

THE NURSING LEADERSHIP SUMMIT



SHARED GOVERNANCE SYMPOSIUM

How to Build a Staff-Driven Model of Decision and Action

September 20, 2009

EXCELLENCE IN LEADERSHIP

Practical, Proven Solutions for Today's Nursing Leaders

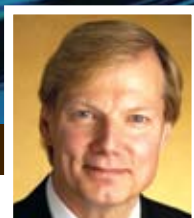
September 21-22, 2009

NURSING PEER REVIEW

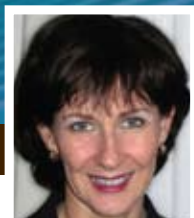
Tools and Techniques to Promote Nursing Accountability

September 23, 2009

Featuring a distinguished panel of experts including:



Tim Porter-O'Grady,
DM, EdD, APRN, FAAN



Kathleen Bartholomew,
RC, RN, MN



Shelley Cohen,
RN, BS, CEN

Hyatt Harborside Hotel, Boston, MA
September 20-23, 2009

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HCPro

Hyatt Harborside Hotel, Boston, MA
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THE NURSING LEADERSHIP SUMMIT

THE PREMIER TRAINING EVENT FOR NURSE LEADERS, MANAGERS, AND STAFF

LOCATION & ACCOMMODATIONS



HYATT HARBORSIDE HOTEL

101 Harborside Drive | Boston, MA 02128

Tel: 800/233-1234 | **Web:** harborside.hyatt.com

Discounted Room Rate: \$225 per night

Cutoff Date: August 2, 2009

For the special discounted room rate, reservations must be made by August 2, 2009. Be sure to mention HCPro to receive the special room rate. Rooms are available on a first-come, first-serve basis and may sell out before the August 2 cutoff date. Make your hotel reservations immediately to guarantee space and availability.

The Hyatt Harborside Hotel is the ideal place for travelers, offering exceptional accommodations and service with amazing landscapes. Take in the truly magnificent views of Boston harbor and the city skyline. Utilize the premier guest services, including a full-service business center and state-of-the-art fitness center. Gain easy access to virtually anywhere in the city with options such as the water taxi or the complimentary 24-hour shuttle to airport terminals. Experience Boston's famed culture and recreation, including the historic Freedom Trail, the shops and restaurants of Faneuil Hall, the Italian North End, Newbury Street's luxurious shops and sidewalk cafes, Kenmore Square and Fenway Park, all minutes from the Hyatt Harborside Hotel.

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Interested in bringing training to your facility? Call our sales team at 888/209-6554 for more information.

MEET YOUR FACULTY



TIM PORTER-O'GRADY, DM, EdD, APRN, FAAN

Porter-O'Grady is senior partner at Tim Porter-O'Grady Associates, Inc., an international healthcare consulting firm in Atlanta specializing in health futures, organizational innovation, conflict, and change, as well as health service delivery models. He has been

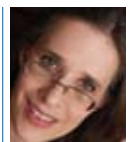
involved in healthcare for 37 years and has held roles from staff nurse to senior executive in a variety of healthcare settings. He is noted for his work on shared governance models, clinical leadership, conflict, and health futures.



KATHLEEN BARTHOLOMEW, RC, RN, MN

Bartholomew served as the manager of a 57-bed orthopedic and spine unit in a tertiary hospital in Seattle for six years. As a registered nurse and counselor, she uses stories to shed light on the challenges and issues facing nurses today. She has been a national

speaker for the nursing profession for the past five years. Recognizing that the culture of an institution is critical to patient safety, she speaks on building community in the workplace and improving physician-nurse and nurse-nurse relationships. She is the author of HCPPro's books, *Speak Your Truth: Proven Strategies for Effective Nurse-Physician Communication*, *Ending Nurse-to-Nurse Hostility: Why Nurses Eat Their Young and Each Other*, and *Stressed Out About Communication Skills: An Insider's Guide to Success*, and co-author of *Our Image, Our Choice: Perspectives on Shaping, Empowering, and Elevating the Nursing Profession*.



