

Attendee Brochure

Nursing Management[®] Congress 2020

The Conference for Excellence in Nursing Leadership[®]

Mirage[®]
LAS VEGAS

September
21-25, 2020



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 Wolters Kluwer

 NMC-Nursing Management Congress

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Nursing Management[®] Congress2020

The Conference for Excellence in Nursing Leadership[®]



Dear Colleague,

I'd like to personally invite you to attend Nursing Management Congress2020 this fall at The Mirage Hotel in sunny Las Vegas, Nevada! From September 21-25, nurse leaders from across the country will get together to attend educational and networking sessions designed to give their leadership skills a jump-start by strengthening the practical, critical-thinking, and leadership expertise they need to improve the quality, efficacy and cost of patient care in their organizations — and you should be one of them! This annual event is sponsored by Wolters Kluwer, publisher of *Nursing Management* journal.

Along with invaluable, one-of-a-kind educational sessions, Nursing Management Congress2020 provides the continuing education credits you need via preconference workshops, inspiring and informative general sessions, and evidence-based educational breakout sessions that deliver comprehensive, results-oriented patient care strategies you can apply to your daily practice. And don't think you'll be sitting in stuffy conference rooms all day — you'll also be attending meal functions, visiting our exhibit hall vendors, and enjoying all the fun and excitement that Las Vegas has to offer — world-class entertainment, dining, shopping, nightlife, golf, spas — and the chance to win big at the casinos!

Our expert speakers will inspire you to be the best nurse leader you can be with creative ideas and education on a broad range of relevant topics. Just a few of the sessions you can choose from include workshops for new managers, a nursing leadership certification prep course, and sessions on reducing documentation burden, developing low performers, best practices for budget, staffing and scheduling, informatics and the impact of technology, quality and safety outcomes across care settings, and so much more.

If you can only attend one conference this year, I think you'll agree that Nursing Management Congress2020 is the best choice for your continuing education needs. You'll enjoy a terrific setting, an evidence-based approach to learning, easy access to continuing education, numerous meal functions (which really sets our conference apart from all others), and the opportunity to collaborate and exchange ideas with nurse leaders from across the country. Don't miss out on this once-a-year opportunity.

I look forward to seeing you in Vegas!

Pamela Hunt, MSN, RN, NEA-BC
Nursing Management Congress2020 Conference Chairperson
Author | Speaker | Consultant | Educator | Productivity Expert

Continuing Education Provider Information

Purpose: As a nurse leader attending Nursing Management Congress2020, you'll be able to network with colleagues, have discussions with faculty and industry experts, and visit numerous exhibits that provide alternatives and strategies for improving the quality and cost-effectiveness of care delivery and nursing practice in your healthcare setting. In addition, you can accrue contact hours.

Accreditation Statement:

Lippincott® Professional Development will award up to **16** contact hours for attendance of this continuing nursing education activity (a maximum of 30 contact hours can be earned inclusive of a 2-day preconference workshop).

Lippincott Professional Development is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Lippincott Professional Development is also an approved provider of continuing nursing education by the District of Columbia, Georgia, and Florida CE Broker #50-1223.

This activity is also provider approved by the California Board of Registered Nursing, Provider Number CEP 11749, for up to 16 contact hours and up to 30 contact hours inclusive of a 2-day preconference workshop.

Call for Posters

This conference is for nurses in management and leadership positions across the continuum of healthcare. Currently, we're soliciting poster presentations for the conference. For more details on submitting a poster, please visit NMCongress.com

The winning poster will be announced during the meeting and the author will have their abstract published in an upcoming issue of *Nursing Management* journal.

Deadline: July 15, 2020

Notifications of acceptance and/or rejections: August 5, 2020

For posters to be accepted, they must comply with ANCC Standards of Commercial Support and Advertising. No product logos may be used and generic names are preferred.

