

PROGRESSIONS

HUNTSVILLE HOSPITAL CORPORATE UNIVERSITY • 109 GOVERNORS DRIVE • HUNTSVILLE, AL • 256-265-8025

Upcoming Education Events

Conferences*

*Information is subject to change.

| | |
|---------------|---|
| 01/20/2018 | Orthopaedics Conference |
| 02/02/2018 | Wellness Conference |
| 02/10-11/2018 | Anesthesia Conference |
| 02/24/2018 | Cardiology Conference |
| 03/16/2018 | Patient Safety Symposium |
| 04/06/2018 | Infection Prevention & Control Conference |
| 04/18/2018 | HIMSS Conference |
| 05/12/2018 | Neurology & Neurosurgery Conference |
| 07/28/2018 | Women's Health Conference |
| 09/28/2018 | Psychiatric Conference |
| 10/27/2018 | Child Life Southeast Regional Conference |
| 11/02/2018 | Diabetes Conference |

For more details, go to www.huntsvillehospital.org or call (256) 265-8025.

NEW Courses

- **Difficult Conversations**
Instructors: Lydia Cole & Cindy Fafard
- **Legal Matters: ADA, Accommodation, Harassment & Retaliation**
Instructors: Baker Donelson Law Firm
- **Compassion in Nursing: Why Should You Care?**
Instructor: Teresa Kimminau, RN

There is more detailed information regarding these courses in this publication.

Credits Requirements

Beginning on January 1, 2018, a new CME requirement for all Alabama Controlled Substances Certificate (ACSC) registrants (Physicians) will be required.

All Alabama Controlled Substances Certificate holders will be required to obtain two (2) *AMA PRA Category 1* (™) credits or equivalent (Cat. 1-A, prescribed hours, cognates) every two years. This education will need to be in the areas of:

- Controlled substance prescribing practices,
- Recognizing signs of the abuse or misuse of controlled substances, or
- Controlled substance prescribing for chronic pain management.

New courses including education that meet this requirement will be offered. Watch for more development opportunities in the coming calendar year.

Welcome to **PROGRESSIONS**, a publication of Huntsville Hospital's Corporate University. Corporate University strives to offer in-depth, relevant, and informative educational programs for healthcare professionals and the community.

NEW LEARNING MANAGEMENT SYSTEM (LMS) INTERFACE

In early 2018, Corporate University will launch a new and improved NetLearning Interface to provide a more efficient education dashboard for users. Most of the enhancements will provide updates to existing features, making it simpler to search and access education resources. The new interface will provide more information that's easily viewable, new education activity icons representing the type of learning (Online, Live Class, Competency), simplified filtering options for searching, and a clean and simple layout for easier navigation. A brief user guide to the new interface will be available on the Education Resource page on Pulse.



In addition to the launch of the improved user interface, users will also have a new module called **NetCompetency** within their NetLearning interface. The new NetCompetency module will provide an online interface for an individual to see their required competencies; simplifying the process of tracking competency completion. NetCompetency will allow better management and record keeping for annual competencies related to quality improvement and patient care.

If you have any questions, call Corporate University at 256.265.8025.



CLINICAL EXCELLENCE

General Nursing

Basic LPN IV Therapy

This workshop, designed for LPNs interested in practicing IV therapy, consists of lectures, a written test, insertion techniques, and maintenance care. Upon successful completion of this course, the participant will have the basic skills for administering IV therapy. Space limited to 20. For LPNs only.

Course #: CE40790117 **Contact Hours:** ABN CE 7.2
Instructor: Gwenda Guerin **Location:** 2nd floor Dowdle Center
Date & Time: Feb. 22; Apr. 19 - 8am to 2pm
Non-Employee Cost: \$50

Managing Peripheral and Central Vascular Access Devices

This course teaches advanced IV techniques, including strategies for dealing with complications, accessing difficult veins, reviewing different central vascular access devices, and the care and maintenance of peripheral IV's, PICC's, and implanted catheters. This course is open to RNs and LPNs.

Course #: CE41990617 **Contact Hours:** ABN CE 3.5
Instructor: Gwenda Guerin **Location:** SimLab - Dowdle Center
Date & Time: Jan. 25; Mar. 9; May 17 - 8am to 11am

i-STAT Certification

i-STAT Certification Training is required for all hospital personnel who perform i-STAT testing. Students are taught POCT policies and procedures, including patient identification protocols, specimen collection and processing, reagent handling, analyzer function, test performance, test interpretation, and result reporting. For Huntsville Hospital employees only.

Course #: CE43560118 **Contact Hours:** ABN CE 1.5
Instructor: Letha Ary; John Gragg
Date & Time: Jan. 9; Feb. 20; Mar. 20; Apr. 17; May 15 - 9am to 11am at Suite 420 Blackwell Medical Tower

POC Glucometer Certification

This class is mandatory for all employees required to perform Point-of-Care Glucometry testing. This class is for Huntsville Hospital employees only.

Course #: LAB3620118 **Hours:** 1.25
Instructor: Letha Ary; John Gragg
Date & Time: Jan. 3, 16, 30; Feb. 13, 27; Mar. 13, 27; Apr. 10, 24; May 8, 22 - 12:30pm to 1:45pm

EPOC Certification

This class will help to identify components of Epoc System, describe how to collect a specimen, discuss use of reader, discuss the use of the Host and explain the maintenance. For Huntsville Hospital employees only.

Course #: CE43550118 **Contact Hours:** ABN CE 2.4
Instructors: Letha Ary; Sandra Davidson; John Gragg
Date & Time: Jan. 10; Feb. 21; Mar. 21; Apr. 18; May 16 - 9am to 11am at Suite 420 Blackwell Medical Tower

Basic EKG Review

This course, designed to refresh or improve cardiac monitoring skills, offers a general overview of the heart, teaches the five steps to interpret rhythm strips, introduces 20 basic EKG rhythms, and outlines appropriate nursing interventions for specific arrhythmias.

Course #: CE38130116 **Contact Hours:** ABN CE 3.6
Instructor: Gayle Stinnett **Non-Employee Cost:** \$40
Date & Time: Jan. 2; Feb. 26; Apr. 5 - 8:30am to 11:30am

12 Lead EKGs: A Practical Approach

This class helps the participant learn the essential concepts needed to master the EKG. The class is designed to progress EKG knowledge from basic to advanced and includes anatomy and physiology, tables, mnemonics, rhythm strips and MI interpretations.

Course #: CE40610117 **Contact Hours:** ABN CE 4.8
Instructor: Alicia Pettis **Non-Employee Cost:** \$50
Date & Time: Jan. 22; Apr. 16 - 8am to 12pm



Back to Basics - An EKG/Telemetry Refresher

This course covers the heart's electrical conduction system, purpose and scope of telemetry, various families of cardiac rhythms (including death rhythms) and much more.

Course #: CE40631116 **Contact Hours:** ABN CE 4.6

Instructor: Carla Sims

Date & Time: Jan. 24 - 2pm to 6pm
Feb. 28; Apr. 18 - 7:30am to 11:30am
Mar. 20 - 4:30pm to 8:30pm

Access Site & Groin Management

In this class, the participant will learn to identify common sites for vascular access, and how to achieve and maintain hemostasis in patients following access. If you have any questions, contact Paulette Berryman.

Course #: CE40590117 **Contact Hours:** ABN CE 2.4

Instructor: Paulette Berryman (paulette.berryman@hhsys.org).

Date & Time: Jan. 8; Feb. 12; Mar. 15; Apr. 2; May 7 - 8am to 10:30am

Removal of Arterial and/or Venous Sheaths

This course will show the proper technique and procedure for removal of arterial and venous sheaths and groin management. If you have any questions, email Paulette Berryman.

Course #: CE41870617 **Contact Hours:** ABN CE 2.4

Instructor: Paulette Berryman (paulette.berryman@hhsys.org).

Date & Time: Jan. 8; Feb. 12; Mar. 15; Apr. 2; May 7 - 10:30am to 12:30pm

Prerequisite: Access Site & Groin Management

Intra-aortic Balloon Pump Management

This class covers the theory set-up and troubleshooting for the I.A.B.P.. If you have any questions, contact Allison Brown at allison.brown@hhsys.org.

