Stress Management for the Healthcare Professional

Monday, September 14, 2015

Location: MAHEC Mary C. Nesbitt Biltmore Campus
121 Hendersonville Rd. Asheville, NC 28803

Date: Monday, September 14, 2015
Registration: 8:00 am - 8:30 am
Program: 8:30 am - 4:15 pm
Early registration fees through September 7th:
Healthcare Professional: $49.00
Student: $20.00
RN Refresher: $20.00

Stress affects people of all ages, professions and life situations. Healthcare professionals are being challenged to do more with less in an ever-changing environment. This workshop is intended to give strategies and tools to cope with stress, organizational change and how to keep staff engaged. The speakers will focus on:

• Stress management for the healthcare professional
• Managing during an organizational shift
• Keeping your staff afloat: an exercise on 60+ strategies for change management
• Keeping your staff engaged through change: 7 tips for employee engagement

AUDIENCE
Nurses, RN Refresher, Student Nurses, APRNs, Managers, Supervisors Mental Health Providers, Psychologists and Healthcare Leaders

OBJECTIVES
Upon completion of this educational event, the learner should be able to:

• Present modalities to decrease and better manage workplace stress
• Diagnose and counteract complex barriers underlying resistance to organizational changes
• Identify and change management skills
• Learn the importance of employee engagement

COMPETENCIES STATEMENT
This activity may help you meet your learning plan in the NCBON Dimension of Practice.

Knowledge-Based Practice: The licensed nurse is personally responsible and accountable for having the knowledge and skills for safe, competent nursing practice.

Legal/Ethical Practice: The licensed nurse complies with the Nursing Practice Act.

Professional Responsibility: The licensed nurse is personally responsible and accountable for ensuring that her/his nursing practice and conduct meet the standards of the profession and comply with the Nursing Practice Act.

AGENDA

8:00-8:30am Registration, Coffee, Networking
8:30-10:30am Stress Management for Healthcare Professionals
Cindi Ackrill, MD
10:30-10:45am Break
10:45-12:00pm Managing in Organizational Shift: How to Address the Organizational Changes
Cindy Ireland, BS
12:00-1:00pm Lunch (provided)
1:00-2:15pm Keeping Your Staff Afloat: An Exercise on 60+ Strategies for Change Management
Dr. MaryLynn Manns, PhD
2:15-2:30pm Break
2:30-4:00pm Keeping Your Staff Engaged Through Change: 7 Tips for Employee Engagement
Katherine Morosani, MBA, DMc
4:00-4:15pm Evaluations and Adjournment
Cynthia Ackrill, MD, brings a unique background to helping leaders and organizations transform and excel through change. She began her career as a primary care physician and was always drawn beyond treating disease to the exploration of what makes humans reach their best potential for well-being. In this pursuit she spent 10 years studying brain mapping and practicing applied neuropsychology and biofeedback—essentially looking under the hood of behavior patterns and exploring what motivates and supports successful change as well as what derailed the process. She became fascinated by the interconnectedness of the mind and body—how patterns of either define outcome. Seeking more skill in supporting behavior change she certified with both Wellcoaches and Wellness Inventory.

Cynthia became fascinated by the interplay of individual motivation and performance and organizational effectiveness, so she certified with the College of Executive Coaching, a program oriented toward coaches from the professions. Then she spent 3 years working on organizational effectiveness projects with Fritch Consulting, while continuing to explore the application of science and wisdom to human performance to coaching individual leaders. She found her niche in leadership development and teaches within several leadership programs and coaching programs, including Kent State Center for Excellence, the Federal Government, The Healthcare Coaching Institute, Davidson Centre for the Professions, and Physician’s Leadership Institute.

Her strengths include an ability to draw upon her diverse resources while keeping the big vision and all the working parts in focus—not that different than the practice of medicine! She continues to chair the Workplace Stress board of The American Institute of Stress, and delivers workshops and keynotes covering self-care in leadership, leader as coach, the neuroscience of leadership, creating brain-friendly environments, and real-life stress strategies. She is appreciated for bringing her humanity, transparency, and a solid sense humor to engage audiences on tough subjects and regularly contributes to national media as a resource.