PRECONFERENCE WORKSHOPS

MONDAY, SEPTEMBER 21

8:00 am – 4:30 pm

010A New Manager Intensive: A Focus on Finance and Leadership

Pamela Hunt, MSN, RN, NEA-BC, NMC2020 Conference Chairperson; Faith Bresnan Roberts, RN, MSN, NEA-BC, Carle Foundation Hospital
This powerful two-day workshop provides the tools you need for success as a new nurse manager. We'll review the attributes strong leaders possess and create a plan to enhance your practice and help you understand the role of a nurse manager during a time of continual healthcare reform and relentless pressure to raise those scores. If you register for this session, you are automatically enrolled in session 010B. *Separate fee.*

020A Nursing Leadership Certification Prep Course

Lori Armstrong, DNP, RN, NEA-BC, Nurse Builders
This course provides a comprehensive and up-to-date review of nursing management and leadership based on the CNML and NE-BC exams. It's packed with information that will not only promote certification exam success but also enhance your practice as a nurse manager and leader. If you register for this session, you are automatically enrolled in session 020B. *Separate fee.*

TUESDAY, SEPTEMBER 22

8:00 am – 4:30 pm

010B New Manager Intensive: A Focus on Finance and Leadership

If you registered for Session 010A, you're automatically enrolled in this class. *Separate fee.*

020B Nursing Leadership Certification Prep Course

If you registered for Session 020A, you're automatically enrolled in this class. *Separate fee.*

8:00 am – 11:30 am

030 3 P's for Nurse Leaders: Posters, Presentations, and Publications

Rosanne Raso, DNP, MS, RN, NEA-BC, FAAN, NewYork-Presbyterian/Weill-Cornell Medical Center; Dean L. Prentice, Colonel (Ret), USAF, NC, DHA, MA, BSN, NE-BC, Oral Roberts University; Joy Parchment, PhD, RN, NEA-BC, Orlando Health

This interactive session will help you hone your leadership skills with best practices so you can communicate effectively, portray confidence, and get your message across.

Whether it's a poster abstract, important speech from the podium to a large group or preparing for a journal submission, you'll be surprised at how it's within your reach to prepare for dynamic presentations regardless of the format. *Separate fee.*

040 The "Grit" of Building an Engaged Team

Jeffrey Hammond, MS, BSN, RN, NEA-BC, CCRN; Courtney Vose, DNP, MBA, RN, APRN, NEA-BC, VP and CNO, NewYork-Presbyterian Hospital

This presentation will detail how a large, urban academic medical center developed a highly engaged team by implementing strategies associated with "Grit" concepts. You'll learn pragmatic tactics to use in your own organization when building an engaged, "gritty" team. *Separate fee.*

1:00 pm – 4:30 pm

050 Managing the Unmanageable: Tips and Tricks for NEW Nurse Leaders

AJ Stephens, DNP, MBA/HCA, RN, NEA-BC, HCA North Texas

This workshop, specifically for new leaders, will cover ideas to manage the workload, engage team members to share in leadership responsibilities, and identify opportunities for development of a self-sustaining workforce. *Separate fee.*

060 Breaking Down a Problem Using Visual Management Tools

Emily Jackson, BSN, MBOE, RN, NEA-BC, NewYork-Presbyterian/Columbia University Irving Medical Center

The problems and processes that nurse managers need to solve or facilitate resolution to are complex. This interactive session will give you the tools you need to break down those problems into parts that can be solved and put them back together into a process that can be implemented. *Separate fee.*

Richard Hader Visionary Leader Award



Nursing Management journal is searching for a nurse leader who is a change agent and sustains excellence through insight, inspiration, and creativity. Named in honor of the journal's long-standing and highly respected editor-in-chief and conference chairperson, Dr. Richard Hader, this award recognizes excellence in nursing leadership.

To enter the competition, compose an entry detailing your own or a colleague's accomplishments in planning, developing, and implementing sustainable change in your unit or department. Be sure to include evidence that you or a colleague is a transformational leader.

The selected honoree will receive an all-expenses-paid trip to Nursing Management Congress2020. The winner will be recognized onsite during the conference program and featured in our January 2021 issue.