SHELLEY COHEN, RN, BS, CEN

Cohen is the founder and president of Health Resources Unlimited, a Tennessee-based healthcare education and consulting company. Through her seminars for nursing professionals, she coaches and educates healthcare workers and leaders across the

country to provide the very best in patient care. She is an editorial advisor for *StrategiesforNurseManagers.com*, published by HCPPro, Inc., and is a frequent contributor to *Nursing Management* magazine. She also co-authored the book, *Our Image, Our Choice: Perspectives on Shaping, Empowering, and Elevating the Nursing Profession*, and *A Practical Guide to Recruitment and Retention: Skills for Nurse Managers*, is a contributing author of *Core Skills for Nurse Managers: A Training Toolkit*, and is the lead author of the *Critical Thinking* book series, all published by HCPPro, Inc.



EILEEN L. DOHMANN, RN, MBA, NEA-BC

Dohmann has more than 25 years of nursing experience. She has worked for MediCorp Health System for three years as administrative director for MW Home Health and Hospice and now vice president of nursing at Mary Washington Hospital. She is responsible for nursing care and services at Mary Washington Hospital, as well as operational oversight for MW Home Health and Hospice and Cancer Center of Virginia. She is an advocate for the profession of nursing and excellence in nursing practice, and authored the HCPPro book *Accountability in Nursing: Six Strategies to Build and Maintain a Culture of Commitment*.



COLE EDMONSON, RN, MS, FACHE, NEA-BC

Edmonson is currently practicing at Medical City Dallas Hospital as the vice president and chief nursing officer. He has facilitated the development of numerous programs throughout his career designed to develop the front-line manager, increase job satisfaction, and evaluate outcomes related to performance. He has been a lecturer at the university, national, and community level, speaking on topics that range from customer service to advanced neurological assessment. He is a published author on topics ranging from "just" culture environments for nursing practice to implementing evidence-based practice and is a research author.



BARBARA HANNON, RN, MSN, CPHQ

Hannon is the ANCC Magnet Recognition Program® (MRP) coordinator for a 680-bed facility in the Midwest. As an MRP coordinator, she has written and edited the standards required by the Magnet Recognition Program® Commission, organized and

motivated MRP Champions, and spearheaded MRP activities that included fairs, contests and potlucks to increase the visibility of the program. Along with being an MRP coordinator, she chairs a Professional Nursing Practice Committee and Nursing Retention Committee and is involved in quality improvement activities. She frequently gives presentations on the MRP, shared governance, and evidence-based practice.



KIM S. HITCHINGS, RN, MSN, NEA-BC

Hitchings is the manager of the Center for Professional Excellence, Lehigh Valley Health Network (LVHN), in Allentown, PA. She works closely with the senior vice president, administrators, and other managers in clinical services in a staff-assistive role

to coordinate specific programs and to assist with designated special projects. She also serves as director for the network's Friends of Nursing Program, a philanthropic foundation established for the recognition and promotion of nursing. For 10 years, she coordinated all clinical services quality assurance and improvement activities and currently serves as her hospital's project director for the ANCC Magnet Recognition Program®. She speaks at the local and national levels about the evolution of LVHN's shared decision-making professional practice model, which was first established more than 20 years ago.



ANNE JADWIN, RN, MSN, AOCN, NE-BC

Jadwin is assistant vice president of nursing services at Fox Chase Cancer Center in Philadelphia. Fox Chase was the first Magnet Recognition Program® (MRP) institution in the state of Pennsylvania and the first specialty hospital in the United States

to earn that distinction. Her responsibilities include oversight of inpatient hospital operations; supervision of the case management department, the clinical nurse specialists, and the nursing supervisors; recruitment and retention initiatives for the department of nursing; and maintenance of MRP status. She has been a registered nurse for 29 years, with 25 years spent in oncology.



