



STANFORD
HOSPITAL & CLINICS

Stanford University Medical Center

Center for Education and
Professional Development

Fall 2010

NEW COURSES! • SIXTEENTH ANNUAL STANFORD ARRHYTHMIA SYMPOSIUM FOR ALLIED HEALTH PROFESSIONALS •
DINNER: MEDICARE IMPLICATIONS FOR NURSES • DINNER: ROAD RAGE! • CODE SWITCHING: HOW TO COMMUNICATE
SO THAT MEN AND WOMEN WILL LISTEN • WOUND CARE DINNER PROGRAMS • ENHANCING TEAM DYNAMICS THROUGH
TECHNOLOGY: A COMPUTER CLASS • NEURO DINNER PROGRAMS • CONFLICT COACHING FOR THE HEALTHCARE
PROFESSIONAL • DINNER: AN APPROACH TO SYSTEMATIC INQUIRY AND LEARNING • ADVANCED TRAUMA SESSION TWO



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Coffee and tea provided in the morning.

Lunch included in most of our courses.

ONLINE CATALOG

All of the programs found in our printed catalog can be found online at our website: www.cecenter.stanfordhospital.com

CENTER FOR EDUCATION AND PROFESSIONAL DEVELOPMENT STAFF

Teresa Garcia, Training Services Coordinator
 Paige Huchro, RN, MBA, MA, Education Specialist
 Dorothy Jackson, Training Services Coordinator
 Sherry Ross, Administrative Manager
 Suzanne Taylor, RN, MS, Department Manager
 Vickey Weir, RN, MPA, Education Specialist



ONLINE REGISTRATION COMING SOON!

Starting in Fall 2010 you will be able to shop online for your classes.

FIVE EASY STEPS:

1. Preview our Summer Catalog from the CE Center home page at: www.cecenter.stanfordhospital.com.
2. Then just click on the registration link
3. Choose your Login:
 - External Login for the community nurses.
 - Internal Login for SHC and LPCH employees. Good News: Lawson interface allows you to transfer funds directly from your educational tuition assistance funds.
4. Choose the class you would like to attend and add it to your shopping cart.
5. Enter your payment and receive immediate confirmation letter online!

DON'T MISS THESE EXCITING NEW PROGRAMS:

"Dressed for the Occasion: Understanding Wound Care Products"
Everybody's Bag: Successful Nursing Management of the Ostomy Patient"
Neuro Dinner Series
Conflict Coaching

NOTE THE RETURN OF OUR MOST POPULAR PROGRAMS:

Adult Critical Care Series: Pulmonary Dysfunction
CCRN and PCCN Review Programs
Blood: Physiology, Pharmacology, Phacts, and Phiction
Top Drugs to Know at the Bedside
Just Imagine: Guided Imagery
Power of Presentation Skills
Oncology Nursing Series

September 2010

Continuing Education Courses

Essentials in ECG Rhythms

Date: Wednesday, September 8, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
ANCC 6.25 CE Hrs.

Upon completion, the student will have a working knowledge of the heart and its conduction system. The nurse will recognize rhythms seen on monitored units, calculate heart rate, place electrodes for monitoring, and identify appropriate drug interventions.

Program Highlights:

- Describe components and function of the cardiac conduction system
- Calculate heart rate using two consecutive R- waves
- Identify correct electrode placement for three- and five- wire ECG systems
- Articulate the criteria for recognizing essential arrhythmias
- Discuss appropriate pharmacologic interventions

Faculty from Stanford Hospital and Clinics:

CHRISTINE THOMPSON, MS, RN, CNS, CCRN, Clinical Nurse Specialist – Medical Specialty, has over twenty-five years experience in critical care, primarily with a cardiovascular focus. She has published on electrocardiographic topics and contributed two chapters to *Critical Care Nursing Secrets* (2nd ed., Mosby, 2006).

ONS Chemotherapy and Biotherapy Course

Date: Thursday, September 9, and Thursday, September 16, 2010
Time: 8:00 a.m. – 4:30 p.m.
Fee: \$295.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: 13.5 CE Hrs. (ONS BRN Provider Number 2850)
 ANCC 13.5 CE Hrs.

The Oncology Nursing Society's (ONS) Chemotherapy and Biotherapy Course provides a comprehensive review of the knowledge needed to administer cytotoxic and biotherapeutic agents.

Upon successful completion of the course and post-test, participants will receive an ONS Chemotherapy and Biotherapy Provider Card. This card validates the participant has the theoretical foundation needed to administer cytotoxic and biotherapeutic agents. The card is valid for two years.

Faculty from Stanford Hospital and Clinics

Sixth Annual Stanford Arrhythmia Symposium for Allied Health Professionals

Date: Friday, September 10, 2010
Time: 8:00 a.m. – 4:00 p.m.
Fee: \$185.00 (lunch included)
Location: Stanford Park Hotel, 100 El Camino Real, Menlo Park, CA
Credits: BRN 7.0 CE Hrs.



Our 6th Annual Stanford Arrhythmia Symposium will provide education and support to the nurses, technicians, and allied health professionals who manage patients with arrhythmias. State-of-the art arrhythmia management strategies will be presented as well as opportunities for clinical applications. You will find this program valuable if you care for arrhythmia patients anywhere along their healthcare continuum: emergency room, critical care area, telemetry unit, operating room, cath lab, or in the clinic outpatient setting. The morning provides an overview of the most frequently discussed issues in arrhythmia management. The afternoon program of breakout sessions allows you to select which content is most applicable to your specific clinical setting, followed by an interactive jeopardy game.

The program opens with benefits and risks of ICD Shocks. This will be followed by a presentation on the most current Management of Patients with Antiarrhythmics and what to expect in the future. Hear about the New Frontiers in Atrial Fibrillation and a thought-provoking panel discussion on Sudden Cardiac Death. The afternoon is filled with a variety of topics to choose from in the three Topic Tracks: Cath Lab, Device Programming and Clinical Nursing. From Basic Intracardiac Egms to Optimizing CRT Therapy and ending with Post -Op Care of Ablation and Device patients, the afternoon sessions will offer an assortment of exciting new information on each topic.

Faculty:

AMIN AL-AHMAD, MD, Assistant Professor of Medicine; Associate Director, Cardiac Electrophysiology Lab

Stanford Arrhythmia & Electrophysiology Service

SALWA BEHEIRY, RN, CCRN, Director, EP and Arrhythmia Services, Sutter Pacific Heart Centers

KELLY COOK, RN, NP, Arrhythmia Nurse Practitioner, Stanford Arrhythmia & Electrophysiology Service

MARCIA GLASSFORD, RN, Arrhythmia Nurse Coordinator, Stanford Arrhythmia & Electrophysiology Service

DEBRA HANISCH, RN, MSN, PNP, Nurse Practitioner, Pediatric Cardiology, Lucile Packard Children's Hospital at Stanford University Medical Center

HENRY HSIA, MD, Associate Professor Medicine, Associate Director, Cardiac Electrophysiology Lab, Stanford Arrhythmia & Electrophysiology Service

AIMEE LEE, RN, MS, CNS, Arrhythmia Nurse Coordinator, Stanford Hospital and Clinics

KATHLEEN MASKET, RN, MS, CNS, Heart Failure Nurse Coordinator, Stanford Hospital and Clinics

LINDA NORTON, RN, MSN, CCRC, Nurse Research Coordinator, Stanford Arrhythmia & Electrophysiology Service

LINDA K. OTTOBONI, RN, MS, CCDS, FHRS, Arrhythmia Clinical Nurse Specialist, Stanford Arrhythmia & Electrophysiology Service

JULIE SHEA, MS, RNCS, FHRS, CCDS, Brigham and Women's Hospital, Boston, MA

ANGELA TSIPERFAL, RN, MS, NP, Arrhythmia Nurse Practitioner, Stanford Arrhythmia & Electrophysiology Service

PAUL J. WANG, MD, Professor of Medicine; Director-Stanford Cardiac Arrhythmia Service and Cardiac Electrophysiology Laboratory

PAUL ZEI, MD, Clinical Instructor, Associate Director, Stanford Arrhythmia & Electrophysiology Service

Dinner and CEs

Road Rage!

DEALING WITH ANGER IN THE HEALTHCARE SETTING

Date: Thursday, September 30, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.



In recent years, road rage has become a dangerous concern. Reports show an increase in the number of drivers experiencing road rage, making the event more of a norm than an exception. The ability to respond to the sudden onset of strained feelings is crucial to avoid road rage. What about Road Rage in our work environments? How do you deal with anger from colleagues, families or patients?

This seminar will focus on the developmental theory of anger and road rage in children, adolescents, and adults, as well as ways to help participants and future clients avoid road rage. The main goal is to attain a state of calmness or mindfulness which would act as a way for people to recover when they are agitated.

Program Highlights:

- Learn new responses to anger
- Discuss concept of mindfulness
- Tips on providing empathy towards others, even amidst anger
- Learn how to stay calm in a stressful environment
- Discuss the value of empathetic self-talk and ways to become non-judgmental

Faculty:

SEÁN O'RIORDAN, PHD, is a licensed psychologist with a private practice in Los Altos. He is also a staff psychologist at Stanford University and teaches the course Principle and Practice in Care of the Dying at Stanford Medical School. Dr. O'Riordan came to the United States from Ireland and joined the US Army as a psychiatric medic. He received his BA from UC Davis, his MA from Santa Clara University, and his PhD from the Western Graduate School of Professional Psychology. He has taught a variety of seminars related to culture, anger management, and communication. With such a worldly background, Dr. O'Riordan likes to integrate his experiences into his teachings.

