



STANFORD
HOSPITAL & CLINICS

Stanford University Medical Center

Center for Education and
Professional Development

Winter 2012

NEW COURSES! • 4TH ANNUAL INNOVATIONS WITH PAIN MANAGEMENT • OUCH! THAT HURTS! DEALING WITH DIFFICULT PEOPLE • ONS TREATMENT BASICS COURSE: ANTINEOPLASTIC THERAPY IN THE NON-ONCOLOGY SETTING • PATIENT-CENTERED CARE WITH HONESTY IN HEALTHCARE • PEER REVIEW AND IMPROVING DELEGATION • BASICS OF BENNER AND REVIEWING EXEMPLARS • DIVERSITY AND PATIENT CARE: BEYOND THE MELTING POT • NURSING INFORMATICS BOOT CAMP



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ONLINE CATALOG

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

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FROM THE DESK OF SUZANNE TAYLOR, RN, MS, MANAGER

Online Registration Now Available

FOUR EASY STEPS:

1. Preview our Winter Catalog from the CE Center home page at www.cecenter.stanfordhospital.com
 2. Then just click on the online registration link
 3. Choose your login:
 - External Login for non-Stanford employees
 - Internal Login for SHC and LPCH employees.Good News! Lawson interface allows you to view your balance and transfer funds directly from your educational assistance funds
- Choose the class you would like to attend and add it to your shopping cart. Don't forget to include your email address!
4. Enter your payment and receive immediate confirmation letter online!

Note the New Classes for 2012:

- 4th Annual Innovations with Pain Management
- Ouch! That Hurts! Dealing with Difficult People
- ONS Treatment Basics Course: Antineoplastic Therapy in the Non-Oncology Setting
- Patient-Centered Care with Honesty in Health-care
- Peer Review and Improving Delegation
- Basics of Benner and Reviewing Exemplars
- Diversity and Patient Care: Beyond the Melting Pot
- Nursing Informatics Boot Camp

Brought Back By Popular Demand:

- Not on My Shift: Identifying and Treating Common Acute Care Emergencies
- Multicultural Perspective on Dying and Grief
- Coaching for Performance
- Nursing Implications of Laboratory Tests
- It's About Time...
- Having Hard Conversations In and Out of the Healthcare Setting
- The Power of Presentation Skills

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STANFORD
HOSPITAL & CLINICS

Stanford University Medical Center



Basic PICC/VAD Nursing Management

Date: Wednesday, January 25, 2012
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.

Peripherally inserted central catheters and other vascular access devices (VADs) are being placed for all types of intermediate length and long-term IV therapy. The successful delivery of that IV therapy depends upon the nurse understanding how to use and care for them, as well as how to problem-solve catheter-related complications. This course is designed to meet the learning and skill needs for nurses providing IV therapy for patients with PIC catheters or any other VADs in all practice settings: in-patient, out-patient, and home care.

Note: This is NOT a PICC insertion class, but provides the necessary background information regarding venous anatomy, VAD maintenance care and complication management, and PICC removal for nurses who intend to take a PICC insertion course. This class is REQUIRED for any nurses intending to take a PICC INSERTION COURSE by this instructor.

Program Highlights:

CVCs, types of PIC Catheters and mid-lines, limitations and advantages, IV therapy considerations, damage to peripheral veins, VAD dressing management, the latest information on skin antiseptics, assessment and management of catheter complications, catheter obstruction, declotting techniques and successful use of t-PA, and removal of PIC Catheters.

Faculty from Stanford Hospital and Clinics:

NADINE NAKAZAWA, RN, BS, OCN, PICC Team Member, President-Elect of the Association for Vascular Access

4th Annual Innovations with Pain Management: Beyond the Basics

Date: Thursday, January 26, 2012
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.



The science and practice of pain management is constantly changing. In this updated course you will learn about the most up to date pain management strategies/techniques and how these are affecting the way both acute and chronic pain is managed. Dr Sean Mackey will start us off with an overview/introduction to pain management. Dr. Einar Ottestad will conclude the day with a discussion on how imaging and other diagnostics help direct the treatment plan. In between, the role of medications, interventions, psychology and complimentary treatment modalities for acute and chronic pain will be explored.

Program Highlights:

- Role of medications & interventions
- Diagnostics & Imaging
- Role of psychological and behavioral treatment
- Use of acupuncture in pain management

Faculty from Stanford Hospital and Clinics:

JIANG-TI KONG, MD, Clinical Instructor, Anesthesia and Pain Management

MICHAEL LEONG, MD, Clinical Assistant Professor, Anesthesia and Pain Management, Clinic Chief

SEAN MACKAY, MD, PHD, Associate Professor, Anesthesia and Pain Management, Chief, Division of Pain Management

TRACEY MALLICK-SEARLE, MS, RN, NP, Senior Nurse Practitioner, Pain Management

EINAR OTTESTAD, MD, Clinical Instructor, Anesthesia and Pain Management, Director, Acute Pain Service.

