

PROGRESSIONS

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

Upcoming Education Events

CONFERENCES*

*Information is subject to change.

09/29/2017	Psychiatric Conference
10/13/2017	Perinatal Conference
10/20/2017	Trauma Conference
11/04/2017	Pulmonary Conference
02/09-11/2018	Anesthesia Conference
03/16/2018	Patient Safety Symposium
04/18/2018	HIMSS Conference

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

NEW Courses

Back to Basics: An EKG/Telemetry Refresher

Instructor: Carla Sims

Stop Sepsis: Sepsis Pathophysiology with Introduction to Paper Screening

Instructor: Carissa Hicks, RN

Increasing Cultural Sensitivity in the Healthcare Environment

Instructor: Maya Vasileva

Clinical Community Series

Instructor: Cate Ange

Sunday AHA BLS Renewal

Instructor: Kenneth Ortlepp

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

NEW Credits

Huntsville Hospital is now offering online continuing education credits from the American Society of Radiologic Technologists (ASRT).

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.

NEWLY REVISED POWER OF EXCELLENCE SERIES

As we begin the new fiscal year, we are excited to offer a revised series of Customer Service "Power of Excellence" classes. The Power of Excellence (POE) is the strategic vision for the HH Health System's service culture; and to fulfill that vision classes provide training to hardwire best practices for service excellence into day-to-day operations.

To prepare for this launch, the POE Faculty have worked diligently to shorten class times, as well as extend the deadline for completion of the required courses. The new classes also incorporate CMS required education on complaint and grievance policies into existing POE classes. Below is a summary of the updates:

STAFF

- **Power of Excellence: You Make the Difference** - offered in New Employee Orientation
- **Power of Excellence: Service Recovery - Staff** - changed from 2.5 hours to 1.5 hours and now includes complaints and grievances
- **Power of Excellence: The Patient Experience: "Always Make it the Best!"** - changed from 2.5 hours to 1.5 hours and required within 12-36 months after POE: You Make the Difference

MANAGER

- **Power of Excellence : You Create the Culture- Manager** - updated content
- **Power of Excellence: Service Recovery - Manager** - changed from 2.5 hours to 1.5 hours and includes complaints and grievances
- **Power of Excellence: The Patient Experience: "Always Make it the Best!"** - changed from 2.5 hours to 1.5 hours and required within 12-36 months after POE: You Make the Difference. (This class is the same for Staff and Manager)

For more information about each class and class dates, please turn to page 10, where you also will find the complete course description and the completion requirements. Watch Netlearning and the Pulse page for additional upcoming dates as we revise these class times.

Registration is available on NetLearning. If you have any questions, please contact Corporate University 256-265-8025 or Customer Service 256-265-2541.

We value your personal development and are excited to provide you with this opportunity!





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: July 5; Oct. 5 - 8am to 2pm
Non-Employee Cost: \$100

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: July 21; Sept. 21 - 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 #: CE37810116 **Contact Hours:** ABN CE 1.5
Instructors: Letha Ary; John Gragg
Date & Time: July 18; Aug. 15; Sept. 19; Oct. 17 - 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 #: LAB3420116 **Hours:** 1.25
Instructor: Letha Ary; John Gragg
Date & Time: July 11, 25; Aug. 8, 22; Sept. 12, 26; Oct. 10, 24 - 12:45pm to 2pm

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 #: CE37800116 **Contact Hours:** ABN CE 2.4
Instructors: Letha Ary; Sandra Davidson; John Gragg
Date & Time: July 19; Aug. 2, 16; Sept. 6, 20; Oct. 4, 18 - 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: Aug. 7; Sept. 11; Oct. 18 - 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 #: CE37500915 **Contact Hours:** ABN CE 4.8
Instructor: Alicia Pettis **Non-Employee Cost:** \$50
Date & Time: July 13; Oct. 11 - 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: July 27; Aug. 25; Sept. 18 - 7am to 11am
 Oct. 18 - 5pm to 9pm

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: July 11; Aug. 7; Sept. 5; Oct. 2 - 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: July 11; Aug. 7; Sept. 5 - 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: Aug. 31 - 8am to 11:30am

Tubes & Drains "OH MY!"