Code Switching: How to Communicate so that People will Listen

Date: Friday, October 1, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 BBS 7.5 CE Hrs.



Code Switching is the ability to use your knowledge of two or more cultures or languages and switch between them. Code Switching offers a way to “reach across the aisle” to open the lines of communication, regardless of the situation. This program focuses on how men and women communicate in the workplace. It’s not just language. One topic discussed in this program is how men and women differ in the style and interpretation of emails. Class participants will learn about nonverbal messaging, controlling your nonverbal communication, and what happens when verbal and nonverbal messages contradict each other. In this one day program, the speaker, Audrey Nelson will discuss how women and men can embrace their different styles to integrate communication behaviors that meet needs of the immediate situation.

Audrey Nelson will teach you how to consciously convey a positive message when connecting with another person. This program is for all healthcare professionals who are interested in learning how to incorporate both women’s and men’s communication talents and skills into their everyday language.

Program Highlights:

- Give Me the Bottom Line! He Speaks, She Speaks!
- Using Technology and Social Media
- Improving Listening Skills: Stop Faking It
- Understanding the Importance of First Impressions and What Your Wear
- Recognizing Conflict and How to Fight Fair
- Managing the Office Bully
- Understanding the Top Five Dilemmas for Women

Faculty:

AUDREY NELSON, PHD, is an internationally recognized communication consultant and trainer for Fortune 50 and 500 companies. Her contact with business organizations spans 30 years in 48 states, Australia, Canada and Great Britain. She is also a published author. Prentice Hall released her book, *You Don’t Say: Navigating Nonverbal Communication Between the Sexes*, in March 2004.

CCRN Review

Date: Session One: Monday, October 4, 2010
 Session Two: Monday, October 11, 2010
 Session Three: Monday, October 18, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00/day (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs./day
 ANCC 6.25 CE Hrs./day

If you are looking for a dynamic update of all body systems, this is the class for you!

This class will provide you with a strong foundation to prepare for and pass the CCRN exam. The classes are held on three days because of the volume of information presented.

SESSION ONE covers the cardiovascular system and emphasizes hemodynamic scenarios and cardiac assessment needed for the test;

SESSION TWO focuses on the pulmonary system, ventilator management, and a review of ICU immunology/hematology concepts.

SESSION THREE explores endocrine, GI, renal, neurological, and multi-system integration. The focus is on disease recognition, assessment pointers, interpretation of critical diagnostic values, and priority interventions. The AACN clinical synergy model, test questions, and test taking strategies are integrated throughout this 3-day course.

Mary keeps her CCRN class current, research-based and highly interactive. She provides high quality computer graphics and a detailed outline to minimize note-taking.

You may take one, two, or all three sessions.

Faculty from Stanford Hospital and Clinics:

MARY E. LOUGH, RN, MS, PHD (C), CNS, CCRN, CNRN, Critical Care Clinical Nurse Specialist, Medical/Surgical Trauma ICU

Wound Care Dinner Series

We are pleased to introduce, Trish Brooks, RN, BSN, MS, the new Patient Care Manager of the Wound and Ostomy Department at Stanford Hospital and Clinics. Board certified in this specialty and a passion for teaching, Trish developed two new programs for the fall Dinner Series on Wound Care. Don't miss the latest updates on dressings and their actions in, "Dressed for the Occasion" and tips on managing ostomy patients in, "Everybody's Bag."

Dressed for the Occasion: Understanding Wound Care Products

Date: Tuesday, October 5, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100.00 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.



There are a multitude of wound care products out on the market. It can be difficult and confusing trying to choose the right product for the wounds you are treating. The wrong choice can delay healing and contribute to increased costs and poor outcomes. This program will review the categories of dressings and their actions. There will be tips on how to make the best use of these products, alone and in combination with other products. Increase your confidence and knowledge in selecting the right dressings based on the wound characteristics and the goals of treatment to create an optimal wound healing environment.

Program Highlights

- Hear about all the categories of dressings and their actions.
- Learn tips on the best use of products
- Increase your confidence in selecting the right dressings
- Review goals of treatment for optimal wound healing.

Faculty:

TRISH BROOKS, BS, MS, graduated from the University of Florida in 1982 with her Bachelors of Science in Nursing, and again in 1999 with her Master's of Science in Nursing and Adult Primary Care Nurse Practitioner certificate. She attended Emory University's Wound, Ostomy, and Continence Nursing Education program in 1992 and is nationally board certified in this specialty. Trish has worked extensively in the acute care, home care, and long term care settings and in industry, and has developed several successful and award-winning comprehensive clinical programs. She is currently the manager of the Wound and Ostomy Department at Stanford Hospital and Clinics.

Everybody's Bag: Successful Nursing Management of the Ostomy Patient

Date: Wednesday, November 17, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100.00 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.



A leaking ostomy pouch and painful, weeping peristomal skin can be a nightmare for the ostomate and the nurses caring for him or her. Learn how to successfully manage and heal peristomal skin, match the pouching system to the characteristics of the stoma and the patients' individual needs, and create custom fit appliances. Common complications and how to manage them, dietary concerns, travel tips, ongoing care needs, and community resources will be discussed. Ostomy surgery can have a profound impact on an individual's self esteem, sexuality, and interpersonal relationships. Nurses will learn how to assess the psychosocial needs of their ostomy patient and ways to support the adaptation process.

Program Highlights

- Tips on selecting the optimal pouching system
- Learn how to manage and heal peristomal skin
- Increase your knowledge in providing accurate ostomy education to patients and families
- Learn methods to support patients with psychosocial adaptation of the ostomate

Faculty:

See October 5, 2010

Trauma Nursing Core Course

Date: Wednesday, October 6 and Thursday, October 7, 2010
Time: 8:00 a.m. – 4:00 p.m.
Fee: \$350.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: BRN 14.42 CE Hrs. (ENA Provider)

The Emergency Nurses Association's Trauma Nursing Core Course (TNCC) is a two-day course that is designed to provide core level trauma knowledge and psychomotor skills associated with the delivery of professional nursing care to the trauma patient. Content is presented through lectures and skills stations. Upon successful completion of the course (written and skills exams), each participant will be provided a verification card. The verification is valid for a period of four years. A total of 14.42 CEUs will be awarded regardless of testing performance.

Topics Include:

- Trauma Nursing Core Course and Trauma Nursing
- Initial Assessment
- Airway and Ventilation
- Shock
- Brain and Cranial Trauma
- Ocular, Maxillofacial, Neck Trauma
- Thoracic Trauma
- Abdominal Trauma
- Spinal Cord and Vertebral Column Trauma
- Musculoskeletal Trauma
- Surface and Burn Trauma
- Special Populations: Pregnant, Pediatric, Older Adult Trauma
- Disaster Management
- Psychosocial Aspects of Trauma
- Transition of Care for the Trauma Patient

Skills Stations:

- Airway and Ventilation
- Spinal Protection, Helmet Removal and Splinting
- Trauma Nursing Process

Course Coordinator:

MICHELLE WOODFALL, RN, MS, CEN, CCRN

Faculty from Stanford Hospital and Clinics:

DENISE GRECI ROBINSON, RN, MS, Emergency Department Unit Educator

JOANN SCHUMAKER-WATT, RN, Trauma ICU Educator

ADDITIONAL FACULTY FROM STANFORD HOSPITAL AND CLINICS

Enhancing Team Dynamics Through Technology: A Computer Class



Date: Tuesday, October 12, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, 94304
Credits: BRN 7.5 CE Hrs.

Registration limited to 16 people – register early!

Don't miss this innovative, hands-on session! You will be introduced to several web-based and portable tools that help build awareness at the individual and team levels of different kinds of stress and opportunities to enhance team dynamics.

In this seminar, Aurosoorya will introduce you to a portfolio of easy-to-use stress reduction and management concepts, and software-based tools to help reduce and manage stress at the individual and team levels. Take part in simple yet dynamic team simulations to record and understand the unstated stress patterns of individuals and teams thereby increasing overall productivity.

Reducing team stress is only a click away!

Program Highlights:

- Learn about an easy-to-use outline, electronic diary and stress manager for individuals and teams
- Gain insight into trends and patterns of stress
- Discuss how to build emotional intelligence
- Compute fractal patterns for yourself and your team
- Record stress, plot trends, understand patterns. Access stress-relieving knowledge and insight on your PC or iPhone

Faculty:

PRAVIR MALIK is the Founder of Aurosoorya, a consulting company focused on promoting Fractal Systems Architecture as a means to bring about organizational and systems change. Stress management is a key part of this approach. He is the author of three books: *The Flowering of Management* (1997), *India's Contribution to Management* (2000), and *Connecting Inner Power with Global Change: The Fractal Ladder* (2009). Pravir hosts an international radio show on Connecting Inner Power with Global Change.

 Neuro Dinner Series

We are excited to offer this new six part Neuro dinner series to be held over the next 12 months. The goal of these classes is to teach a strong foundation for your clinical practice and improve your knowledge base to provide excellent care for the complex neuroscience patient.

October 14, 2010	Neuro anatomy, Neuro assessment and examination and the NIHSS
December 9, 2010	Neuro Trauma
February 10, 2011	Brain Tumors/Seizure Management
April 14, 2011	Cerebrovascular Topics
June 9, 2011	Demyelinating Diseases
August 11, 2011	Spine Topics

Neuro Anatomy, Neuro Assessment and Examination and the NIHSS

Date: Thursday, October 14, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100.00 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.



We will discuss clinical neuro anatomy and physiology as well as relate this to the neuro assessment and examination of the patient. Case studies will be presented. This is going to be an interactive class so that learning anatomy will never have been so fun! We will also review the NIH Stroke Scale and its use in the clinical setting.

