NURSE MANAGER LEADERSHIP WORKSHOP

JAN. 12 | FEB. 9 | MAR. 9

IOWA HOSPITAL ASSOCIATION

PROGRAM OVERVIEW

The Nurse Manager Leadership Workshop is an interactive program combining lectures and discussions by Iowa nursing leaders. Attendees will discover their leadership potential while learning about:

- Fiscal management
- Human resources
- Performance improvement
- Personal and professional accountability
- Planning

Attendees will also identify their roles in the future of nursing.

PROGRAM STRUCTURE

From January to March 2027, the workshop offers three in-person meetings, each consisting of two sessions (six sessions total). This education will only be offered in person at the IHA Conference Center in Des Moines. A recording will be available to watch if a participant misses a session.

INTENDED AUDIENCE

This workshop is intended for new and aspiring nurse managers.

SESSION ONE: JAN. 12 | 10 A.M.

Personal and Professional Accountability for Nurse Leaders

Amanda Bireline, MSA, BSN, RN, Chief Operating Officer, Cass Health, Atlantic; Mellissa Wood, DNP, MBA, MBAH, RN, Chief Operating Officer and Chief Nursing Officer, MercyOne Eastern Iowa Region, MercyOne Clinton Medical Center, Clinton

Participants will learn to develop and grow personally and professionally in this session. Presenters will discuss pathways for advancement and leadership effectiveness in several areas, including:

- Annual self-assessment
- Career planning
- Continuing education
- Education advancement

Nurse leaders will be introduced to the correlation between personal accountability and their teams' performance.

Learning objectives:

- Define ethical behavior and understand what it looks like in everyday leadership
- Develop a personal method for succeeding in the industry
- Identify three ways to grow personally and professionally
- Identify your "square squad" for your annual self-assessment
- Recognize how leadership accountability influences teams
- Recognize what specialty certifications can do for your career

SESSION TWO: JAN. 12 | 1 P.M.

Strategic Management for Nurse Leaders

Amanda Bireline, MSA, BSN, RN, Chief Operating Officer, Cass Health, Atlantic; Jenene VandenBurg, MS, BSN-RN, Chief Nursing Officer & Vice President of Patient Services, Methodist Jennie Edmundson Hospital, Council Bluffs

This session will help participants see and develop the big picture while finding their voices in leadership. Participants will learn to engage with frontline staff to create and execute plans. Participants should be ready for a fun and engaging session about strategy, leadership and management.

Learning objectives:

- Describe the steps to developing a strategic plan for frontline nursing
- Discover how to run highly effective meetings
- Discuss influencing executive decisions in nurse-led innovation
- Discuss the "leadership three-step"
- Identify the critical role that shared decision-making teams play in supporting leaders
- Recognize the four steps of "Eight Seconds of Change Management" and learn to lead through change

SESSION THREE: FEB. 9 | 10 A.M.

Financial Management for Nurse Leaders

Kimberly Chamberlin, MSN, RN, CENP, Mason City; Heather Ries, DNP, RN-BC, CENP, CNO, Regional Medical Center, Manchester

Attendees will learn the basics of fiscal responsibility for nursing services. They will review a departmental budget, identify staffing and flexing alternatives to meet patient care requirements and discuss recognizing and responding to budget variances. A discussion and case study will allow attendees to understand the financial responsibilities they will face daily in their nursing units.

Learning objectives:

- Describe how to monitor a budget, including expense management, variance reporting, capital requests, flex staffing and coding
- Discuss maximizing care efficiency and throughput
- Recognize the impact of reimbursement on revenue

SESSION FOUR: FEB. 9 | 1 P.M.

Personal Journey Disciplines and Communication Skills for Nurse Leaders

Luke Stalzer, BSN, MBA, Director of Inpatient Pediatrics and Emergency Department, Blank Children's Hospital, UnityPoint Health, Des Moines; Stephanie Nemmers-Bello, MSN, ARNP, CPNP, Director of Nursing, ChildServe, Johnston

Through self-assessment and group dialogue, participants will explore and develop their tendencies and skills in emotional intelligence and communication styles. Attendees will learn skills to communicate effectively in different situations. This session will enable attendees to practice communication techniques, ask questions and share challenges.

Learning objectives:

- Describe how using communication styles in the leadership role affects working relations
- Discuss how to manage conflict and finesse a complicated conversation
- Discuss the importance of conversational and emotional intelligence concerning peer interactions, self-awareness and resiliency
- Examine ways to communicate effectively with hospital leadership and medical staff
- Identify ways to build confidence in giving presentations and public speaking

SESSION FIVE: MARCH 9 | 10 A.M.