RAVI PRASAD, PHD, Clinical Assistant Professor, Anesthesia and Pain Management, Assistant Director, Division of Pain Management, Director Stanford Comprehensive Inpatient Pain Program (SCIPP)

Program Planning Committee Member:

ERIN DAVIS, RN, BSN, ONC, ATC, Nurse Coordinator, Pain Management Center

Ouch! That Hurts! Dealing with Difficult People

Date: Friday, January 27, 2012
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.



You may call them “inhuman resources”. They are difficult people. Dealing with them is a challenge and often leads to feelings of hopelessness and frustration. This presentation will identify strategies for disarming game and contentious tactics including manipulation, blame, sabotage and bullying will be emphasized. Dealing with Difficult people is hard work on our part and requires exceptional emotional control.

Program Highlights:

- What are the payoffs for being difficult?
- Aiding and abetting: contributing to the success of the difficult person
- Assertive persistence: disarming games
- Standing your ground
- How to take care of yourself when dealing with difficult people

Faculty:

AUDREY NELSON, PHD, is an international trainer who helps organizations increase their productivity and profitability through winning communication strategies. She specializes in gender communication, conflict management, and generational and interpersonal communication skills. For 35 years she has trained and consulted for a wide variety of government and Fortune 500 companies in 49 states, Australia, Great Britain, South Korea and Canada.

ONS Treatment Basics Course: Antineoplastic Therapy in the Non-Oncology Setting

Date: Monday, January 30, 2012
Time: 8:00 a.m. – 12:30 p.m.
Fee: \$80.00 (breakfast included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: 4.0 CE Hrs. (ONS BRN Provider Number 2850)



This course is designed for nurses in disciplines outside of oncology, those new to oncology, or individuals for whom a more extensive course would be more content than needed. Nurses who administer these drugs on a regular basis are encouraged to take a more comprehensive educational program. This four-hour course will present a review of the knowledge needed to safely administer chemotherapy and biotherapy agents in limited settings, based on the recommendations of the Oncology Nursing Society. Topics to be presented include a definition of cancer, the use of chemotherapy and biotherapy in alternate settings, using the example of autoimmune diseases, drug administration, safe handling of hazardous drugs, and nursing assessment and management of the patient receiving them.

Program Highlights

- Non-malignant indications for chemotherapy and biotherapy agents
- Steps in the administration of chemotherapy and biotherapy agents: pre-treatment, during treatment, and post-treatment
- Assessment and management of side effects of therapy
- Safe handling of hazardous drugs

Faculty from Stanford Hospital and Clinics:

THERESA M. LATCHFORD, RN, MS, CNS, AOCN, Oncology Clinical Nurse Specialist, Stanford Blood and Marrow Transplant Program, is an official trainer for the ONS Chemotherapy and Biotherapy and Treatment Basics Course. She has more than 20 years experience in chemotherapy administration and has taught many courses for professional nurses and other healthcare providers.

Not on My Shift: Identifying and Treating Common Acute Care Emergencies

ADVANCED CLINICAL ASSESSMENT FOR BEDSIDE NURSES

Date: Tuesday, January 31, 2012
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.

This one-day nursing workshop is intended for clinical nurses practicing in all acute care units. The workshop will cover many body systems, physiology, pathophysiology, assessment strategies and treatment options for common problems seen in acute care practice. Pharmacological management will be included. This course will benefit those who have experience and need/want a clinical update and review of the latest best practice. Common acute care emergencies that require quick bedside thinking will be reviewed. Topics such as acute heart failure, pulmonary edema, stroke, endocrine emergencies and GI bleeding will be addressed. This seminar is intended for ALL practicing nurses and will assist their continued goal of quality patient care that is driven by evidence.

Program Highlights:

- Discuss the signs and symptoms of heart failure
- What is the difference between an S3 and S4 heart sounds?
- What are the current guidelines for early stroke identification and management?
- The nurses' role in seizure management
- Every GI problem presents as "abdominal pain" how can we assess the real problem?
- How does the endocrine provide harmony within the body?
- What is the difference between DKA and HHNK?

Faculty:

CAROL A. RAUEN, RN, MS, CCNS, CCRN, PCCN
 See next column for faculty description.

Certified Emergency Nurse (CEN) Review Course

Date: Wednesday, February 1 and Thursday, February 2, 2012
Time: 8:00 a.m. – 4:30 p.m.
Fee: \$350.00 (lunch included)
Location: 1451 California Ave Palo Alto, CA 94034
Credits: BRN 16.0 CE Hrs.
 ANCC 14.0 CE Hrs.

This two-day intense review course is intended for nurses who are planning to take the ENA-CEN certification exam or as a clinical practice review seminar. The lectures and time allotment are based on the CEN exam 2011 content list and will cover all body systems, physiology, pathophysiology, assessment strategies and treatment options for emergency department patients. This course will benefit those who have emergency nursing experience and need/want a clinical update and review of latest best practice and those who have studied and need/want a final review prior to taking the CEN certification exam. Lecture, discussion, case studies and review questions will be the format for this workshop. This seminar is not intended as a basic emergency nursing course and is recommended for nurses with at least one year of emergency experience.