Program Highlights

- Review brain anatomy and correlate with physical exam
- Discuss spinal anatomy
- Review examination of the patient with spinal cord lesion
- Case studies to discuss patient findings

Faculty from Stanford Hospital and Clinics

JAIME LOPEZ, MD, Associate Professor of Neurology and Neurological Sciences; Director of Intraoperative Neurophysiologic Monitoring

Neuro Trauma



Date: Thursday, December 9, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100.00 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.

Neuro trauma will be discussed during the second part in our series, Traumatic Brain Injury (TBI) will be reviewed from its mild to severe forms. We will also examine the current practices in treating these patients in the acute setting, as well as some of the long term issues of the TBI patient. Traumatic Spinal Injury (TSI) will be presented including assessment of the patient with a traumatic spinal cord injury and the related complications.

Program Highlights:

- Mechanisms of traumatic injury
- Acute management of traumatic brain injured patient
- Discuss the management of Spinal trauma/ Acute spinal cord injury patient
- Review complications of spinal cord injury
- Define autonomic response in this patient population

Faculty from Stanford Hospital and Clinics:

JJ BAUMANN, RN, MS, CNS, Clinical Nurse Specialist, Stanford Stoke Center

MARCO LEE, MD, PHD, FRCS, Assistant Professor, Department of Neurosurgery

PCCN Review Course

Date: Thursday, October 14 and Friday, October 15, 2010
Time: 8:00 a.m. – 4:30 p.m.
Fee: \$350.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94034
Credits: BRN 16.0 CE Hrs.
 ANCC 14.0 CE Hrs.

This two-day intensive review course is designed for nurses planning to take the Progressive Care Certified Nurse (PCCN) certification examination or as a clinical practice review seminar for those working in transitional/progressive care or telemetry units. The presentations will address all body systems, physiology, pathophysiology, assessment strategies and treatment options for medical and surgical progressive care patients. This course will benefit RNs who have progressive care experience and desire an update/review of best practices as well as those who are studying for certification and wish a final review prior to taking the PCCN exam. This seminar is recommended for nurses with at least one year of progressive care experience.

Program Highlights

- Common progressive care needs of patients with single- and multi-system organ abnormalities
- Assessment strategies and treatment options for common acute care problems
- Pathophysiology for single- and multi-system organ dysfunction and pharmacological management
- A review of the AACN Synergy model of caring and ethical practice
- Test-taking strategies and the “blueprint” for the PCCN exam

Faculty from Stanford Hospital and Clinics:

ANNETTE HAYNES, RN MS CCRN - Clinical Nurse Specialist, Cardiology

MOLLY KUZMAN, RN MS - Clinical Nurse Specialist, Surgical Intermediate ICU

CHRISTINE THOMPSON, RN MS CCRN - Clinical Nurse Specialist, Medical Intermediate ICU

Beyond Survival of the Fittest: Organizational Change

Date: Wednesday, October 20, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 BBS 7.5 CE Hrs.
 ANCC 6.25 CE Hrs.

This fact-filled session, while providing a solid overview of principles, challenges participants to gain understanding of organizational change concepts with a practical step-by-step process. You will explore the personal side of change and appreciate the “resistance” phase as a tool for transformation and how this is a critical success.

Learn how those most adaptable to change thrive. Provocative appreciative inquiry and dialogue to stimulate participant sharing of real-time scenarios will no doubt be engaging.

Program Highlights:

- Understand and make sense of the phases of the change process
- Appreciate the point of readiness for change
- Understand transition and work it!
- Explore and embrace resistance as natural
- Get an overview of organizational and the human side of change
- “Keeping it Real” dialogue and idea exchange

Faculty:

SANTALYNDA MARRERO, EDD, is a human resources professional and organization development practitioner with extensive internal and external consulting experience. After twenty years as an internal consultant she branched out with great success developing her own consulting practice working in an array of public and private sectors across the country. Her broad range of consulting, coaching, facilitation and training skills make her adept at helping develop individuals, teams and organizations. She is Spanish bilingual, bi-literate, and bi-cultural. She has facilitated, trained in leadership and diversity/inclusion in Latin America (Brazil, Venezuela, and Mexico.) Santalynda received her doctorate in Psychology/Education from Rutgers University.

Blood: Physiology, Pharmacology, Phacts, and Phiction

Date: Thursday, October 21, 2010

Time: 8:00 a.m. – 3:30 p.m.

Fee: \$159.00 (lunch included)

Location: 1451 S. California Avenue, Palo Alto CA 94304

Credits: BRN 7.5 CE Hrs.

ANCC 6.25 CE Hrs.

The hematopoietic, or blood system, is one of the most sophisticated systems in the human body. Hematologic disorders are a leading cause of admission, mortality and morbidity in the acute patient population. Most hospitalized patients are at risk for either bleeding or clotting. Hematology pharmacology (anticoagulants, antiplatelets) when given appropriately and timely have been shown to improve outcome and actually save lives. This lecture will offer a comprehensive review of the physiology and assessment of the hematopoietic system. The function and pathologies related to red cells, white cells and platelets and clinical application of the interpretation of the complete blood count, and coagulation profiles will be outlined. The specific disorders that will be discussed are disseminated intravascular coagulation (DIC), sickle cell disease/crises, hemophilia, heparin induced thrombocytopenia (HIT), idiopathic thrombocytopenic purpura (ITP), hemolysis elevated liver enzymes and low platelets (HELLP), and vonWillebrand's disease. Hypercoagulable states and clotting disorders such as deep vein thrombosis (DVT), pulmonary embolism (PE), stroke and acute coronary syndrome (ACS) will be evaluated. The causes, assessment and treatment options for each pathology will be reviewed as well as available evidence based practice and clinical guidelines. Hematological disorders (clotting or bleeding) may be a primary admission diagnosis or a complication of acute illness.

Program Highlights:

- Review of Heme assessment including the CBC and Coagulation Profiles
- Human and synthetic blood transfusions: friend of foe?
- Clinical indications and assessment of common heme drugs – anticoagulants and antiplatelets
- The clinical implications and treatment options for common clotting and bleeding disorders seen in acute care practice.

Faculty:

CAROL A. RAUEN, RN, MS, CCNS, CCRN, PCCN, has over twenty-five years experience in critical care and is a nationally recognized speaker. Her knowledge and expertise in the hematology system developed at the bed side in cardiac surgery and trauma ICUs. She is the author of the hematology section of the American Association of Critical Care Nurses' (AACN) ECCO program as well as the guest editor for the hematology symposium that was published in AACN Advanced Critical Care Journal this past April. Carol currently is an independent Clinical Nurse Specialist and Education Consultant. Prior to this role she was at Georgetown University Medical Center and School of Nursing for twelve years. She works at the bedside in a surgical/trauma ICU in Washington D.C. Carol serves on the editorial boards of both Critical Care Nurse and Advanced Critical Care. She has spoken on a hematology topic at the AACN National Teaching Institute more than five years.

Oncology Nursing Series and OCN Certification Review

Session One

Date: Monday, October 25, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto
Credits: BRN 7.5 CE Hrs.
 ANCC 6.25CE Hrs.

Health Promotion and Disease Prevention

Epidemiology (e.g., at-risk populations including A. cultures; socioeconomic status; age; occupations). Prevention (e.g., high risk behaviors; preventive health B. practices)

Screening, Early Detection and Diagnosis

Risk factors for cancer, screening, early detection, risk reduction guidelines, diagnostic testing

Scientific Basis for Practice

Carcinogenesis, immunology, genetics, classification (tumors, staging, grading), common metastatic sites. Specific cancers (pathophysiology, diagnostic measures, prognosis); leukemia, lymphoma, multiple myeloma, breast, lung and GI

Cancer Treatment Modalities

Vascular access devices, surgery, radiation, targeted therapies, biotherapy, chemotherapy, hematopoietic stem cell transplant

Faculty from Stanford Hospital and Clinics

Session Two

Date: Monday, November 8, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto
Credits: BRN 7.5 CE Hrs.
 ANCC 6.25CE Hrs.

Symptom Management

Risk factors, prevention, education, management using the nursing process
 Etiology and patterns of symptoms (acute, chronic, late)
 Toxicity and rating scales
 Pharmacologic interventions (e.g., antimicrobials; L. antiemetics; analgesic regimens; psychotropic drugs; growth factors)
 Non-pharmacologic interventions (e.g., heat; massage; imagery)

Session Three

Date: November 22, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto
Credits: BRN 7.5 CE Hrs.
 ANCC 6.25CE Hrs.

Oncologic Emergencies

Risk factors, prevention, education and management using the nursing process, including pharmacologic and non-pharmacologic interventions)
 Psychosocial Dimensions of Care
 Cultural, spiritual, and religious diversity, financial concerns, psychosocial disturbances alteration, anxiety, loss and grief, depression, loss of personal control, patient and family support groups, learning styles and barriers to learning, social relationships, coping mechanisms and skills
 End of Life Care
 Principles, complex symptom management including pharmacologic and non-pharmacologic interventions, family support and education)
 Survivorship
 Concept, education and management using the nursing process
 Sexuality
 Risk factors, prevention, education, and management using the nursing process, including pharmacologic and non-pharmacologic interventions)

Top Drugs to Know at the Bedside: Pharmacology Update

Date: Friday, October 22, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 ANCC 6.25 CE Hrs.

