

# Nursing Management<sup>®</sup> Congress 2019

*The Conference for Excellence in Nursing Leadership<sup>®</sup>*

October 15-19 **New Orleans**  
Hyatt Regency New Orleans



## Attendee Brochure

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of *Nursing Management*<sup>®</sup> journal

 Wolters Kluwer

 NMC-Nursing Management Congress  @NM\_congress

# Nursing Management<sup>®</sup> Congress 2019



The Conference for Excellence in Nursing Leadership<sup>®</sup>

Dear Colleague,

I'm pleased to invite you to attend Nursing Management Congress 2019, October 15-19, 2019 at the Hyatt Regency New Orleans! Sponsored by Wolters Kluwer, publisher of *Nursing Management*<sup>®</sup> 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, Nursing Management Congress 2019 has something for every level of nurse leader in every practice setting. In addition to many of our outstanding returning faculty, you'll hear from new and innovative nursing thought 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 like Nursing Management Congress 2019. You'll enjoy an incredible conference location, an evidence-based approach to learning, easy access to online session content and continuing education, and an opportunity to exchange ideas with your peers.

I hope to see you there!

Pamela Hunt, MSN, RN, NEA-BC

Nursing Management Congress 2019 Conference Chairperson

Vice President of Patient Care Services

Community Health Network North Region

Indianapolis, IN

## 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.



## Continuing Education Provider Information

**Purpose:** As a nurse leader attending Nursing Management Congress 2019, 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.

### 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.

## 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 [NMCongress.com](http://NMCongress.com).

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:** August 1, 2019

**Notifications of acceptance and/or rejections:** August 19, 2019

*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.*

## Preconference Workshops

### TUESDAY, OCTOBER 15

8:00 am – 4:30 pm

#### 010A New Manager Intensive: A Focus on Finance and Leadership

*Pamela Hunt, MSN, RN, NEA-BC, Community Health Network North Hospital; Faith Bresnan Roberts, RN, MSN, Carle Foundation Hospital and Carle Physician Group*

This powerful two-day workshop provides the tools you need for success as a new nurse manager. We'll review the attributes strong leaders possess and create a plan to enhance your practice and help you understand the role of a nurse manager during a time of continual healthcare reform and relentless pressure to raise those scores. This session will empower you with resources you can implement immediately upon return to your organization. If you register for this session, you are automatically enrolled in session 010B. *Separate fee.*

#### 020A Nursing Leadership Certification Prep Course

*Lori Armstrong, DNP, RN, NEA-BC, Nurse Builders*

This course provides a comprehensive and up-to-date review of nursing management and leadership based on the CNML and NE-BC exams. It's packed with information that will not only promote certification exam success but also enhance your practice as a nurse manager and leader. If you register for this session, you are automatically enrolled in session 020B. *Separate fee.*

### WEDNESDAY, OCTOBER 16

8:00 am – 4:30 pm

#### 010B New Manager Intensive: A Focus on Finance and Leadership

If you registered for Session 010A, you're automatically enrolled in this class. *Separate fee.*

#### 020B Nursing Leadership Certification Prep Course

If you registered for Session 020A, you're automatically enrolled in this class. *Separate fee.*

8:00 am – 11:30 am

#### 030 Effective Dialogue With Difficult Interactions

*Jane Alberico, MS, RN, CEN, HCA Leadership Development Institute*

During this interactive session, you'll discover a recipe you can use to minimize conflict during difficult interactions. You can add or delete ingredients to make it your own and practice various options to alter the recipe based on your unique workplace situation. The end result? A finished product that will help you foster positive outcomes when those difficult interactions occur. *Separate fee.*

#### 040 How Safe Are You? Avoiding Malpractice in Nursing: Legal Boot Camp

*Linda Stimmel, JD, Wilson Elser*

This interactive workshop will serve to answer all your legal questions—and most importantly, allow you to take away immediately implementable processes and practices to protect yourself, your staff and your unit. We'll discuss chart documentation, incident reports,

occurrence reports and chain of command issues. We'll also provide guidance on how to proceed when you suspect a dangerous nurse is working with you. This includes, lack of appropriate training, substance abuse and potential danger to others. *Separate fee.*