This class reviews different tubes and drains, as well as some troubleshooting and documentation tips. These tubes and drains include nasogastric, ND, gastrostomy, G-J, chest tubes, Hemovac, Jackson-Pratt, Truclose, Wound Vacs, BMS, Foley catheters, coude catheters, epidural catheters, and trach tubes.

Course #: CE40690117 **Contact Hours:** ABN CE 1.2
Instructor: TBD **Non-Employee Cost:** \$15
Date & Time: Sept. 11 - 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: Sept. 21 - 2pm to 3pm; Sept. 22 - 8am to 9am

NEW: Being a Coach for HCA/PCA

This class will assist the HUA/PCA in developing skills to successfully train a new employee. The course will cover defining the coach role, benefits of coaching, communication and handling conflict, and assessing competency. This class is reserved for Huntsville Hospital employees only.

Course #: CNP01070316 **Hours:** 3.0
Instructor: Andrea Payne
Date & Time: Sept. 20 - 8am to 11am

Patient Care Aide (PCA) Training

This 1-1/2 day course covers the basic training necessary for new employees in PCA roles. This course is targeted to individuals who have no experience, or employees with identified training needs. *The first day covers communication skills; proper body mechanics; infection control; and several clinical scenarios for discussion. *The 2nd day is designed specifically for PCA* including daily hygiene, nutrition and physical needs of our patients. This class is reserved for Huntsville Hospital employees only. To check eligibility or to register, contact instructor.

Course #: CNP01100117 **Hours:** 12.0
Instructors: Gayle Stinnett (gayle.stinnett@hhsys.org)
Date & Time: July 27 & 28; Sept. 28 & 29 - 8am to 4:30pm;
 *Day 2: 8am to 12pm
Location: Sim Lab - 2nd floor of Dowdle Center
Comments: Limited to 12 participants

The Making of a Mentor and a Coach

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: Oct. 19 - 12pm to 4pm ; Aug. 14 - 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: Aug. 23 - 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:** Oct. 5 & 6 - 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: Infection Prevention & Control 101

This is a fundamental course designed for health-care 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, S. Kakani
Date & Time: July 14 - 1pm to 3pm; Aug. 9 - 8am to 10am ;
 Oct. 19 - 2pm to 4pm

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: Michael Brown
Date & Time: Aug. 15; Oct. 17 - 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: Michael Brown
Date & Time: Aug. 15; Oct. 17 - 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: Aug. 16; Sept. 20 - 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: July 27; Aug. 24; Sept. 28 - 8am to 11:00am
Non-Employee Cost: \$30

Shock-Trauma Critical Care Module

This course defines and describes the different types of shock, discusses a case study of a patient with Multiple Organ Failure, and reviews the trauma triad of death through a case study. Huntsville Hospital employees need to contact their educator to register for this class. For others, contact the instructor.

Course #: CE38470116 **Contact Hours:** ABN CE 3.0
Instructors: J. Hagovsky (256-265-8965); S. Chance-Sirmones
Date & Time: July 27; Aug. 24; Sept. 28 - 11:45am to 2:45pm
Non-Employee Cost: \$50

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: Aug. 16; Sept. 20; Oct. 18 - 1pm to 3pm
 Aug. 17 - 7:30am to 9:30am



MEET YOUR EDUCATOR

Kathy LaVere, RN, BSN

Kathy is the Huntsville Hospital's Tennessee Valley Pain Center Clinical Education Specialist for more than 100 clinical staff supporting a team of five anesthesiology & pain management physicians. Prior to her current role, Kathy worked in various areas of the Pain Management Dept. and hospital. She started with Huntsville Hospital in January 2012 in the Pediatric Emergency Room after graduating with an Associate Degree in Nursing from Calhoun Community College. She worked in the Pediatric ER while attending the University of North Alabama and obtained her Bachelor's Degree in Nursing in July 2013. Kathy transferred to Huntsville Hospital's Tennessee Valley Pain Center in February 2015 where she served as a sedation nurse. She also trained in the pre-procedure, recovery and sterile technique areas of the department. Kathy's comprehensive knowledge of the center made her a great fit as Clinical Education Specialist. Kathy states she most enjoys helping others reach their educational goals and potential. Kathy and her husband Jason, moved to Huntsville 8 years ago from Charlotte, NC. They have a 2-year-old daughter and enjoy traveling as a family.