Cynthia’s formal education includes Duke University, University of Maryland School of Medicine, Medical University of South Carolina, as well as extensive professional training, including motivational interviewing, positive psychology, peak performance, and advanced biofeedback. Her education also includes the school of experience—she’s been in the trenches of medicine, lived the Dr-Dr marriage for 21 years, survived divorce, and raised a child with ADD—there’s a lot of learning available there!

Cindy Ireland, BS, has been a member of the DoctorDirectory management team since November 2010. Since joining the company she has implemented software compliance strategies and security training to align with industry standards, improved cross training for the IT staff, has worked to ensure a high degree of system reliability and data integrity, along with planning for future needs of the company.

Cindy has over 25 years of experience in developing and managing technology from infrastructure to application implementation and training. She spent 17 years in the biotechnology/medical device industry as the head of IT for Gen-Probe which has provided a solid foundation in best practices for managing FDA related systems and processes. Cindy brings experience in project management, process design, software development, data management, development and implementation of compliance policies and procedures, and infrastructure management.

She has a Bachelor of Science degree in Business Management from University of Phoenix, along with an Associate Degree in Computer and Information Science, from San Diego Mesa College.

Mary Lynn Manns, PhD, is a professor in the Department of Management and Accountancy at the University of North Carolina, Asheville. Her doctoral work focused on the introduction of patterns into organizations. She teaches courses in management information systems, change leadership and management science. Prior to joining the Department of Management and Accountancy, she was in the Computer Science Dept. at UNC Asheville and has taught courses in various programming languages, research methods, analysis and design methodologies, microcomputer applications, management issues, and object-oriented technology. Dr. Manns received the Distinguished Teaching Award in the Sciences (1995), the Alumni Distinguished Faculty Award (2013), and University Service Award (2013).

Katherine Morosani, MBA, DMc, is a Buncombe County native. She was a Vice President at J.P. Morgan in NYC from 1994 to 2004. Her roles included chief administrative officer, organizational change project lead, change management trainer, merger integration project team for two mergers, and IT change management/problem management. She has a Six Sigma Green belt. For the University of Phoenix, Katherine was the WNC/Upstate SC Regional Workforce Solutions Advisor. She was the employer resource on how to develop their employees through formal degree programs, professional certificates or professional development. As the Director for the Asheville Center for Professional Studies, Katherine provided employee development opportunities. Currently adjunct faculty at AB-Tech.

Katherine Morosani melds the theory of her doctoral studies and e-Business MBA from University of Phoenix and various personal experiences to discuss employee engagement. She is currently all but dissertation away as a Doctoral Candidate in Organizational Leadership.

CREDITS

6.0 CNE Contact Hours.

This continuing nursing education activity was approved by the Mountain Area Health Education Center’s Department of Nursing Education, an accredited approver by the American Credentialing Center’s Commission on Accreditation.

Participants must attend entire activity to receive credit. No partial credit is given for this activity.

MAHEC adheres to the ANCC/ACCME Standards regarding industry support to continuing nursing education. Disclosure of presenters, planners, and commercial support relationships, if any, will be made known at the time of the activity.

NAADAC: MAHEC is a Provider approved by NAADAC Approved Education Provider Program. Provider #647. Full attendance is required to receive credit from NAADAC. 6.0 hours

NBCC: Mountain Area Health Education Center (MAHEC) has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 5514. Programs that do not qualify for NBCC credit are clearly identified. MAHEC is solely responsible for all aspects of the programs. 6.0 hours

Psychologists: MAHEC is recognized by the North Carolina Psychology Board as an approved provider of Category A Continuing Education for North Carolina Licensed Psychologists. Full attendance at each part is required to receive credit from the NC Psychology Board. 6.0 hours

CEU: The Mountain Area Health Education Center designates this continuing education activity as meeting the criteria for 0.60 CEUs as established by the National Task force on the Continuing Education Unit. You must attend the entire activity or activities to receive CEUs.
REGISTRATION

Early Registration Deadline: September 7, 2015

Early registration fee is $49.00 for healthcare professionals, $20.00 for students (proof of enrollment required at check-in), and $20.00 for RN refreshers. Registration fee includes administrative costs, educational materials and lunch. If registration is received after the deadline, the total fee will be the registration fee + $15.00.