PATRICIA PEJAKOVICH, RN, BSN, MPA, CPHQ

Pejakovich is a senior consultant with The Greeley Company in Marblehead, MA. She brings more than 25 years of management experience to her work with healthcare organizations across the nation. She applies her leadership and nursing experiences to

help hospitals and medical staffs develop solutions to their toughest problems. She has a particular expertise in accreditation standards and regulatory compliance. Prior to Greeley, she worked for 15 years in hospital senior management, with responsibility for quality improvement, medical staff credentialing, continuing medical education, infection control, case management, Joint Commission accreditation, and data abstracting. She also served as a corporate director of quality improvement for a large HMO and with a state medical society assisting physicians in negotiating third-party payer contracts.

Faculty subject to change.

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SHARED GOVERNANCE SYMPOSIUM

How to Build a Staff-Driven Model of Decision and Action

Discover ways to:

- *Build a decision-making model*
- *Empower staff nurses*
- *Move one step closer to designation status*

OVERVIEW

There are five, nonnegotiable principles for successful shared governance. Has your facility implemented them?

Learn how to successfully put shared decision-making into practice at your organization from the person who first introduced the concept of shared governance to healthcare more than 20 years ago—Tim Porter-O’Grady!

BREAK THROUGH YOUR BARRIERS

Establishing a model of shared governance will ultimately improve patient care and the overall success of your organization. But we know you may struggle with resources, support, and implementation.

In addition to receiving tools to help you build and evolve your shared governance model, you will learn how to:

- Overcome common decision-making challenges
- Translate principles into structures, processes, and implementation
- Decrease nurse turnover
- Get buy-in from managers and staff members
- Move one step closer to attaining ANCC Magnet Recognition Program® status
- And more

Establishing shared governance is vital to retention, empowers nurses to share in decisions about their practice, and is also a requirement for attaining ANCC Magnet Recognition Program® status. This one-day live event will reveal the five proven principles you must follow to create and cultivate a practice-driven model that works for you.

Through a combination of general sessions, interactive work groups, and ample Q&A time, you’ll learn the major make-or-break issues affecting your results, get real-life solutions to overcome common decision-making challenges, and create an action plan to apply the five principles to meet the unique needs of your culture.

LEARNING OBJECTIVES

At the conclusion of the program, participants will be able to:

- Explain the five principles of shared governance
- Discuss how to overcome challenges to decision-making
- Describe examples of unit council models that support an organizationwide shared governance model
- Recognize how Lehigh Valley Health Network translated the five principles into practice
- Identify how shared governance supports an ANCC Magnet Recognition Program® culture of nursing excellence
- Identify strategies to implement shared decision-making
- Identify action steps to take back to your organization for immediate application

WHO SHOULD ATTEND

- Senior nurse executives
- Directors of nursing
- Nurse managers
- Staff nurses
- ANCC Magnet Recognition Program® project directors
- Nurse educators
- Shared governance council chairs and members

To Register call 800/650-6787 or visit www.hcmarketplace.com/seminars.

EARLY-BIRD RATES

(register by July 24)

\$695 individual

\$2,780 team of five

FACULTY

TIM PORTER-O'GRADY,
DM, EdD, APRN, FAAN

KIM S. HITCHINGS,
RN, MSN, NEA-BC

Faculty subject to change.

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AGENDA

SUNDAY, SEPTEMBER 20, 2009

7:00 A.M.–8:00 A.M.

Registration & continental breakfast

8:00 A.M.–9:45 A.M.

Proven principles of sustainable shared governance

- The five time-tested foundations for shared governance
- It's about making decisions
- It's staff-driven
- There must be accountability
- Locus of control
- Managers are critical to success

9:45 A.M.–10:00 A.M.

Break

10:00 A.M.–11:45 A.M.

Yes, you can: Translating principles into practice

- The reality of Lehigh Valley Health Network (LVHN) shared governance model
- How to overcome challenges to decision-making
- Examples of unit council models that support the organization wide shared governance model: A staff nurse perspective
- How LVHN translated the five principles into practice
- How shared governance supports an ANCC Magnet Recognition Program® culture of nursing excellence

11:45 A.M.–1:15 P.M.

Lunch (on your own)

1:15 P.M.–2:30 P.M.