To nominate a colleague or yourself, complete the entry form at <http://bit.ly/VisionLeader>

Deadline to enter: July 15, 2020



Headquarters Hotel

The Mirage Hotel
3400 Las Vegas Blvd. South
Las Vegas, NV 89109

Book Hotel Online:
NMCongress.com

Book Hotel by Phone:
1-800-374-9000

(Refer to Group: NMC2020)

Conference room rate starts at \$159.00+ tax and \$30 resort fee. Reservations must be made by **August 24, 2020**. Please mention "NMC2020" to receive this special rate. Please make room reservations early as the group room block may sell out before the cut-off date.

TUESDAY, SEPTEMBER 22

5:15 pm – 5:30 pm Opening Remarks & Chairperson Welcome

5:30 pm – 6:30 pm Opening Session 101 Surviving & Thriving in Nursing: Did We Ever!



Terry M. Foster, RN, MSN, FAEN, CPEN, CCRN, CEN, St. Elizabeth Healthcare
Who would've thought that 2020, The Year of the Nurse, would have presented us with the challenge of a worldwide pandemic? Never before have nurses been so needed — and they certainly rose to the occasion! Let's start this conference off with a confident look back on a tumultuous year in our profession. This promises to be an inspiring, fun, thankful, and reflective opening address from a nurse on the frontline.

6:30 pm – 8:30 pm 102 Grand Opening of Exhibits & Posters/Welcome Reception

WEDNESDAY, SEPTEMBER 23

7:45 am – 8:45 am Exhibit Hall: Continental Breakfast & View Posters

8:45 am – 9:00 am Welcome Ceremony & Awards

9:00 am – 10:00 am Keynote Address 103 The Power of Engaging Patients in their Care



Karen Drenkard, PhD, RN, NEA-BC, FAAN, The George Washington University School of Nursing
This interactive and motivational presentation shares the impact of engaging patients and their families in patient outcomes. State of the science research about patient and family engagement is the foundation for this session and applying strategies to impact patient care outcomes. The role of leadership in creating a culture of engaged patients is emphasized.

10:15 am – 11:15 am BREAKOUT SESSIONS

111 Turning Career Setbacks into Comebacks

Lori Armstrong, DNP, RN NEA-BC, Drexel University
All of us experience setbacks in our careers at some point that may or may not be within our control. Choosing our response to these

challenges, however, is entirely up to us. In this session you'll learn how to convert a setback into a successful milestone for what's next.

112 Top 10 Ways for Nurse Managers to Overcome the Challenges of Nonproductive FTEs and Supplemental Replacement

Jennifer Guild, RN, MSN, CNML, CSSC, CCRL, TLMP; Heather McCrohan, BS, MBA, CCSS, CCRL, TLMP, Labor Management Institute, Inc.
This session will assist nurse managers in understanding the budgeting of nonproductive FTEs and supplemental replacement for education, meeting and orientation time, and planned and unplanned absences. The session will include strategies for building your nonproductive FTE budget, identifying and defining supplemental replacement sources from least to most expensive, and creating a cost-effective plan for budget allocation that avoids overtime and premium pay.

113 Closing the Knowledge-Complexity Gap

Joy Parchment, PhD, RN, NEA-BC, Orlando Health
A tsunami of proficient and expert nurses will shortly retire, leaving behind nurses with less than 2 years of experience to care for high-acuity, complex patients in a changing, yet organized chaotic practice environment. The exodus of experienced nurses from the care environment creates a knowledge-complexity gap and if not closed, could impact the quality and safety of patients and the retention of novice nurses. You'll leave this session with key strategies to decrease the nursing knowledge-complexity gap to ensure patients obtain exemplary care.

114 Inspiring Nurse Leaders to Create and Sustain Change

Marian Altman, PhD, RN, CNS-BC, CCRN-K, AACN
This interactive session will share concepts, tools and insights from a proven nursing excellence and leadership program, designed to create and implement lasting change.