1:00 pm – 4:30 pm

#### 050 Build a Work Place Culture That is Energizing, Empowering, and Engaging

*Charles Kunkle RN, MSN, CEN, No Time To Care*

How do you get a multigenerational workforce, who is feeling overwhelmed and burned out, to become motivated and accountable? Join us to learn a simple 3-step approach to develop a unit culture that is based on mutual respect and collaboration, learn skills to sharpen shared governance, and create actions plans for transformative results. You'll walk away with helpful tools and “how-to’s” for immediate success! *Separate fee.*

#### 060 Continuous Improvement: If You Build It, They Will Get It Done

*Emily Jackson, BSN, MBOE, RN, NEA-BC, New York-Presbyterian/Columbia University Irving Medical Center*

Healthcare professionals today need to assure they are not only doing their job, but continually striving to improve their work. The old standard of ‘throwing spaghetti against the wall and seeing what sticks’ is no longer acceptable or effective problem solving. Attendees will learn techniques to engage frontline teams in problem solving to assure continuous improvement, inclusive of hardwiring visual management. *Separate fee.*

## Richard Hader Visionary Leader Award



Generously sponsored by



Hackensack  
Meridian Health

*Nursing Management* journal's editorial board is recognizing a nurse leader who views nursing as both an art and a science by promoting caring and competence as the link between science and humanity. Named in honor of the journal's long standing and highly respected Editor-in-Chief and Conference Chairperson, this award recognizes excellence in nursing leadership.

To enter, 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 entry should address the leader's ability to sustain excellence through insight, inspiration, creativity, and applicability to other organizations. Articulate evidence that addresses the following:

- **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.
- **Mentoring:** The leader encourages and engages team members to participate in the change process.

The honoree will be selected based on the manuscript's readability, originality, and evidence of credibility. The winning manuscript will be featured in *Nursing Management's* January 2020 issue. The selected honoree will receive an all-expenses-paid trip to Nursing Management Congress2019 and will be recognized during the conference program. Submit manuscript via email to [Cynthia.Laufenberg@wolterskluwer.com](mailto:Cynthia.Laufenberg@wolterskluwer.com) with “Visionary Leader” in the subject head by **July 15, 2019**.

# Nursing Management Congress 2019

**WEDNESDAY, OCTOBER 16**

**5:00 pm – 5:30 pm**

**Opening Remarks and  
Chairperson Welcome**

**5:30 pm – 6:30 pm**

**Opening Session**

**101 Creating the  
Next Generation of  
Nurse Leaders**



*Jeff Doucette, DNP, RN, NEA-BC, FAAN,  
Thomas Jefferson University Hospitals*

As you lead, are you fully present in your work? Do you feel like anxiety and stress in your work environment impede your effectiveness and performance? This engaging session helps you cultivate the courage and confidence amidst the workplace challenges you face every day. Sharpen your leadership skillset and learn techniques to grow future leaders and improve your mindfulness, presence, and innate leadership gifts, whether you lead from the bedside or the boardroom.

**6:30 pm – 8:30 pm**

**102 Grand Opening of Exhibits  
and Posters/Welcome Reception**

**THURSDAY, OCTOBER 17**

**7:45 am – 8:45 am**

**Continental Breakfast Provided  
in Exhibit Hall/View Posters**

**8:45 am – 9:00 am**

**Richard Hader Visionary Leader  
2019 Award Ceremony**

**9:00 am – 10:00 am**

**Keynote Address**

**103 Becoming  
Unbreakable:  
Unleashing the Power of Purpose**



*Brant Menswar, Award-winning musician,  
author of Rock 'N' Roll With It: Overcoming  
the Challenge of Change*  
Our ability to perform at the highest levels, both individually and organizationally, is critically impacted by what we allow to influence us. How do we control our influences in a powerful, positive way that allows us to overcome any obstacle we face?

In this highly engaging, rock 'n' roll fueled, interactive keynote, Brant explains the secrets and science of why engaging purpose has the most transformational impact on our personal and professional lives, making us truly UNBREAKABLE!

**10:15 am – 11:15 am**

**BREAKOUT SESSIONS**

**111 Dealing with Difficult  
Patients: Keeping Staff and  
Patients Safe**

*Linda Laskowski-Jones, MS, APRN, ACNS-BC,  
CEN, FAWM, FAAN, Emergency and Trauma  
Nursing Consultant*

Providing safe care for patients with psychiatric and behavioral health issues can pose challenges to even the most experienced staff, especially when these patients also have significant medical needs. This session covers the pertinent risks to consider as well as risk mitigation strategies you can use to improve patient and staff safety.