Course #: CE40240916 **Contact Hours:** ABN CE 4.8

Instructor: Allison Brown

Date & Time: Feb. 22; May 4 - 8:30am to 12:30pm

Tubes & Drains "OH MY!"

This class reviews different tubes and drains, as well as some troubleshooting and documentation tips. These tubes and drains include NG, ND, G-J, gastrostomy, chest tubes, Jackson-Pratt, Truclose, wound vac, bowel management system, foley, coudé, external and temp-probe catheters, & trach tubes.

Course #: CE40690117 **Contact Hours:** ABN CE 1.2

Instructor: Heather Thacker **Non-Employee Cost:** \$15

Date & Time: Jan. 26; Feb. 23; Apr. 6; May 18 - 7:30am to 8:30am; 2pm to 3pm

Location: Simulation Lab Classroom

"Your Patient is going South...and...it is NOT the Beach!"

This course is designed for RNs & LPNs to review various scenarios. Every effort will be made to provide case-studies that cover unit-specific scenarios to improve assessment and critical thinking skills. High Fidelity manikins will be utilized for simulations.

Course #: CE39230616 **Contact Hours:** ABN CE 1.2

Instructor: Andrea Payne **Location:** Sim Lab - 2nd floor of Dowdle Ctr.

Date & Time: Jan. 12; Mar. 3; May 15 - 8am to 9am
Jan. 11; Mar. 3; May 15 - 2pm to 3pm

Patient Care Aide (PCA) Entry

This 1-1/2 day course covers the basic training necessary to meet the job expectations for new employees in PCA role. This course is targeted to individuals who have no experience, or employees with identified training needs. The first day is designed to cover topics such as transfer, aseptic, sterile technique, infection control, etc., that are needed for these roles. The 2nd day is designed specifically for PCA (patient care aides). This class is reserved for Huntsville Hospital employees only. PCA's are required to attend PCA Orientation Day (part of Clinical Orientation).

Course #: CNP01410817 **Hours:** 12.0

Instructors: Gayle Stinnett (gayle.stinnett@hhsys.org)

Date & Time: Jan. 18 & 19; Feb. 15 & 16; Mar. 15 & 16; Apr. 12 & 13;
May 10 & 11 - 8am to 5pm; Day 2: 8am to 12pm

Location: Sim Lab - 2nd floor of Dowdle Center

Comments: Limited to 12 participants

The Making of a Mentor/Coach for RNs

This class covers what is expected from a new employee or student coach/preceptor. It includes a review of the RN orientation process, the paperwork and EMR documentation. It also discusses how to communicate with your orientee based upon their adult learning style. Attendees will be able to identify successful communication techniques to motivate and engage new employees and/or students. Examples of how to evaluate and document orientee's progress toward meeting competency expectations and managing the relationship of coach and orientee will also be presented.

Course #: CE40050217 **Contact Hours:** ABN CE 4.8

Instructors: A. Payne and T. Gaines

Date & Time: Feb. 21 - 12pm to 4pm ; Apr. 17 - 8am to 12pm

Resolve Through Sharing[®]

Perinatal Bereavement Training for Healthcare Workers

This class is designed for nurses, doctors and other healthcare professionals that care for women coping with pregnancy loss. The topics of grief, mourning, and pregnancy attachment will be covered to provide sensitivity training and instruction on using the Resolve Through Sharing Perinatal Bereavement program.

Course #: CE41980517 **Contact Hours:** ABN CE 2.4

Instructor: Ashley Ray **Non-Employee Cost:** \$25

Date & Time: Feb. 1; May 9- 10am to 12pm

Trauma Nursing Core Course - Provider (4-year Certification)

This 2-day course sponsored by the Emergency Nurses Association is designed to provide ED/Trauma nurses with the necessary psychomotor skills and knowledge associated with the delivery of emergency care to the trauma patient. It is recommended that participants have one year of emergency/trauma experience. For more information, please email Eddie West at eddie.west@hhsys.org.

Course #: TBA **Contact Hours:** CE 17.65

Instructor: Eddie West **Date & Time:** Mar. 22 & 23- 7:00am to 5p

Employee Cost: \$175 (RN); \$150 (LPN & EMT)

Non-Employee Cost: \$255 (RN - Non - ENA member); \$190 (RN - ENA member); \$150 (LPN & EMT)

NEW: Compassion in Nursing: Why Should You Care?

Whether you are a recent graduate or seasoned professional, clinicians will benefit from this class as we reflect on the concept of caring and compassion within our practice. Be inspired while learning new approaches in mindfulness, self-care and compassion satisfaction to avoid stress, fatigue and even burnout! Recommended for RNs, LPNs, and Patient Care Aides.



Course #: CE43970118 **Contact Hours:** ABN CE 2.2

Instructor: T. Kimminau

Date & Time: Mar. 20 - 1pm to 3pm

CLINICAL EXCELLENCE

Topics of Patient Management

These lecture series are designed for new Huntsville Hospital clinical personnel.

Procedural Sedation Analgesia

This course will help prepare employees to identify sedation levels by assessment, list monitoring parameters, identify medications used in sedation, and understand discharge criteria.

Course #: CE41640517 **Contact Hours:** ABN CE 1.2
Instructor: Jennie Curtis
Date & Time: Feb. 20; Apr. 24 - 8am to 9am

Rapid Sequence Intubation

This course will prepare employees to define RSI in emergent airway management, review anatomical considerations for airway intervention and explain the process for RSI. For Huntsville Hospital employees only.

Course #: CE41650517 **Contact Hours:** ABN CE 1.2
Instructor: Jennie Curtis
Date & Time: Feb. 20; Apr. 24 - 9am to 10am

Cardiac Module - Basics

The Cardiac Module covers congestive heart failure and myocardial infarction. Information includes disease process, core measures, and care of the patient. Simulation lab scenarios are presented in this class. Huntsville Hospital employees need to contact their educator to register for this class. For others, contact Alicia Pettis at alicia.pettis@hhsys.org.

Course #: CE41750517 **Contact Hours:** ABN CE 4.8
Instructor: Alicia Pettis **Non-Employee Cost:** \$50
Date & Time: Jan. 24; Mar. 7; May 16 - 8am to 12pm

Hemodynamic Monitoring Module

This course includes review of cardiac physiology, pulmonary artery catheter, waveform pressure changes, cardiac performance, output and index, preload, afterload, contractility, set-up of hemodynamic monitoring system and case studies, diagnostic and treatment indications, drugs and other interventions, monitoring issues, set-up and insertion of PA-catheter and, aseptic technique for interventional procedures. Huntsville Hospital employees need to contact their educator to register for this class. For others, contact the instructor.

Course #: CE40130117 **Contact Hours:** ABN CE 3.3
Instructor: Tiffany Peel (tiffany.peel@hhsys.org)
Date & Time: Feb. 15; Mar. 22; Apr. 26 - 8:30am to 11:30am
Non-Employee Cost: \$30

Stop Sepsis: Sepsis Pathophysiology with Intro to Paper Screening

This course will prepare nurses on early recognition of sepsis, sepsis screening and sepsis core measure requirements.

Course #: CE42380617 **Contact Hours:** ABN CE 2.4
Instructor: Carissa Hicks
Date & Time: Jan. 24; Feb. 15; Mar. 7 - 1:30pm to 3:30pm and Apr. 18; May 10 - 1pm to 3pm

Renal Management

The class will cover nursing assessment of normal renal functions; define, compare, assess acute and chronic renal failure and discuss case studies.