Program Highlights:

- The common nursing assessment and priorities for emergency patients with single and multi system organ abnormalities/injuries
- Triage, assessment strategies and treatment options for common emergency nursing problems/injuries
- The pathophysiology for single and multi-system dysfunction and discussion of the pharmacological management for each
- Professional issues/challenges unique to emergency nursing.

Faculty:

CAROL A. RAUEN, RN, MS, CCNS, CEN, CCRN, PCCN, has over thirty years experience in emergency/trauma and critical care nursing and is a nationally recognized speaker. She has been the Trauma Clinical Nurse Specialist in an urban level one trauma center and has also worked in the ED of at rural community based hospital. She received her MS in Trauma/Critical Care nursing from Univ. of Maryland and she co-authored the Trauma chapter in AACN's Essential of Critical Care Nursing textbook. 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 as a staff nurse in the Emergency Department at Outer Banks Hospital in North Carolina. Carol serves on the editorial boards of both Critical Care Nurse and Advanced Critical Care.

Transforming Practice from Within: Caring Science Meets Heart Science

Date: Friday, February 3, 2012
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$195.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.
 BBS 7.5 CE Hrs.

This presentation will focus on transforming practice from within, guided by Watson's Theory of Human Caring and concrete methods co-developed by HeartMath and Jean Watson. It will explore the relationship between Caring Science and Heart Science as well as the art and science of heart-centered CaritasHeart methods. The 10 Caritas Processes of the theory restore Love, Compassion, and Heart-centered human caring as foundation for healing, beyond techno-cure and toward more meaningful and purposive service to self and humanity. Experiential and intellectual experiences will be shared so participants can personally/professionally benefit. Exemplars will be offered to demonstrate how the theory and heart based living is being implemented in professional practice models nationally/internationally. Current research and practices demonstrate how Caritas Processes and the Caritas Ways-of-Being-Human can be enhanced through evolved caring consciousness, intentionality, energetic- loving human presence, combined with specific caring-theory- guided rituals, methodologies and modalities for self and patients. The participants will discover how caring science theory and heart science can be translated into professional practices. Personal experiences will be related to professional caring moments, transforming the human-environmental field in which we live and work, contributing to healing and wholeness.

Program Highlights:

- The core principle and practices of the heart-centered Human Caring Science Theory: *CaritasHeart*
- The 10 Caritas Processes of the Theory (Watson, 2008, 2011) in relation to one's own personal/professional practices
- The relationship between Caring Science and Heart Science in relation to patient care, stress and creating a caring-healing environment
- Learn how to manifest caring moments, access our higher intelligence and intuition and be able to hear and respond to the essence and true need of the moment
- National exemplars of CaritasHeart models of professional practice in action

Faculty:

JEAN WATSON, PHD, RN, AHN-BC, FAAN, Distinguished Professor Nursing, Endowed Chair in Caring Science, University of Colorado Denver College of Nursing, is founder of the original Center for Human Caring in Colorado and is a Fellow of the American Academy of Nursing. She previously served as Dean of Nursing at the University Health Sciences Center and is a Past President of the National League for Nursing. Her latest activities include Founder and Director of a new non-profit foundation: Watson Caring Science Institute. She is a widely published author and recipient of several awards and honors, including an international Kellogg Fellowship in Australia, a Fulbright Research Award in Sweden. She holds nine Honorary Doctoral Degrees. Dr. Watson's caring philosophy is used to guide transformative models of caring and healing practices for nurses and patients alike, in diverse settings worldwide. Watson has been featured in numerous national videos on nursing theory and the art of nursing. She is the recipient of several national awards, including The Fetzer Institute Norman Cousins Award, in recognition of her commitment to developing; maintaining and exemplifying relationship-centered care practices.

ROBERT BROWNING, BA, Director and Master Teacher, HeartMath Health Care/Institute of HeartMath Research Center, is a Master Teacher for HeartMath and faculty member for the Watson Caring Science Institute, is a valuable resource on linkages between Caring Science and Heart Science. Robert's focus is solely on manifesting the principals of care in the health care world. He has dedicated his life to advancing human behavior to its next level of genuine care. During a 15 year intensive study of human emotion, his expertise is grounded in how to transform stressful emotion into more vitality, productivity and care. Some of the nation's top academic universities and hospitals work closely with Robert, bringing this knowledge base and heart skills to leadership, staff and patients. Duke University Hospital, Stanford University Hospital and School of Medicine, University of California San Francisco, U.C.L.A and the Mayo Clinic Hospital are a few that have engaged in the integration of this education and research generated from HeartMath for both staff and patients.