Performance Improvement for Nurse Leaders

Jessica Kendrick, MSN, RN, CPPS, Patient Safety Officer and Administrator of Performance Excellence, Ottumwa Regional Health Center, Ottumwa; Ron Smith, Manager, Performance Improvement and Lean Facilitation, Mary Greeley Medical Center, Ames

This session will cover the core principles of patient safety and how nurse leaders can drive safety initiatives at the department level. Nurse leaders will also learn how to evaluate and achieve their department's regulatory compliance and maintain a state of survey readiness. Each day, employees need to solve problems. Managing for Daily Improvements is an employee-driven approach to daily staff improvement at Mary Greeley Medical Center. It follows the Plan-Do-Check-Act cycle and begins with minor changes, focused on engaging everyone in improving their work in a way that matters for patients and staff. Often, it's said that people hate change. The experiences shared in this session will suggest that people love change when they are fully engaged in the process, and they can make improvements that enhance patient care and reduce daily frustrations.

Learning objectives:

- Develop strategies to help involve those closest to the work in designing and improving their work
- Discuss using data to improve patient outcomes
- Examine patient safety and the nurse manager's role
- Explain how applying patient engagement scores improves processes and outcomes
- Identify leadership characteristics needed to support a lean culture
- Understand the importance of maintaining survey readiness
- Use key performance indicators, data collection, evaluation and outcome measures to improve performance

SESSION SIX: MARCH 9 | 1 P.M.

Human Resources for Nurse Leaders (DESK, Performance Plans, Precepting, Behavioral-based Interviewing)

Greg Opseth, MHA, BSN, RN, Chief Operating Officer, Highland Medical Staffing, Gowrie; and Tracy Larson, Chief Nursing Officer and Vice President of Patient Care, MercyOne Siouxland Medical Center, Sioux City

Attendees will learn to manage human resource issues in their nursing units. They will discuss strategies for selecting and retaining staff, managing staff performance and development and managing disciplinary actions. These strategies will help nurse managers oversee their staff.

Learning objectives:

- Describe overseeing and evaluating the effectiveness of staff orientation
- Discuss staff discipline
- Discuss staff performance management and staff development strategies
- Examine staff selection and interview techniques
- Examine staffing needs, including evaluating staffing patterns and matching staff with patient acuity
- Explain the nurse manager's role and responsibilities with the Family Medical Leave Act, workers' compensation and contracted staff
- Identify improvements for staff retention, including assessing staff satisfaction and recognition

SPEAKERS

Amanda Bireline is the chief operating officer for Cass Health in Atlantic. Bireline also has clinical and leadership experience in a for-profit residential substance use disorder treatment center, a nonprofit hospice home, rural health clinics and critical access hospitals. She received her bachelor's degree in nursing and master's degree in administration with a certificate in organizational leadership from the University of South Dakota.

Kimberly Chamberlin was the vice president of patient care services and chief nursing officer at MercyOne North Iowa. Chamberlin has been a nurse for more than 40 years and has held several leadership positions. She completed her Bachelor of Science degree in nursing at Allen College and her Master of Science degree in nursing with a focus on leadership at the University of Iowa. She's certified in executive nursing practice by the American Organization for Nursing Leadership.

Jessica Kendrick is the director of quality, safety and regulatory at Ottumwa Regional Health Center. She has worked in healthcare for 20 years, with many of those years as an emergency department nurse. She is a certified patient safety professional and Lean Six Sigma Black Belt. She is an Iowa Organization for Nursing Leadership board member and holds a master's degree in nursing management and leadership.

Tracy Larson is an experienced vice president of patient care services and chief nurse executive officer with a demonstrated history of working in hospitals and the healthcare industry. Larson works for MercyOne Siouxland Medical Center.

Stephanie Nemmers-Bello is a dedicated nurse leader at Child*Serve*, where she has been instrumental in transforming healthcare. Her professional journey includes roles at UCLA health, Blank Children's Hospital and Culver City Pediatrics. She holds a post master's certificate in Pediatric Clinical Nurse Specialist from UCLA and has been recognized for her contributions to pediatric rehabilitation. Nemmers-Bello's leadership and expertise have made a significant impact on the lives of children and families in the pediatric healthcare sector.

Greg Opseth is the chief operating officer at Highland Medical Staffing in Gowrie. Before this, Opseth was chief nursing officer at Guthrie County Hospital in Guthrie Center. He was instrumental in launching a shared governance platform in the hospital's nursing department. Under Opseth's leadership, the hospital's nursing team achieved 100% patient satisfaction scores in four different Hospital Consumer Assessment of Healthcare Providers and Systems categories, launched a new staffing matrix and full-time equivalent structure, and implemented recognition programs for registered nurses and certified nursing assistants. He's on the board of directors for the Iowa Organization for Nursing Leadership, the Iowa Nurses Association and the Iowa Nurses Foundation. Opseth has a bachelor's degree in psychology with a minor in Spanish from Buena Vista University and a bachelor's degree in nursing from Nebraska Methodist College. He obtained his master's degree in healthcare administration from Walden University.