**112 #Failureisanoption**

*Emily Jackson, BSN, MBOE, RN, NEA-BC,  
New York-Presbyterian/Columbia University  
Irving Medical Center*

In this session, attendees will explore failure, with an emphasis on why it is not necessarily a bad thing. Discussion will focus on how nurse leaders can accept failure, while promoting a culture of growth.

**113 Engaging Feedback  
Conversations**

*Beth Rashleigh, MS, CPC, ELI-MP,  
Community Health Network*

This session will help you transform your feedback conversations from something you dread into something you know will create behavior change. You'll leave prepared to have your next difficult conversation in a way that will engage your staff.

**114 Stop the Revolving Door:  
The Nurse Manager's Role in  
Retention**

*Amber Nibling, MSN, RN-BC,  
The Carle Foundation*

In between all the regulations and reports, how do you engage and retain your staff? In this session, you'll learn how to increase the retention in your unit or department with innovative techniques.

**11:30 am – 12:30 pm**

**BREAKOUT SESSIONS**

**121 The Nurse Workforce in 2019:  
Stability With Early Signs of Change**

*Sean Clarke, PhD, RN, FAAN, NYU Rory  
Meyers College of Nursing*

This presentation outlines current trends in the supply of and demand for nurses in the US, with an emphasis on what managers should know about emerging trends. As the age composition of the population and the shape of the healthcare system continues to shift, important changes in where and how nurses work may lie ahead in the coming decade.

**122 Social Media in Healthcare:  
Should We Value It or Fear It?**

*Jonathan Woods, RN, MSN, NE-BC,  
Carle Hospital*

This session illustrates the highs and the lows as well as strategies for leveraging the communication power of social media. We'll share experiences and cover the impact and the usage of social media for different age groups in the workplace.

**123 Project Management 101:  
Breaking Down a Problem Using  
Visual Management Tools**

*Betsy Bigler, MSN, BS, RNC-OB,  
Northwind Pharmaceuticals*

Have you ever had a problem to solve and you didn't know how or where to start? Join us as we discuss how to break down a problem using Lean Six Sigma techniques.

**124 You Can't Have It All, But You  
Can Have What's Most Important**

*Rhonda Lawes, MS, RN, CNE,  
University of Oklahoma College of Nursing*

This session provides a rare opportunity for you, without the daily onsite responsibilities of your role, to stop and evaluate your current practice as a leader. We'll walk through practical steps to self-triage the best, the good, and the things in your current leadership strategies that need a toe tag.

**12:30 pm – 2:30 pm**

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

**2:30 pm – 3:30 pm**

**BREAKOUT SESSIONS**

**131 Employee Engagement  
Action Plans**

*Faith Bresnan Roberts, RN, MSN, Carle  
Foundation Hospital and Carle Physician Group*

The survey is completed and the results are in ... now how do you make sense of it? In this session, you'll learn how to "cushion the comments" and—together with staff—write a plan that matters.

Register online at [NMCongress.com](http://NMCongress.com)

## 132 The Future of Care and the Future of Nursing

Judy Murphy, RN, FACMI, LFHIMSS, FAAN, IBM Global Healthcare

This session focuses on how “care” is changing in our health delivery system from one of *Health Care* to one of *Life Care*, and how nursing is key to move beyond the facility-centric, illness-based, episodic model to one of patient centricity and engagement across the continuum. The impact on topics such as population health management, traditional EHR tools, health information exchange, and telehealth will be discussed.

## 133 Shots Fired! A Hospital Tragedy and the Lessons Learned

Charles Kunkle RN, MSN, CEN, No Time To Care

In this presentation, we'll look back to an active shooting incident at a Pennsylvania hospital and identify the deficiencies discovered within the internal disaster plan and discuss in detail the changes that were made to ensure the safety of staff and patients against possible future incidents.

## 134 Improving Staff Productivity Without Downsizing

Denise Hartman, MBA, BSN, RNC-NIC, Community Health Network North Region

This session is ideal for leaders responsible for unit operations. We'll discuss key performance indicators of the departmental performance report and creative, yet realistic, staffing strategies to improve efficiencies and achieve productivity goals without downsizing core staff.