PCCN Review Course

Date: Tuesday February 7 and Wednesday, February 8, 2012
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 intense progressive care review course is intended for nurses who are planning to take the AACN-PCCN certification exam or as a clinical practice review seminar. The lectures and time allotment are based on the PCCN exam blueprint and will cover all body systems, physiology, pathophysiology, assessment strategies and treatment options for medical and surgical progressive care patients. This course will benefit those who have progressive care experience and need/want a clinical update and review of the latest best practice and those who have studied and need/want a final review prior to taking the PCCN certification exam. This seminar and 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 dysfunction and discuss the pharmacological management for each.
- The AACN synergy model of caring and blueprint for the PCCN certification exam.

Faculty:

CAROL A. RAUEN, RN, MS, CCNS, CCRN, PCCN, has thirty years experience in critical care emergency nursing and is a nationally recognized speaker. 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. At Georgetown she was a critical care clinical nurse specialist, nurse manager of the cardiac surgery ICU/step-down and Assistant Professor teaching undergraduate and graduate students critical care. She works at the bedside in the ED at Outer Banks Hospital in North Carolina. Carol serves on the editorial boards of both Critical Care Nurse and Advanced Critical Care. She has been an invited speaker at the AACN National Teaching Institute sixteen years.

ONS Chemotherapy and Biotherapy Course

Date: Thursday, February 9 and Thursday, February 16, 2012
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

Coaching for Performance

Date: Friday, February 10, 2012
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.

Coaching for Performance is an interactive, scenario-based program that reviews the processes and skills involved in coaching team members to improved performance. During this program, participants will learn and then practice essential skills for developing the potential of their employees, peers, and students. Coaching, within this context, focuses on helping team members reach individual peak performance, leading to higher levels of motivation and productivity. By continuously expanding employee potential through effective coaching, departments can expect to improve their own collective performance and efficiency.

Program Highlights

- Coaching theories and techniques
- Adapting your coaching style to individual and situational differences
- Understanding the importance of one-on-one coaching in forging collaborative relationships
- Distinguishing between performance problems that require coaching and those best handled through other means
- Demonstrating coaching team members to higher levels of performance
- Developing a positive, supportive environment for team members

Faculty:

MEG KARAKEKES, MA, PHD, is a consultant with extensive experience coaching all levels of employees from individual performers to senior executives in high tech and healthcare settings. She is known for interactive seminars in which participants leave with practical tools they can immediately apply.

Nursing Implications of Laboratory Tests

Date: Tuesday, February 21, 2012
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.

This course is designed for nurses interested in obtaining a better understanding of how to use laboratory data to plan nursing care. The laboratory tests chosen for discussion will include basic hematology and coagulation tests, electrolytes, renal function tests, ABGs, enzymes, lipids and bilirubin levels. Case studies will be used to demonstrate how to interpret abnormal results and formulate nursing diagnoses. Participants are asked to bring examples of lab slips from their agency.

Program Highlights:

- How age, gender, pregnancy, drugs and other variables change reference values
- The effects of common pathological conditions on selected laboratory tests
- Possible nursing diagnoses from given case studies with abnormal lab values
- Recent developments in laboratory testing

Faculty:

JANE VINCENT CORBETT, RN, EDD, is Professor Emerita, School of Nursing, University of San Francisco. The seventh edition of her book *Laboratory Tests and Diagnostic Procedures with Nursing Diagnoses* was published in 2004. The book has also been translated into Spanish.

It's About Time...

Date: Thursday, February 23, 2012
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.

Time is arbitrary and fixed. You can't manage time, only yourself. This engaging seminar focuses on practical ways to improve the quality of your life. Relevant researches as well as practical tools are offered to help better equip you for the competing demands and intensity of a healthcare environment. Don't delay. Mark your paper or electronic calendar now!

Program Highlights:

- Identify personality-based components of time management – why one approach does not fit all
- Eliminate “time traps”
- Prioritize your time so you get what you want from your minutes
- Identify the keys to successful delegation
- Plan for success

Faculty:

MEG KARAKEKES, MA, PHD, is a consultant with extensive experience coaching all levels of employees from individual performers to senior executives in high tech and healthcare settings. She is known for interactive seminars in which participants leave with practical tools they can immediately apply.

Patient-Centered Care with Honesty in Healthcare

Date: Friday, February 24, 2012
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.



This one day class is designed for the RN who wants to learn more about putting the patient in to patient-centered care. The first half of the day, we will discuss Living History. Using patient stories to bridge the gap between patient and provider is a powerful tool in the delivery of care. Everyone has a story. We will explore how to utilize a patient's Living History as a means for providers to see the person behind the illness and break down barriers between providers and those we serve.

The second half of the day, we will discuss honesty in the healthcare setting and the importance of saying “I'm sorry” to patients and their families when things go wrong. This class includes a story about a nurse who never wanted to be a risk manager, and never intended to be, but in 2001 following the death of her father as a result of a sentinel event; she discovered a need to be an advocate for patients and their families. She was rewarded for her efforts in 2007 when Illinois Provider Trust presented her with the Sidney A. Gross Risk Management Award. In this presentation she will share her story and the lessons she learned from her father's death.