MAHEC has a pay-up-front policy for all CE programs. The only exceptions will be for pre-approved programs where an individual payment plan is appropriate. Registrations received without accompanying payment will not be processed and participants who have not paid the course fee will not be admitted into the program.

Cancellations received at least two weeks in advance of the program date will receive a full refund unless otherwise noted. Cancellations received between two weeks and up to 48 hours prior to the program date will receive a 70% refund unless otherwise noted. No refunds will be given for cancellations received less than 48 hours prior to the program date. All cancellations must be made in writing (fax, mail, or email). Substitutes can be accommodated in advance of the program.

Directions to MAHEC Biltmore Campus

121 Hendersonville Rd., Asheville, NC, 28803

From I-40 Eastbound, take Exit 50 and turn left onto Hendersonville Road.

From I-40 Westbound, take Exit 50B and merge onto Hendersonville Road.

At the first light, turn left into the Double Tree Hotel complex. Turn left towards the Biltmore Village Lodge. Just before the Biltmore Village Lodge turn right and go up the hill to the MAHEC Biltmore Campus.

From 19-23 (I-26) take 240 East to Exit 5B (Charlotte Street). Exit right onto Charlotte Street. At the 4th light, make a left onto Biltmore Avenue. Proceed through 8 traffic lights. At the 9th light turn right into the Double Tree Hotel complex. Turn left towards the Biltmore Village Lodge. Just before the Biltmore Village Lodge turn right and go up the hill to the MAHEC Biltmore Campus.

Have a question?
Program Planner:
Elaine Alexander, MSN, RNC-OB
elaine.alexander@mahec.net
828-257-4414

or Frank Castelblanco, DNP, RN
frank.castelblanco@mahec.net
828-257-4457

Registration Information:
828-257-4475
Fax Registration:
828-257-4768
Online Registration:
www.mahec.net
Email:
registration@mahec.net
Mail: MAHEC Registration
121 Hendersonville Rd., Asheville, NC 28803

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☐ Updated contact info
Name ____________________________

Credentials ____________________________

Social Security #: XXX-XX- ___ ___ ___ ____________ (last 4 digits required)

Occupation ____________________________

E-mail Address ____________________________

Home Address ____________________________

City ____________________________ State ____________________________ Zip ____________________________

Home County ____________________________

Home #: ____________________________ Work #: ____________________________

Employer ____________________________

Department ____________________________

Employer’s Address ____________________________

City ____________________________ State ____________________________ Zip ____________________________

Work County ____________________________

Program announcements will be sent to your email unless you opt out from receiving emails from MAHEC. We never share our mailing lists.

☐ Please remove my name from the MAHEC mailing list.

Please provide a:
☐ Vegetarian option  ☐ Gluten-free option

After September 7th:
Healthcare Professionals:
☐ $49.00  ☐ $64.00

Students (proof of enrollment required at check-in):
☐ $20.00  ☐ $35.00

RN Refresher:
☐ $20.00  ☐ $35.00

Full payment must accompany all registrations unless a payment plan has been approved in advance. Registrations received without accompanying payment will not be processed.

☐ Check is enclosed  ☐ Credit card info provided
☐ Visa ☐ Mastercard ☐ Discover Card ☐ American Express

Account #: ____________________________

Exp. / Code on back of card ____________________________

Name on Card ____________________________

Signature ____________________________

Send completed registration form to:
MAHEC Registration
121 Hendersonville Rd., Asheville, NC 28803
Fax to 828-257-4768