3:45 pm – 4:45 pm

## BREAKOUT SESSIONS

### 141 Dysfunction Junction:

#### Leader Steps to Detoxify a Work Environment

Dean L. Prentice, Colonel, USAF (ret.), NC, DHA, MA, BSN, NE-BC, Oral Roberts University, Anna Vaughn College of Nursing

Congratulations, you're now the nurse leader of “that” unit ... the unit everyone knows is toxic and dysfunctional. Now what? You will learn how to study your current environment, prepare yourself to make changes to improve the behavior, and to arm yourself with strategies to make you an effective change leader.

### 142 When Resources Run Thin: How to Secure a New Position

Betsy Bigler, MSN, BS, RNC-OB, Northwind Pharmaceuticals

In a tight healthcare economy, getting what you need for your unit can be challenging! Have you

Register online at [NMCongress.com](http://NMCongress.com)

and your team always wanted an additional role or FTE, but are having a hard time articulating the need? Geared for the new leader, you'll walk away with five key elements to include in your business case that will leave your senior leaders saying YES to your request!

### 143 It's All About the Experience!

Kirsten Drake, DNP, RN, OCN, NEA-BC, Texas Health Harris Methodist Hospital

We've all been dealing with and addressing the patient experience for years. In this session, we'll explore techniques that you can use to address—and improve—each patient's experience at your facility.

### 144 Four Questions to Transform Your Team

Beth Rashleigh, MS, CPC, ELI-MP, Community Health Network

The key to leadership success is regular communication with your team members. This session will help you understand the importance of regular employee check-ins to ask four key questions related to feedback, support, and challenges on the job.

## FRIDAY, OCTOBER 18

8:00 am – 9:00 am

### Continental Breakfast Provided in Exhibit Hall/View Posters

9:00 am – 10:00 am

## GENERAL SESSION

### 201 True Leadership

Pamela Hunt, MSN, RN, NEA-BC, Community Health Network North Region

What is true leadership? Is it servant leadership, authentic leadership, taking the lead or leading from behind? Does it include hope, along with metrics? This session will explore the characteristics of what a true leader looks like and how they make other people feel about their work and achieving their passion!



10:15 am – 11:15 am

## BREAKOUT SESSIONS

### 211 Leaving a Legacy: Succession Planning & Developing a Self-Sustaining Leadership System

AJ Stephens, DNP, MBA, RN, NEA-BC, HCA North Texas

Raise your hand if you think nursing leadership is easy. ANYONE? This session focuses on developing your team, creating a self-sustaining system, and ensuring the continuation of your leadership legacy.

## 212 Go with the Flow: Efficiently Managing Hospital Throughput Challenges

Linda Laskowski-Jones, MS, APRN, ACNS-BC, CEN, FAWM, FAAN, Emergency and Trauma Nursing Consultant

Promoting optimal patient throughput through the admission, transfer, and discharge process requires effective leadership and management of staffing, bed utilization, and healthcare system resources. In this session, you'll discover strategies you can use to better align your demand with your capacity.

### 213 Person-Centered Care: Ideal or Reality?

Carol Taylor, PhD, RN, Kennedy Institute of Ethics, Georgetown University

As leaders and managers, we have many goals to pursue due to value-based healthcare. What priority do we assign to making sure that every frontline caregiver is committed to and prioritizes person-centered care? This session proposes some practical strategies.

### 214 Data and Dashboards:

#### Using Data for Quality

Kirsten Drake, DNP, RN, OCN, NEA-BC, Texas Health Harris Methodist Hospital

Since the introduction of the electronic health record, there's more data at our fingertips than ever before. In this session, we'll discuss how to transition data into knowledge to impact quality in your work environment.

11:30 am – 12:30 pm

## BREAKOUT SESSIONS

### 221 Cognitive Reframing: How to Get Through It All

Faith Bresnan Roberts, RN, MSN, Carle Foundation Hospital and Carle Physician Group  
Compassion fatigue, formerly known as burnout ... no matter what the title, the work we do is mentally exhausting and takes a toll on our spirit. A great tactic is the use of cognitive reframing to bring our mindset to a different message. Whether ambulatory or acute, all nurse leaders can benefit from this technique. Learn how in this dynamic session.

### 222 Integrating for Success: How to Create a Patient Experience Strategy That Connects to All Your Other Priorities

Rick Evans, MA, New York-Presbyterian Hospital  
This session will show how patient experience goals and initiatives can be connected to other key initiatives and priorities to ensure success. You'll learn about key points of connection and integration and how to “connect the dots” to ensure long-term and sustainable success.