Heather Ries has been the chief nursing officer at Regional Medical Center in Manchester for 11 years and has been employed at the medical center for 14 years. In addition to directing the nursing division's departments, she manages systemwide corporate quality services, clinical risk management and patient satisfaction programs. Ries leads innovations in nursing retention and recruitment, patient and family engagement, and patient experience. She's been in hospital nursing leadership for more than two decades, also holding various nursing leadership positions at UnityPoint Health-St. Luke's Hospital and MercyOne Dubuque Medical Center. Ries received her bachelor's degree in nursing from Mount Mercy University in 2002, her master's degree in nursing education from Clarke College in 2005 and her Doctor of Nursing Practice in health systems administration from the University of Iowa in 2019. She holds specialty board certifications in nursing professional development from the American Nurses Credentialing Center and executive nursing practice from the American Organization of Nursing Leadership.

Ron Smith is the performance improvement manager for Mary Greeley Medical Center. Smith is responsible for facilitating rapid improvement event teams and works with departments throughout the medical center to implement standardized work and manage daily improvements. He is a certified Lean Six Sigma green belt and a lead examiner, coach and judge for the Iowa Recognition for Performance Excellence Program. Smith has been on the Malcolm Baldrige National Board of Examiners since 2015. He is also a board member of the Iowa Quality Center and Aging Resources of Central Iowa and an Iowa Lean Consortium member.

Luke Stalzer is a nursing leader with nearly a decade of experience supporting teams, strengthening culture, and improving care in both the emergency and pediatric settings. Stalzer is the director of inpatient pediatrics and the Emergency Department at UnityPoint Health – Des Moines' Blank Children's Hospital, where he collaborates closely with frontline teams and leaders to create exceptional experiences for patients, families and staff. Stalzer has a passion for developing leaders, building practical systems that make work easier and helping teams navigate the challenges and opportunities of modern healthcare. He holds an MBA from Drake University and a bachelor's degree in nursing from Mercy College of Health Sciences. Stalzer brings a collaborative, down-to-earth approach to leadership that centers on teamwork, transparency and doing what's right for patients and their families.

Jenene VandenBurg is the vice president of patient services and chief nursing officer at Methodist Jennie Edmundson Hospital. VandenBurg oversees the medical/surgical unit, telemetry, intensive care, birthing center, emergency department, respiratory care, surgery, outpatient services and inpatient psychiatric unit. She's trained in emergency management and has a green belt in Lean Six Sigma, representing proficiency in planning, controlling and improving performance.

Mellissa Wood is the chief operating officer and the chief nursing officer for MercyOne Clinton Medical Center, providing executive leadership and direction for all aspects of services and care delivered by the hospital. Wood develops strategic and governance objectives to ensure the region meets or exceeds key results concerning consumer experience, team engagement, quality, financial performance and ambulatory growth. She has more than 20 years of healthcare experience in acute and outpatient operations. Before joining the MercyOne team, Wood was the chief nursing executive at UnityPoint Health Quad Cities. She had progressive leadership roles at Genesis Health System, including leading outpatient services, the Genesis Cancer Center, and the telemetry and surgical departments. She holds a Doctor of Nursing Practice degree from the University of Iowa. Wood also earned an MBA, a Master of Business Administration in Healthcare and a bachelor's degree in nursing from St. Ambrose University, and a bachelor's degree in biology from Augustana College. She is a board member of the Junior Achievement of the Heartland, Grow Clinton and the Substance Abuse Council.

REGISTRATION

Register online at www.ihaonline.org.

IHA hospital members – $275
IHA associate members – $319
Nonmembers – $550

CONTINUING EDUCATION

IHA will provide a certificate of attendance upon completion of the program evaluation and strongly encourages nurses to retain a program brochure as documentation of their participation. Nurses determine whether course content meets the Iowa Board of Nursing's criteria for appropriate continuing education.

LODGING

IHA offers a discounted corporate rate for overnight accommodation. IHA offers event attendees a discounted rate for "non-last room" availability, meaning it may not be available at times due to high demand. Book early if you think you may need arrangements. When calling, please reference the corporate ID:

Staybridge Suites Des Moines
Corporate rate: $139/night plus taxes
515-280-3828
Corporate ID No.: IXNRB

Downtown Des Moines AC Marriott
Corporate rate: $177/night plus taxes
515-518-6060
Corporate ID Code: 3QR

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- Cancellations and substitutions are welcome anytime. Email cancellations and substitution requests to iharegistration@ihaonline.org.
- IHA will refund cancellations received 10 or more business days before the conference.
- IHA will charge a $50 administrative fee to cancellations received six to nine business days before the conference.
- IHA will not refund cancellations received five or fewer business days before the conference.
- IHA will calculate refunds by the date received and the IHA business days remaining before the conference.
- IHA may cancel the conference because of low enrollment. If so, IHA will notify preregistered participants and provide full refunds.

ADA POLICY

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