Course #: CE40670117 **Contact Hours:** ABN CE 1.2
Instructor: Max Tunsill
Date & Time: Jan. 11; Feb. 8; Mar. 8; Apr. 12; May 10 - 8am to 9am



MEET YOUR EDUCATOR

Jenifer Hagovsky, RN,
BSN, MSN, CNS
Madison Clinical Outcomes,
Educator

Jenifer graduated from University of Alabama in Huntsville School of Nursing in 2001 and became an employee of Huntsville Hospital. She worked on the 4th floor on 4 West. While working there, she was relief charge and went back to school and received her Masters of Science in Nursing in 2003. She transferred to STICU in 2003 to gain critical care experience. She worked for 6 years there as a bedside nurse and relief charge nurse. Jenifer had the opportunity to transition into education for STICU and was the unit Clinical Nurse Specialist (CNS) for the next 6 years. Jenifer transferred to Clinical Nursing Practice in 2015. In that role, she assisted with clinical orientation to all the nurses that were hired into the Huntsville Health System. In 2017, the opportunity arose for her to transfer to Madison Hospital and become the CNS for Madison Hospital. She loves the combination of bedside nursing skills along with education that the CNS role provides. Jenifer states, "Huntsville Hospital System is a wonderful place to work and has provided me with the opportunity to learn, grow, and advance in the many roles of nursing."

Neurology Module-Basic

This class will cover neuro-assessment from a simple basic exam to a full detailed exam for a critically ill neuro-patient. Also, the most common neuro emergencies, strokes and seizures, will be reviewed including pathophysiology, diagnosis and treatments. *Huntsville Hospital employees need to contact their educator to register. For others, contact the instructor.*

Course #: CE41690617 **Contact Hours:** ABN CE 2.4
Instructor: Geneva Llewellyn (geneva.llewellyn@hhsys.org)
Non-Employee Cost: \$50
Date & Time: Jan. 30; Mar. 6; May 17 - 8am to 10am

Neurology Module-Advanced

The first 2 hours of this class will be Neurology-Basic. The second half of the class focus on neuro-traumatic injuries including head and spinal injuries, care of patients with increased intracranial pressure (ICP) and ICP monitoring. *Huntsville Hospital employees need to contact their educator to register. For others, contact the instructor.*

Course #: CE41700617 **Contact Hours:** ABN CE 4.5
Instructor: Geneva Llewellyn **Non-Employee Cost:** \$50
Date & Time: Jan. 30; Mar. 6; May 17 - 8am to 12pm

Diabetes Management

The class will cover statistics and complication of diabetes, symptoms of Type 1 & 2 diabetes and pattern management and treatment of diabetes.

Course #: CE40680117 **Contact Hours:** ABN CE 1.2
Instructor: Marylyse Knezevich
Date & Time: Jan. 11; Feb. 8; Mar. 8; Apr. 12; May 10 - 9am to 10am

Pulmonary Module

This course covers pulmonary A & P, respiratory assessment, diseases, interventions and treatment. The second part covers ventilator management and the SAD protocol. *Huntsville Hospital employees need to contact their educator to register. For others, contact the instructor at maria.rachuonyo@hhsys.org.*

Course #: CE41300117 & 41290117 **Instructor:** Maria Rachuonyo
Contact Hours: Basic only - ABN CE. 2.5 and Basic & Adv. ABN CE 4.3;
Date & Time: Jan. 19; Mar. 22; May 26 - Basic = 8a to 10:20am; Basic & Adv. = 8am to 12pm

Accreditation Briefing

This course is offered to Huntsville Hospital employees only. In 30 minutes, the instructor exposes the current changes in the Joint Commission and CMS rules, discusses problematic survey areas and reviews standards and Medicare Conditions of participation to maintain survey readiness.

Course #: CE42390817

Contact Hours: ABN CE 0.25

Instructor: Lyn Tipton

Date & Time: [Huntsville Campus] Jan. 2; Feb. 6; Mar. 6; Apr. 3; May 1 - 7:15am to 7:45am and 11:30am to 12pm

Jan. 9; Feb. 13; Mar. 13; Apr. 10; May 8 - 11:30am to 12pm

[Women & Children Campus] Jan. 3; Feb. 7; Mar. 7; Apr. 4; May 2 - 7:30am to 8am

Jan. 4; Feb. 1; Mar. 1; Apr. 5; May 3 - 1pm to 1:30pm

[Madison Campus] Jan. 18; Feb. 15; Mar. 15; Apr. 19; May 17 - 7:30am to 8am and 10am to 10:30am

Accreditation Update

During this class, participants will examine Joint Commission and CMS Survey readiness, learn of interventions to maintain continuous readiness and discuss environment of care and Life Safety issues that affect a survey. This course is offered to Huntsville Hospital employees only.

Course #: CE39630516

Contact Hours: ABN CE 1.2

Instructor: Lyn Tipton

Date & Time: Jan. 16; Apr. 12- 10am to 11am; Jan. 18; Apr. 17 - 2pm to 3pm

STABLE Certification Course

This course helps organize details and intervention necessary to provide initial care to sick or premature infants. It is also designated to address care during the post-resuscitation/pre-transport stabilization period.

Course #: CE39810716

Contact Hours: ABN CE 3.0

Instructor: Greta Simmons **Date & Time:** Mar. 22 - 9am to 5pm

NEW: Huntsville Hospital at Home Clinical Community Series

The Hospice Family Care organization is offering a monthly one-hour continuing education lecture on a clinical topic. This class is from 5:30pm to 6:30pm at the Dowdle Center/Corporate University.

Course #: CE42760717

Contact Hours: ABN CE 1.2; ANCC CE 1.0

Instructor: C. Ange

- Jan. 30 - So You Want To Be Cremated...
- Feb. 27 - Understanding Behaviors & Communication Related to Alzheimer's Disease
- Mar. 27 - Music Therapy: A Complementary Therapy in Healthcare
- Apr. 24 - Spiritual Care - It's not just Prayer
- May 29 - Hospice & General Inpatient Hospice Care...What we've learned

NEW: Infection Prevention & Control 101

This is a fundamental course designed for healthcare workers describing scientifically accepted principles and practices of infection prevention and control. Strategies for preventing transmission of pathogenic organisms and how infection control concepts are applied in professional practice will be reviewed.

Course #: CE40040716

Contact Hours: ABN CE 2.4

Instructors: S. Anderson, C. Mize, R. Jett-Mitchell, K. Jones; D. Everett, A. English

Date & Time: Mar. 20 - 8am to 10am



AMERICAN HEART ASSOCIATION Training

AHA ACLS Provider

This 2-day course for the healthcare professional covers adult cardiovascular arrhythmia recognition, brain attacks, cardiovascular drug therapy, airway management skills, shock therapy, and AED skills.

Prerequisite: ACLS online pre-test; go to www.heart.org/eccstudent. In the "Enter code from manual" window; type "ACLS15", click "submit", choose "pre-course Self assessment" and proceed with the test. Must have score of 70 or above.

Course #: CE37370116

Contact Hours: ABN CE 12

Date & Time: Jan. 11 & 12; Mar. 8 & 9; May 3 & 4 - Day 1= 8am to 5pm and Day 2= 7am to 1pm

Employee Cost: \$100 (if not required for your work)

Non-Employee Cost: \$200 **Affiliates Cost:** \$195

Supplies: \$40 ACLS Textbook; \$30 ECC Handbook



AHA ACLS Review

This course helps individuals prepare for the ACLS Provider Course through review of algorithms, major medications used, and basic EKG rhythm interpretation. A megacode practice and practical tips for successfully completing the ACLS class are also included.

Course #: CE43520118

Non-Employee Cost: \$50

Contact Hours: ABN CE 4.8, ANCC CE 4.0; ANCC Pharmacology. 1.0

Date & Time: Jan. 9; Mar. 6; May 1 - 8am to 12pm

AHA ACLS HeartCode Part I (~4-8 hours online)

This course is a web-based, self-paced didactic course, with the written test included. Once the Part I online course is done, the student must complete another online module on the Zoll defibrillator and then enroll him/herself in the Skills Check associated with that certification within 60 days.

Prerequisites:

- BLS for Healthcare Provider Student Manuals
- In-depth ACLS course materials can be purchased at Corporate University's administrative office

Supplies: \$30 (Handbook) and/or \$40 (Textbook)

Employee Cost (if not covered by unit) & Non-employee Cost: \$132 + \$75 skills fee and supplies (as needed). AHA ACLS online module for non-employee must be purchased from AHA.