Program Highlights

- How to discover the person behind the illness
- Understanding patient-centered care
- The importance of honesty when bad things happen in healthcare
- How important simply saying “I'm Sorry” can be to patients and families
- The importance of compassion and sincerity in dealing with the aftermath of sentinel events

Faculty:

SHEILA BRUNE is a RN with over 40 years of experience in healthcare. Currently she is Director of Service Excellence at CGH Medical Center in Sterling, Illinois and is the Studer Initiative Champion. Sheila is certified in healthcare quality and case management, and recently completed her Master of Science Degree in Health Services Administration at the University of St. Francis in Joliet, Illinois. She is a regular speaker at healthcare conferences concentrating on patient satisfaction and consumer advocacy. Sheila believes passionately in the value of exceptional customer service and connectivity with patients and families. She has seen first-hand the benefits of using personal life stories in daily patient care. She believes that the Living History Program© is a powerful tool to put the patient into Patient centered care.

Having Hard Conversations in and out of the Healthcare Setting

Date: Friday, March 2, 2012
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.

We often come up against situations where difficult topics must be addressed in our professional work with colleagues, healthcare teams, patients and at home. What do we know about the best strategies for those moments? What questions should we be asking ourselves before we speak, and what environments are best for when we do speak? Based on research around conflict and interpersonal communications, this interactive session will provide participants with action plans and scripting tools for having those necessary hard conversations.

The agenda will include case studies and a summary of important research by various specialists in field. By the end of day, participants will leave with quick scripts, the “Who’s, Where’s, and When’s,” of having hard conversations, and tips for using persuasive language with all generations.

Program Highlights

- Learn how to overcome personal hesitation about expressing concerns
- Work through thought-provoking questions one needs to ask before having a hard conversation
- Identify goals for the conversation and work through an action plan
- Write a script and receive feedback as you prepare for the conversation
- Choose the best “what-where-and-when” for a productive discussion
- Leave with additional strategies to become more self-aware, effective communicators

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. As an English teacher for nine years, Jennifer trains and coaches on successful teaching practices, supervision, generational savvy and effective collaborative skills. In her consulting work, Jennifer has presented at national conferences.

CCRN Review

Date: Session One: Monday, March 5, 2012
 Session Two: Monday, March 12, 2012
 Session Three: Monday, March 19, 2012
Time: 8:00 a.m. – 4:00 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, CNS, CCRN, CNRN, CCNS Critical Care Clinical Nurse Specialist, Medical/Surgical Trauma ICU

 Writing Series

Writing Skills Workshops for Nurses: Putting Pen to Paper

Does the thought of writing your resume, an application, or an article for a nursing newsletter cause you to find other things to do? When you try to start, do you find yourself staring at a blank page for hours?

If the idea of putting your thoughts on paper (or computer screen) causes anxiety, spend a day learning how to do it better and faster. Whether you are a beginner, or just want to brush up on the fundamentals, these sessions will provide a fun, fast-paced immersion in how to get your message across to others. You'll get a mixture of brief lectures on the essentials of good

communication and writing exercises to let you try your hand at what you've just learned. By the end of the session, you'll be a more knowledgeable and skilled writer. Classes will focus on the kind of writing you really need in the healthcare environment.

SESSION ONE

Date: Tuesday, March 6, 2012
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 4.0 CE Hrs.

BUSINESS BASICS

A professional resume is not just for job hunting! They are essential tools when applying for grants or scholarships, and when you're looking for a promotion. We'll go over the basics of organizing, preparing, and refining your resume, as well as how to write a cover letter that gets results.

FORMS AND FORMALITIES

We will focus on how to prepare clear, concise material for poster sessions and professional presentations. You will also learn the art of writing applications for grants and scholarships.

SESSION TWO

Date: Tuesday, April 17, 2012
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.

PUT IT ON PAPER

Learn to share your insights and experiences for publications like newsletters, brochures, and magazines. If the idea of writing for a publication sounds intimidating, come learn the tricks of the trade. We'll go over the fundamentals of putting together an article, from coming up with an idea to organizing your content and revising your draft.

PREPARING FOR PUBLICATION

We'll focus on preparing an article for publication, with a focus on telling your story clearly and professionally. We'll work on organization, illustrating with words, and using quotes to strengthen your message.

Faculty:

RUTH SCHECHTER is a freelance writer and editor specializing in healthcare, medicine, and education. She started her career as a reporter, covering community news, pop culture, fashion, and entertainment for newspapers in New York, Virginia, and Palo Alto. She later joined Stanford's Office of Medical Development, where she was the Director of Publications for more than a

decade. Her current work includes projects with Stanford Hospital & Clinics, Lucile Packard Children's Hospital, Lucile Packard Foundation for Children's Health, UCSF Medical Center, and several other Bay Area healthcare organizations.

Diversity and Patient Care: Beyond the Melting Pot

Date: Tuesday, March 13, 2012
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.



Does your cultural background affect how you assess and care for your patients?

How can you provide care that is sensitive to a patient's cultural beliefs regarding health, illness or end of life?

