorer Don Francisco de Coronado as he searched for the legendary Seven Cities of Gold while you discover the beauty and fantasy of this unique Resort.

From the welcoming spring-fed Fountain of the Doves to the hidden treasures of the Mayan ruin-themed Dig Site pool, escape to a tranquil lakeside vacation destination where relaxation is your reward. A serene atmosphere infuses the guest rooms, conference facilities, shops, restaurants and cantinas, inspired by faraway places where time goes by just a little bit slower than usual.

Located in the Animal Kingdom® Resort Area, Disney's Coronado Springs Resort has been designated “Green Certified” by the Florida Green Lodging Program, recognizing the Resort’s environmentally responsible practices.

The brightly colored, Spanish-style guest rooms are separated into 3 distinctly themed areas. The Casitas offer an urban terracotta paradise. The rustic Ranchos resemble charming Southwestern pueblos. Cabanas provide a quaint beachfront retreat complete with cozy hammocks. Be sure to request the theme that most appeals to you.

As you explore the Resort, you’ll discover a variety of dining options, including quick snacks, as well as Panchito’s Gifts and Sundries, where you can find Disney souvenirs, native crafts, and more. Finally, be sure to indulge yourself after a long day with a luxurious massage or facial at the La Vida Health Club conveniently located on the property.

Wireless Internet Access (WiFi)

Stay connected with convenient internet access throughout Walt Disney World® Resort hotels. Enjoy complimentary wireless high-speed internet access (WiFi) in guest rooms, public spaces, and meeting space. To take advantage of this complimentary wireless internet access, please note that you’ll need a WiFi enabled device.

Location and General Information

Disney's Coronado Springs Resort is located between Disney's Animal Kingdom® Theme Park and Disney's Hollywood Studios.

Nearby Attractions

• Disney's Hollywood Studios® – 1 mile
• Magic Kingdom® Park – 4 miles
• Epcot® – 6 miles
• Disney Springs® – 8 miles

Airport Information

You’ll fly into Orlando International Airport (MCO), located 22 miles from the hotel. It's recommended attendees search for the best possible airline ticket by comparing various airline pricing through www.expedia.com.

Disney’s Magical Express/Complimentary Airport Transportation & Luggage Delivery Service for Disney Hotel Guests

Disney's Magical Express is complimentary roundtrip airport transportation and luggage delivery for Guests of select Walt Disney World® Resort hotels. Bypass baggage claim and avoid the hassle of having to find transportation or drive, as Disney's Magical Express service transports you from Orlando International Airport to your Walt Disney World® Resort hotel, and delivers your bags to your room.

Disney’s Magical Express Reservations:

407-939-4686 (option 2)

To ensure seamless service, please make your Disney's Magical Express reservation at least 30 days in advance of your arrival date.

Parking

Standard overnight self-parking is available to registered guests for a fee of $19 per night (sales tax included). Complimentary standard self-parking is available while you enjoy select dining, shopping, entertainment, and recreation experiences at this Resort.

Weather Conditions

The Sunshine State boasts year-round fabulous weather! The average temperatures in Orlando in September range from the high 80s during the day to the mid 70s in the evening. Bring layered clothing to adjust for differences in meeting room temperatures.
**3 EASY WAYS TO REGISTER:**
1. Online: NMCongress.com  
2. By fax: 215-565-2807  
3. Mail completed form with payment to: Wolters Kluwer Conference Department Two Commerce Square, 2001 Market Street, Philadelphia, PA 19103
   Inquiries: 1-800-346-7844 x 18850 or 18851

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**REGISTRATION FORM**

<table>
<thead>
<tr>
<th>Title/Position:</th>
<th>☐ Nurse Manager</th>
<th>☐ VP</th>
<th>☐ Director</th>
<th>☐ CNO/CNE</th>
<th>☐ Recruiter</th>
<th>☐ Other (please specify) ____________________________</th>
</tr>
</thead>
</table>

**NAME/CREDENTIALS FOR BADGE**

**EMPLOYER NAME**

Please note email address will be used to send all confirmations and for CE auditing.