11:30 am – 12:30 pm BREAKOUT SESSIONS

121 Leveraging the "Human" in Human Resources: Partnering with HR to Enhance Nurse Leader Engagement and Competencies

Joan Halpern, MS, RNC-NIC, NNP, NEA-BC, NewYork-Presbyterian Lower Manhattan Hospital; Aaron M. Kranich, Esq., NewYork-Presbyterian Brooklyn Methodist Hospital
Engagement of nurse leaders can be negatively impacted by various workforce management challenges, and the nurse executive's role is to support nurse managers and directors in

mitigating these challenges. An innovative strategic partnership with HR was implemented at a small urban hospital that demonstrated improvements in both nurse leader competency and engagement. The HR business partner model is a proven strategy to support and enhance the roles of nurse leaders.

122 Love 'em or Lose 'em: The New Grad Hire

Amber Nibling, MSN, NE-BC, NPd-BC, RN-BC, The Carle Foundation
Discovering what new grads want and need is the key to unlocking retention and loyalty to your organization. Walk the steps of new graduates from finishing school to finding their first job, and through their first year and beyond.

123 Reducing Documentation Burden: Lessons from the Frontline

Jane Englebright, PhD, RN CENP, FAAN, HCA Healthcare
This session will describe the systematic approach one large healthcare system took to reducing documentation burden through standardizing and codifying the essential data elements. The structure and guiding principles will be presented and results will be discussed.

124 EHR Clinical Decision Support: Lessons Learned with Ebola and Zika for COVID-19

Stephanie H. Hoelscher, DNP, RN-BC, CPHIMS, CHIS, FHIMSS, Texas Tech University Health Sciences Center, School of Nursing
With the COVID-19 pandemic, the global healthcare information technology community has again been challenged to provide evidence-based solutions to aid clinicians in quick, effective clinical guidance. This session will discuss the original rapid deployment model as well as past interprofessional collaborative efforts between the CDC and the Office of the National Coordinator for Health Information Technology to address prior infectious disease threats with the Ebola and Zika viruses. This previous work resulted in significant model development and best practices for an all-hazards approach to fully utilizing health IT resources to minimize risk to the public.

12:30 pm – 2:30 pm Exhibit Hall: Lunch & View Posters

2:30 pm – 3:30 pm BREAKOUT SESSIONS

131 What Would Florence Do? Leveraging Our 200-Year Legacy of Evidence-Based Practice and Nursing Research

Beth Nease, DNP, RN, NE-BC, Bon Secours Mercy Health and Western Carolina University

Nursing Management Congress2020

Join a historic exploration into Florence Nightingale's passion for evidence-based practice and nursing research. This session will share examples of how Nightingale's mentoring strategies were used in the development of health system and hospital-based programs to successfully engage clinical nurses in evidence-based practice and nursing research.

132 Resilient and Ready as Nurse Leaders: Strategies for Enhancing Individual and Collective Resilient Practices

Pamela Spivey, MSN, CCNS, RNC-NIC, RN-BC, Spivey Consulting, LLC

Join fellow nurse leaders in this resiliency learning lab where we'll focus on what resiliency is, why it's important, and how we can build these positive practices in ourselves and our teams.

133 How Low Can You Go? Guiding Poor Performers for Success or Farewell

Faith Bresnan Roberts, MSN, RN, NEA-BC, Carle Foundation Hospital

Many times in leadership we catch ourselves paying too much attention to the low performer. Every nurse leader has an example of someone they guided from being a poor performer to a successful professional. Too often, however, the stories of those who didn't do well are heard over those who did. Using a scale for professional practice, we'll review how to see someone drifting down and work with them before losing them. We'll also learn how to gauge when your efforts aren't successful and it's time to terminate.

134 Budget, Staffing, and Scheduling Best Practices: Your Budget Lifeline

Jennifer Guild, RN, MSN, CNML, CSSC, CCRL, TLMP and Heather McCrohan, BS, MBA, CCSS, CCRL, TLMP, Labor Management Institute, Inc.