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: TBD **Date & Time:** Aug. 10; Sept. 14 - 8am to 9am

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: Aug. 10; Oct. 5 - 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: Aug. 10; Oct. 5 - 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: Cyndy Towers McCombs
Date & Time: Aug. 10; Sept. 14 - 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: July 26; Sept. 19 - 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: Sept. 11; Aug. 8; Sept. 12; Oct. 10 - 11:30am to 12pm
 Aug. 1; Sept. 5; Oct. 3 - 7:15am to 7:45am

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:** Sept. 7; Nov. 8 - 9am to 5pm

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: July 13; Oct. 12- 10am to 11am
 July 20; Oct. 19 - 2pm to 3pm

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

- Aug. 29 - Sexual Violence: It's Happening Here. How do we respond?
- Sept. 26 - Conversations about Dementia
- Oct. 24 - Human Trafficking: The New Face of Slavery

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: July 20 & 21; Sept. 21 & 22 - Day 1= 8am to 5pm and Day 2= 7am to 2pm
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 #: CE37360116 **Non-Employee Cost:** \$50
Contact Hours: ABN CE 4.8, ANCC CE 4.0; ANCC Pharmacology. 1.0
Date & Time: July 6; Sept. 7 - 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: July 11, 25, 31; Aug. 24, 29 - 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; 4:30 to 5:30pm
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 #: CE37380116 **Contact Hours:** ABN CE 8.3; ANCC CE 6.0
Date and Time: Aug. 17 & 18 - 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: Lindsey, Westenhofer; Rosita Karigan
Date & Time: Aug. 15; Oct. 17- 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: July 28; Aug. 21, 31 - 7:30am to 9am
 July 18, 28; Aug. 21, 31 - 9am to 10:30am; 10:30am to 12pm;
 Aug. 21, 31 - 1pm to 2:30pm; 2:30pm to 4pm; 4pm to 5:30pm
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: July 28, 29; Aug. 11, 12, 19, 25; Sept. 8, 9, 22, 23; Oct. 6, 7, 21 - 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: July 12, 19, 26, 27; Aug. 9, 16, 23, 29; Sept. 6, 13, 19, 20, 27 - 8am to 11am
 July 12, 19, 26, 27; Aug. 9, 16, 23, 29; Sept. 6, 13, 19, 20, 27 - 12:30pm to 3:30pm
 Aug. 27; Oct. 1 - 12:30pm to 15:30pm & Aug. 10; Oct. 5 - 6pm to 9pm
Supplies: BLS for Healthcare Provider Student Manuals are available for purchase at the Corp. University office.

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: Sept. 21 - 6pm to 10 pm

AHA 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: Sept. 7 - 6pm to 10pm.
Employee Cost: \$40 **Non-Employee Cost:** \$50



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: Bruce Askins
Date & Time: Aug. 26 - 8am to 5pm
Non-Employee Cost: \$60; \$55 with student ID
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.

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

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.

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: July 19; Sept. 20 - 9am to 11am
Non-Employee Cost: \$30

Management of Aggressive Behavior (MOAB)

During the MOAB class, participants will go through in-depth training on 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 #: CE37860116 **Contact Hours:** ABN CE 8.4
Instructor: Jason Hastings, Ramiro Torres
Date & Time: Sept. 15; Oct. 13 - 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 #: CE40900117 **Contact Hours:** ABN CE 2.4
Instructor: Jason Hastings, Stephenie Wilson
Date & Time: Aug. 24 - 8:30am to 12:30pm

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: Christina Anderson, SSA
Date & Time: Aug. 30 - 8am to 9am; 3pm to 4pm

NEW: 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: July 12 - 10am to 11am

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: July 11 - 12pm to 1pm
Non-Employee Cost: \$15

Anger Management

This course helps the participant identify how anger affects a person's life, how anger can escalate, how to deal with an angry partner, and strategies for reducing anger.