## 223 How to Pick Which Balls to Drop

Rhonda Lawes, MS, RN, CNE,

University of Oklahoma College of Nursing

The goal of this session is to equip you to make progress toward balance with intentional decisions of focus and clarity. Join us in an active discussion of the challenges of leadership at all stages of your career, from new manager to seasoned leader, and you'll leave with an individualized action plan for your own strategies for intentional personal progress.

## 224 Engaging, Empowering, and Elevating Clinical Nurses Through Shared Governance

Joy Parchment, PhD, RN, NE-BC,

Orlando Health

This interactive session provides nurse leaders with tools that empower clinical nurses, the "backbone" of healthcare, to participate in decisions that impact the practice of nursing and to develop leadership abilities that propel them into other nursing leadership positions. Success strategies used across a 7-hospital system will be shared to help you find a strategy that's right for you.

## 12:30 pm – 2:30 pm

Lunch Provided in Exhibit Hall/  
View Posters

## 2:30 pm – 3:30 pm

BREAKOUT SESSIONS

## 231 Manager Today—VP Tomorrow? Make Your Mark, Elevate Your Brand

Rosanne Raso, MS, RN, NEA-BC, FAAN, New

York-Presbyterian/Weill-Cornell Medical Center

Are you on a career pathway for promotion?

Join *Nursing Management*<sup>®</sup> 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!

## 232 Your Leadership Matters: How to Bring High Reliability to Life in Your Department

Lori Armstrong DNP, RN NEA-BC,

Armstrong Reliability Group

Nurse leaders are the key to better outcomes.

This session will highlight how transformational

leaders drive toward #ZeroHarm. Learn tested strategies and take-home tools that will help you and your department LEAD the way in patient safety outcomes.

## 233 Navigating the Medical Cannabis and CBD World: What the Nurse Manager Needs to Know!

Alan P. Agins, Ph.D, PRN Associates

Are you ready to educate patients and families regarding the risks and benefit of cannabis and CBD, potential interactions with medications, concerns about product quality and safety, and the possibility that patients may choose the perceived "panacea" route over necessary conventional therapeutic modalities?

## 234 Ethical Leadership: Needed Now More than Ever

Carol Taylor, PhD, RN, Kennedy Institute of Ethics, Georgetown University

True leaders influence others to realize valued goals. In this session, a healthcare ethicist will help you explore nursing's role in ensuring quality care that's truly person-centered. We'll specifically address the importance of nurse managers recognizing moral distress and promoting moral resilience.

## 3:45 pm – 4:45 pm GENERAL SESSION

## 241 Patient Satisfaction: The Engagement Factor

Rick Evans, MA, New York-Presbyterian Hospital

Everyone in healthcare wants to provide the best patient experience, but patient experience initiatives often get dropped in realtime due to workflow challenges and stress. How do you create a patient experience effort that engages frontline staff and offers compelling answers to the "What's in it for me?" question? This session offers tactics that both engage staff and move the patient-experience needle.

## SATURDAY, OCTOBER 19

## 8:00 am – 9:00 am GENERAL SESSION

## 301 Becoming Legendary: A Personal Journey in Transformational Leadership

AJ Stephens, DNP, MBA, RN, NEA-BC,

HCA North Texas

How is transformational leadership achieved and what does it look like in the practice setting? This session will walk through the journey of a nurse leader, just like you, and discuss practical application of transformational leadership tactics, and using failures as a growth mechanism towards achieving success.

## 9:15 am – 10:15 am GENERAL SESSION

## 302 The Runaway Train of Drug Misuse and Abuse: Is There Light at the End of the Tunnel?

Alan P. Agins, Ph.D, PRN Associates

We'll discuss patient assessment and monitoring tools and healthcare system successes, as well as failures, to reduce prescription drug misuse, abuse, diversion, addiction and overdose. We'll also look at issues related to prescription drug access, misuse, addiction and/or diversion by healthcare professionals.

## 10:30 am – 11:30 am CLOSING SESSION

## 303 Wholehearted Leadership: Building Agility for Times of Change

Elizabeth Angelo, MSN, RN-BC, CPHQ, NEA-BC, Carle Foundation Hospital & Physician Group

Nursing leadership requires a wholehearted approach! This dynamic presentation explores key practices that can be implemented to improve our wellness as well as our agility and joy in work. Nurse leaders will identify the strengths they possess and walk away with practical approaches to framing leadership challenges. Reconnect to the heart of your practice and the joy found in serving others by leading!