The San Francisco Bay Area is rich with a kaleidoscope of people from all parts of the globe. Attend this one-day program and learn how to go beyond the “cookbook” approach to taking care of diverse patients. Class participants will learn how to combine simple cultural assessment skills with culture-specific information to care for their patients. This workshop will use lecture, discussion and vignette-based learning to help provide participants gain an understanding how to provide care to diverse patients.

Program Highlights:

- Introduction to Culture and Culturally Competent Care
- Care of ethnic elders with diabetes
- Cross cultural communication guidelines
- Cultural assessment skills
- Developing a culturally competent plan of care
- Use of Interpreters in patient care
- Cultural issues related to death and dying

Faculty:

MARGARITA BEKKER, Interpreter, Interpreter Services, Stanford Hospital & Clinics

CHUCK PITKOFSKY, RN, MSN, Patient Care Manager, Stanford Hospital & Clinics

NANCY MORIOKA-DOUGLAS, MD, MPH, Associate Director, Stanford Geriatric Education Center; Clinic Chief, Stanford Family Medicine

REV. SUSAN SCOTT, Decedent Care Chaplain, Stanford Hospital & Clinics

MALEKA VIRANI, RN, MSN, Staff Nurse IV, B2, Stanford Hospital & Clinics

Trauma Nursing Core Course

Date: Wednesday, March 14 and Thursday, March 15, 2012
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

Peer Review and Improving Delegation

Date: Friday, March 23, 2012
Time: 8:00 a.m. – 4:00 p.m.
Fee: \$159.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94304
Credits: BRN 7.5 CE Hrs.



Learn the best communication strategies to provide feedback to your peers. Review of the peer evaluation form and writing tips on completing the form will be discussed.

Delegation is a complex process and critical skill. Staff nurses frequently delegate to nursing assistants or peers. You will plan to delegate using guidelines that support delegation decisions in professional practice. You will also fine tune communication, conflict management, and follow-up skills related to delegation.

Faculty :

MARTHA BERRIER, RN, BSN, Patient Care Manager D1/CCU/CSU has many years' experience with the evaluation process and giving feedback. She believes Peer Review is an on-going process that helps nurses advance up the clinical ladder. She provides participants with a variety of tools to help them give constructive feedback in a positive manner.

MEG KARAKEKES, MA, PHD, SPHR, Karakekes Consulting, is a consultant with extensive experience improving productivity in high tech and healthcare settings. She is known for interactive seminars in which participants leave with practical tools they can immediately apply.

Basics of Benner and Reviewing Exemplars

Date: Tuesday, March 27, 2012
Time: 8:00 a.m. – 12:00 p.m.
Fee: \$85.00 (breakfast included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: 4.0 BRN CE Hrs.



Learn about Benner's Domains of Practice, such as Therapeutic Relationships, Patient Teaching, and Therapeutic Intervention. Discuss the Stages of Skill Acquisition, reviewing the differences in a competent, proficient and expert nurse. Hear more about Benner's, " From Novice to Expert," which describes nursing skill development and evaluates passage among skill levels and domains. Benner defines exemplars and you will review these definitions and exemplars written by nurses. This class will help clarify your understanding of exemplars, which often reflect situational context of key experiences with your patients. An exemplar is a detailed account or story of a particular experience that is powerful. It may stand out because the situation may have changed a nurse's perception. In this class, examples of nursing exemplars will be read, reviewed and discussed in an informal setting.

Faculty from Stanford Hospital & Clinics:

SUSAN HAMMERSTAD, RN, MS, CMSRN, Nursing Professional Development Specialist. Sue has been involved in staff education, developing curriculum, coordinating a variety of classes, and a popular speaker at the Center for Education for many years. She is an expert on Patricia Benner, has met and attended presentations by Ms. Benner and is passionate about sharing Benner's Model.

Multicultural Perspective on Dying, Death, and Grief:

THE VARIETY OF WAYS PEOPLE AND FAMILIES OF DIFFERENT CULTURES RESPOND TO DEATH

Date: Friday, March 30, 2012
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 seminar is intended to meet the needs of continuing education for nurses, marriage family therapists, social workers, and other healthcare professionals such as hospice and palliative workers. We will provide a multicultural perspective on dying, death, and grief, explaining the variety of ways people and families respond to death. Included will be cultures in the United States (African-Americans, Native-American, Hispanic-American, Asian-American, Caucasian-American and immigrants) as well as international cultures (China, Japan, Korea, México, Viêt Nam, ire and others). Case presentations and small group breakout sessions will give participants the opportunity to interact and share information.

Program Highlights:

- How different cultures express their grief
- Self-awareness of one's own cultural background, professional boundaries and the process of dying and grief
- Cultural specific behavior and pathology and differences between grief and depression
- Families and physicians who are resistant to making a referral to hospice or palliative care
- How to be culturally sensitive with patients and families who speak other languages

Faculty:

SEÁN O'RIORDAN, PHD, is a licensed psychologist in private practice and a staff psychologist at the Stanford Faculty Staff Help Center. Dr. O'Riordan has presented a variety of seminars including: Quietness in the Workplace, Grief, and Calming One's Heart, and teaches Principles Practices in Care of the Dying in the Stanford School of Medicine. He is an immigrant from Ireland and has lived in Japan and many other countries and has traveled the world from western Siberia to the beauty of the Republic of India.