Course #: CE39890716 **Contact Hours:** ABN CE 1.0
Instructor: Marisa Kennemer **Non-Employee Cost:** \$15
Date & Time: Oct. 12 - 8am to 9am

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 #: CE38280116 **Contact Hours:** ABN CE 1.0
Instructor: Marisa Kennemer
Date & Time: Aug. 16 - 8am to 9am

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: Sept. 28 - 12pm to 1pm

Computer Courses

NetLearning: The Superuser Role

This class covers basic management features within the Netlearning System. Topics include: assigning and monitoring education; basic reporting options, recording attendance. This course is for HH NetManagers only.

Course #: CU9720217 **Hours:** 1.5
Instructors: Angela Pavelchak; Anne Teillet
Date & Time: To schedule a one-on-one class, call 256-265-8025.

NetLearning: Reporting

This class offers a review and more in depth approach to reporting features in the Learning Management System (LMS) Netlearning. The participant will learn to run a curriculum assessment for specific reports using special filters; recertification reports; Completion report, etc... This course is for Huntsville Hospital NetManager SuperUsers only.

Course #: CU9560716 **Hours:** 1.5
Instructors: Angela Pavelchak; Anne Teillet
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 #: CU9590816 **Hours:** 1.5
Instructor: Kenneth Ortlepp
Date & Time: Sept. 14 - 8:30am to 10am
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: Kenneth Ortlepp
Dates & Times: July 18; Oct. 5 - 1pm to 2:30pm
Supplies: \$5 (quick reference guide) or \$15 (Optional Guide)

Microsoft Excel - Intermediate

Employees will be introduced to the Excel intermediate environment. Topics covered include: data manipulation, formatting cells & worksheets, working with tables, charting, formulas & functions, and printing & page setup. Prerequisite: Microsoft Excel - Basic (or equivalent experience).

Course #: CU9670117 **Hours:** 1.5
Instructor: Kenneth Ortlepp
Dates & Times: Aug. 24 - 8:30am to 10am
Supplies: \$5 (quick reference guide) or \$15 (Optional Guide)

Management Skills

Legal Matters: Bullying in the Workplace

L 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: Aug. 31 - 8:30am to 10am

Legal Matters:

Managing Employees in a Challenging Environment

L 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: Aug. 31 - 10:30am to 12pm

Legal Matters: Workplace Communication Challenges

L This course provides leaders with a better understanding of workplace communication challenges, including performance evaluations and how to reduce legal risks. Faculty members are attorneys specialized in employment law.

Course #: CE39370716 **Contact Hours:** ABN CE 1.8
Instructor: Rachel Barlotta
Date & Time: Aug. 31 - 2pm to 3:30pm

Selecting the Right Employees

L 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: July 18; Sept. 19 - 9am to 11am

Managing Attendance & The Related Workforce Challenges

L 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: Aug. 22 - 1:00pm to 3pm

L Class counts toward the Leadership Goal for Huntsville Hospital Management.

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 #: CE38140116 **Contact Hours:** ABN CE 3.6
Instructors: Robert Chappell, MD; Karol Jones; Jeff Samz; Tracy Doughty
Dates & Times: July 20; Aug. 3, 17; Sept. 7, 21; Oct. 5, 19 - 8am to 11am

NEW: Time Management

Five Choices for Extraordinary Productivity

L 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: Aug. 10; Sept. 28 - 9am to 11:30am

Leading Across Generations

L 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

How Great Leaders Drive Employee Engagement

L 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: Aug. 10; Sept. 28 - 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: Aug. 2; Oct. 31 - 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: Sept. 14 - 1:00pm to 3:00pm

NEW: 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 #: CE38360116 **Contact Hours:** ABN CE 2.4
Instructors: L. Cole, C. Fafard, K. Reeves
Date & Time: Aug. 9; Oct. 18 - 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: Aug. 10 - 8:30am to 10:30am

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: July 13; Sept. 12 - 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: Aug. 16 - 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: Aug. 3 - 9am to 11am

Be Aware and Take Care

L Learn how to recognize when a team member needs support, have a difficult conversation with them, offer resources and follow-up. This course also includes reviews resources for staff safety.