Note: Basic computer skills are necessary to complete this on-line training. Computer Lab open at Corporate University Monday thru Friday from 8am to 4pm.

AHA ACLS MegaCode Skills Check Off with optional BLS Skills Check Off

This course is the completion of ACLS HeartCode Renewal after ACLS HeartCode Part 1. Students have 60 days to complete skills check-off after finishing Part 1 and receiving the certificate of completion. For non-employees, to register, contact Rosita Karigan via email at rosita.karigan@hhsys.org.

Course #: ACLS-7001011

Instructor: Rosita Karigan

Date & Time: Jan. 18; 29; Feb. 13, 26; Mar. 1, 13, 19; Apr. 2, 26; May 7, 24, 31- 7:30am to 8:30am.; 8:30am to 9:30am; 9:30am to 10:30am; 10:30am-11:30am; 12:30pm to 1:30pm; 1:30pm to 2:30pm; 2:30 to 3:30pm; 3:30pm to 4:30pm

Non-Employee Cost: \$75

PALS (Pediatric Advanced Life Support)



AHA PALS Provider

This course for the Healthcare Professional covers Pediatric cardiovascular rhythm interpretation, cardiovascular drug therapy, airway management skills, shock therapy and other skills. This is a 2-day course.

Prerequisite: PALS online pre-test; go to www.heart.org/eccstudent. In the "Enter code from manual" window; type "palsprovider", click "submit", choose "pre-course Self assessment" and proceed with the test. Must have score of 70 or above.

Course #: CE43500118 **Contact Hours:** ABN CE 8.3; ANCC CE 6.0
Date and Time: Feb. 8 & 9; Apr. 19 & 20- Day 1: 8am to 5pm; Day 2: 7am to 1pm
Employee Cost: \$100 (if not required for your work)
Non-Employee Cost: 200 **Affiliates Cost:** \$195
Supplies: Handbook \$30; Textbook \$40

AHA PALS Review

This 3-hour course helps the healthcare provider review pediatric cardiovascular rhythm interpretation, cardiovascular drug therapy, airway management skills, shock therapy and other skills. This is a preparatory class for the 2-day PALS initial certification course and a refresher adjunct to the PALS MegaCode skills station checks-off.

Course #: CE40521016 **Contact Hours:** ABN CE 3.6
Instructors: Angela Renfro; Rosita Karigan
Date & Time: Feb. 6- 9am to 12pm **Non-Employee Cost:** \$50

AHA PALS HeartCode Part I (~4-8 hours online)

A web-based, self-paced didactic course, with the written test included. The course can be taken from any computer throughout the facility. Once the Part I online course is done, the student must complete another online module on the Zoll defibrillator and then enroll him/herself in the Skills Check associated with that certification within 60 days.

Prerequisites:

- BLS for Healthcare Provider Student Manuals
- More in-depth PALS course materials can be purchased at Corporate University's administrative office

Supplies: \$30 (Handbook) and/or \$40 (Textbook)
Employee Cost (if not covered by unit) & Non-Employee Cost: \$132 + \$75 skills fee + supplies (as needed)
Note: Basic computer skills are necessary to complete this online training. Computer Lab open at Corporate University Monday-Friday 8am to 4pm.

AHA PALS MegaCode Skills Check Off with optional BLS Skills Check Off

This course is the completion of PALS HeartCode Renewal after PALS HeartCode Part 1. Students have 60 days to complete skills check-off after finishing Part 1 and receiving the certificate of completion. For non-employees, to register, contact Rosita Karigan via email at rosita.karigan@hhsys.org.

Course #: PALS-7000412 **Instructor:** Rosita Karigan
Date & Time: Jan. 25, 30; Feb. 1, 27; Mar. 15; 22; Apr. 9, 27; May 29 - 7:30am to 9am; 9am to 10:30am; 10:30am to 12pm; 1pm to 2:30pm; 2:30pm to 4pm; 4pm to 5:30pm
 Feb. 12; Apr. 24 - 7:30am to 9am; 9am to 10:30am; 10:30am to 12pm
Non-Employee Cost: \$75

(BLS) Basic Life Support

AHA BLS Initial

This American Heart Association course is designed for the healthcare professional, and covers Adult, Child and Infant CPR; barrier device skills & use of AED. Participants complete the written test at the end of the course. First Aid is not offered within this course.

Course #: BLS-1501 **Hours:** 7.0
Instructors: Bruce Askins
Date & Time: Jan. 5, 6, 26, 27; Feb. 9, 10, 16, 17; Mar. 9, 10, 23, 24; Apr. 7, 21, 28; May 4, 5, 18, 19 - 7:45 am to 4:30pm

Special Note: All enrollments not filled 10 minutes before the class start time, will be fill by walk-ins on a first-come, first-serve basis.

AHA BLS Renewal

This AHA course is designed for the healthcare professional, and covers Adult, Child, and Infant CPR; barrier device skills & use of AED. This renewal class reviews all materials in the class, as well as providing time to practice skills prior to the skills check; written test is administered at the end of the class. Participants need to bring their expiring BLS card.

Course #: BLS-1502 **Hours:** 3.0
Instructor: Cindy Schwartz
Date & Time: Jan. 3, 4, 10, 17, 24, 31; Feb. 6, 7, 14, 28; Mar. 7, 14, 21, 22, 28; Apr. 4, 11, 18, 25, 26; May 2, 9, 10, 16, 23, 30 - 8am to 11am
 Jan. 3, 10, 17, 24, 31; Feb. 6, 7, 14, 28; Mar. 6, 7, 14, 21, 28; Apr. 3, 4, 11, 18, 25; May 2, 9, 16, 23, 30 - 12:30pm to 3:30pm
 Feb. 8; Apr. 19 - 6pm to 9pm

Supplies: BLS for Healthcare Provider Student Manuals are available for purchase at the Corp. University office.

AHA BLS Heartsaver First Aid Class

This course is a classroom, video-based, instructor-led course that teaches students critical skills to respond to and manage an emergency in the first few minutes until emergency medical services (EMS) arrives.

Course #: BLS-05 **Hours:** 4.0
Instructor: Bruce Askins
Date & Time: Mar. 1 - 6pm to 10pm.
Employee Cost: \$40 **Non-Employee Cost:** \$50

AHA BLS Heartsaver Adult AED

This course teaches CPR techniques, AED, barrier device skills, and emergency choking measures for an Adult victim.

Course #: BLS-06 **Hours:** 5.0
Instructor: Bruce Askins **Non-Employee Cost:** \$50
Date & Time: Mar. 8 - 6pm to 10 pm

SUNDAY

Sunday AHA BLS Renewal Classes

As our facility has grown, the need for more BLS classes has increased. To meet this need, we have added some BLS renewal classes on select Sunday afternoons. Registration available in Netlearning.

Course #: BLS-1502 **Hours:** 3.0
Instructor: Ken Ortlepp
Date & Time: Jan. 7, 21; Feb. 4; Mar. 4; Apr. 1, 15, 29; May 13, 20 - 12:30pm to 3:30pm
Supplies: BLS for Healthcare Provider Student Manuals are available for purchase at the Corp. University office.



AHA COMMUNITY BASIC LIFE SUPPORT CLASSES

Community AHA BLS Initial

This AHA course is designed for the healthcare professional, and covers Adult, Child and Infant CPR; barrier device skills. Participants complete the written test at the end of the course. First Aid is not offered within this course.

Course #: BLS-C1501 **Hours:** 7.0

Instructor: B. Askins **Non-Employee Cost:** \$60; \$55 with student ID

Date & Time: Jan. 13; May 12 - 7:45am to 4:30pm

Special Note: All enrollments not filled 10 minutes before the class start time, will be filled by walk-ins on a first-come, first-serve basis.

Community AHA BLS Renewal

This AHA course is designed for the healthcare professional, and covers Adult, Child, and Infant CPR; barrier device skills. This renewal class reviews all materials in the class, as well as providing time to practice skills prior to the skills check; written test is administered at the end of the class. Participants need to bring their BLS card.