This session will share best practices and tools for budgeting, staffing, and scheduling for the nurse leader. The information will help you develop a clear path between the workload, budget, staffing plan, and schedule. All components need to work together to succeed with the effective use of resources, meeting department goals, and promotion of patient safety.

3:45 pm – 4:45 pm BREAKOUT SESSIONS

141 Leadership Lessons Learned from the Butterfly: Becoming a Transformational Leader

Pamela Bigler, DNP, RN, NEA-BC, FACHE, Carle Foundation Hospital

This session will present how the metamorphic stages of the butterfly mirror becoming a

transformational leader. Successful growth as a leader requires pausing (cocooning). Pause practices will be discussed that allow leaders to question and break the reactivity many leaders experience daily. By utilizing the concept of the "Butterfly Effect," leaders can create positive work environments, promote change, and create future leaders.

142 Reduction of Clinical Variability

Emily Jackson, BSN, MBOE, RN, NEA-BC, NewYork-Presbyterian/Columbia University Irving Medical Center

The key to quality, safe care is to decrease clinical variation and ensure processes that are evidence based. But how does a nurse manager do this in a world where everyone is doing things "their way"? Attending this session will give participants tools they can utilize to reduce clinical variability within their teams.

143 Patient Safety and High Reliability: It Takes a Village, But It Starts with You

JoAnne Phillips, DNP, Virtua Health

This session will review the integration of the current drivers for improving patient safety outcomes through principles of high reliability.

144 Man in the Mirror: Reviving Joy at Work

Dean L. Prentice, Colonel (Ret), USAF, NC, DHA, MA, BSN, NE-BC, Oral Roberts University

"I'm starting with the man in the mirror." Not just a great line in a song, but part of an anthem for reviving your joy at work and improving your job satisfaction. Leaders and staff who find joy at work are more productive, feel physically and mentally safe, engage more with the organization, and have increased job satisfaction. It's time to go from surviving to thriving at work with proven actions to help improve your joy at work.

THURSDAY, SEPTEMBER 24

8:00 am – 9:00 am Exhibit Hall: Continental Breakfast & View Posters

9:00 am – 10:00 am

GENERAL SESSION

201 The Courage to Lead

Pamela Hunt, MSN, RN, NEA-BC, NMC2020 Conference Chairperson

Courage is the choice and willingness to confront agony, pain, danger, uncertainty, or intimidation. As nurse leaders we are called upon to demonstrate both physical courage and moral courage daily. This session will discuss how nurse leaders find the strength to demonstrate courageous leadership every day and why it's a critical pillar of exceptional leadership.



10:15 am – 11:15 am BREAKOUT SESSIONS

211 Stabilizing Teams through Leadership, Collaboration, and Staffing

Kelly Kester, MSN, RN, CCRN, NE-BC, Duke University Hospital

This session will describe methods to successfully stabilize nursing teams using strategic management, relationships, and effective staffing models.

212 Mind Over Matter: How to Quiet the Internal Chatter

Theresa Steltzer, BS, MBA, Wolters Kluwer

Neurologist Viktor Frankl said, "Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom." This interactive session will explore the space between stimulus and response in which we can choose to fight, flight, freeze, or fold, and how we can best move forward mindfully for optimal health.

213 Developing Exceptional Charge Nursing Leaders

Beth Rashleigh, MS, CPC, Rashleigh Consulting

Building leadership skills at every level of nursing leadership is essential to long-term success in healthcare, and too often charge nurses are excluded from formal leadership development opportunities. This session will arm you with tools you can use to ensure your charge nurses are prepared for the challenges they face leading their team, while still providing exceptional patient care.

