

FACULTY

Kathleen Bartholomew, RN, MN has been a national speaker for the nursing profession for the past 11 years. As the manager of a 57 bed surgical unit in Seattle, Kathleen quickly recognized that creating a culture where staff felt a sense of belonging was critical to retention. Throughout Swedish Medical Center Kathleen spoke to the numerous factors which propel our society toward isolation and encouraged staff to connect and value one another. During her tenure as manager, staff, physician and patient satisfaction improved significantly as she implemented her down-to earth strategies for creating community. Despite the nursing shortage, Kathleen could always depend on a waiting list of nurses for her unit.

Kathleen is an expert on hospital culture and speaks internationally to hospital boards, the military, leadership and staff about safety, communication, cultural change and power. With her husband, John J. Nance, she co-authored, "*Charting the Course: Launching Patient-Centric Healthcare.*" Her Bachelor's Degree in Liberal Arts with a strong emphasis on Sociology has given her the foundation for her to correctly identify the norms and particular to healthcare – specifically physician-nurse relationships and nurse-to-nurse hostility.

CONTINUING EDUCATION CREDIT

5.7 nursing contact hours will be awarded upon completion of this event.

The Arkansas Hospital Association is an approved provider of continuing nursing education by the Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

CONFERENCE SPONSORS

ArONE will recognize sponsors which help make this conference possible at the conference.

Approved contact hours do not constitute approval or endorsement for any commercial products by the American Nurses Credentialing Center's COA.

POSTER CONTEST

Any hospital interested in presenting a poster presentation related to an innovative nursing leadership initiative/practice should use the following criteria for their poster.

Poster should include:

- Freestanding display board or 3-fold cardboard display
- Title of presentation & Organization/Individuals involved in initiative/practice
- One-page summary handout outlining initiative/practice

If you plan to present a poster please contact Lyndsey Dumas via email at ldumas@arkhospitals.org by August 16 to reserve a table. Participants will be required to have their posters displayed by 8 a.m. the day of the conference. Conference participants will vote on the poster that demonstrates the best overall nursing leadership initiative.

CANCELLATION AND REFUND POLICY

If cancellations are received **before August 16**, a refund minus \$50 administrative fee will be given. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. If the alternate is not a member, the non-member registration fee will be required. Registrations that are phoned in, faxed or e-mailed are subject to the same cancellation policy.

DIRECTIONS TO GILBREATH CONFERENCE CENTER, BAPTIST HEALTH MEDICAL CENTER - LITTLE ROCK

Baptist Health is located at 9601 Interstate 630, Exit 7 in Little Rock.

For directions to the Gilbreath Conference Center on the Baptist Health Campus, please see that enclosed map.

HOTEL INFORMATION

The Arkansas Hospital Association has made arrangements with nearby hotels for reduced rates on sleeping rooms. Please see information accompanying this program brochure.



an affiliate of



2013 Summer Conference

Healing Nurse-to-Nurse Hostility & Creating Healthy Relationships

featuring

Kathleen Bartholomew, RN, MN

**Baptist Health Medical Center - Little Rock
Gilbreath Conference Center**

August 23, 2013

REGISTRATION FORM

Please do not Email Registrations!

WHAT: Arkansas Organization for Nurse Executives 2013 Summer Conference

WHERE: Baptist Health Medical Center - Little Rock, Gilbreath Conference Center

WHEN: Friday, August 23, 2013

REGISTRATION FEE:

- \$45 Student of Nursing
- \$90 ArONE Member
- \$115 Non-ArONE Member
- \$130 to Register/Join ArONE

PERSON ATTENDING:

Name

Title

Hospital/Institution

Mailing Address

City, State, Zip

Phone Number

Fax Number

E-Mail Address

MAKE CHECK PAYABLE TO:

Arkansas Organization for Nurse Executives (ArONE)

Credit Cards NOT Accepted

PLEASE REGISTER (by mail or fax) NO LATER THAN AUGUST 16 TO:

Education Department
Arkansas Hospital Association
419 Natural Resources Drive
Little Rock, AR 72205
Telephone #501-224-7878 Fax #501-224-0519

ArONE 2013 Summer Conference

Healing Nurse-to-Nurse Hostility & Creating Healthy Relationships

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**Gilbreath Conference Center
Baptist Health Medical Center - Little Rock**

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OVERVIEW

The expression “nurses eat their young” is so far removed from our idea of the caring and nurturing nurse that we shudder to think it could possibly be true. But the truth is, nurses are hurting each other. Stories from the “front line” cannot be ignored. These stories are the voices of nurses telling the world about their lived experiences. The first step to healing our relationships is the most difficult: to recognize and openly discuss the problem. Only by understanding the origin and reasons for our behaviors can we begin to create the healing environment that is so desperately needed in nursing for ourselves, as well as our patients. We can achieve this by shifting perspectives and taking an objective look at leadership’s pivotal role in maintaining and leading cultural change.

Along with infighting, we also know that both physicians and nurses have a passive-aggressive style of communication and conflict avoidance. Furthermore, a recent analysis of more than 3,000 acute care hospitals by Press Ganey found that “hospitals could affect 15% of their value based purchasing incentive payments by focusing their improvement efforts on nurse communication.” If we are to reach financial goals, deliver the highest level of safe, quality care and create the collegial relationships that will nurture and support each other, leaders must understand the power of culture and learn how to lead cultural change. Participants will leave this presentation prepared, empowered, and determined to engage in leading their staff to unprecedented levels of excellence.

Agenda

- 8:00 a.m. Registration, Refreshments & Poster Presentations**
- 8:30 a.m. Welcome
Barbara Dyson, ArONE President**
- 8:45 a.m. Healing Nurse-to-Nurse Hostility**
- Objectives**
 - Discuss nurse to nurse hostility as a serious problem and why nurses experience un-caring behaviors from their peers.
 - List two actions that you can take to build a culture of healthy relationships and decrease horizontal hostility in your workplace.
 - Identify the impact of power and culture on communication, satisfaction, quality and safety.
 - Discuss how you will recognize and monitor horizontal hostility in your own behavior.
 - Describe the DESC Communication model and role play an example from your practice.
 - Choose two behaviors that are “normal” from your current environment that must be confronted in order to create and sustain a healthy work environment.
- 9:45 a.m. Break & Poster Presentations**
- 10:00 a.m. Healing Nurse-to-Nurse Hostility**
- 11:45 a.m. Lunch & Poster Presentations**
- 12:30 p.m. Business Meeting**
- 12:45 p.m. Physician-Nurse Relationships**
- Objectives**
 - Design an intervention to improve and advance physician-nurse relationships.
 - Compose a plan for shifting power in your organization from a hierarchy to a team model.
- 2:15 p.m. Break & Poster Presentations
(Judging of Posters Ends at 2:30)**
- 2:30 p.m. Leadership’s Role**
- Objectives**
 - State the two key areas of leadership focus for leading a fear based culture.
 - Identify and initiate a system change that will foster collegial relationships and truly patient-centric care.
- 4:00 p.m. Evaluation & Poster Presentation Awards**