Course #: CE39460716 **Contact Hours:** ABN CE 2.4
Instructors: Marie Hodges (*Employee Assistance Program*) and Jason Hastings (*Security*)
Date & Time: July 12; Oct. 4 - 1:00pm to 3:00pm

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:

- **Leadership Challenge - Enable Others to Act**
Jeanette Atkinson, RN - Aug. 24 from 7pm to 8:30pm
- **Hospice Family Care**
K. Johnson & L. Shaw - Aug. 29 from 10am to 11:30am (MADISON CAMPUS)
- **It's All About Relationships**
Candy Burnett - Sept. 20 from 2pm to 3:30pm
- **The Leadership Challenge - Encourage the Heart**
Rhonda Atchley - Oct. 18 from 2pm to 3:30pm
- **Culture of High Performance**
Lynn Lee & Tracy Doughty - Oct. 26 from 5pm to 6:30pm
- **Corporate Compliance Update**
Jeff Pigott - Nov. 15 from 2pm to 3:30pm (MADISON CAMPUS)
Nov. 28 from 2pm to 3:30pm

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

Attention:
 Schedule includes
 Evening Classes

Making the Most of Root Cause Analysis

L Learn best practices and tools for conducting a Root Cause Analysis, and renew case study strategies for constructively understanding and learning from a quality event.

Course #: CE39480716 **Contact Hours:** ABN CE 2.4
Instructor: Tonya Gaines
Dates & Times: July 12 - 8:30am to 10:30am

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 accession 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 #: CE38510116 **Contact Hours:** ABN CE 1.8
Instructor: Richard Ivey
Date & Time: Aug. 15; Oct. 3 - 8:30am to 10:00am

Press Ganey Portal Training for Beginners

L Training introduces users to features of the portal such as Quick Reports, Performance Reports, and customized dashboards. This course will take place in the computer lab for an interactive class offering assistance for Press Ganey site navigation and drilling down into the data.

Course #: CU9730217 **Hours:** 1.5
Instructor: Lynn Lee, RN
Dates & Times: July 18 - 10:30am to 12pm

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: July 24; Aug. 7, 21; Sept. 11, 25; Oct. 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: Aug. 15; Sept. 19; Oct. 17 - 8:30am to 10:00am
 July 25; Aug. 8- 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 POE Combo class.

Course #: CE42610717 **Contact Hours:** ABN CE 1.8 **Instructors:** P. Jackson and the POE faculty
Date & Time: Sept. 15 - 8:30am to 10am Oct. 17 - 9am to 10:30 (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

Course #: CE42640717 **Contact Hours:** ABN CE 4.2
Instructors: P. Jackson and the POE faculty
Date & Time: Aug. 1 - 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: Sept. 20- 8:30am to 10am

How to improve your HCAHPS Scores

 This class is designed to help improve department HCAHPS scores. By reviewing successful strategies from within our organization and the best practices of other hospitals, attendees will be given the tools to impact and improve the patient experience. The history of HCAHPS and its significance to our organization will be discussed at every session; the focus of each class will rotate through HCAHPS questions.

Course #: CE39500716 **Contact Hours:** ABN CE 1.8 **Instructor:** Lynn Lee

Dates & Times: **The Patient Experience Overall Rating & Recommendations** - July 25 from 8:30am to 10am
Improving Nurse Communication - Aug. 22 from 8:30am to 10am
HCAHPS Update for 2018 - Nov. 28 from 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 #: CE37770116 **Credit:** ABN CE 1.8
Questions? Contact Cindy Fafard at cindy.fafard@hhsys.org

- **Identify Theft Protection** presented by M. G. Evans, Redstone Federal Credit Union
- **Career Advancement Opportunities & HH Expectations** presented by B. Buchmann
- **Tackling Student Debt** presented by C. Campbell - BBVA Compass Bank
- **Managing Your Money** presented by Donna Goodman
- **Are you Ready for Retirement?** presented by Robbin McCord & Panel
- **Your Credit Report** presented by G. Hendricks, Regions Bank