214 Using Informatics to Drive Performance and Improve Quality

Stephanie H. Hoelscher, DNP, RN-BC, CPHIMS, CHISB, FHIMSS, Texas Tech University Health Sciences Center, School of Nursing

Global pandemics, big data, social media, mobile devices, interoperability. Today's broad healthcare scene is fast-paced and pressurized. Not only are clinicians expected to provide rapid, high-quality care to their patients, but they're also charged with keeping up with the latest technology as it applies to healthcare. In this world of post-electronic health record implementation, this session addresses the future of informatics in healthcare and how it can be used to not only advance performance improvement but also expand the quality of healthcare provided locally, nationally, and globally.

11:30 am – 12:30 pm BREAKOUT SESSIONS

221 Poker Face: Leadership from a Place of Clarity Amidst the Chaos

Rhonda Lawes, PhD(c), RN, CNE, The University of Oklahoma

Poker players and exceptional nurse leaders have more in common than you might think. The world's best poker players know how to represent themselves as unaffected by emotion or excitement (poker-faced) and move forward in the face of uncertainty with purpose and intention. Poker players know the "metagame" consists of the whole inner dialogue conversation one has with him or herself during a hand. Exceptional nurse leaders must also intentionally engage in their own metagame regarding their leadership strategies, decisions, and performance. In this session, participants will discover practical applications for examining their current "leadership metagame" from the framework of current research in resilience, self-efficacy, and systems thinking.

222 Nothing About Me Without ME! Patient and Family Engagement as an Intervention to Improve Quality and Safety Outcomes Across Care Settings

Douglas Sutton, EdD, MSN, MPA, APRN, NP-C, ACNS-BC, NEA-BC, Northern Arizona University and Harvard Medical School

"Nothing about me without ME" is the rallying call for improving patient-centered or person-centered outcomes. Healthcare organizations that have adopted this call expect patients and families to be the focus of care and play an active role in managing their health. This approach also applies to safety and quality improvement work. This session will define patient and family engagement as well as how patients and families can and should successfully contribute to improvement work in any care-delivery setting.

223 Value-Based Care: Transforming Nursing

Rosanne Raso, DNP, MSN, RN, NEA-BC, FAAN, NewYork-Presbyterian/Weill-Cornell Medical Center
Value-based care (VBC) has moved well beyond initial governmental penalty and reward programs. Learn how VBC is transforming our healthcare systems and supporting the Triple Aim of improving quality, patient experience, and cost. Is the role of nursing paramount to the transformation? You'll decide after this session.

224 Avoiding Malpractice: Documentation, Chain of Command, and Charting

Linda Stimmel, Wilson Elser, LLP

Documentation can either destroy your defenses or strengthen them in a medical malpractice case. This session will teach you how to communicate with unhappy patients and their families and lessen the potential of litigation. You'll also learn practice points to use when confronted with chain of command and informed consent issues.

12:30 pm – 2:30 pm

Exhibit Hall: Lunch & View Posters

2:30 pm – 3:30 pm BREAKOUT SESSIONS

231 Embracing Young Leaders to Promote Visibility and Succession

Kelly Kester, MSN, RN, CCRN, NE-BC, Duke University Hospital

In this session, the benefits of engaging bedside nurses early in their career will be described. Examples from a large service line will be shared to describe the process for identifying potential leaders and promoting leadership as a fruitful professional path.

232 Tough Love Is for Your Mama: Strategies to Care for Patients with Substance Use Disorder

Brooke Schaefer, MSN, FNP-C, RN, CHOICE Program, Community Health Network

The care of patients with substance use disorders can lead to struggles with compassion fatigue, increasing staff turnover rates and decreasing patient satisfaction. In this session, we'll explore the epidemic of substance use disorders and discuss strategies to maintain compassionate care models to encourage patients in their recovery.

233 Q-Tips: The Power of Emotional and Spiritual Intelligence

Dean L. Prentice, Colonel (Ret), USAF, NC, DHA, MA, BSN, NE-BC, Oral Roberts University

In this session, we'll discuss the basics of EQ and SQ, the implications for your leadership, and actions to implement Q-Tip strategies into your leadership.