Course #: BLS-C1502 **Hours:** 4.0

Instructor: Bruce Askins **Non-Employee Cost:** \$40

Date & Time: Jan. 4; May 3 - 6pm to 10pm

Supplies: BLS for Healthcare Provider Student Manuals are available for purchase at the Corp. University office.

To register for these classes, call Huntsville Hospital Corporate University at 256.265.8025.

New AHA eCard Process Coming Soon

In early 2018, American Heart Association (AHA) is requiring our organization to move to a new eCard process. The new process will provide a simple, secure, and efficient way to provide students with their online proof of completion, accessible from anywhere, instead of the physical cards we currently use. There are a few new steps for students to be aware of, as the launch begins. Below are some frequently asked questions concerning this new process.



What is an eCard?

An eCard is the electronic equivalent of a printed AHA course completion card. The new eCards are valid proof of successful course completion and can be presented to employers as proof of successful completion of an AHA course.

Can I receive the regular paper version?

A student can print out their eCard; but we will no longer be able to provide the out-dated paper cards once the conversion has occurred.

What are the benefits of using the new eCards?

- Higher security and reduced risk of fraudulent cards.
- Easily accessible; viewable online anytime, anywhere as well as easily shared by forwarding to a supervisor by email.
- Also, the new eCards can be easily validated through the AHA website.

How will the new process impact the student?

The eCard process involves a few more steps for students to claim their AHA online certification card(s):

1. Students will still attend a class to take initial or renewal courses. Students will need to verify their email address during the class.
2. After successfully passing the written and skills portions of the certification class, students will receive an e-mail notification with a link to claim their eCard online.
3. From there, students will need to review their student profile page to update and confirm their contact information, set up a security question, agree to American Heart Association's standard Terms of Use, and complete a brief survey.
4. Once completed, students will then be able to view their eCard.

Corporate University will continue to record AHA certification completion in NetLearning, but your physical card will now only be available through the AHA website. If you have any questions, please contact Rosita Karigan at Rosita.karigan@hhsys.org.

PROFESSIONAL DEVELOPMENT

Skill Development

Professionalism: Reach Your Potential

Professionalism is foundational to lasting success in healthcare and in life. Participants will discuss and apply principles proven to help you be your best. This includes how to communicate in a positive, professional manner; how to develop positive relationships across the healthcare team; how to demonstrate respect; how to be assertive not aggressive; how to assess yourself as a professional and set goals for your future.

Course #: CE42670717 **Contact Hours:** ABN CE 2.4
Instructor: Lydia Cole
Date & Time: Feb. 1; Mar. 8; May 10 - 9am to 11am
Non-Employee Cost: \$30

Management of Aggressive Behavior (MOAB) Intro

During the MOAB class, participants will go through in-depth training program which teaches individuals how to recognize, reduce, and manage violent and aggressive behavior. MOAB goes beyond the strategies for preventing and diffusing a crisis. It addresses the multitude of crisis and the stages of conflict. Participants will learn principles, techniques, and skills to recognize, reduce and manage anxious, aggressive, and violent behavior. This certified course needs to be renewed every 2 years.

Course #: CE41130117 **Contact Hours:** ABN CE 8.4
Instructor: Jason Hastings, Ramiro Torres
Date & Time: Mar. 16; May 18 - 8am to 4pm

Recertification Management of Aggressive Behavior (MOAB)

During the recertification MOAB class, participants will go through two hours renewal training on how to recognize, reduce, and manage violent and aggressive behavior.

Course #: CE41080117 **Contact Hours:** ABN CE 2.4
Instructor: Jason Hastings, Stephenie Wilson
Date & Time: TBD

Understanding Social Security

Office representatives from the Social Security Administration (SSA) will be present to help employees gain a greater understanding of Medicare and retirement benefits and become familiar with online capabilities and electronic features.

Course #: CU9180517 **Hours:** 1.0
Instructor: Representative, SSA
Date & Time: Feb. 22 - 8am to 9am; 3pm to 4pm

Increasing Cultural Sensitivity in the Healthcare Environment

This course introduces employees to the diverse cultural make-up of our community and identifies how different cultures perceive medical emergencies and therefore what barriers may influence the care of foreign-born patients. Learn how to conduct a proper assessment of the diverse patient and review best practices for enhancing communication.

Course #: CE41760317 **Contact Hours:** ABN CE 1.2
Instructor: Maya Vasileva
Dates & Times: Feb. 28; Apr. 25 - 10am to 11am

NEW: Balancing Work and Family

This course discusses the struggle of today's working families, single parenting, stress and time management. Ideas for achieving balance between work and family will be explored.

Course #: CE39300616 **Contact Hours:** ABN CE 1.0
Instructor: Marie Hodges
Date & Time: Jan. 23 - 12pm to 1pm
Non-Employee Cost: \$15

Compassion Fatigue: Are you running on fumes?

Compassion fatigue, or a sense of feeling "numb" from over-exposure to others' distress or traumatic events, is a serious and all too common issue for health professionals. This course is designed to provide an overview of the symptoms, causes and risks factors of compassion fatigue, and other tips and tools for healing and prevention.

Course #: CE43570118 **Contact Hours:** ABN CE 1.0
Instructor: Marisa Kennemer
Date & Time: May 24 - 3pm to 4pm

Stress Management

This course helps the participant identify healthy and unhealthy coping behaviors, and learn practical things to do to alleviate stress

Course #: CE40660117 **Contact Hours:** ABN CE 1.0
Instructor: Marie Hodges **Non-Employee Cost:** \$15
Date & Time: Apr. 23 - 12pm to 1pm

Computer Courses

NetLearning Classes : The Superuser Role

Corporate University is offering a class for education/manager that are new to the role of NetLearning NetManager or need a refresher. This one-on-one session will cover assigning and monitoring education; basic reporting options, recording attendance, creating education & curriculum. This course is for HH NetManagers only.

Date & Time: To schedule a one-on-one class, call 256-265-8025.

Microsoft Word

This course introduces employees to the basic commands, functions, and capabilities of Word. Topics covered include: toolbars, menus, formatting, page set-up and proofing tools, advanced formatting tools, tables, drawing tools. For Huntsville Hospital employees only.

Course #: CU9920118 **Hours:** 1.5
Instructor: Ken Ortlepp **Date & Time:** Mar. 3 - 1pm to 2:30pm
Supplies: \$5 (quick reference guide) or \$15 (Optional Guide)

Microsoft Excel - Basic

The objective of this course is to introduce employees to the basic worksheet environment in Excel. Topics covered in this class include: toolbars, menus, using a worksheet, formatting a worksheet, basic formulas and functions, formatting cells, core functions, data manipulation, and some charting. Course is open to HH employees only.

Course #: CU9660117 **Hours:** 1.5
Instructor: Ken Ortlepp **Date & Time:** Jan. 18 - 8:30am to 10am
Supplies: \$5 (quick reference guide) or \$15 (Optional Guide)

Microsoft Excel - Intermediate

This course covers data manipulation, formatting cells & worksheets, working with tables, charting, formulas & functions, and printing & page setup.

Course #: CU9670117 **Hours:** 1.5
Instructor: Ken Ortlepp **Date & Time:** Feb. 26 - 8:30am to 10am
Supplies: \$5 (quick reference guide) or \$15 (Optional Guide)
Pre-requisite: Microsoft Excel - Basic (or equivalent experience).

Microsoft PowerPoint

This course introduces employees to the capabilities and how to utilize Powerpoint. Some of the topics covered include: menu, building a presentation, creating a template, editing the master, formatting, drawing tools, presentation tips, slide animations, using multi-media materials, tables, etc. Course is open to HH employees only.

Course #: CU9930118 **Hours:** 1.5
Instructor: Ken Ortlepp
Date & Time: Apr. 5 - 8:30am to 10:30am
Supplies: \$5 (quick reference guide) or \$22 (Optional Guide)

Microsoft Access - Basic

This course provides a basic overview of the software by introducing its structure and benefits. Some of the topics include: database vs. list, tables, fields, records, primary keys and objects. Open to Huntsville Hospital employees only.