Work group activity: Translation and application in your practice setting

- Share your individual questions and concerns about applying shared governance to your unique practice environment
- Learn methods to overcome barriers to shared decision-making at your organization
- Get strategies to implement shared decision-making
- Discover creative ways to engage nurse managers and staff members

2:30 P.M.–2:45 P.M.

Break

2:45 P.M.–4:00 P.M.

Make the commitment: Identify next steps to build a decision-making model

- Work group activity: Identify next steps to take back to your organization
- Promote accountability for practice
- Inspire managers and staff members to commit to shared decision-making
- Identify resources to implement shared governance
- Interactive discussion: Refining your action plan for implementation
- Take list of action steps and customize them to work for your organization

4:00 P.M.

Adjourn

Agenda subject to change.

EXCELLENCE IN LEADERSHIP

Practical, Proven Solutions for Today's Nursing Leaders

Discover ways to:

- *Build a culture of accountability*
- *Develop conflict management skills*
- *Be a leader in challenging economic times*

OVERVIEW

This program will provide proven, practical solutions to the biggest challenges facing nurse leaders in today's complex, hectic healthcare setting. The content will be presented in general sessions as well as in smaller breakout groups to give attendees more focused time with nationally-recognized and well-respected speakers. Sessions will be categorized into six themes that are buzzing throughout the industry: professional nursing environments, leadership, education, communication, accountability, and quality improvement.

Think you've heard it all before?

Think again.

The day-to-day demands on nurse leaders create all kinds of challenges concerning leadership roles, education, communication, patient care, and quality improvement.

This intensive program will provide you with the latest best practices and tools to:

- Manage effectively in the current economic climate
- Promote accountability and hold nurses to organizational expectations
- Increase nurse retention
- Promote a culture of quality that engages staff members, reduces medical errors, and improves patient outcomes
- Improve critical thinking and nurse competency among new and seasoned staff members
- Improve collegiality and collaboration and end nurse-to-nurse hostility
- Tackle difficult conversations and improve conflict resolution skills
- Understand and implement different leadership styles for maximum effectiveness

- Elevate the image of nursing at your organization

LEARNING OBJECTIVES

- Describe one situation from your work environment that you can deal with more effectively in light of a broader perspective
- Discuss how to build a culture of accountability and set expectations for staff, including factors relating to accountability
- Examine how organizations focus on a culture of quality
- List four changes a nurse manager can initiate that encourage and cultivate a positive effect on nursing's image
- Describe at least three strategies to improve nurse retention
- Recognize different leadership styles and strategies for effective communication

WHO SHOULD ATTEND

- Recruitment and retention specialists
- Chief nursing officers/executives
- Directors of nursing
- Vice presidents of nursing
- Nurse managers
- Clinical supervisors
- Staff educators/staff development specialists
- Patient care directors
- Charge nurses

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AGENDA

MONDAY, SEPTEMBER 21, 2009

7:00 A.M.–8:00 A.M.

Registration and continental breakfast

8:00 A.M.–9:00 A.M.

Opening session: State of the economy and nursing

- New administration's agenda
- How it affects you
- Leading through chaos/change

9:00 A.M.–10:00 A.M.

Professional accountability and holding staff accountable

10:00 A.M.–10:15 A.M.

Break

10:15 A.M.–11:30 A.M.

Accountability breakout sessions

- Succession planning: Accountability for now and the future
- Ethics: Ethical dilemmas faced by nurse managers; role-playing real-life situations

11:30 A.M.–12:30 P.M.

Lunch (on your own)

12:30 P.M.–1:45 P.M.

Building a culture of quality

1:45 P.M.–2:00 P.M.

Break

2:00 P.M.–3:15 P.M.

Quality breakout sessions

- Risk management
- Engaging staff nurses in evidence-based practice, research, and quality improvement

3:30 P.M.–4:15 P.M.

Image of nursing

- Presentation of the 2009 Image of Nursing awards

4:15 P.M.

Adjourn

Agenda subject to change.

FACULTY

**KATHLEEN
BARTHOLOMEW,
RC, RN, MN**

**SHELLEY COHEN,
RN, BS, CEN**

**EILEEN L. DOHMANN,
RN, MBA, NEA-BC**

**COLE EDMONSON,
RN, MS, FACHE, NEA-BC**

**BARBARA HANNON,
RN, MSN, CPHQ**

Faculty subject to change.