234 The Path to True Wellbeing

Rachel Pritz, RN, MS, Certified Coach, Certified Enneagram Guide, Leadership Consultant

Nurse leader jobs are hard and no doubt can take a personal toll. Success in the workplace is not possible without personal wellbeing. This session will help you recognize how to be truly well in your work and personal life. Together we will explore four pillars of wellbeing and how to strengthen each area.

3:45 pm – 4:45 pm GENERAL SESSION

241 The Health Equity Imperative: Best Practice Strategies for Improving Care in Vulnerable Patient Populations

Duane Elliott Reynolds, MHA, Just Health Collective LLC, Accelerating Health Equity and Belonging™

This session will discuss the need for nurses and other clinicians to be prepared to care for increasingly diverse communities, including older adults, women, and LGBTQI persons, so everyone has an opportunity to live a healthy life.



FRIDAY, SEPTEMBER 25

8:30 am – 9:30 am GENERAL SESSION

301 The American Nurse: Stories of Life-Changing Impact

Carolyn Jones,

The American Nurse Project

The American Nurse Project aims to elevate the voice of nurses in the US by capturing their personal stories through photography and film. Photographer/filmmaker Carolyn Jones and her team took a journey across the US, recording the unique experiences of nurses at work. The photographs and narratives aim to inspire audiences to think about nurses in a way that they may never have before, with a newfound appreciation for this indispensable figure on the frontline of health and healthcare today.



9:45 am – 10:45 am GENERAL SESSION

302 Changing the Culture Surrounding Mental Illness: It's Way Past Time

John T. Broderick, Jr., Dartmouth-Hitchcock Health; Former Chief Justice of the New Hampshire Supreme Court

Dartmouth-Hitchcock's R.E.A.C.T. Mental Health Awareness Campaign supplements the 5 Signs campaign, which was modeled on the theory that, like knowing the 5 Signs of a heart attack or stroke, we should all know the 5 Signs of emotional distress, and when we see those signs we should take action. This session addresses these campaigns and how we as nurse leaders can help change the conversation on mental health and reduce stigma.



11:00 am – 12:00 pm CLOSING SESSION

303 Gamble: How Leaders Make Effective Decisions When They Don't Know All the Variables

Rhonda Lawes, PhD(c), RN, CNE, The University of Oklahoma

Nothing in life is a sure bet. Today's nurse leaders make decisions in complex systems where it simply isn't possible to predict the outcome of every variable. Participants in this leadership discussion will learn how lessons from cognitive brain theory research can be applied to the ways our brains are neurologically wired to develop a practical strategy that will allow them to make more effective personal and professional decisions.



3 EASY WAYS TO REGISTER:

1. Online: NMCongress.com
2. By fax: 215-565-2807
3. Mail completed form with payment to:
Wolters Kluwer Conference Department
Two Commerce Square, 2001 Market Street,
Philadelphia, PA 19103
Inquiries: 1-800-346-7844 x 18850 or 18439

Nursing Management® Congress 2020

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REGISTRATION FORM

Title/Position:
 Nurse Manager VP Director CNO/CNE Recruiter
 Other (please specify) _____

NAME/CREDENTIALS FOR BADGE _____

EMPLOYER NAME _____
 Please note email address will be used to send all confirmations and for CE auditing.

EMAIL Home Work _____

STREET ADDRESS Home Work _____

CITY _____ STATE _____ ZIP _____

PHONE Home Work Mobile _____

Registration will not be processed without payment. Make checks payable to Nursing Management Congress and send to:

Wolters Kluwer Conference Department
Two Commerce Square, 2001 Market Street
Philadelphia, PA 19103

A confirmation will be emailed to you after your registration form and payment have been processed.

FORM OF PAYMENT

- Check enclosed (Payable to Nursing Management Congress, Tax ID # 13-293-2696)
 Credit Card - If paying by credit card, please include:
 VISA MasterCard American Express

CARD NUMBER _____

EXPIRATION DATE _____

SECURITY CODE/CID# _____

PRINT NAME _____

SIGNATURE _____

REGISTRATION FEES/CUTOFF DATES

All preregistration for the conference must be postmarked no later than September 7, 2020. Walk-in registration availability will be posted on our website at NMCongress.com.