The administration and monitoring of medications is one of the skills that separate the licensed from the unlicensed care provider. It is difficult, if not impossible, to stay up to date on new drugs as they enter the market. This session will review the commonly used agents in acute and critical care with a focus on cardiac and hematology medications. Vitamins, minerals and herbals will also be addressed and the clinical implications for these preparations.

The principles of pharmacodynamics, pharmacokinetics and pharmacotherapeutics will be reviewed and applied to bedside nursing practice. The current evidence-based guidelines will be outlined where indicated. The medications that will be discussed have incredible life saving properties and need to be administered with knowledge and confidence because the potential complications can be deadly. Although bedside nurses do not have prescriptive authority they are responsible for the safe administration and skilled monitoring of the drugs their patients are taking. This is essential knowledge for professional practice.

Program Highlights:

- Administering common and dangerous drugs with confidence
- Pharmacodynamics, pharmacokinetics and pharmacotherapeutics.
- Common cardiac medications for heart failure, hypertension, dysrhythmias and ACLS.
- Agents used to treat clotting and bleeding disorders and those used to prevent and/or treat the DVT

Faculty:

CAROL A. RAUEN, RN, MS, CCNS, CCRN, PCCN

(see October 21, 2010)

Conflict Coaching for the Healthcare Professional



Date: Monday, November 1, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$195.00 (lunch and work books included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 BBS 7.5 CE Hrs.
 ANCC 6.25 CE Hrs.

Her colleagues know Theresa as a hard worker and she is good at her job. However, people often complain about her micromanaging and her unpredictable hot temper. She is concerned when others do not embrace her well-thought out solutions.

Even though our coworkers are professionals with a great deal of skill and expertise, they are lacking knowledge about their own styles and responses to conflict. This blind spot keeps them from being as effective as they could be and likely creates more conflict than is necessary. Could this be you? Do you know your constructive and destructive conflict responses? Do you recognize the conflict triggers that can lead to escalation? Could you benefit from some Conflict Coaching? Conflict Coaching is fast becoming a key method for improving conflict competency and supporting professional growth for working in tense work environments. This course will introduce you to the role of a conflict coach, how coaching can be used to improve skills for responding effectively to conflict, and how assessments are used to support a coaching plan.

This course is designed for health professionals who are interested in expanding their own knowledge and insight regarding their ability to respond to conflict and who are interested in crafting a personal development plan for ongoing growth. Participants will complete the Conflict Dynamics Profile (CDP) and the Thomas Kilmann Conflict Instrument (TKI) as part of the course. The Conflict Dynamics Profile is used to assess your constructive and destructive conflict behaviors and to identify conflict triggers. The Thomas Kilmann Instrument is used to assess your dominant conflict styles. We will discuss how your scores impact your ability to engage in conflict.

NOTE: Due to the interactive nature of this program, space is limited. Participants will be asked to complete the assessments online prior to coming to class.

Continued on next page

Program Highlights

- An overview of coaching and how it is different from mentoring or training
- An introduction to Conflict Coaching and how it is used for professional growth
- An overview of Peer Coaching and how it can be used to develop mutual support among teams in the clinical setting
- Demonstration of conflict coaching using actual conflict scenarios
- Approaches for maintaining personal well-being in the midst of high-conflict environments

Faculty:

DEBRA GERARDI, RN, MPH, JD, is a mediator and health care conflict engagement specialist providing mediation and facilitation services, conflict assessment, coaching and training programs for healthcare organizations internationally. She is currently President and Chief Creative Officer for EHCCO, LLC- cultivating communities of practice for improving collaboration in health care organizations. She is certified by the Leadership Development Institute at Eckerd College to administer the Conflict Dynamics Profile assessment tool. Debra was the primary contributor to the development of the 2008 Joint Commission Sentinel Event Alert addressing unprofessional conduct and its impact on patient safety.

Certified Emergency Nurse (CEN) Review Course

Date: Thursday, November 4 and Friday, November 5, 2010
Time: 8:00 a.m. – 4:30 p.m.
Fee: \$350.00 (lunch included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: BRN 16.0 CE Hrs.
 ANCC 14.0 CE Hrs.

This two-day seminar is designed for nurses preparing for the Certified Emergency Nurse (CEN) examination, and for any nurse interested in reviewing the concepts and standards of care necessary for emergency nursing practice. The course will review the major areas of test focus via a question and answer format, and the provided syllabus will cover all current test content. This course cannot guarantee that all participants will pass the certification exam. It is the responsibility of individual participants to take the necessary time to review, study and gain mastery of the required topics for personal success.

Course Topics:

- Cardiac Emergencies
- Gastrointestinal Emergencies
- OB/GU/GYN Emergencies
- Ocular, ENT and Maxillofacial Injuries
- Orthopedic Emergencies and Wound Management
- Neurological Emergencies
- Psychiatric Emergencies
- Respiratory Emergencies
- Patient Care Management
- Substance Abuse, Environmental and Toxicological Emergencies
- Multi-system Shock and Trauma
- General Medical Emergencies and Communicable Diseases
- Professional Issues
- Discuss test taking strategies

Faculty:

CHERYL RANDOLPH, RN, MSN, CCRN, CEN, CPEN, FNP-BC, has been practicing critical-care nursing for the past 21- years in ED, PICU, ICU and PACU. She has taught nursing at both the associate and baccalaureate levels, and has lectured at numerous local and national conferences, including the national ENA Scientific Assemblies. She is currently working as an Emergency nurse in San Francisco and as a Family Nurse Practitioner in Marin County.

Medicare Implications for Nurses

Date: Tuesday, November 9, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100.00 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.
 BBS 2.5 CE Hrs.



How can you begin to stay informed about health care changes and especially those of Medicare A, B, C, D, or choice of Medigap plan? Did you ever think that you would need a health care advocate for understanding the pieces of the health care puzzle?

How will nurses work with the health care system to support their patients? What is becoming of the adult that is not able to access health related information on their acute or chronic disease, medications, housing, or health care services following discharge?

This program will promote an awareness of the Medicare insurance plans and other health plans available in the community. Each of us is not alone in dealing with the concerns regarding the high costs of healthcare, insurance payments, deductibles, or the specific healthcare plan “pre-authorizations.” Nurses and health professionals need to be encouraged to seek out resources that will give them further information for patients and families to be comfortable with healthcare concerns. Case studies and discussion will be provided with resources in order to be more comfortable with understanding Medicare choices.

With the rapid growing older adult population, nurses will be the key providers in the point of care for their patients. The financial burdens of illness and quality care are often dependent on insurance and coverage and long term needs. Referrals for patients, family members, and learn how to advocate for better self-care as well.

It has never been as important to stay informed, apply for services that can be covered, and to ask the right questions! Having the knowledge and resources to better communicate with the physician/provider, pharmacist, and

health providers in the community could be a plan for success. The use of technology and web-based resources are all avenues but having the time to dialogue about real situations can helpful and promote confidence.

What is happening to a patient family member, or friend could well happen to each of us at any stage. It doesn't have to be that when we are ill, retiring, or anticipating a 65th birthday that we begin to learn about health insurance choices. There is a need to be proactive in practicing environments and communities....let us begin now!

Faculty:

MARY LOU DE NATALE, EDD, RN, CNL, Associate Professor, University of San Francisco School of Nursing. HICAP counselor and Senior Care Commissioner for Santa Clara County

CONNIE CORRALES, Program Manager, HICAP, Council on Aging Silicon Valley

*Dinner and CEs***Systematic Inquiry:**

LEARN TO USE YOUR READING AND LEARNING TIME
MORE EFFICIENTLY AND MORE DYNAMICALLY

Date: Thursday, November 11, 2010
Time: 5:30 p.m. – 8:00 p.m.
Fee: \$100.00 (dinner included)
Location: 1451 S. California Ave., Palo Alto 94304
Credits: BRN 2.5 CE Hrs.
 BBS 2.5 CE Hrs.



Do you find that you have too much to learn and too little time?

Would you like to develop a more efficient, and powerful approach to learning what you need to learn?

Would you like to learn how to develop systematic strategies for acquiring and retrieving information that you can use in several strategic ways?

This new program will provide you with a dynamic, proven, effective approach to learning what you need to learn more efficiently, effectively and systematically. The evening presentation will also show you how to focus clearly and effectively on the core issues at the heart of any topic or subject you want to investigate.

Dr. Katz will present you with an approach to integrate strategies for critical thinking, questioning, information gathering, skimming, reading, studying, and retrieving key pieces of information. At the core of this process is the ability to clarify what you need to learn through a unique system of critical questioning.

If you want to investigate topics in a more systematically effective way, this unique program will provide you with invaluable benefits.

Faculty:

MICHAEL KATZ received his BA from Amherst College, and his Masters and PhD from Stanford University. Having taught in four university settings since 1974, he spent the past twenty-three years at San Jose State where he was a professor of philosophy of education. He has also given numerous public and private courses and workshops, including classes for the following institutions: New York Life; UCLA, Dean Witter; U.S. Army; Internorth; Stanford Medical Center, and the Omaha World Herald.

Just Imagine! Guided Imagery: A Tool for Relaxation and Stress Reduction

Date: Friday, November 12, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 BBS 7.5 CE Hrs.

We all have the innate ability to use our imagination and to daydream. This is the basis of Imagery. When we find ourselves reminiscing over a happy occasion, a vacation, we are removing ourselves from our current time and situation to be in a more desirable place. Now imagine using this simple ability, in a focused way, to help your patients deal with the stresses of an illness. Perhaps your patient is anxious at the process of an IV start or stressed at the prospect of a procedure such as bone marrow biopsy or MRI. Imagine being able to help relieve that anxiety or stress with a simple, short intervention.