TUESDAY, SEPTEMBER 22, 2009

7:00 A.M.–8:00 A.M.

Continental breakfast

8:00 A.M.–9:00 A.M.

Retention

9:15 A.M.–10:30 A.M.

Management breakout sessions

- Effective orientation and developing critical thinking skills
- Finding the right staff: Interviewing skills, hiring to fit

10:30 A.M.–10:45 A.M.

Break

10:45 A.M.–12:00 P.M.

Quality breakout sessions

- Medical errors: Creating a culture that rewards error reporting/establishing a no blame culture
- Nurse-sensitive quality indicators: Collection and benchmarking

12:00 P.M.–1:30 P.M.

Lunch (on your own)

1:30 P.M.–2:30 P.M.

Communication: Developing conflict management skills and promoting a collaborative work environment

2:30 P.M.–2:45 P.M.

Break

2:45 P.M.–4:00 P.M.

Communication breakout sessions

- Nurse-to-nurse hostility
- Different leadership styles: transformational leadership, quantum leadership, and collaborative communication

4:00 P.M.

Adjourn

Agenda subject to change.

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NURSING PEER REVIEW

Tools and Techniques to Promote Nursing Accountability

Discover ways to:

- *Improve patient outcomes*
- *Evaluate nurse performance*
- *Promote nursing accountability*

OVERVIEW

Peer Review . . . It's Not Just for Physicians

Physicians have been conducting peer review for decades with great success. It's time for the nursing profession to establish and uphold the same quality standards. If the profession of nursing does not focus on nurse performance, and if nursing peer review programs are nonexistent or ineffective, then we run the risk of others taking control of the process for us. The best solution to this problem is to create or strengthen the nursing peer review process.

Discover a nonpunitive approach to evaluate nursing quality of care. Attend this innovative program and learn best practices on how to develop a streamlined, systematic approach to evaluating individual nursing care.

Establishing a formalized structure to evaluate nursing care will ultimately:

- Improve patient outcomes
- Strengthen nurse professionalism
- Encourage nurse accountability

Benefits of the peer review process

Formal peer review can be an essential component for organizations on the road to ANCC Magnet Recognition Program® certification because it:

- Holds nurses accountable
- Reveals education needs
- Provides an unbiased approach to evaluating quality of care
- Indicates when changes in practice are necessary to improve patient outcomes
- Creates a mechanism to track quality of care
- Identifies systemwide process issues

Evaluating individual nurse performance should become an expectation for nursing, as we strive to always improve the standard of nursing care we provide our patients.

The major benefits of establishing a nursing peer review program include:

- Improving the quality of care provided by individual nurses
- Monitoring the performance of nurses
- Identifying opportunities for performance improvement
- Identifying systemwide issues

This seminar will provide you with hands-on tools for:

- Creating your personalized case screening tool
- Designing a nursing peer review committee charter
- Establishing a formal, unbiased process and timeline for evaluation of nursing care

LEARNING OBJECTIVES

- Define the differences between informal and formal peer review
- List four goals and benefits of conducting peer review
- Identify what elements should be included in the dimensions of nursing performance.
- Describe the three types of peer review protection laws
- Describe the case review process prior to and after committee review
- List the different components of the case review form
- Describe the different types of indicators used to evaluate nursing performance
- List ways to reduce fear among nurses regarding the peer review process
- Explain how a professional peer review process supports the 14 Forces of Magnetism

EARLY-BIRD RATES

(register by July 24)

\$695 individual
\$2,780 team of five

WHO SHOULD ATTEND

- Chief nursing executives
- Directors of nursing
- VPs of patient care services
- Administrators
- Nurse managers
- Staff development/
education managers
- Quality professionals
- Risk management
professionals

FACULTY

ANNE JADWIN,
RN, MSN, AOCN, NE-BC

**PATRICIA
PEJAKOICH,**
RN, BSN, MPA, CPHQ

Faculty subject to change.