Postmarked:	Super Early Ends 7/19	Early 7/20- 9/20	On-Site 9/21- 9/25
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Please indicate if you would like to attend any of the preconference workshops listed below. NOTE: There is an additional charge for these sessions. See price list at right.

Monday, September 21 and Tuesday, September 22

2-Day Preconference Workshops

If you select a session from column A, you cannot select one from column B.

A	B
8:00 am – 4:30 pm	8:00 am – 4:30 pm
<input type="checkbox"/> 010A-B New Manager Intensive: 2-Day Course	<input type="checkbox"/> 020A-B Nursing Leadership Certification Prep: 2-Day Course

Tuesday, September 22: Preconference Workshops

If you have selected 010 or 020 you cannot attend the following workshops:

- 8:00 am – 11:30 am (HALF DAY)
 030 3 P's for Nurse Leaders: Podiums, Presentations and Publications
 040 The "Grit" of Building an Engaged Team
- 1:00 pm – 4:30 pm (HALF DAY)
 050 Managing the Unmanageable: Tips and Tricks for NEW Nurse Leaders
 060 Breaking Down a Problem Using Visual Management Tools

Tuesday, September 22: Main Conference Starts Here

- 5:30 pm – 6:30 pm
 101 Keynote Address
- 6:30 pm – 8:30 pm
 102 Grand Opening of Exhibits/Welcome Reception

Please indicate your selection below for each breakout session that you'd like to attend. This section must be completed in order to process your registration.

Wednesday, September 23

10:15 am – 11:15 am	___ 111	___ 112	___ 113	___ 114
11:30 am – 12:30 pm	___ 121	___ 122	___ 123	___ 124
2:30 pm – 3:30 pm	___ 131	___ 132	___ 133	___ 134
3:45 pm – 4:45 pm	___ 141	___ 142	___ 143	___ 144

Thursday, September 24

10:15 am – 11:15 am	___ 211	___ 212	___ 213	___ 214
11:30 am – 12:30 pm	___ 221	___ 222	___ 223	___ 224
2:30 pm – 3:30 pm	___ 231	___ 232	___ 233	___ 234

Friday, September 25

Please note that General Sessions are open to all paid attendees.

Main Conference (Main Program Includes Exhibit Hall)

	\$699	\$849	\$949
Main Conference			
Daily Fee (if you are only attending one day – circle Wednesday or Thursday)	\$345	\$399	\$450
Guest Pass for Exhibit Hall (flat fee)	\$359		
Preconference Workshops (September 21-22; additional fee)			
<input type="checkbox"/> 010 New Manager Intensive: 2-Day Course	\$590	\$670	\$750
<input type="checkbox"/> 020 Nursing Leadership Certification Prep: 2-Day Course	\$590	\$670	\$750
<input type="checkbox"/> 030 3 P's for Nurse Leaders: Podiums, Presentations and Publications	\$195	\$215	\$235
<input type="checkbox"/> 040 The "Grit" of Building an Engaged Team	\$195	\$215	\$235
<input type="checkbox"/> 050 Managing the Unmanageable	\$195	\$215	\$235
<input type="checkbox"/> 060 Visual Management Tools	\$195	\$215	\$235

PAYMENT SUMMARY

Conference Fee	\$ _____
Preconference Workshops	\$ _____
Guest Pass for Exhibit Hall	\$ _____
Journal Subscription	\$ _____
Total Amount Due	\$ _____

CANCELLATION/TRANSFER POLICY

All cancellations and transfers must be received in writing. For cancellations received prior to September 7, 2020, we will refund registration cost minus a \$75 administrative fee. We're unable to make refunds after September 7, 2020, but will gladly transfer your registration to a colleague if the request is made in writing to Helen.Solensky@wolterskluwer.com