Course #: CU9940118 **Hours:** 1.5

Instructor: Ken Ortlepp

Date & Time: May 17 - 8:30am to 10:30am

Prerequisite: Must have taken Excel or be familiar with Access Software.

MARGIN OF EXCELLENCE:*Hardwiring Patient Safety & Clinical Excellence*

This course focuses on Quality initiatives and the critical importance of Patient Safety at Huntsville Hospital. The course also outlines the hospital's move toward a "Just Culture" approach, based on personal responsibility and accountability, as a means to improve quality and reduce errors. This class is reserved for Huntsville Hospital employees only.

Course #: CE43720118 **Contact Hours:** ABN CE 3.6

Instructors: Robert Chappell, MD; Karol Jones; Jeff Samz; Tracy Doughty

Dates & Times: Jan. 4; Feb. 1; Mar. 1; Apr. 5; May 3, 17 - 8am to 11am

Management Skills**Legal Matters: Bullying in the Workplace**

This course provides leaders with a better understanding of how to recognize and combat workplace bullying; and legal issues surrounding this management challenge. Faculty members are attorneys in employment law.

Course #: CE39350716 **Contact Hours:** ABN CE 1.2

Instructor: Rachel Barlotta

Dates & Times: Feb. 7; May 2 - 8:30am to 10am

Legal Matters:**Managing Employees in a Challenging Environment**

This course provides leaders with a better understanding of legal issues associated with managing challenging employees while keeping legal risks to a minimum. Faculty members are attorneys specialized in employment law.

Course #: CE39360716 **Contact Hours:** ABN CE 1.2

Instructor: Rachel Barlotta

Dates & Times: Feb. 7; May 2 - 10:30am to 12pm

Managing Attendance & The Related Workforce Challenges

This course is for those in all levels of leadership, providing direction for issues related to managing staff attendance. In this course, participants review the hospital policy on attendance, depart-specific policies, issues related to points, different types of leave, and additional challenges. The course also reviews management responsibilities with these attendance challenges.

Course #: CE39430716 **Contact Hours:** ABN CE 2.4

Instructors: Connie Poole, Cynthia Traylor & Paige Bastin

Dates & Times: Jan. 23; May 8 - 1:00pm to 3pm

NEW - Legal Matters: ADA, Accommodation, Harassment & Retaliation

In this interactive course, you will learn about the Americans with Disabilities Act and how best to comply with it. We will discuss how the law protects employees in defined "protected classes", and how you can help them too. We will also talk about retaliation – what it means, what it looks like and how not to retaliate. We will also discuss how harassment fits into the challenges of accommodation in the workplace. The course features legal experts from the Baker Donelson law firm.

Course #: CE43890218 **Contact Hours:** ABN CE 1.8

Instructor: Rachel Barlotta

Date & Time: Feb. 7; May 2 - 2pm to 3:30pm

NEW: Time Management**Five Choices for Extraordinary Productivity**

This course covers how to differentiate the important from less and non-important as it relates to health care and life. Participants will define what success looks like in your current, most important roles. You will learn to balance work and life priorities, create habits to identify, schedule, and execute on high impact activities and discuss challenges and solutions regarding effective time management in healthcare.

Course #: CE40490117

Contact Hours: ABN CE 2.4

Instructor: Lydia Cole

Date & Time: Jan. 11; Mar. 29; May 3 - 9am to 11am

Leading Across Generations

Are you facing any challenges in leading your multi-generational workforce? In this fun, interactive class, leaders will identify and understand the five generations that make up today's diverse workforce; discuss the challenges of leading these unique generations; learn how to capitalize the strengths of each generation; discover ways to help them work together effectively and learn practical strategies to connect and communicate with each generation - *and lead them successfully!*

Course #: CE39400716

Contact Hours: ABN CE 2.4

Instructors: Andrea Rosler, Lydia Cole, Jennifer Lapidus

Date & Time: TBD - 9am to 11am

Non-Employee Cost: \$30

Selecting the Right Employees

Part of a manager's job is to make sure employees are being recruited and cultivated in such a way that the future of the department or organization is in capable hands. Participants will learn deliberative steps to ensure they identify a successful candidate profile and in turn hire the right employees for critical roles. Q&A on JobScience is included. This course is for Huntsville Hospital managers.

Course #: CE39380716 **Contact Hours:** ABN CE 2.4; S.W. 2.0

Instructor: Beverly Burke

Date & Time: Jan. 23; Mar. 20; May 15 - 9:30am to 11:30am



Class counts toward the Leadership Goal for Huntsville Hospital Management.

**How Great Leaders Drive Employee Engagement**

This course is focused on understanding employee engagement and the strategies for driving higher engagement in the work area. Some of the key strategies that are covered include improving workplace climate, trust, and best supporting employee needs so that engagement can thrive.

Course #: CE39410716

Contact Hours: ABN CE 1.8

Instructor: Elise Taylor

Dates & Times: Feb. 14; Mar. 27 - 1pm to 2:30pm

A Leader's Guide to Worker's Compensation

L This class was developed to guide leaders through the management issues of worker's compensation. The participants will have an overview of worker's compensation regulation, and learn about strategies to lower worker's compensation injuries. For Huntsville Hospital managers only.

Course #: CE39490716 **Contact Hours:** ABN CE 1.2; ANCC CE 1.0
Instructor: Sherree Clark
Dates & Times: Mar. 7; Apr. 4 - 1pm to 2:30pm

The Role of a Leader in Corporate Compliance

L This course is for those in all levels of leadership, and is focused on understanding a leader's responsibility in corporate compliance, and the many rules and regulations that govern these activities. Taught by the Health System's Corporate Compliance Officer, this course provides an opportunity to gain a greater understanding of this function in the hospital.

Course #: CE39420716 **Contact Hours:** ABN CE 2.4
Instructor: Jeff Pigott
Date & Time: Feb. 22; Apr. 5 - 1pm to 3pm

Real Colors Personality Workshop

L The basis of this workshop is the Real Colors Personality Instrument: a user-friendly, intuitive tool that identifies our different personality types and how different personality types work as a team.

Course #: CE43710118 **Contact Hours:** ABN CE 2.4
Instructors: L. Cole, C. Fafard, K. Reeves
Date & Time: Feb. 14; Apr. 5 - 9am to 11am

Just Culture: Policy & Practice

L This course is required for all managers at Huntsville Hospital, and will cover the changes to move Huntsville Hospital to a more "Just Culture" in approaching errors. The course will review the adjustments to the Employee Handbook, the new Employee Counseling Process, new event investigation techniques, and the tools that support this cultural shift.

Course #: CE39600716 **Contact Hours:** ABN CE 2.4
Instructors: Cynthia Traylor & Vicky McClain
Date & Time: Jan. 16; May 8 - 8:30am to 10:20am
 Mar. 1 - 1pm to 3pm

Just Culture Investigation

L This course is focused on understanding the critical steps required in a proper event investigation. The class explores critical steps needed to properly understand the 'How, Who, Where, Why' details of an event; and how best to gather objective information to learn from errors.

Course #: CE39440716 **Contact Hours:** ABN CE 2.4
Instructors: Cynthia Traylor & Vicky McClain
Dates & Times: Jan. 30; Mar. 13; May 23 - 1pm to 3pm

Leadership Version:

7 Habits of Highly Effective People in Healthcare

L Leadership doesn't just happen. It is carefully designed by you. In the course, we will discuss and apply principles from one of the most influential books of all times. This includes how to produce positive results; hold your staff accountable; develop positive relationships across the healthcare team; manage time, prioritize; focus on what matters most and lead by example.

Course #: CE39450716 **Contact Hours:** ABN CE 2.4
Instructor: Lydia Cole **Non-Employee Cost:** \$30
Date & Time: Jan. 18; Mar. 15; May 17 - 9am to 11am

Coach with Confidence

L As a leader, you are coaching all of the time. Great leadership involves effective communication skills. This workshop equips leaders with tools to maximize their greatest strengths; learn to improve their challenges; learn to better understand their employees; implement practices to build a positive team; identify principles to deal with difficult situations.