Guided imagery is not difficult to learn or do. This course will teach you the basic techniques of guided imagery. We will apply our new skills in ways that will assist both our patients and ourselves. You will have plenty of time to experience your new skill both as a provider and recipient of Imagery. We will explore and experience techniques that use Imagery to reduce our own stress and to enhance our own sense of well bring.

Program Highlights

- Learn basic Imagery techniques
- Scope of practice
- Determining who is a candidate for imagery
- Quick bedside interventions
- How to use imagery for self care

Faculty:

MAGGIE CLARK, RN, certified in Integrative Imagery, Massage, Reiki, Healing Touch, and Shiatsu, has worked at Stanford in BMT/Hematology for over ten years, currently working in the Cancer Center. She has worked to incorporate holistic nursing into her practice.

TINA JOLLYSCHMIDT RN, BSN, certified in Integrative Imagery, Reiki, Healing Touch, Massage, Shiatsu, Esalen Massage, and Trigger point therapy, has worked as an oncology nurse for 28 years. She has worked at Stanford in BMT/hematology for 14 years, and currently works in the Cancer Center.

Advancements in Trauma Nursing: Session Two



Date: Thursday, November 18, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 ANCC 6.25 CE Hrs.

Advancements in Trauma Nursing is a detailed presentation of evidence-based, current trends in Trauma Care. This one-day course covers a multidisciplinary approach to trauma care in a trauma system. Dynamic presenters will cover topics that include Injury Prevention, Analgesia/Sedation/Neuromuscular Blockade, Spinal Cord Injuries, Thoracic Injuries, Complex Orthopaedic Injuries, and The Pregnant Trauma Patient.

Program Highlights:

- Describe the benefits of effective injury prevention programs on patient outcomes
- Discuss current modalities for analgesia, sedation, and neuromuscular blockade in the management of trauma patients.
- Describe current guidelines for the management of patients with spinal cord injury.
- Explain best practice models of care for patients with thoracic injuries.
- Discuss best practice strategies for the management of patients with complex Orthopaedic injuries.
- Describe assessment and practice guidelines for the pregnant trauma patient.

Course Coordinator:

WENDY HUMS, BSN, RN has over 25 years experience in the care of the trauma patients and is an experienced Trauma Program Manager in both Level I and Level II Trauma Centers. She has published several peer-reviewed, trauma-related articles and is currently a section editor for the Journal of Trauma Nursing. She is national faculty for the American Trauma Society's Trauma Program Manager course and is a nationally recognized speaker on trauma. Her broad range of teaching and coordinating Trauma Courses and symposiums makes her adept at sharing her expertise with other healthcare providers. She is an active member in the Society of Trauma Nurses and the Emergency Nurses Association.

Faculty:

Esteemed faculty from Stanford's Trauma Program, Trauma Nurses, Trauma Surgeons and Surgical Specialists.

The Power of Presentation Skills: Successful Strategies that Work

Date: Wednesday, December 1, 2010
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 BBS 7.5 CE Hrs.
 ANCC 6.25 CE Hrs.

Have you

Wanted to teach a class or present a topic at a meeting, but it seems overwhelming or a bit scary?

Wondered how to even get started planning a topic for a class or an agenda for a meeting?

Always been interested in how to keep the audience's attention and facilitate the group discussion?

Wondered about the best outfit to wear? And what are power colors?"

If these questions sound familiar to you, then this is the program for you!

This program is designed for all healthcare professionals interested in becoming more comfortable and confident in front of an audience. Whether presenting at a committee, council meeting, or in a more formal educational program, you will learn essential skills to perfect your presentations. In our fast-paced work environments with new information coming at us at lightening speed, we need tools for designing efficient learning experiences that makes the new information "stick." Hear about persuasive language to use and "turnoff" words not to use.

Even though a large portion of this program will focus on education presentations, the topics and strategies you will learn can be used in a variety of presentation settings; such as: learning how to plan, prepare topic material, keep the audience's attention, and communicate your message with the most impact.

Program Highlights

- What motivates an adult learner?
- Develop a better understanding of adult learning theory
- key elements of effective instructional design
- Become more skilled at facilitating an effective meeting

Continued on next page

- Enhance your ability to deal with challenging moments and people during a presentation
- Find out what to wear and what NOT to wear as a presenter
- What types of instructional and presentation strategies work best for adults of all ages?
- What are the differences in working with groups of different generations?
- What can one do to enhance one's credibility with an audience?

Don't Miss this exciting program from a popular and dynamic speaker and educator, Jennifer Abrams.

Faculty:

JENNIFER ABRAMS has been an educational consultant, a high school teacher, and a professional developer. She trains, coaches and supports teachers, supervisors and administrators in schools and universities across the country, working with them on effective instruction, supportive learning environments, supervision and evaluation, having hard conversations, generational savvy and leadership development.

SPECIAL OFFERINGS FOR PROFESSIONAL COLLEAGUES

DATE	CLASS	CE HRS	PAGE
SOCIAL WORKERS			
Oct 1	Code Switching: How to Communicate so that People will Listen	7.5	4
Oct 20	Beyond Survival of the Fittest: Organizational Change	7.5	8
Nov 1	Conflict Coaching for the Healthcare Professional	7.5	11
Nov 9	Making Sense of the Medicare for Your Patients, Family, and Self Dinner Program	2.5	13
Nov 11	Systematic Learning Dinner Program	2.5	14
Nov 12	Just Imagine! Guided Imagery	7.5	14
Dec 1	The Power of Presentation Skills	7.5	15

Adult Critical Care Series

PUT YOUR CAREER IN GEAR WITH THE STANFORD CRITICAL CARE CERTIFICATE PROGRAM!

Adult Critical Care Certificate Program

The Stanford Center for Education is proud to offer a Certificate of Completion in Adult Critical Care Nursing. The certificate shows that the student has undertaken a comprehensive range of classes related to care of the adult critical care patient. It is intended to support the nurses' professional commitment to professional advancement in this field. A nurse may choose to list completion of this series of classes on his/her curriculum vitae. This certificate offers Level II advanced study in both cardiovascular and critical care nursing.

The requirement for the certificate of completion is attending the six classes in the adult critical care series listed below.

You may take up to two years to complete the program. Submit copies of your CE certificates to the Center for Education. A Stanford Critical Care Certificate of Completion will be mailed to you promptly.

Adult Critical Care Series

The Adult Critical Care series presented by renowned physicians and nurses from Stanford University Medical Center provides a unique opportunity for nurses to receive a broad range of advanced critical care theory and the most up-to-date patient care practices.

- Essentials for the New Trauma Critical Care Nurse
- Cardiothoracic Surgical Interventions
- Neurologic Dysfunction
- Pulmonary Dysfunction
- Metabolic Dysfunction
- Cardiac Dysfunction

Time: 8:00 a.m. – 3:30 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave. Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
ANCC 6.25 CE Hrs.

Course Coordinators from Stanford Hospital & Clinics:

MARY E. LOUGH, RN, MS, PHD (C), CNS, CCRN, CNRN, Critical Care Clinical Nurse Specialist, Medical/Surgical Trauma ICU

JULIE A. SHINN, RN, MA, CCRN, FAAN, Cardiovascular Clinical Nurse Specialist

Course Descriptions:

NEUROLOGIC DYSFUNCTION

Date: Friday, January 28, 2011

This course addresses neuroanatomy, physiology and pathophysiology, neurologic assessment as well as nursing management of intracranial pressure monitoring, stroke, intracerebral bleeds, neurosurgery, and neuro-interventional catheter procedures. Content is integrated using clinical case studies.

CARDIOTHORACIC SURGICAL INTERVENTIONS

Date: Wednesday, March 9, 2011

Course content focuses on the surgical interventions used in the treatment of cardiothoracic disease. Participants will get a glimpse of some of the new procedures that are found in the larger medical centers such as the maze procedure for atrial fibrillation and valvular reconstruction.

ESSENTIALS FOR THE NEW TRAUMA CRITICAL CARE NURSE

Date: Friday, April 15, 2011

This course is intended for nurses with critical care experience who want to expand their clinical horizons to include care of trauma patients in the ICU. Content includes primary and secondary trauma assessment skills, mechanism of injury, triage, and life-sustaining interventions for trauma related conditions.

CARDIAC DYSFUNCTION

Date: Friday, May 20, 2011

Course content addresses care of the cardiac patient across the continuum. Acute cardiac disease such as myocardial infarction is discussed as are the long term consequences of dysrhythmias, heart failure, and cardiogenic shock.

METABOLIC DYSFUNCTION

Date: Friday, June 3, 2011

Course content will cover the interconnected endothelial and hormonal pathways that exist in endocrine disorders, shock states, infectious disease, and acute abdominal organ dysfunction. Case studies are used to explore the impact on specific organ systems and discuss related treatment options.

PULMONARY DYSFUNCTION

Date: Wednesday, September 22, 2010

This course addresses the fascinating pathophysiology behind adult respiratory distress syndrome and the complexity of its treatment. New modes of ventilator therapy and treatment strategies are outlined for the critical care nurse which includes sedation guidelines and strategies to prevent ventilator associated pneumonia. Pulmonary hypertension and neuromuscular disease are also included in the course content.

Learn at your own pace in a convenient time and place. To order your home study, use the registration form on page 27. Certificates are mailed promptly after your home study post-test is returned.

