

Dana Williams, RHIA, CHP, joined the Baptist Health Compliance Department July 2009 as the Recovery Audits Coordinator. In this role she manages the receipt of recovery audits and coordination of responses to every level of the audit process. She provides education/training, coordinates activities for rapid response teams at each facility, prepares reports for senior leadership and the Board, and performs defense/risk audits. For the previous 10 years Dana was the Director of Medical Records and Admissions at BHMC-Heber Springs. She has a B.S. degree from Arkansas Tech University in Health Information Management and has earned certification in healthcare privacy from the American Health Information Management Association.

Diane Smith MSN, RN, CCRN, ACNS-BC, CNML, joined Baptist Health as a new graduate in 1984. She has worked her way up the clinical ladder as a telemetry nurse, critical care nurse, Shift Supervisor, Critical Care Educator, Unit Supervisor and is presently the Chief Nursing Officer of Baptist Health Extended Care Hospital. Diane was instrumental in launching the Congestive Heart Failure Program and developing several key initiatives in the Critical Care Department at Baptist Health Medical Center - Little Rock. In 2008, she was influential in the opening of the Baptist Health Extended Care Hospital.

Diane received her BSN and MSN from the University of Central Arkansas. She has maintained her Certification in Critical Care Nursing through the American Association of Critical Care Nurses since 1995, and her Advanced Clinical Nurse Specialist Certification in Medical Surgical Nursing through the American Nurses Credentialing Center since 2001. She has recently passed the Certified Nurse Manager and Leader exam offered through the American Association of Critical Care Nurses and the American Organization for Nurse Executives. She remains active on the Board of Little Rock Critical Care Program and is an officer in the Central Arkansas Chapter of the American Association of Critical Care Nurses.

Joyce Fowler, Ph.D. is a Licensed Psychologist who practices in Little Rock. Her varied work history in public & private sector organizations includes community mental health, inpatient rehabilitation, inpatient psychiatric/substance abuse, international & local employee assistance programs, behavioral medicine, and neurorehabilitation. She has specialized clinical expertise in behavioral medicine, neuropsychology, substance abuse, trauma, and personality development. She also

is a certified practitioner with the Connective Leadership Institute and provides leadership development consulting to individuals and organizations. She is founder and president of the Fowler Institute. The Fowler Institute is dedicated to facilitating learning and growth through the application of psychological knowledge. The professional staff at the Fowler Institute works with individuals, families, groups, and organizations at critical junctures to set goals and formulate tailored plans of action informed by scientific research. The change process is facilitated by providing specialized training, interventions, and support to promote desired change and development.

CONTINUING EDUCATION CREDIT

6.4 nursing contact hours will be awarded upon completion of this event.

The Arkansas Hospital Association is an approved provider of continuing nursing education by Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center's COA.

CONFERENCE SPONSORS

The Arkansas Organization of Nurse Executives will recognize our generous supporters which help make this conference possible. Details will be provided on arrival to the conference.

Approved contact hours do not constitute approval or endorsement for any commercial products by the American Nurses Credentialing Center's COA.

CANCELLATION AND REFUND POLICY

If cancellations are received **after March 12**, 50% of the registration fee is refundable. Registrants who cancel the day of the program, or fail to attend, must pay the entire fee. Registrants unable to attend may send an alternate. If the alternate is not a member, the non-member registration fee will be required. Registrations that are phoned in, faxed or e-mailed are subject to the same cancellation policy.

DIRECTIONS TO BAPTIST HEALTH MEDICAL CENTER NORTH LITTLE ROCK

From I-40, take Exit 156. From I-30 east, take the I-40 to Memphis split after the bridge on I-40 crosses the river downtown, and take Exit 156. From 67/167, take the I-40 Memphis exit after McCain Mall, and take Exit 156. *Exit 156 is called the Springhill Exit.*

Enter through the main entrance and take the escalator/elevator to the bottom level. The conference room will be on the left if coming off the elevator or on the right if coming off the escalator.

