

Introduction

Charge Nurse Fundamentals is a four-hour continuing education course designed with front-line nursing leaders in mind. The course provides participants the foundation of proper leadership development, rooted in a strong understanding of the charge nurse role. During the course, participants examine and discuss the following concepts:

- ❖ Transitioning to a leadership role
 - ❖ Overcoming challenges
 - ❖ Maximizing opportunities in their nursing unit
 - ❖ Modeling successful leadership
 - ❖ Understanding the impact of Hospital Value Based Purchasing (VBP)
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Course Learning Objectives

- ❖ How to successfully transition from staff nurse to charge nurse.
 - ❖ Create an individual action plan to identify challenges and maximize opportunities found in today's complex healthcare environment.
 - ❖ Enhance individual performance by understanding the various responsibilities of an effective charge nurse.
 - ❖ Qualities of successful leadership and how to apply them to the workplace.
 - ❖ How to analyze the patient care and financial implications of Hospital Value Based Purchasing .
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Course Summary

Often, nurses assume the role of charge nurse without a clear understanding of role expectations. These nurses are clinical experts but may not have received the training and tools needed for successful leadership. In **Charge Nurse Fundamentals**, participants are introduced to various leadership functions and responsibilities associated with the charge nurse role. Participants explore the real-world challenges and opportunities of their role and learn how to apply winning strategies to workplace scenarios.

Participants also receive an overview of Hospital Value Based Purchasing and discuss the financial impact of VBP at their hospital.

The Role of the Manager

As the supervisor of course participants, your role is integral in ensuring that classroom concepts are successfully applied to workplace scenarios. This document provides exercises that reinforce the use of classroom concepts within the workplace.

Successful supervisors:

- Create appointments with their employees to discuss their learning.
- Complete one or more exercise in this coaching guide to reinforce the application of course content to the work environment. Provide insight and feedback to help the participants accelerate their application of skills to the workplace.

Choose Your Activity

The three activities below reinforce course content and encourage participants to apply course concepts to workplace scenarios. Select the activities that work best in your situation.



ACTIVITY A

Discuss Workbook Activities and Action Plan



ACTIVITY B

Identify a New Assignment or Project to Promote Skill Practice



ACTIVITY C

Ask the Participant to Teach Others



TIP – Promote CNEs

Remind your employee that this course is approved for continuing nursing education (CNE) credit. If they haven't already done so, remind the employee to complete the course evaluation and knowledge assessment on the NCharge Portal. Once completed, the CNE certificate of completion will be available for download.



ACTIVITY A

Discuss Workbook Activities and Action Plan

Instructions:

1. Schedule an appointment with the participant to discuss the course. Focus on the Personal Application and Review activities (see below). **Ask employee to bring the Participant Workbook to this meeting.**
2. Ask the employee if they would like your input and offer additional ideas you may have.
3. Set a follow-up date to discuss successes or obstacles they experience on the job.

Discussion Questions

See *Personal Application Activity on page 13 of the Participant Workbook.*

1. What is one challenge you currently face as a front-line leader?
 - What are two strategies that can be used to overcome this challenge?
 - How can I, as your manager, provide support as you work to overcome this challenge?
 - Define a plan and schedule to address this challenge.
2. What is one opportunity you can currently identify as a front-line unit leader?
 - What is one step you will take in the next thirty days to make the most of this opportunity?
 - How can I, as your manager, provide support as you work to pursue this opportunity?
 - Work together to define a plan and schedule for addressing this opportunity

See *Personal Application Activity on page 24 of the Participant Workbook.*

1. What is a known **opportunity for improvement** within your unit?
2. What are two strategies that could improve performance of this indicator on your unit?
 - Define a plan and schedule together to work on this OFI

See *Review Activity on page 26 of the Participant Workbook.*

1. What is one leadership skill or behavior you are committed to immediately improving upon?
2. How can I, as your manager, support you as you pursue this professional development.

MANAGER TIP: Create a follow up appointment on your calendars so you don't forget!



ACTIVITY B

Identify a New Assignment or Project to Promote Skill Practice

Instructions:

1. Review the employee's performance goals and consider current challenges in the unit.
2. Identify an assignment that will require the participant to apply to the workplace the skills they learned from the course. Projects related to team leadership, improving patient safety, reducing hospital-acquired conditions, or utilizing nursing quality dashboards are all relevant.
3. Set an appointment with the participant to discuss how they will apply the course concepts to the completion of the task.
4. Monitor progress and meet regularly to check-in during the project.
5. At the completion of the project, schedule a date and time to discuss what went well, the challenges encountered, and what the employee learned from this experience.

ASSIGNMENT / PROJECT PLAN:

ISSUE TO BE ADDRESSED:

CURRENT SITUATION:

DESIRED OUTCOME:

KEY PEOPLE AND/OR DEPARTMENTS TO INVOLVE:



ACTIVITY C

Ask the Participant to Teach Others

Instructions:

1. Schedule time to discuss topic 5: **Leading Quality on the Frontline**. Request that the employee create an informative presentation regarding **Value-Based Purchasing** to give to the other team members.
2. Identify key learning objectives for the presentation. Define what team members will learn as a result of attending the presentation.
3. Discuss the time needed for the presentation then set the date and time. Typically, 15 to 30 minutes will provide enough time to teach a key learning point for this topic.
4. Follow up by asking the employee for feedback about how the presentation was received by others.

PLANNING A COMMUNICATION STYLES PRESENTATION

KEY LEARNING POINTS:

TIME NEEDED TO PRESENT:

DATE TO BE COMPLETED: