SafetY in the WorkPlace
Competence is the new standard of care

“I’m not sure about you, but I find it hard to think about almost anything in life where you could achieve mastery learning by doing something once every two years.”

– Brian Eigel, PhD, on the state of the traditional two-year CPR training regimen

Despite the efforts of highly trained, motivated healthcare professionals across the country, patients are receiving poor-quality CPR up to 50% of the time. Instead, low-dose, high-frequency learning practices like those provided by the Resuscitation Quality Improvement (RQI®) program are significantly more effective at increasing competency.

RQI is an innovative, continuous quality improvement program helping caregivers and healthcare professionals improve their CPR competence and confidence to respond with high-quality CPR.

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Welcome to the 2018 Annual Conference

I want to extend a warm welcome to all those who are joining us for this year’s Annual Conference. We chose the theme Safety in the Workplace as a reflection of how important it is to build a healthy and productive working environment that benefits both healthcare providers and the patients they treat.

Timothy Carrigan, PhD, RN, NEA-BC, FACHE, Chair of the Program Oversight Committee; Chad Thompson, MBD, HCM, chair of the Conference Subcommittee; and members of both groups deserve recognition for their hard work putting together a two-day program that dives deep on the latest research and advancements in the world of healthcare.

This year’s program features two keynote speakers: Samuel Jones, PhD, on communication skills and how to connect with audiences, and Kent Radner, CPA, whose closing keynote focuses on relieving stress through humor. We’ll also commemorate our members’ achievements and contributions to nursing at the Awards Ceremony on Friday morning, and give you time to relax and connect with one another at our breaks and Welcome Reception.

IONL’s Annual Conferences are attended by nurses from every region of Illinois at all stages of their careers, from students to CNOs, CNEs, and beyond. I’m looking forward to watching all of us come together to tackle newsworthy issues and devise new ways to bring strength and resilience to the nursing workforce.

Sincerely,

Frank Bradtke, DNP, RN, NEA-B, CENP

CONFERENCE SUBCOMMITTEE

Chair: Chad Thompson, MBA/HCM, RN, NEA-BC
Joann Bennett, MSN, RN, NE-BC, CCRN
Tess Callanta, MBA, RN, CCRN-K, CNML
Candace Katta-Liptrot, RN, MSN
Alma Labunski, PhD, MS, RN
Marie Lehman, MSN, RN
Lisa Lockett, MSN, BB, NE-BC, RN-BC
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Ann O’Sullivan, MSN, RN, CNE, NE-BC, ANEF
Jessica Rosati, MSN, RNC-OB, CNL
Juliana Sellett, DNP, MBA, RN, CPHQ, CENP

Illinois Organization of Nurse Leaders is approved as a provider of continuing nursing education by Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation (OBN-001-91) (OH-365, 4/18/2021). The 2018 Annual Conference awards attendees 7.5 Contact Hours.

Conflict of Interest: The planners and faculty have declared no conflict of interest.

Criteria for Successful Completion: Criteria for successful completion include attendance at the entire event and submission of a completed evaluation form.
CONFERENCE OVERVIEW
This conference’s theme, Safety in the Workplace, ties into the efforts IONL and other statewide nursing organizations have been making in order to ensure our working environments are healthy and productive. With expert presentations on the latest skills and studies, you’ll see how you can make a positive impact on your working environment.

LEARNING OBJECTIVES
Upon completion of this program, participants will be able to:

1. Define the basics of communication, how communication could fail, and how to achieve success in communication through connection.

2. Discuss recommendations for addressing workplace safety and violence based on survey data.

3. Identify learned resiliency skills from the U.S. Army’s Master Resilience Training Program that can be applied to the healthcare workplace.

4. Define ways to restructure the Emergency Department intake process to increase patient satisfaction.

5. Identify critical success factors for preventing healthcare worker violence, strategies for preventing healthcare worker violence, and safety training tactics.

6. Discuss how to complete an environmental assessment and develop a workplace violence prevention program.

7. Identify why and how to effectively eradicate serious harm by enhancing and sustaining a culture of safety in the workplace by becoming a High Reliability Organization (HRO).

8. Identify a creative arts inspired intervention as a tool to improve nurses’ professional quality of life.

9. Explain the importance of stress reduction and identify tools to reduce stress.

GENERAL INFORMATION
Registration
Foyer

Exhibit Hall
Salon H and Foyer

General Session
Salon BCD

REGISTRATION HOURS
September 20
8:00 AM - 4:30 PM

September 21
7:00 AM - 12:15 PM
Who We Are

The Illinois Organization of Nurse Leaders dates back to 1977 when its function was to unify and promote nurse executive practice. Since then, the organization has evolved to broaden its scope and focus to nurses in various leadership positions statewide.

IONL provides direction for achievement of excellence in nursing leadership. It promotes professional development, networking, research and innovation for the advancement of nursing practice. IONL encourages development of care delivery systems that are forthright and visionary. IONL develops strategic initiatives in the area of executive management expertise in healthcare systems. Members have an opportunity to develop strategic relationships with executives, educators, consultants, clinical experts, and organization leaders. Exposure to and opportunity for networking with leaders who practice across the continuum, plus work in all aspects of healthcare are among the many rewards of membership. IONL provides virtual and in-person education and training throughout the year in the form of webinars, workshops, conferences, and our nursing fellowship program. Designed for the nurse leader at every level, our programs help to develop the most well-rounded and effective leaders in the profession.
First, all leaders received high-reliability leadership training. Next, we established High-Reliability Units with specially trained, interdisciplinary safety coaches conducted peer coaching and performance improvement activities designed to hardwire Be Safe Behaviors and Tools. A sustainment plan was created to provide ongoing momentum, which included monthly safety games and contests, safety recognition events, and house-wide communication of the daily safety huddle. Actions focused on leadership, safety culture, and process improvement were shown to optimize safety for every patient, every time.

The complexity and rapid speed of change in healthcare has resulted in the rise of preventable medical errors. This presentation will show how one organization significantly reduced the number of Serious Safety Events and promoted a Culture of Safety by becoming a High Reliability Organization (HRO) that demonstrated dissatisfaction with the current level of safety and strove for a goal of “No Serious Patient Harm.” First, all leaders received high-reliability leadership training. Next, we established High-Reliability Units with specially trained, interdisciplinary Safety Coaches who worked all shifts and engaged frontline staff. These safety coaches conducted peer coaching and performance improvement activities designed to hardwire Be Safe Behaviors and Tools. A sustainment plan was created to provide ongoing momentum, which included monthly safety games and contests, safety recognition events, and house-wide communication of the daily safety huddle. Actions focused on leadership, safety culture, and process improvement were shown to optimize safety for every patient, every time.
9:45 - 10:30 AM
Tell Well: An Innovative Approach to Strengthening the Nursing Workforce
Rebecca Singer, Kathryn Kruse, and Susan Swart, Tell Well and ANA-Illinois
In March 2018, in collaboration with ANA-Illinois and their Healthy Nurse, Healthy Nation initiative, a public health nurse and a writer piloted Tell Well, an innovative, interdisciplinary collaboration bringing together healthcare and the arts as a systems response to the need to improve nurses' professional quality of life. During this presentation, we will describe the rationale behind the development of Tell Well, a creative writing and storytelling workshop offered as a professional development course; the collaborative process by which we created the workshop and the showcase; the tools offered to foster the participants' exploration and expanded understanding of their practice; and how healthcare systems and facilities can partner to implement a Tell Well workshop. Results from the Professional Quality of Life Scale, which is used to measure participants' compassion satisfaction and compassion fatigue before and after the workshop, and a qualitative questionnaire from the March and May workshops will also be shared.

10:30 - 11:00 AM
Networking Coffee Break with Exhibitors

11:00 - 12:00 PM
CLOSING KEYNOTE ADDRESS
Let It Go, Just Let It Go
Kent Rader, CPA, former Hospital CFO-CEO, Kent Rader Speaks
Recent surveys report more than half of employees hate their jobs. The number one reason cited is the stress associated with today's business environment. Having spent 12 years as CFO and CEO of Hospitals, Kent Rader has experienced this stress firsthand. This keynote program takes participants on a journey they won't want to end. It begins by showing participants the origins of stressful feelings and how humor is a proven tool in combating these feelings. Kent offers practical ways to include more humor in your life, along with stories that are guaranteed to make you laugh.

12:00 - 12:15 PM
Closing Remarks; Meeting Adjourns
Drawing of Wine Raffle winners

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We are currently seeking experienced nurses to join our relentless pursuit for better at our hospitals in the western suburbs, including Northwestern Medicine Central DuPage Hospital, Northwestern Medicine Delnor Hospital, Northwestern Medicine Kishwaukee Hospital, Northwestern Medicine Valley West Hospital and Marianjoy Rehabilitation Hospital.

Northwestern Medicine has more than 100 locations throughout Chicago, the suburbs and northern Illinois, dedicated to providing our communities with a better healthcare experience.

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THANK YOU TO OUR 2018 SPONSORS & EXHIBITORS!
IONL UNLOCKS THE LEADER IN YOU.
✦ Through IONL’s professional development opportunities, ranging from free lunchtime webinars to immersive fellowship training programs, you can learn and refine the leadership skills you need to advance in today’s nursing profession.

IONL OPENS UP CAREER OPPORTUNITIES.
✦ IONL’s new Career Center offers expanded job opportunities and reach for both job seekers and employers.
✦ Earn Continuing Education hours to meet requirements for advanced certifications. Members can access their CE’s electronically from their member profile.

IONL CONNECTS YOU TO FELLOW NURSING LEADERS IN ILLINOIS.
✦ Through programs, events, committee and volunteer work, you gain direct access to nursing peers and esteemed leaders in Illinois, essential for collaboration as well as personal and professional growth.

IONL KEEPS YOU INFORMED.
✦ Don’t be surprised by policy changes ever again. IONL will keep you up to date on national and local health policy issues.

IONL ADVOCATES FOR YOU.
✦ IONL is active in collaborative advocacy efforts with industry colleagues and partners on behalf of all Illinois nurses.

IONL SAVES YOU MONEY
✦ Receive exclusive discounts on professional development education and employment listings on IONL’s Career Center.

NOT A MEMBER?
Sign up today by completing a 2019 membership form at the registration table. If you join at Annual Conference, you will receive the remainder of the 2018 IONL membership year in addition to all of 2019. That’s over 100 days of membership for free!

CURRENT MEMBERS
Membership renewal for 2019 is now open. Sign into www.ionl.org and renew prior to December 31.

Introducing IONL’s New Career Center!
Whether you’re looking for a new job or your next hire, our new and improved Career Center has you covered. Members receive discounted pricing, job alerts, expanded opportunities, and more.

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NURSING CARE COMMITTEE CONSORTIUM (NC-3) WEBINARS
Illinois nurses come together for collaboration, education, and sharing for our state-mandated Nursing Care Committees. All are welcome to participate!

October 15 | 1:00 PM Central
Building Leadership Throughout the Care Continuum
Kathleen Ferket, APRN-BC

November 5 | 1:00 PM Central
Model Program for Impaired Nurses Working with Vulnerable Patients
Deborah Morris, RN, MSN (DNP Candidate)
Offers 1 hour of CE credit

All NC-3 webinars are FREE for members ($40 for non-members)

ASPIRING NURSE LEADER WORKSHOP
November 15 | 9:00 AM - 5:00 PM
AMITA in Hinsdale, IL
Designed for staff nurses, charge nurses, nurse coordinators, nurse managers and directors who aspire to achieve higher heights in their careers. Learn leadership skills, information on certifications, the importance of serving on a board of directors, communication techniques, and more.

Register before October 5 & save $50 with early bird pricing!
Cost before 10/5: Members $145/
Non-members $195
Cost after 10/5: Members $195/
Non-members $245

Stay tuned for more educational and regional events in 2019!

ILLINOIS NURSE LEADER FELLOWSHIP PROGRAM
Dedicated to the development and support of managers and new directors from diverse practice environments throughout the state. Incorporating education, mentoring, and networking, the IONL Fellowship Program is designed to build and enhance leadership skills and competencies.

Please join us in congratulating our 2018 Fellows:

Katharine Barnard, BSN, CVRN
Jennifer Behrens, BSN
Sean M. Bond, BSN, RN, ACLS, PALS, TNS, ECRN
Shauna Campo, MBA, RN
Alison M. Cersley, BSN, MSN
Colleen Chierici, BSN
Lexanne Darwent, BSN
Heather Guth West, MSN
Lillian Hall, MSN
Diane Jakubik, BSN
Therese Letti, MBA, PCNN, CCRN
Michelle Panock, BSN
Kristin Pritts, MSN, CNL, CMSRN
Mary Carol Racelis, MSN
Humberto Rodriguez, BSN
Kelsey Schmitt, BSN
Liza Shuttz, BSN
Kimberly Smith, BSN
Sarah Snow, BSN
Sara Stage, CAN, ADN CGH
Regina Superczynski, RN, BSN
Heather Tucker, MBA

Special thank you to our Fellowship Program faculty:
Dr. Shelly Malin, Dr. Melinda Earle, and Dr. Janet Krejci

Interested in becoming a fellow? Applications for the 2019 Fellowship Program will open soon. Visit www.ionl.org/Fellowship for more details.

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Ian ’09, ’14, MSN, RN-BC
Director of Psychiatry

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IONL would like to recognize the following award nominees for their contributions to IONL and healthcare in Illinois. Winners will be announced during breakfast on Friday, Sept 21 at 7:45 AM.

COMMUNITY EFFORT AWARD NOMINEES

Yolanda Coleman, PhD, MS, RN, MT (ASCP), NEA-BC
Senior Director of Patient Care Services, Saint Anthony Hospital

Susana Gonzalez, MHA, MSN, RN, CNML
Immediate Past President, National Association of Hispanic Nurses

Evelyn Senewo, DNP, RN, NEA-BC, APHN-BC
Unit Director, Rush University Medical Center

MOST VALUABLE MEMBER AWARD NOMINEES

Shirley Belocura, RN
Director of Patient Care Services, University of Illinois Medical Center

Melinda Earle, RN, DNP, NEA-BC, FACHE
Program Director of Transformative Leadership DNP, Rush University Medical Center

MENTORSHIP AWARD NOMINEES

Shirley Belocura, RN
Director of Patient Care Services, University of Illinois Medical Center

Janet Davis, NEA-BC
Central DuPage Hospital

Susana Gonzalez, MHA, MSN, RN, CNML
Immediate Past President, National Association of Hispanic Nurses

Marcie Leonard, MSN, MBA, RN-BC
Nurse Manager, HSHS St. John’s Hospital

EMERGING LEADER AWARD NOMINEES

Gloria Barrera, MSN, RN, PEL-CSN
District 99 Certified School Nurse, Adjunct Faculty DePaul University & Capella University

Suzette Gibbons, BSN, RN-BC
Assistant Clinical Manager, Advocate Christ Medical Center

Jamie Pikus Ghafari, MSN, RN
Director of Patient Care Services, University of Illinois Hospital & Health Sciences

Tiffany Victor, RN, MSN, ACM-RN
Director of Utilization Review and Discharge Planning, University of Illinois Hospital & Health Sciences

Nicole Wynn, MSN, RN-BC
Assistant Unit Director, Rush University Medical Center

INFLUENTIAL LEADER AWARD NOMINEES

Gloria Barrera, MSN, RN, PEL-CSN
District 99 Certified School Nurse, Adjunct Faculty DePaul University & Capella University

Shirley Belocura, RN
Director of Patient Care Services, University of Illinois Medical Center

Timothy Carrigan, PhD, RN, NEA-BC, FACHE
System Chief Administrative Officer, Rush University Medical Center

Yolanda Coleman, PhD, MS, RN, MT (ASCP), NEA-BC
Senior Director of Patient Care Services, Saint Anthony Hospital

Airica Steed, Ed.D, MBA, RN, FACHE, CSSMBB
President, Breakthrough Innovation Partners LLC
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