Nursing Informatics Boot Camp

Date: Tuesday, April 10 and Wednesday, April 11, 2012
Time: 8:00 a.m. – 4:30 p.m.
Fee: \$650.00 (lunch included)
Location: 1451 S. California Ave. Palo Alto, CA 94304
Credits: BRN 16.0 CE Hrs.
 ANCC 14.0 CE Hrs.

This intensive two-day course focuses on current informatics trends and issues. It includes content for Registered Nurses who are interested in becoming American Nurses Credentialing Center (ANCC) board certified Informatics Nurses. Other clinical professionals working in informatics may wish to take the course to become exposed to the course topics.

Program Highlights:

- Nursing Informatics: Scope and Standards of Practice
- Professional practice, trends and issues within the informatics nurse role
- Management and leadership issues affecting informatics in healthcare settings
- Key concepts in informatics, information technology, information management, knowledge generation and data security
- Human factors in relation to information technology systems
- Models and theories associated with informatics.
- Steps of the system life as it applies to information technology in the health setting

Faculty:

SUSAN K. NEWBOLD, PHD, RN-BC, FAAN, FHIMSS, is a Consultant in Clinical Informatics, Franklin, TN. Most recently she was the Education Lead for the implementation of the Electronic Health Record at the Hospital Corporation of America, Nashville, TN. She is uniquely qualified to teach this course as she has experience in the vendor, consulting, academic and hospital world. Dr. Newbold is Board Certified in Nursing Informatics and initiated the first review course in nursing informatics in 1995. In 2001 she won the Sigma Theta Tau International Honor Society of Nursing International Technology Award for Knowledge Advancement for this course.

ADDITIONAL FACULTY: A second board certified faculty member will assist in conducting the Nursing Informatics Boot Camp.

Basics of Benner and Reviewing Exemplars

Date: Thursday, April 12, 2012
Time: 8:00 a.m. – 12:00 p.m.
Fee: \$85.00 (breakfast included)
Location: 1451 S. California Avenue, Palo Alto, CA 94304
Credits: 4.0 BRN CE Hrs.



Learn about Benner's Domains of Practice, such as Therapeutic Relationships, Patient Teaching, and Therapeutic Intervention. Discuss the Stages of Skill Acquisition, reviewing the differences in a competent, proficient and expert nurse. Hear more about Benner's, "From Novice to Expert," which describes nursing skill development and evaluates passage among skill levels and domains. Benner defines exemplars and you will review these definitions and exemplars written by nurses. This class will help clarify your understanding of exemplars, which often reflect situational context of key experiences with your patients. An exemplar is a detailed account or story of a particular experience that is powerful. It may stand out because the situation may have changed a nurse's perception. In this class, examples of nursing exemplars will be read, reviewed and discussed in an informal setting.

Faculty from Stanford Hospital & Clinics:

SUSAN HAMMERSTAD, RN, MS, CMSRN, Nursing Professional Development Specialist. Sue has been involved in staff education, developing curriculum, coordinating a variety of classes, and a popular speaker at the Center for Education for many years. She is an expert on Patricia Benner, has met and attended presentations by Ms Benner and is passionate about sharing Benner's Model.

Making the Most of Your Community Service: Foundations for Community Engagement

Date: Wednesday, April 18, 2012
Time: 8:00 a.m. – 3:30 p.m.
Fee: \$30.00 (lunch included)
Location: 1451 S. California Ave., Palo Alto, CA 94043
Credits: BRN 6.0 CE Hrs.

Research increasingly points to economic, social and environmental influences on poor health. These factors disproportionately affect ethnic minority and other underserved communities, resulting in health disparities in our local communities. In order to address these factors and improve population health, nurses and other providers must have the skills to engage effectively with communities. This training provides the background, knowledge and skills necessary to engage effectively and ethically with communities, and offers participants options and resources for pursuing meaningful community engagement.

Program Highlights:

- Who are the medically underserved and how are their health needs met?
- How do social and economic factors impact health?
- How can each of us contribute to improving the health of local communities?

Faculty and staff from the Office of Community Health, Stanford University School of Medicine:

ANN BANCHOFF, MSW, MPH, Program Director

JILL EVANS, MPH, Research Program Director

EVELYN HO, MPH, Program Manager

RHONDA MCCLINTON-BROWN, MPH, Executive Director

MARILYN WINKLEBY, PHD, MPH, Faculty Advisor

The Power of Presentation Skills: Successful Strategies that Work

Date: Tuesday, April 24, 2012
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 lightning 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
- 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?