**EMAIL**

**STREET ADDRESS**

**CITY** | **STATE** | **ZIP**

**PHONE (Check one) | ☐ Home | ☐ Work | ☐ Mobile**

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**Please indicate if you would like to attend any of the preconference workshops listed below. NOTE: There is an additional charge for these sessions. See price list at right.**

**Monday, September 24 and Tuesday, September 25**

- **2-Day Preconference Courses**
  - If you select a course from column A, you cannot select one from column B.
  - 8:00 am – 4:30 pm
    - ☐ 010A-B New Manager Intensive: 2-Day Course
    - ☐ 020A-B Nursing Leadership Certification Prep: 2-Day Course

**Tuesday, September 25:**

- **Preconference Workshops**
  - If you have selected 010 or 020 you cannot attend the following workshops:
  - 8:00 am – 4:30 pm (FULL DAY)
    - ☐ 030 Executive Coaching: Give Yourself a Competitive Edge
    - ☐ 040 The 3 “C”s”: Coaching, Counseling and Completing Performance Evaluations
    - ☐ 050 How Engaged is Your Staff?: Thinking Differently about Patient Safety

**Tuesday, September 25:**

- **Main Conference Starts Here**
  - 5:30 pm – 6:30 pm
    - ☐ 101 Agile Strength: Tools for Building Personal and Professional Resilience
  - 6:30 pm – 8:30 pm
    - ☐ 102 Grand Opening of Exhibits/Welcome Reception

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**Please indicate your selection below for each breakout session that you’d like to attend. This section must be completed in order to process your registration.**

**Wednesday, September 26**

- 10:15 am – 11:15 am
  - ☐ 111 __________ 112 __________ 113 __________ 114 __________
- 11:30 am – 12:30 pm
  - ☐ 121 __________ 122 __________ 123 __________ 124 __________
- 2:30 pm – 3:30 pm
  - ☐ 131 __________ 132 __________ 133 __________ 134 __________
- 3:45 pm – 4:45 pm
  - ☐ 141 __________ 142 __________ 143 __________ 144 __________

**Thursday, September 27**

- 10:15 am – 11:15 am
  - ☐ 211 __________ 212 __________ 213 __________ 214 __________
- 11:30 am – 12:30 pm
  - ☐ 221 __________ 222 __________ 223 __________ 224 __________
- 2:30 pm – 3:30 pm
  - ☐ 231 __________ 232 __________ 233 __________ 234 __________

**Friday, September 28**

- Please note that General Sessions are open to all paid attendees.

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**SPECIAL OFFER FOR NMC ATTENDEES!**

- ☐ Add a 1-year subscription to Nursing Management for only $15

**Already a subscriber?**

We will add a 1-year subscription to your existing subscription.

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Registration will not be processed without payment. Make checks payable to Nursing Management Congress and send to:

Wolters Kluwer Conference Department
Two Commerce Square, 2001 Market Street
Philadelphia, PA 19103

A confirmation will be emailed to you after your registration form and payment have been processed.

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**FORM OF PAYMENT**

- ☐ Check enclosed (Payable to Nursing Management Congress, Tax ID # 13-293-2696)
- ☐ Credit Card - If paying by credit card, please include:
  - ☐ VISA  ☐ MasterCard  ☐ American Express

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**REGISTRATION FEES/CUTOFF DATES**

All preregistration for the conference must be postmarked no later than September 10, 2018. Walk-in registration availability will be posted on our website at NMCongress.com.

**REGISTRATION FORM**

<table>
<thead>
<tr>
<th>SUPER EARLY ENDS 7/30</th>
<th>EARLY 7/31 – 9/23</th>
<th>ON-SITE 9/24 – 9/28</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Conference $699</td>
<td>$799</td>
<td>$899</td>
</tr>
<tr>
<td>Daily Fee $225</td>
<td>$265</td>
<td>$295</td>
</tr>
<tr>
<td>Guest Pass for Exhibit Hall $359</td>
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<td></td>
</tr>
</tbody>
</table>

**Preconference Workshops (September 24-25; additional fee)**

- ☐ 010 New Manager Intensive: 2-Day Course $590 $670 $750
- ☐ 020 Nursing Leadership Certification Prep: 2-Day Course $590 $670 $750
- ☐ 030 Executive Coaching: Give Yourself a Competitive Edge $295 $375 $455
- ☐ 040 The 3 “C”s”: Coaching, Counseling and Completing Performance Evaluations $195 $215 $235
- ☐ 050 How Engaged is Your Staff?: Thinking Differently about Patient Safety $195 $215 $235

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**PAYMENT SUMMARY**

| Conference Fee | $___________ | Preconference Workshops | $___________ | Guest Pass for Exhibit Hall | $___________ | Journal Subscription | $___________ | Total Amount Due | $___________ |

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**CANCELLATION/TRANSFER POLICY**

All cancellations and transfers must be received in writing. For cancellations received prior to September 10, 2018, we will refund registration cost minus a $75 administrative fee. We’re unable to make refunds after September 10, 2018, but will gladly transfer your registration to a colleague if the request is made in writing to Helen.Lolensky@wolterskluwer.com.