CQ STYLE: THE INTELLIGENT ART OF WORKING WITH PEOPLE FROM OTHER CULTURES

BRN: 15 contact hours
\$69.00

How many times a day in your personal or professional life do you interact with someone from another culture? Would you like to increase your awareness and ability to communicate in these circumstances with greater ease? Developing your “CQ” can help. CQ or Cultural Intelligence is the capacity to understand and work effectively with people from diverse cultural backgrounds. The good news is cultivating Cultural Intelligence is a skill that can be learned. This program will help you identify your own cultural style and determine that of others in six key areas: management, strategy, planning, personal communication and reasoning. It includes practical tips for optimizing communication with non-native English speaking persons.

Includes the text: *Cultural Intelligence: A Guide to Working with People from Other Cultures* by Dr. Brooks Peterson

THE SCIENCE OF SHUT-EYE: SLEEP FROM A TO ZZZZ (A FOUR PART SERIES)

BRN 7.5 contact hours per series; 30 contact hours if all four are done
Each course \$39.00; Order 2 \$69.00; Order 3 for \$89; Order all 4 for \$99.00

Healthful sleep has been proven to be the single most important predictive factor in longevity, more so than diet, exercise, or heredity. Unfortunately, a good night’s sleep remains an elusive dream for many. In the United States, sleep disturbance or insomnia is the third most common patient complaint after headaches and cold symptoms. The cost of accruing sleep debt is steep resulting serious chronic illness and injury. According to Dr. William Dement, founder of the Stanford University Sleep Research Center “Unhealthy sleep remains America’s largest, deadliest and most costly health problem. Lack of awareness about sleep deprivation is a national emergency.” This comprehensive four-part series covers the gamut of sleep related topics and provides valuable information to optimizing one’s sleep hygiene and health.

Part One: The Biology of Sleep

- Overview of sleep research
- Sleep debt: Nature’s loan shark
- Our biological clock: What makes it tick?
- Circadian rhythm function throughout the life cycle

Part Two: Sleep Disorders

- Insomnia: A sleep thief
- Snoring and sleep apnea: The midnight stranglers
- Narcolepsy, sleep waking, night terrors, and other sleep disorders
- Dazed and confused: The impact of sleep deprivation in daily life

Part Three: The Good “Snooze” About Sleep

- Impact on longevity and the immune system
- The biological clock and mood
- Sweet dreams: The mechanism and their meaning
- The late night muse: Creativity, productivity, and learning

Part Four: A Prescription for Healthy Sleep

- Assessing your sleep needs
- Learning to manage common sleep crises such as jet lag, shift work, and time changes
- Guidelines and resources for seeking medical attention
- Strategies for a sleep-smart lifestyle
- Sleep camp: A three week strategy for improving your sleep hygiene and regaining your vitality

Includes the text: *The Promise of Sleep: A Pioneer in Sleep Medicine Explores the Vital Connection Between Health, Happiness, and a Good Night’s Sleep* by William C. Dement MD, PhD and Christopher Vaughan

WORKING WITH YOU IS DRIVING ME CRAZY: SANE SOLUTIONS FOR MANAGING DIFFICULT PERSONALITIES IN THE WORK PLACE

BRN 15 contact hours
\$69.00

One of the toughest parts of any job is dealing with the people around you. If you find yourself feeling frustrated, angry, disillusioned or a bit crazed by the people you work with then your best shot at improving your sanity and work satisfaction according to psychotherapist Katherine Crowley and business consultant Kathy Elster is by mastering your state of mind. This course will help you uncover the common emotional traps managers and employees fall into and give you tools to get out.

Highlights

- How to take charge of your reactions and unhook from emotionally charged situations
- Protect your work territory from “boundary busters”
- The seven stages of a fatal attraction at work and how to escape the toxic effects
- Managing Up: Five pivotal practices of managing the people above you
- Dealing with difficult and extreme bosses

- Managing down: Four key principles for business parenting
- How to assess the corporate culture of your workplace and determine if it is the best fit for you.

Includes the text: *Working with You is Killing Me: Freeing Yourself from Emotional Traps at Work* by Katherine Crowley and Kathi Elster

CLINICAL

MENOPAUSE: THE MID-LIFE METAMORPHOSIS (THREE PART SERIES)

BRN 10 contact hours per series; 30 if all three are done
Each course \$49.00; Order 2 \$79.00; Order all 3 \$99.00

Menopause doesn't have to be the dreaded curse of aging characterized by drenching hot flashes and wild mood swings. According to best selling author Dr. Christiane Northrup, the "change" is not simply a collection of physical symptoms to be "fixed" but a mind-body revolution that brings the greatest opportunity for growth since adolescence. This comprehensive three-part series covers the spectrum of health issues relevant to over 42 million American women currently in their midlife years.

Part One

- Menopause as a wake up call- recognizing and heeding its message
- The multiple roles of reproductive hormones
- A menopausal symptom time line
- Psychosocial issues woman often encounter at mid-life
- Hormone replacement therapy options

Part Two

- Five steps to midlife weight control- how to rebalance metabolism shifts and prevent middle-age spread
- A hormone balancing food plan
- Helpful food and herbal supplements
- Creating pelvic health and power
- Sex and menopause – myths and realities

Part Three

- Nurturing the Brain: sleep, depression, and memory
- Cultivating timeless beauty
- Breast health
- How to listen to and love the mid-life heart

Includes the text: *The Wisdom of Menopause* by Christiane Northrup M.D.

I'M HAVING A SENIOR MOMENT: THE AGING BRAIN AND MEMORY

BRN 30 Contact Hours
\$99.00

As we grow older, we experience some decline in memory function but what degree of forgetfulness is part of the normal aging process? This program reviews the latest scientific discoveries in the field of cognitive research as it relates to memory, aging, and disease. It outlines a dynamic 10-step action plan is outlined to improve mental agility and prevent memory loss.

Includes the text: *The Memory Cure: How to Protect Your Brain Against Memory Loss and Alzheimer's Disease* by Dr. Majid Fotuhi, MD, PhD

THE UNFOCUSED MIND: ATTENTION DEFICIT DISORDER IN CHILDREN AND ADULTS

BRN 30 Contact Hours
\$99.00

Over the past decades, there has been a dramatic increase in the diagnosis and treatment research regarding Attention Deficit Disorder (ADD), also referred to as Attention Deficit Hyperactivity Disorder (ADHD). This course explores the myths associated with ADD/ADHD, discusses current research, findings, diagnosis, and treatment options.

Includes the text: *Attention Deficit Disorder: The Unfocused Mind in Children and Adults* by Thomas E. Brown, PhD

THE PLACEBO EFFECT: EXPLORING THE SCIENCE OF THE MIND/BODY CONNECTION

BRN 30 Contact Hours
\$99.00

Since ancient times, humans have believed emotions and health were connected. Research in the emerging field of psychoneuroimmunology has shown there is an inextricable chemical communication link between the mind-brain and health. This course explores the interrelationships of the central nervous, neuroendocrine, and immune systems and how they, in turn, relate to the emotions' and health.

Includes the text: *The Balance Within: The Science Connecting Health and Emotions* by Esther M. Steinberg, MD

LEADERSHIP

LEADERSHIP: AN INSIDE JOB

BRN 30 Contact Hours
\$99.00

According to best-selling author and leadership expert John C. Maxwell, leadership is not an exclusive club for those who were “born with it”. Leadership is developed not discovered. This program will help you identify and develop your leadership skills. Students will learn ten leadership principles that can transform a manager into a leader. These include: Creating Positive Influence, Setting The Right Priorities, Modeling Integrity, Creating Positive Change, Problem Solving, Having The Right Positive Attitude, Developing People, Charting The Vision, Practicing Self-Discipline And Developing Staff

Includes the text: *Developing the Leader Within You* by John C. Maxwell

FOLLOW THE LEADERS: THE HABITS OF HIGH PERFORMANCE

BRN 30 Contact Hours
\$99.00

According to Stephen Covey, an internationally respected leadership authority, true success is a balance of personal and professional effectiveness. In his research Dr. Covey noted that many highly successful people seem to have naturally developed similar habits or behaviors. This program focuses on how perceptions and assumptions can hinder success and outlines a step-by-step approach for developing greater personal and professional effectiveness.

Includes the text: *7 Habits Of Highly Effective People* by Stephen R. Covey, Ph.D.

NO TIME TO LIVE: TIME MANAGEMENT STRATEGIES FOR THE BUSY PROFESSIONAL

BRN 30 Contact Hours
\$99.00

Is your “To do” list doing you in? Does your workload feel insurmountable? Are you working longer hours at the expense of your personal life? According to the Wall Street Journal, the average U.S. executive wastes one hour per day searching for missing information in messy desks and files. Nearly half of all employees polled by LifeCare said time management was the number one source of stress in their life. This program offers practical solutions for improving productivity and achieving a fulfilling balance between your personal and professional life.

Includes the text: *Never Check Your Email in the Morning* by Julie Morgenstern

INTERPERSONAL COMMUNICATION

THE PARENT TRAP: HOW TO FORM A CARING PARTNERSHIP WITH AN AGING PARENT WITHOUT BECOMING THEIR PARENT

BRN 30 Contact Hours
\$99.00

25% of American Families are dealing with elder/parent care issues. This course offers practical guidelines for caregivers and family members having to deal with aging parents who are still competent and living on their own but showing signs of aging. Students will learn how to use of the S.U.R.V.I.V.E problem-solving model that can reduce the time, energy and anxiety frequently encountered in the role as the adult child care giver.