ARKANSAS ORGANIZATION FOR NURSE EXECUTIVES

an affiliate of



Finding Balance in Trying Times 2010 Spring Conference

**Baptist Health Medical Center,
North Little Rock**

3333 Springhill Drive

March 19, 2010

REGISTRATION FORM

WHAT: Arkansas Organization for Nurse Executives Spring Conference

WHERE: Baptist Health Medical Center, North Little Rock, Arkansas

WHEN: Friday, March 19, 2010

REGISTRATION FEE:

- \$45 Student of Nursing
- \$85 AONE Member
- \$110 Non-AONE Member
- \$125 to Register/Join AONE

PERSON ATTENDING:

Name

Title

Hospital/Institution

Mailing Address

City, State, Zip

Phone Number

Fax Number

E-Mail Address

MAKE CHECK PAYABLE TO:

Arkansas Organization for Nurse Executives
(AONE)

PLEASE REGISTER (by mail, email or fax) NO LATER THAN MARCH 12 TO:

Anna Sroczyński, Registrar
Arkansas Hospital Association
419 Natural Resources Drive
Little Rock, AR 72205
Telephone #501-224-7878 Fax #501-224-0519
asroczyński@arkhospitals.org

Arkansas Organization for Nurse Executives 2010 Spring Conference

“Finding Balance in Trying Times”

Baptist Health Medical Center
North Little Rock

March 19, 2010

Agenda

7:30 a.m. Registration and Breakfast

8:00 a.m. Welcome and Opening Remarks
Kathy Martin, VP of Nursing
Baptist Health Med Center - N. Little Rock

8:15 a.m. What's New with Joint Commission Surveys?
Jim Novak, RNBS, Senior Director,
Accreditation/Clinical Improvement
VHA Oklahoma/Arkansas

Objectives:

- Describe the new (2010) Joint Commission survey and accreditation decision processes.
- Describe the survey outcomes experienced in 2009 VHA surveys and national trends to assist in survey preparedness strategy development for a successful survey.

9:15 a.m. Break

9:25 a.m. RAC Auditors: What to Expect and How to Plan

Dana Williams, RHIA, CHP
Recovery Audits Coordinator
Baptist Health - Little Rock

Objectives:

- Give a general overview of RAC and MIP
- Discuss target areas
- Identify defense audits/strategies

10:25 a.m. Break

10:35 a.m. Certification in Nursing
Diane Smith, CNO
Baptist Health Extended Care - Little Rock

Objective:

- Discuss the processes for certification for Nurse Managers and Nurse Executives

11:45 a.m. Lunch (provided)

12:30 p.m. Stress Management: Balancing Personal and Professional Challenges in Trying Times
Dr. Joyce Fowler
President and Founder
The Fowler Institute

Objectives:

- Understand the normative and non-normative responses to stress and associated risk factors
- Discuss grief/loss processes as a unique stressor that manifest in the our personal and professional lives
- Identify implications of job security/insecurity within our current social context
- Discuss the understanding of balancing employee support with motivating optimal performance
- Describe professional boundaries and appropriate interactions with employees/ex-employees within the larger community

2:30 p.m. Break

2:45 p.m. Stress Management (cont)

4:00 p.m. Evaluation and Adjournment

SPEAKER INTRODUCTION

James Novak, BS, RN is the Senior Director of Accreditation & Clinical Improvement for VHA Oklahoma and Arkansas. He has designed, developed and implemented accreditation support services including mock survey and focused consulting services. Jim has provided consulting services during Joint Commission surveys at over 150 facilities. He has given numerous professional presentations on topics covering change, career development, patient care delivery systems, and productivity and accreditation survey preparation. Jim's hospital operations experience has included several positions as a chief nursing officer and associate hospital administrator prior to consulting positions in the for-profit and not-for-profit acute care organizations.

Jim has an AS in Nursing from the Hillsborough Community College, Tampa Florida and a BS in Healthcare Administration from the University of Houston in Clear Lake City, Texas. He has held an ANA Certification in Nursing Administration, was President of the Tampa Bay Nursing Administration Society, holds an Arkansas RN License and currently serves on The Joint Commission's Health Systems Corporate Liaison Advisory Council.