- Date & Time:** July 19 - 10am to 11:30am
Date & Time: Aug. 16 - 2pm to 3:30pm
Date & Time: Aug. 22 - 11:30am to 1pm
Date & Time: Sept. 27 - 10am to 11:30am
Date & Time: Oct. 25 - 2pm to 3:30pm
Date & Time: Nov. 15 - 10am to 11:30am



- 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 July 6 - 10am to 2pm; July 7 - 10am to 3pm
 CAMPUS July 27 - 10am to 2pm; July 7 - 10am to 3pm
 Sept. 15 - 4pm to 8pm; Sept. 16 - 10am to 3pm
 Oct. 20 - 4pm to 8pm; Oct. 21 - 9:30am to 2:30pm

MADISON July 7 - 10am to 2pm; July 8 - 10am to 3pm
 CAMPUS Aug. 25 - 4pm to 8pm; Aug. 26 - 10am to 3pm
 Sept. 15 - 4pm to 8pm; Sept. 16 - 10am to 3pm
 Oct. 6 - 4pm to 8pm; Aug. 26 - 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: Sept. 18 - 6p to 8p
 July 9; Aug. 13; Oct. 15 - 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: Aug. 7 - 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: Sept. 19 - 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

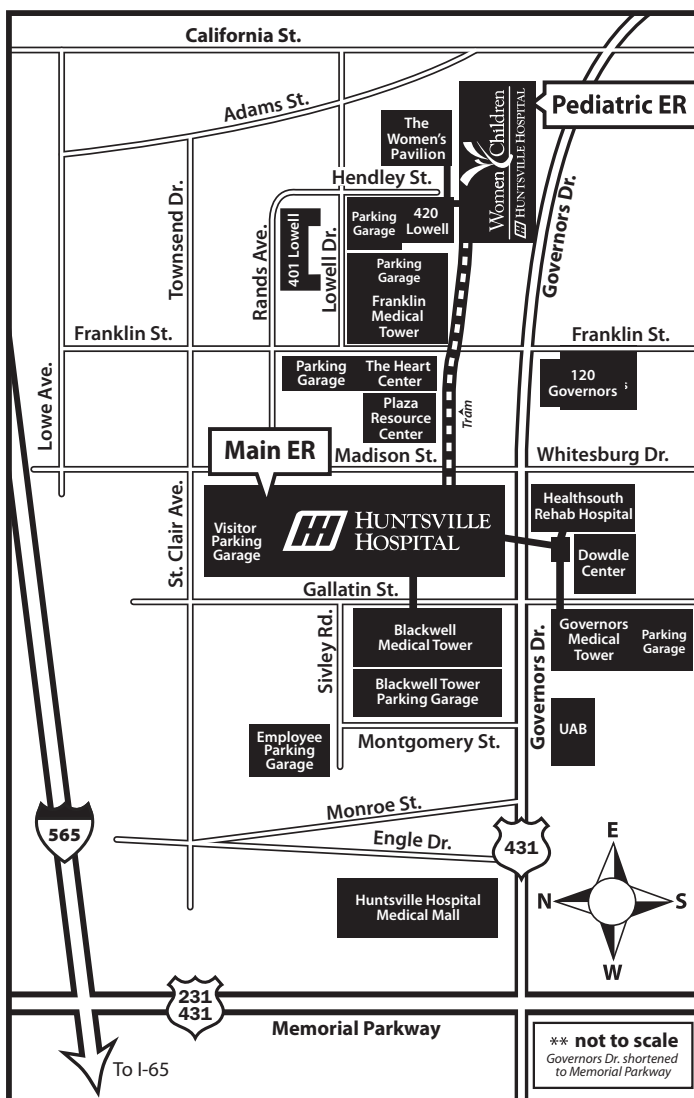
If you must withdraw from a class or conference, we require two days notice prior to the course start date. It takes about 3 weeks for a refund to be processed. A refund check will be sent to the address provided at the time of registration.

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.