Includes the text: *Are Your Parents Driving You Crazy?: Getting to Yes with Competent Aging Parents* by Joseph A. Ilardo, PhD, LCSW and Carole R. Rothman, PhD

THE PROBLEM OF PLEASING: UNDERSTANDING THE PEOPLE PLEASING SYNDROME

BRN 30 Contact Hours
\$99.00

“People pleasing” is a serious psychological problem that is prevalent among healthcare providers. The need to please others and addiction to their approval can impact an individual’s health, relationships, and effectiveness in their personal and professional life. This program profiles the different type of people pleasers and the associated toxic mindsets, habits and feelings that are associated with this syndrome. Students will be introduced to a 21-day action plan that includes both skills and exercises to break the cycle of people pleasing.

Includes the text: *The Disease to Please* by Harriet B. Braiker, PhD

Life Support Training Center

Call 650-725-9938

DATE	COURSE	FEE*	TIME	CE HRS
Sep 8	Essentials in ECG Rhythms	\$159.00	8:30 am – 4:00 pm	7.5
Sep 14	ACLS Prep	\$170.00*	8:00 am - 4:30 pm	8.0
Sep 23	ACLS Certification/Recertification Course	\$260.00*	8:00 am - 4:30 pm	8.0
Sep 29	Basic Life Support Provider/Recertification	\$85.00	8:00 am - 2:30 pm	None
Oct 13	ACLS Certification/Recertification Course	\$260.00*	8:00 am - 4:30 pm	8.0
Oct 26	Basic Life Support Provider/Recertification	\$85.00	8:00 am - 2:30 pm	None
Nov 10	ACLS Certification/Recertification Course	\$260.00*	8:00 am - 4:30 pm	8.0
Nov 15	Basic Life Support Provider/Recertification	\$85.00	8:00 am - 2:30 pm	None
Dec 2	ACLS Certification/Recertification Course	\$260.00*	8:00 am - 4:30 pm	8.0
Dec 6	Basic Life Support Provider/Recertification	\$85.00	8:00 am - 2:30 pm	None

*Fee includes new 2006 AHA Advanced Cardiac Life Support Provider Manual.

Course fees for BLS do not include text which is a prerequisite.

COURSE LOCATION: ALL LIFE SUPPORT COURSES WILL BE HELD AT 1451 CALIFORNIA AVENUE, PALO ALTO, CA 94304.
LUNCH NOT INCLUDED IN BASIC LIFE SUPPORT CLASSES.

Course Descriptions

BASIC LIFE SUPPORT FOR HEALTH CARE PROVIDERS (HCP) CERTIFICATION AND RECERTIFICATION

This course focuses on the skills of CPR required for the healthcare provider. Content includes skills needed for adult, child, and infant cardiopulmonary resuscitation (CPR) and treatment of cardiac arrest with an automated external defibrillator (AED). Also covered is recognition of treatment of choking victims of all ages.

BLS – HEALTHCARE PROVIDER (HCP) ONLINE CERTIFICATION

If you have a current BLS – Healthcare Provider card, you can take the on-line BLS-HCP course (for \$17.50) at www.americanheart.org followed by a manikin skills check (\$85.00) at the Stanford Life Support Training Center. Come prepared to demonstrate skills within a thirty to forty minute time frame. You must be proficient or you will not receive your BLS card. If you have any questions, and to schedule a manikin test, call 650-725-9938.

COURSE FEES DO NOT INCLUDE TEXT, WHICH IS A PREREQUISITE

American Heart Association (AHA) strongly recommends that each student have a textbook:

- *AHA Advanced Cardiac Life Support Provider, 2006* (\$45)
- *AHA Basic Life Support for Healthcare Providers, 2006* (\$20)
- *Handbook of Emergency Cardiovascular Care for Healthcare Providers* (\$25)
- AHA Heartsaver CPR Text (included in course fee)

The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the AHA and any fees charged for such a course do not represent income to the association.

ESSENTIALS IN ECG RHYTHMS (PART OF ACLS BONUS PACKAGE)

Upon completion, the student will have a working knowledge of the heart and the conduction system. The nurse will recognize rhythms seen on monitored units, calculate heart rate, place electrodes for monitoring, and identify appropriate drug interventions. (See page 1 for more description.)

ACLS PREP (REQUIRED FOR ACLS CERTIFICATION, DAY ONE OF TWO DAY COURSE)

Are you planning to take ACLS for the first time? Do you have limited experience with critically ill patients? Do you want a review of advanced resuscitation skills? This low-stress, one-day course is designed to assist healthcare professionals with minimal experience in Advanced Cardiac Life Support theory and/or skills to successfully complete the AHA ACLS Provider course. Basic EKG interpretation skills required.

AHA ADVANCED CARDIAC LIFE SUPPORT (ACLS) CERTIFICATION AND RECERTIFICATION ACLS COURSE

with Basic Life Support for the Health Care Provider (HCP) Recertification FREE BLS!

The Advanced Cardiovascular Life Support (ACLS) Provider Course is designed for healthcare providers who either direct or participate in the resuscitation of a patient, whether in or out of the hospital. The goal of the ACLS Provider Course is to improve the quality of care provided to the adult victim of a cardiac arrest or other cardiopulmonary emergency. BLS Healthcare Provider (HCP) and a current ACLS certification or the ACLS Prep course is a prerequisite.

Prerequisites

Prerequisite for BLS-HCP Recertification Course: Current BLS-HCP card. Enclose copies of both sides of your BLS-HCP card.

Prerequisite for ACLS Prep of ACLS Certification Course: ACLS Prep class (see above) or previous ACLS certification and basic EKG interpretation skills. You must enclose a current copy of both sides of AHA BLS Healthcare Provider card with your registration.

Prerequisite for ACLS Recertification Course: Current ACLS & BLS-HCP card(s). Enclose copies of both sides of BLS-HCP and ACLS card(s) with your registration.

If you would like more detailed information about these courses, please call or visit our website: www.cecenter.stanfordhospital.com.

Life Support Training Center – Frequently Asked Questions

QUESTION	ANSWER
What is the cost of the BLS Class?	\$85.00 for the class, \$20.00 for 2006 BLS Student Manual, \$105.00 for class and manual
What is the cost of the ACLS Class?	\$260.00 includes all pre-class material New AHA 2006 ACLS Student Manuals required
Can you bill me for the class?	No! You must pay first with Credit Card, Check, or Cash. Check made payable to: Stanford Hospital and Clinics, or SHC Employees: Fax a Completed and Signed Educational Assistance form to 650.725.9937
What time is the BLS Class?	7:45 am Registration; 8:00 am – 2:00 pm (no CEU's awarded)
What time is the ACLS Class?	7:45 am Registration; 8:00am – 4:30 pm (CEU's awarded)
Where are the Life Support Training Center classes held?	All classes are held at the SHC's Center for Education: 1451 S. California Avenue, Suite 300 Palo Alto, CA 94304
How do I register for the class?	Download a Registration Form from our website – www.cecenter.stanfordhospital.com Fax the completed form to 650.725.9937
Is the class full?	Check our website – updated weekly: www.cecenter.stanfordhospital.com
Do you offer BLS with ACLS classes?	Yes. Only for BLS Recertification during the ACLS Recertification classes (no extra charge)
What if I have never taken ACLS?	You must take the ACLS Prep Course prior to the ACLS Certification Course and have basic EKG interpretation skills
What is the BLS On-Line Certification Class?	Go to www.Americanheart.org and search "BLS On Line Test" for further information
Do you offer BLS Skills Checks?	Yes. You must have your AHA On-Line Completion Certification to be eligible for the skills check
What is the cost for BLS skills check?	\$85.00 – Call for an appointment
Do you offer PALS or NRPS?	No, call Lucile Packard Children's Hospital at 650.497.8933
Do you offer ATLS?	No, call our Trauma Department at 650.723.7570
For Stanford Employees Only:	
How do I sign up for BLS/Annual Review?	Your Patient Care Manager or Assistant Patient Care Manager will assign this class for you. This is done through HealthStream.
How do I get an Educational Assistance (Transfer of Funds) form for my manager to sign?	Download an Educational Assistance form from our website: www.cecenter.stanfordhospital.com Fax the completed form to 650.725.9937
How do I get onto HealthStream from home to do my required modules?	Use the correct HealthStream URL: www.healthstream.com/hlc/stanford
Who can I call for further information?	Teresa Garcia at 650.725.9938 or Vickey Weir at 650.725.4611

Mastering the Art of Neuroscience Nursing

September 16 and 17, 2010

MUNZER AUDITORIUM, STANFORD CAMPUS

8:00 A.M. – 4:00 P.M.

\$185/ONE DAY OR \$350.00/BOTH DAYS

8.0 BRN CE HRS./DAY

Today's nurse must have a multidisciplinary knowledge base to care for the complex neuroscience patient. Bedside care has truly become an art form. Neuroscience nursing encompasses a wide range of medical and surgical issues. We are always working toward learning more and refining the treatment options for these patients during all phases of acuity. This two day conference will address a wide array of current topics to stimulate critical thinking at the bedside. These topics will be covered by our nursing, therapy and physician colleagues. Both days will give a full 8 hours of CE credit, and each day will have four hours of JCAHO approved stroke education hours. Some of the program highlights include:

- Life Threatening Events after Intracranial Hemorrhage
- Update on Latest Devices for Interventional Stroke Treatment
- Aneurysms: Clipping vs. Coiling
- Advances in Complicated Spine Surgery
- Post operative care of the spine surgery patient
- Endocrine Issues following Pituitary Surgery
- Demyelinating Diseases: How far have we come in treatment?
- Psych Issues in the Patient Dealing with a Neuro Diagnosis
- Swallow Evaluation Post Stroke
- Current Research Studies

To register, go to: <http://neuronursing.stanford.edu>



UCSF School of Nursing & the Center for Nursing Research & Innovation **12th Annual Research Days**

South San Francisco Conference Center
255 South Airport Blvd., South San Francisco

In collaboration with:

- ★ El Camino Hospital
- ★ Kaiser Permanente – Northern CA
- ★ Laguna Honda Hospital
- ★ Mills Peninsula Health Services
- ★ Santa Clara Valley Medical Center
- ★ San Jose State University – School of Nursing
- ★ UCSF Children's Hospital
- ★ UCSF Medical Center
- ★ VA Palo Alto Health Care System
- ★ John Muir Medical Center – Concord & Walnut Creek campuses
- ★ Kaiser-San Francisco
- ★ Lucile Packard Children's Hospital
- ★ Oregon Health & Science University, Hospitals & Clinics
- ★ San Francisco General Hospital
- ★ Stanford Hospital and Clinics
- ★ UCSF School of Nursing
- ★ VA Medical Center, San Francisco

DAY 1 – October 27, 2010

Research Role Development Workshops Day

Date: Wednesday, October 27, 2010

Time: 8:00 a.m. to 4:00 pm

Credits: 8 CE Hrs full day only

Five Sessions, Twenty Workshops . . .