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AGENDA

WEDNESDAY, SEPTEMBER 23, 2009

7:00 A.M.–8:00 A.M.

Registration & continental breakfast

8:00 A.M.–9:30 A.M.

Overview: Why incident-based peer review?

- Defining peer review
 - Different types of peer review
 - What it is and what it is not (e.g., not an annual evaluation)
- Driving change in healthcare quality
- Who owns accountability for nursing quality?
- How does peer review fit within the context of the ANCC Magnet Recognition Program®?
- Benefits, rationale, and goal of peer review

9:30 A.M.–9:45 A.M.

Break

9:45 A.M.–11:00 A.M.

Nursing peer review: The five-step process

Step 1: Design a formal structure/committee to support the peer review process

- Informal versus formal structure; where does peer review fit?
- Forming a committee and defining roles and responsibilities
- Incorporating peer review process into existing structure
- Tips on running an effective committee
- Legal considerations
 - Immunity, confidentiality, and protecting information
 - Peer review protection laws
 - Confidentiality guidelines
 - Security of information

11:00 A.M.–12:00 P.M.

Nursing peer review: The five-step process (continued)

Step 1: Design a formal structure/committee to support the peer review process

- Set and communicate expectations
 - The nurse performance model and competency framework
 - Indicator types: review, rule, and rate

Step 2: Establish the nursing peer review process

- Formulating and writing policy
- Peer review timelines
- How are cases identified?
- Creating a case screening tool

12:00 P.M.–1:30 P.M.

Lunch (*on your own*)

1:30 P.M.–2:30 P.M.

Nursing peer review: The five-step process (continued)

Step 3: Educate all stakeholders

- Identifying the target audience: Who are the stakeholders?
- Training committee reviewers
- Eliminating fear and obtaining buy-in

Step 4: Implement the nursing peer review process

- The components of the scoring tool
- Conducting chart review on selected cases
- Implementing the program

Step 5: Track and trend your data

- Measuring results and benchmarking data

2:30 P.M.–2:45 P.M.

Break

2:45 P.M.–4:00 P.M.

Group exercises: Practice scoring actual cases to create an unbiased approach to evaluating nursing care

4:00 P.M.

Adjourn

Agenda subject to change.

Honoring Nursing Excellence



Sponsored by HCPPro's Nursing Leadership Summit

HCPPro's Nursing Leadership Summit is proud to recognize nurse leaders and staff who have helped elevate the image of nursing. These awards honor nurses whose leadership, teamwork, or clinical expertise embodies an image of nursing excellence and contributes to improving patient care, quality outcomes, nurse satisfaction, and the healthcare environment.

Winners will be presented with their awards on September 21, 2009 at the **Excellence in Leadership: Practical Solutions for Today's Nursing Leaders** seminar.

HCPPro's 2009 Nursing Image Awards Categories

Image of Nursing in Clinical Practice

This award honors a nurse or team of nurses who portray a positive image of nursing through their clinical practice.

Image of Nursing in Leadership

This award honors a nurse leader who portrays a positive image of nursing through his or her leadership.

REGISTRATION FORM

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4 Complete the registration form below and **MAIL** to: HCPro, Inc., P.O. Box 1168, 200 Hoods Lane, Marblehead, MA 01945.

REGISTRATION FEES

Shared Governance Symposium | September 20

- \$695 early-bird rate (register by July 24) \$2,780 team of five
 \$795 standard rate \$3,180 team of five

Excellence in Leadership | September 21-22

- \$895 early-bird rate (register by July 24) \$3,580 team of five
 \$995 standard rate \$3,980 team of five

Nursing Peer Review | September 23

- \$695 early-bird rate (register by July 24) \$2,780 team of five
 \$795 standard rate \$3,180 team of five

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NURSING PEER REVIEW

Tools and Techniques to Promote Nursing Accountability

September 23, 2009

Featuring a distinguished panel of experts including:



Tim Porter O'Grady
DM, EdD, APRN, FAAN



Kathleen Bartholomew,
RC, RN, MN



Shelley Cohen,
RN, BS, CEN

Hyatt Harborside Hotel, Boston, MA

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