## Headquarters Hotel

Hyatt Regency New Orleans

601 Loyola Avenue  
New Orleans, LA 70113

**Book Hotel Online:**  
NMCongress.com

**Book Hotel by Phone:**  
(504) 561-1234  
(Refer to Group: NMC)

Conference room rate is \$229 per night + tax. Reservations must be made by **September 23, 2019**. 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.

### 3 EASY WAYS TO REGISTER:

1. Online: [NMCongress.com](http://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

# Nursing Management Congress 2019

October 15-19, 2019  
Hyatt Regency New Orleans  
New Orleans, LA

FOR OFFICE USE ONLY

Amount \_\_\_\_\_

Check no. \_\_\_\_\_

Date \_\_\_\_\_

## REGISTRATION FORM

Title/Position:

- Nurse Manager    VP    Director    CNO/CNE    Recruiter  
 Other (please specify) \_\_\_\_\_

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

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.

### Tuesday, October 15 and Wednesday, October 16

#### 2-Day Preconference Workshops

If you select a session from column A, you cannot select one from column B.

#### A

8:00 am – 4:30 pm

- 010A-B New Manager Intensive:  
2-Day Course

#### B

8:00 am – 4:30 pm

- 020A-B Nursing Leadership Certification  
Prep: 2-Day Course

### Wednesday, October 16: Preconference Workshops

If you have selected 010 or 020 you cannot attend the following workshops:

8:00 am – 11:30 am (HALF DAY)

- 030 Effective Dialogue With Difficult Interactions  
 040 How Safe Are You? Avoiding Malpractice in Nursing: Legal Boot Camp

1:00 pm – 4:30 pm (HALF DAY)

- 050 Build a Work Place Culture that is Energizing, Empowering, and Engaging  
 060 Continuous Improvement: If You Build It, They Will Get It Done

### Wednesday, October 16: Main Conference Starts Here

5:30 pm – 6:30 pm

- 101 Creating the Next Generation of Nurse Leaders

6:30 pm – 8:30 pm

- 102 Grand Opening of Exhibits/Welcome Reception

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.

### Thursday, October 17

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

### Friday, October 18

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

### Saturday, October 19

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

### 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.

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.

### 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

CARD NUMBER

EXPIRATION DATE

SECURITY CODE/CID#

PRINT NAME

SIGNATURE

### REGISTRATION FEES/CUTOFF DATES

All preregistration for the conference must be postmarked no later than October 1, 2019. Walk-in registration availability will be posted on our website at [NMCongress.com](http://NMCongress.com).

Postmarked:	Super Early Ends 8/20	Early 8/21– 10/14	On-Site 10/15– 10/19
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### Main Conference (Main Program Includes Exhibit Hall)

Main Conference	\$699	\$849	\$949
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Daily Fee (if you are only attending

one day – circle Thursday or Friday)	\$345	\$399	\$450
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Guest Pass for Exhibit Hall (flat fee)	\$359		
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### Preconference Workshops (October 15 - 16; additional fee)

<input type="checkbox"/> 010 New Manager Intensive: 2-Day Course	\$590	\$670	\$750
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<input type="checkbox"/> 020 Nursing Leadership Certification Prep: 2-Day Course	\$590	\$670	\$750
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<input type="checkbox"/> 030 Effective Dialogue with Difficult Interactions	\$195	\$215	\$235
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<input type="checkbox"/> 040 Legal Boot Camp	\$195	\$215	\$235
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<input type="checkbox"/> 050 Build a Work Place Culture	\$195	\$215	\$235
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<input type="checkbox"/> 060 Continuous Improvement	\$195	\$215	\$235
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### PAYMENT SUMMARY

Conference Fee                    \$ \_\_\_\_\_

Preconference Workshops \$ \_\_\_\_\_

Guest Pass for Exhibit Hall \$ \_\_\_\_\_

Journal Subscription            \$ \_\_\_\_\_

Total Amount Due                \$ \_\_\_\_\_

### CANCELLATION/TRANSFER POLICY

All cancellations and transfers must be received in writing. For cancellations received prior to October 1, 2019, we will refund registration cost minus a \$75 administrative fee. We're unable to make refunds after October 1, 2019, but will gladly transfer your registration to a colleague if the request is made in writing to [Helen.Solensky@wolterskluwer.com](mailto:Helen.Solensky@wolterskluwer.com).