Course #: CE39390716 **Contact Hours:** ABN CE 2.4
Instructor: Lydia Cole **Non-Employee Cost:** \$30
Date & Time: Feb. 8; Apr. 12 - 9am to 11am

Frontline Refreshment

L A Monthly Education & Enrichment Series for Frontline Supervisors

As a Frontline Supervisor (FLS), the work can be rewarding as well as challenging at times; and it's always critical to our organization's overall success. Each month, we will offer a presentation designed to inform, encourage and even recharge you!

Course #: CE39470716 **Contact Hours:** ABN CE 1.8

TOPICS include:

- **The Extended Huntsville Hospital Family**
Nat Richardson - Jan. 17 from 2pm to 3:30pm
 Jan. 24 from 2pm to 3:30pm [Madison Campus]
- **Building Teams through Trust**
Dewayne McCarver - Feb. 13 from 10am to 11:30pm
- **Hospice Family Care**
Kristina Johnson & Lee Shaw - Feb. 28 from 7pm to 8:30pm
- **Music Therapy: A Complementary Therapy in Healthcare**
Krysee Wright - Mar. 20 from 12pm to 1:30pm
- **Communicating with Difficult Patients**
Lynn Lee & Paul Davis - April 17 from 2pm to 3:30pm
- **Turning Obstacles into Building Blocks**
Greg Thompson - May 9 from 2pm to 3:30pm
- **The Leadership Challenge: Enable Others to Act**
Janette Atkinson - May 15 from 2pm to 3:30pm [Madison Campus]
- **Music Therapy: A Complementary Therapy in Healthcare**
Krysee Wright - May 17 from 5pm to 6:30pm

Register in NetLearning for all upcoming opportunities.
 Questions? Contact Cindy Fafard at 265-2079 or cindy.fafard@hhsys.org.

Attention:
 Schedule includes
 Evening Classes

Navigating Insight

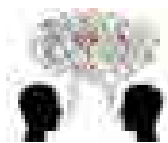
L The objective of this course is to introduce the Insight program to management/staff that have been given access to the program. The class reviews access and drilling down on various dashboard scores, as well as how to run reports and look for trending. These skills are developed in this class in order to share critical data with staff.

Course #: CE43330118 **Contact Hours:** ABN CE 1.8
Instructor: Richard Ivey
Date & Time: Jan. 19; Mar. 29 - 8:30am to 10:00am

NEW: Difficult Conversations

L Healthy dialogue promotes a healthy workplace! Effectively addressing a difficult situation is a critical skill we all need to possess. This new class will provide skill building for managers and team members on how to discuss uncomfortable workplace issues, learn what your communication style is under stress, and how you can avoid the communication traps of silence or aggression that undermine teamwork. The course also provides opportunities to practice, and master having a difficult conversation while simultaneously strengthening your professional relationships.

Course #: CE43880118 **Hours:** 2.4
Instructor: Lydia Cole, RN; Cindy Fafard
Dates & Times: Jan. 25; Feb. 15; Mar. 22; Apr. 19; May 24 - 9am to 11am



Technical School News

New Surgical Technology Instructor Welcomed

In late fall Corporate University welcomed a new Surgical Technology Program Instructor to our team, Bryan High. Bryan has an AAS Surgical Technology (Certified Surgical Technician) and AAS in Medical Assisting. He has been working for 10 years as a CST and traveling for 5 years. He attended Miller Motte College in Wilmington North Carolina.



Surgical Tech Graduate Published

Surgical Technology School graduate, Grace LaBlanc, CST wrote an article that was published in the October 2017 edition of the AST Journal. Her paper covered "PIACT: Treating Articular Cartilage Defects". LaBlanc graduated from the Huntsville Hospital Surgical Technology School in 2014. She currently works in the Orthopedics Dept. at Huntsville Hospital Main and is attending college to become a physician assistant.

NEW: Pharmacy Launches New Pharm Tech Program

Huntsville Hospital's Pharmacy is launching a new Pharmacy Tech Program, January of 2018. The 12-week program will prepare students to be a critical part of the Pharmacy team. The program is conducted in conjunction with Samford University's McWhorter School of Pharmacy and successful graduates will receive a certificate of completion from the school. The program includes didactic lectures provided by instructors from Samford's Whorton School of Pharmacy and Huntsville Hospital's pharmacy staff, and skill training. The program also provides supplemental assistance with pharmacy math, pharmacy law, and preparation for taking the Certified Pharmacy Technician certification exam. For those interested in applying, contact Leah Burns, CPhT, email: Leah.Burns@hhsys.org. For more information: <http://www.huntsvillehospital.org/pharmacy-technician-training-program>.



Power of Excellence Health System

The Power of Excellence (POE) is the vision for the service culture at Huntsville Hospital. To fulfill that vision requires power...the power of a culture...a way of thinking and doing things. All employees are required to complete three "Power of Excellence" (POE) courses designated for "STAFF" or "MANAGERS." The descriptions of those courses as well as the deadlines for completing them are below.

STAFF SERIES

Power of Excellence: You Make The Difference

This foundational course focuses on elements essential for the delivery of excellent customer service in our healthcare environment (*including service recovery and complaints & grievances*), with an emphasis on the importance of building a culture of service excellence at Huntsville Hospital, and the power of each employee has to make the difference.

*Offered during new Employee Orientation for ALL personnel (Managers & Staff).

Course #: CE41090117 **Contact Hours:** ABN CE 2.4

Instructors: P. Jackson and the POE faculty

Date & Time: Jan. 2, 15, 29; Feb. 12, 26; Mar. 12, 26; Apr. 9, 23 - 2:35pm to 4:30pm

Power of Excellence: Service Recovery - Staff

This class identifies the most common service failures and offers best practices and tools for Service Recovery. It also defines and describes the differences between complaints and grievances and explains the actions required for resolution.

*Required within 3 to 6 months of employment

Course #: CE42590717 **Contact Hours:** ABN CE 1.8

Instructors: P. Jackson and the POE faculty

Date & Time: Jan. 10, 24, 30; Feb. 5, 28; Mar. 2; Apr. 10, 25, 30; May 15, 18, 30 - 8:30am to 10:00am
Feb. 15 - 1pm to 2:30pm & Apr. 5 - 2pm to 3:30pm

Power of Excellence: The Patient Experience - "Always" Make it the Best!

In this interactive course for all employees, detailed information and techniques are presented to ensure the most successful customer experience at Huntsville Hospital (*including service recovery and complaints & grievances*).

*Required 12-36 months after attending Power of Excellence: You Make The Difference.

Course #: CE42610717

Contact Hours: ABN CE 1.8

Instructors: P. Jackson and the POE faculty

Date & Time: Jan. 16; Feb. 27; Apr. 12 - 8:30am to 10am May 17 - 1pm to 2:30pm(MADISON Campus)

MANAGEMENT SERIES

Power of Excellence: You Create the Culture - Manager



This foundational course reviews the role of Huntsville Hospital leadership in shaping and maintaining the unique Power of Excellence service culture. Managers will learn methods used to measure customer service effectiveness, review the importance of accountability and effective communication and the process of service recovery and complaints & grievances.

*Required within 3 to 6 months of employment or promotion to leadership role

Course #: CE42640717 **Contact Hours:** ABN CE 4.2

Instructors: P. Jackson and Lynn Lee

Date & Time: Jan. 25; Apr. 24 - 8:30am to 12pm

Power of Excellence: Service Recovery - Manager



This training will provide tools and education for improving communication by using AIDET and properly handling sensitive service issues at Huntsville Hospital. A detailed review of the Service Recovery and Complaint and Grievance policies will be discussed along with case studies and reporting processes.