A selection of introductory workshops geared toward patient care staff in diverse roles and varied settings who share an interest in developing their knowledge and skill as novice investigators and clinicians actively engaged in Evidence-Based Practice. Planned workshops include:

- Are you doing research or is it Quality Improvement or Evidence-Based Practice?- REPEATED
- Clinical Research Design Basics- REPEATED
- The Art & Science of Stakeholder Engagement
- Grantsmanship & Proposal Writing for Beginners- REPEATED
- Principles of Measurement
- Differentiating & Integrating Qualitative & Quantitative Methods
- Conducting & Evaluating Small Tests of Change - REPEATED
- First Time Publishing from Idea to Print
- Understanding Research Results – Interpreting Tables and P Values
- Synthesizing the Evidence
- Building Capacity for Clinical Inquiry: Putting Research and Evidence-based Practice into Action
- Launching & Leading Journal Clubs
- Managing the Data – Excel Magic for Beginners
- Introduction to Sources for Systematic Reviews
- Making Change Stick - Implementation Science
- Creating Pithy Abstracts & Powerful Poster Presentations

DAY 2 – October 28, 2010

12th Annual Research in Action Day- Podiums & Posters

Date: Thursday, October 28th, 2010

Time: 8:00 a.m. to 4:00 pm

Credits: 5 CE Hrs full day only

Keynote: CNO Panel

Nancy Lee, CNO – Stanford Hospital & Clinics

Diana Russell, CNO – El Camino Hospital

Andrea Segura-Smith, CNO John Muir Hospital – Walnut Creek

Trudy Johnson, CNO Santa Clara Valley Medical Center

- Hear colleagues present results of research efforts and creative projects that are improving patient care.
- Participate in exciting poster session presentations and discover clinical innovations that work!
- Network with colleagues in informal discussions over a casual lunch.
- Enrich your ability to transform your good ideas into projects that make a difference.

Registration Fees:

Research Role Development Workshops Day-

Center Partners -LPCH, Stanford, UCSF = \$175

All other sponsoring hospitals (see above) = \$175

Non-Sponsor fee = \$250 each

Research in Action Day – Podiums & Posters

Presenters (podium) = No charge

Presenters (poster) = \$50

All sponsoring hospitals (see above) = \$100 each

Non-Sponsor fee = \$150 each

Two Day Registration

Two day fee sponsors= \$225

Two day fee non-sponsors= \$350

All Discounts end October 22nd

for more information call or email: Donna Frantz 650-723-7062, dfrantz@stanfordmed.org



Presents...

Cultivating Conflict Competence:

A Nurse Leaders Collaborative

Event Dates: December 2 – 5, 2010

Location: Costanoa Eco-Resort, Pescadero, California (Just South of Half Moon Bay)

Format: An advanced knowledge-to-skills residential workshop in a relaxing and beautiful environment designed for connecting with colleagues, nature, and yourself

Program Leader: Phyllis Kritek, RN, PhD, FAAN

CE Credits: Provider approved by the California Board of Registered Nursing, Provider Number CEP12165 for 15.0 contact hours.

Nurse leaders are adept at day-to-day conflict. It comprises a majority of their work life and has a profound impact. Whether they are addressing conflict resulting from large scale system changes or managing interdepartmental relationships, nurse leaders find themselves on point for trouble-shooting conflicts that are shaped by complexity and emerging change. It takes more than basic conflict conversation skills to navigate these growing tensions and stay engaged with "accidental adversaries" in high-production work environments. It takes a depth and breadth of conflict competency - at both the individual and system levels.

This 3-day, highly interactive, hands-on program provides nurse leaders, from both practice and education, with:

- advanced approaches for addressing conflict strategically and intentionally;
- assessment of your own conflict responses - the results of which you will use as you create a knowledge-to-skills personal action plan;
- direct coaching from a conflict engagement specialist while practicing essential conflict engagement skills using real-world situations;
- experiential practice using field-tested social technologies to facilitate conflict within work groups; and
- an introduction to the role of communities of practice in supporting the growth of conflict competent cultures in healthcare.

Join like-minded colleagues in a learning environment designed to be supportive and restorative. Regain your own sense of personal well-being while advancing your personal growth and professional goals.

Give yourself the gift of renewal and the skills to re-engage in the work you were called to do...

Web link: For complete details, including full program agenda and registration link, visit:

www.ehcco.com/events.php

Contact person: Debra Evans

Email: devans@ehcco.com

Telephone: 415-939-2097

Registration Form for Non-Stanford Employees

TO REGISTER ONLINE: WWW.CECENTER.STANFORDHOSPITAL.COM, OR CALL 650.723.6366, PRESS OPTION 2 (TTY 650.723.5136) (CREDIT CARD), OR MAIL THE REGISTRATION FORM BELOW, OR FAX YOUR REGISTRATIONS TO 650.725.9937.

NAME (print clearly) _____ EMPLOYER _____

HOME ADDRESS _____ RN LICENSE _____

CITY _____ STATE/ZIP _____ CREDIT CARD # _____

HOME PHONE _____ EXPIRATION DATE _____ CHECK ENCLOSED

EMAIL ADDRESS _____

I HAVE REVIEWED THE CANCELLATION POLICY _____(initial)

PLEASE REGISTER ME FOR THE FOLLOWING PROGRAMS

(Note: We reserve the right to make program changes. You must attend the entire course to receive CE credit. If you have special requirements needing accommodation, please notify us in advance. We do not have accommodations for children. Stanford Hospital and Clinics is a nonsmoking facility.)

DATE	TITLE OF COURSE	FEE CALCULATION
_____	1 _____	\$ _____
_____	2 _____	\$ _____
_____	3 _____	\$ _____
HOME STUDY: TITLE: _____		\$ _____
TOTAL AMOUNT DUE		\$ _____

PAYMENT INFORMATION

Register online or please make checks payable to Stanford Hospital and Clinics and mail with your application to: The Center for Education, 300 Pasteur Drive, MC 5534, Stanford, CA 94305-5534. In the event an emergency makes a program educator unavailable and a qualified substitute cannot be found, we will reschedule you into a future program or issue a full refund. California Board of Registered Nursing, CEP12165

CANCELLATION POLICY

Refund of registration MINUS \$35.00 processing fee if cancellation received at least 7 days prior to course.

NO refund for cancellations received 1 to 6 days prior to course.*

NO refund or course transfer for cancellations received on day of course.

*Transfer to another course within 12 months is permitted one time only. A \$35 processing fee applies.



Registration Form for Stanford Employees Only



EDUCATIONAL ASSISTANCE

Transfer of Funds for Internal Courses



Step 1 – Employee, please download (print) and complete (PRIOR to class):

Name: _____ Employee # (from timecard): _____ Home #: _____

Home Mailing Address: _____
Street City Zip

Department: _____ Job Title: _____ Work #: _____

Are you (Circle all that apply)? SHC / LPCH Full-Time/Part-Time ___% CRONA Relief C or D SEIU

License #: _____

Course Name: _____ Start Date: _____ Completion Date: _____

Registration Fee: \$ _____ Other Fees (Specify): \$ _____ TOTAL Requested: \$ _____

I understand it is my responsibility to pay for the course if I have no remaining educational assistance funds for the fiscal year.

Employee Signature: _____ Date: _____

Step 2 – Employee, please have your Department Manager complete (PRIOR to class):

Employee has completed the trial period? Yes/No

Scheduled hours per pay period: _____ Cost Center #: _____

Fiscal Year 200_____ Fiscal Year Limit: \$ _____ Fiscal Year Used to Date: \$ _____

Is this request is for?

Transfer of Educational Assistance Funds

Transfer from employee educational assistance account. Amount: \$ _____

Transfer of Department Funds (For mandatory courses)

Transfer from cost center #: _____ Amount: \$ _____

Department Manager Signature

Printed Name

Date

Step 3 – Employee: Please fax completed form to the following PRIOR TO CLASS:

INTERNAL class sponsored by SHC Center for Education and Professional Development: 650-725-9937.

INTERNAL class sponsored by LPCH Center for Nursing Excellence: 650-498-2651.

INTERNAL class sponsored by other departments: fax number indicated on the registration form.

Department Manager Signature

Printed Name

Date





Stanford University Medical Center

Center for Education and Professional Development

300 Pasteur Drive, MC 5534

Stanford, CA 94305-5534



THANK YOU TO THOSE WHO SUPPORTED STANFORD
UNIVERSITY SCHOOL OF NURSING OVER THE YEARS, AND
WHO NOW SUPPORT NURSING CONTINUING EDUCATION.