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			
Jan 27	Ouch! That Hurts! Dealing with Difficult People	7.5	3
Feb 3	Transforming Practice from Within	7.5	5
Feb 10	Coaching for Performance	7.5	7
Mar 2	Having Hard Conversations In and Out of the Healthcare Setting	7.5	9
Mar 13	Diversity and Patient Care: Beyond the Melting Pot	7.5	11
Mar 30	Multicultural Perspective on Dying and Grief	7.5	13
Apr 24	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 certificate 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.

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

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.

Course Coordinators from Stanford Hospital and Clinics:

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

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

Course Descriptions:

NEUROLOGIC DYSFUNCTION

Date: January 20, 2012

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: March 9, 2012

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, valvular reconstruction.

ESSENTIALS FOR THE NEW TRAUMA CRITICAL CARE NURSE

Date: April 20, 2012

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 traumatic brain injury, orthopedic injuries, abdominal trauma and other trauma related conditions.

CARDIAC DYSFUNCTION

Date: May 16, 2012

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: June 1, 2012

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: September 27, 2012

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, view our web page www.cecenter.stanfordhospital.com and click on online registration. 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 Kathy 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
Jan 19	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Jan 19	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Jan 23	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Jan 23	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Jan 24	ACLS Recertification	\$260.00*	8:00 am – 4:30 pm	8.0
Jan 30	BLS - HCP Initial/Recertification	\$85.00	8:00 am – 2:00 pm	None
Feb 6	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Feb 6	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Feb 15	ACLS Recertification	\$260.00*	8:00 am – 4:30 pm	8.0
Feb 22	ACLS Recertification	\$260.00*	8:00 am – 4:30 pm	8.0
Feb 28	BLS - HCP Initial/Recertification	\$85.00	8:00 am – 2:00 pm	None
Feb 29	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Feb 29	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Mar 7 & 8	AHA ACLS Initial Certification Course	\$300.00	8:00 am – 4:30 pm	16.0
Mar 20	ACLS Recertification	\$260.00*	8:00 am – 4:30 pm	8.0
Mar 27	BLS - HCP Initial/Recertification	\$85.00	8:00 am – 2:00 pm	None
Mar 28	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Mar 28	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Mar 29	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Mar 29	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Apr 11	ACLS Recertification	\$260.00*	8:00 am – 4:30 pm	8.0
Apr 16	ACLS Recertification	\$260.00*	8:00 am – 4:30 pm	8.0
Apr 24	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Apr 24	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Apr 25	BLS - HCP Recertification	\$85.00	8:00 am – 12:00 pm	None
Apr 25	BLS - HCP Recertification	\$85.00	1:00 pm – 5:00 pm	None
Apr 30	BLS - HCP Initial/Recertification	\$85.00	8:00 am – 2:00 pm	None

* Fee includes 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 PART 2

If you have a current BLS – Healthcare Provider card, you can take the on-line BLS-HCP Part 1 course (for \$17.50) at www.americanheart.org followed by a manikin skills check (\$100.00) 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, or to schedule a manikin test, call 650-725-9938.

AHA ADVANCED CARDIAC LIFE SUPPORT (ACLS) INITIAL CERTIFICATION COURSE

WITH BASIC LIFE SUPPORT FOR THE HEALTH CARE PROVIDER (HCP) RECERTIFICATION FREE BLS!

Advanced Cardiac Life Support - Initial Certification is an intensive 2-day course designed around clinical scenarios that encourage active, hands-on participation through learning stations where students will practice essential skills individually, as part of a team, and as team leader. Realistic scenarios reinforce the following key concepts: basic life support, recognition and management of peri-arrest conditions, managing cardiac arrest, identifying and treating ischemic chest pain and acute coronary syndromes and recognizing other life-threatening clinical situations (such as stroke). ACLS algorithms and effective team resuscitation dynamics are emphasized.

Audience: Healthcare providers (physicians, nurses, respiratory therapists, paramedics) who may respond to cardiovascular emergencies.

Prerequisite knowledge: Current BLS Healthcare Provider (HCP) card, basic EKG arrhythmia analysis, and basic ACLS pharmacotherapy

AHA ADVANCED CARDIAC LIFE SUPPORT (ACLS) 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.

Prerequisites

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

Prerequisite for ACLS Initial Certification Course: Current BLS-HCP card, basic EKG arrhythmia analysis, basic ACLS pharmacotherapy. Enclose copies of both sides of your BLS-HCP card.

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 visit our web site: www.cecenter.stanfordhospital.com.

COURSE FEES DO NOT INCLUDE TEXT, WHICH IS A PREREQUISITE:

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

Course fees for BLS classes DO NOT include the 2010 AHA BLS textbook. The BLS textbook is a prerequisite for first-time BLS certification.

- *AHA Basic Life Support for Healthcare Providers* (\$20)

Course fees for ACLS classes DO include the 2010 AHA ACLS textbooks.

- *AHA Advanced Cardiac Life Support Provider* (\$45)
- *Handbook of Emergency Cardiovascular Care for Healthcare Providers* (\$30)

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.

Registration Form

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 for 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.





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.