*Required within 3 to 6 months of employment

Course #: CE42620717 **Contact Hours:** ABN CE 1.8

Instructors: P. Jackson and the POE faculty

Date & Time: Jan. 23; Feb. 15; Mar. 20; May 8 - 8:30am to 10am

REACH for BALANCE

EMPLOYEE DEVELOPMENT SERIES

Huntsville Hospital provides this series of courses as a support for employees to focus on personal development and add more balance to their busy lives. These courses are meant to help individuals juggle busy work lives with busy home schedules. The goal is to continue to Reach for Balance!



Course #: CE42550118 **Credit:** ABN CE 1.8
Questions? Contact Cindy Fafard at cindy.fafard@hhsys.org

- **Basic Budgeting** presented by First Bank Mortgage Partners
- **Substance Abuse among Family & Friends** presented by A. Camp - Bradford Health
- **Intro to your 401(k)** presented by C. Van Pelt, Fidelity Investments
- **Home Emergency Preparedness** presented by J. Thomas
- **Identify Theft Protection** presented by B. Cousins - RFCU

- Date & Time:** Jan. 18 - 10am to 11:30am
Date & Time: Feb. 28 - 10am to 11:30am
Date & Time: Mar. 15 - 10am to 11:30am
Date & Time: Apr. 25 - 12pm to 1:30pm
Date & Time: May 14 - 2pm to 3:30pm



- COMMUNITY CLASSES

Safe Sitter - (National program developed by a pediatrician)

The class is designed to prepare young adolescents for the responsibilities of babysitting, nurturing and protecting children in their care. The class addresses child care essentials, injury prevention, basic CPR skills, safety for the sitter and much more. This is a 10-hr course taught on 2 consecutive days. *Participants recommended age is 11-14.*

Instructors: E. Harris

Employee Cost: \$63 **Non-Employee Cost:** \$70

Location, Date & Time:

| | | | |
|------------|--|---------|---|
| HUNTSVILLE | Feb. 9 - 4pm to 8pm; Feb. 10 - 10am to 3pm | MADISON | Jan. 12 - 4pm to 8pm; Jan. 13 - 10am to 2pm |
| CAMPUS | Mar. 9 - 4pm to 8pm; Mar. 10 - 10am to 3pm | CAMPUS | Feb. 9 - 4pm to 8pm; Feb. 10 - 10am to 2pm |
| | Apr. 20 - 10am to 2pm; Apr. 21 - 10am to 3pm | | Mar. 16 - 4pm to 8pm; Mar. 17 - 10am to 3pm |
| | May 18 - 10am to 2pm; May 19 - 10am to 3pm | | Apr. 13 - 4pm to 8pm; Apr. 14 - 10am to 3pm |
| | | | May 11 - 4pm to 8pm; May 12 - 10am to 3pm |

Girl Talk I

Girl Talk I is a program designed to address issues of maturation, focusing primarily on physical changes of puberty, and introduction of the female reproductive system. Also, the intent of this class is to foster open communication between parents and children about these issues and address related anxieties. *Recommended for girls ages 9-12 accompanied by an adult.*

Instructors: E. Harris, K. Ivey

Employee Cost: \$28

Location: Dowdle Center

Non-Employee Cost: \$35

Dates & Times: Feb. 5 - 6p to 8p

Jan. 14; Mar. 11; Apr. 8; May 6 - 2:30pm to 4:30pm

Girl Talk II

Girl Talk II is a class designed to address issues of emotional changes of puberty, and the introduction of human reproduction. Also, the intent of this class is to foster open communication between parents and children about these issues and provide factual information to address potential anxieties that typically accompany adolescent development. *Recommended for girls ages 9-14 accompanied by an adult.*

Instructors: E. Harris, K. Ivey

Employee Cost: \$28;

Location: Dowdle Center

Non-Employee Cost: \$35

Date and Time: Feb. 13 - 6pm to 8pm

Prerequisites: Girl Talk I recommended

Guy Talk

This is a class designed to address issues of physical development and emotional changes during puberty, as well as the introduction of human reproduction. Also, the intent of this class is to foster open communication between parents and their children about these issues and provide factual information to address potential anxieties that accompany this stage of adolescent development. *Recommended for guys ages 9-13 accompanied by an adult.*

Instructor: Eugene Johnson

Employee Cost: \$28;

Location: Dowdle Center

Non-Employee Cost: \$35

Date & Time: TBD - 6pm to 8pm

To register for these classes, go to <http://www.hhwomenandchildren.org/classes>. **For questions call 256-265-7296**

CORPORATE UNIVERSITY

OVERVIEW

HOW TO REGISTER

For Classes:

- In Person: Huntsville Hospital's Corporate University
- By Phone: Using Visa/Mastercard/American Express/Discover at 256-265-8025

For Conferences:

Conference registration is available online at www.huntsvillehospital.org/conferences and click on the conference title. The registration website guide you through the registration process.

HOW TO CONTACT US

Corporate University is located at 109 Governors Drive, SW Huntsville, AL 35801 Office Hours: Mon-Fri, 7am-5pm
phone: 256-265-8025 fax: 256-265-9417

By Mail: Huntsville Hospital's Corporate University P.O. Box 1167
Huntsville, AL 35807

PARKING

Corporate University's guest parking is located next to the Governors Medical Tower/Spine & Neuro Center on Longwood Drive.

REFUNDS

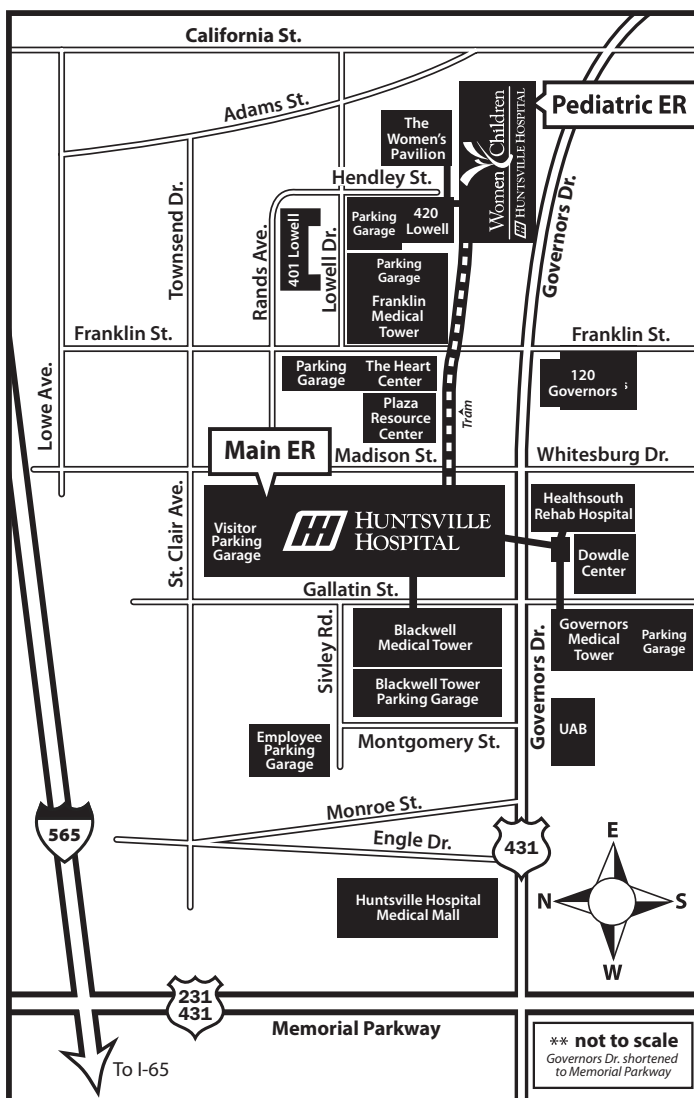
If you must withdraw from a class or conference, we require two days notice prior to the course start date. It takes about 3 weeks for a refund to be processed. A refund check will be sent to the address provided at the time of registration.

FACILITY RENTAL

If you are part of Huntsville Hospital Health System and are interested in renting space in our facility, please call 256-265-8025.

Huntsville Hospital Campus

HUNTSVILLE HOSPITAL / Medical District



For more information, please see our website at www.huntsvillehospital.org under Education & Events.

