

PROGRESSIONS

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

Upcoming Education Events

CONFERENCES*

*Information is subject to change.

05/12/2018	Neurology & Neurosurgery Conference
09/21/2018	Perinatal Conference
09/28/2018	Psychiatric Conference
10/19/2018	Trauma Conference
10/27/2018	Child Life Southeast Regional Conference
11/10/2018	Pulmonary Conference

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

NEW COURSES

- **Philanthropy: Inspire, Invest, Improve**
Instructor: Candy Burnett
- **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.

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 COURSE:

“PHILANTHROPY: INSPIRE, INVEST, IMPROVE”

Philanthropy is defined as the effort or inclination to increase human well-being. Every day at Huntsville Hospital, grateful patients are inspired by the outstanding care they receive and would like to “pay it forward,” but they don't know how. The HH Foundation is the bridge between those grateful patients who want to advance health care in our community and our goal to fulfill Huntsville Hospital's mission to improve the health of those we serve. We must all go the extra mile together to ensure extraordinary care – we are all partners in philanthropy!



Please join us for a new, one hour “lunch & learn” session as we share the tools you and your staff need to assist patients and family members wishing to make donations to your department or unit. Learn how to recognize when a grateful patient or family member would like to make a donation in appreciation for the care they received at our hospital, how to reinforce their wish to give, and how you can easily refer them to a helpful and supportive Foundation representative. You will also learn how to access Foundation funds for equipment or patient programs, as well as increase the balance in your designated fund to make the greatest impact. Lunch and door prizes will be provided; please bring your own beverage! CEU and leadership credit approved.

Upcoming classes:

6/20/18, 9/19/18, 12/19/18 from 11:30am-12:30pm



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: June 15; Aug. 24 - 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: May 17; June 22, 27; July 13; Sept. 21 - 8am to 11am
 May 15; June 22 - 1pm to 4pm

LPN Large Volum Fluids and PIV Push

This course covers the role of the LPN regarding Central Intravenous Therapy, Aseptic Technique in hanging IVF to a Central Line, drugs approved for IVP by the LPN in a peripheral line. and diluting a drug and drawing up the dose. An LPN that has completed Basic LPN IV Therapy and has 1 year IV experience may push peripheral drugs/Lg Volume fluids to central line upon completion of this class.

Course #: CE39870716 **Contact Hours:** ABN CE 1.8
Instructor: Gwenda Guerin **Location:** SimLab - Dowdle Center
Date & Time: June 15 - 3pm to 4pm

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 HH employees only.

Course #: CE43560118 **Contact Hours:** ABN CE 1.5
Instructors: POC Staff
Date & Time: May 15; June 12; July 24; Aug. 21; Sept. 18 - 9am to 11am
 at Suite 420 Blackwell Medical Tower for May only.

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: POC Staff
Date & Time: May 8, 22; June 5, 19; July 17, 31; Aug. 14, 28; Sept. 11, 25
 - 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: POC Staff
Date & Time: May 2, 16, 30; June 13, 27; July 18, 25; Aug. 8, 22; Sept. 5,
 19 - 9am to 11am at Suite 420 Blackwell Medical Tower for May only.

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 #: CE43670118 **Contact Hours:** ABN CE 3.6
Instructor: Gayle Stinnett **Non-Employee Cost:** \$40
Date & Time: June 14; July 9; Aug. 23 - 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: July 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: June 18 - 2pm to 6pm; July 17, Sept. 12 - 7am to 11am
 Aug. 30 - 4pm to 8pm;

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: May 7; June 11; July 9; Aug. 6; Sept. 10 - 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: May 7; June 11; July 9; Aug. 6; Sept. 10 - 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: May 4; June 28; Sept. 7 - 8:30am to 12:30am

Tubes & Drains "OH MY!"

This class reviews different tubes and drains, as well as some trouble shooting 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: C. Wilkerson **Non-Employee Cost:** \$15
Date & Time: May 21; June 29 - 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: May 15; July 12; Sept. 18 - 8am to 9am
 May 15; July 12; Sept. 18 - 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: May 10 & 11; June 21 & 22; July 19 & 20; Aug. 16 & 17;
 Sept. 13 & 14 - 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: June 14 - 8am to 12pm; Aug. 9 - 12pm to 4pm

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: May 9; Aug. 16 - 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:** July 5 & 6 - 7:00am to 5p
Employee Cost: \$175 (RN); \$150 (LPN & EMT)
Non-Employee Cost: \$255 (RN - Non - ENAmember); \$190 (RN - ENAmember); \$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: Aug. 2 - 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: June 19; Aug. 21 - 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: June 19; Aug. 21 - 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: May 16; June 27; Aug. 8 - 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: Aug. 30; Sept. 27 - 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: TBA - check Netlearning for date and time

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: May 10; June 14; July 12; Aug. 9; Sept. 13 - 8am to 9am



MEET YOUR EDUCATOR

Janna Pevahouse, RN
 STICU, Clinical Education
 Specialist

Janna Pevahouse started in health care in 2002 as a nursing assistant at Decatur Morgan Hospital (formerly Decatur General). She became an LPN in 2004, and worked on a medical surgery floor and a cardiac step down unit. After completing her ADN in 2009, she moved to ICU/CCU. While working in ICU/CCU, she became relief charge and worked PRN in PACU. In 2013, Janna transferred to Huntsville Hospital Main Surgery/Trauma ICU as a bedside staff nurse and progressed to a relief charge. Early 2018, she became the educator for STICU. Janna shared that "She feels blessed to continue working with some of the most talented and intelligent nurses I have ever met". Transitioning from a bedside nurse of 14 years into the educator role has been a big change but she is thankful for the opportunity and the support from her coworkers. Janna enjoys working in STICU and thinks Huntsville Hospital System is a wonderful place to work. Janna will be graduating in May 2019 with a Bachelor degree in 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: May 17; July 19; Sept. 13 - 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: May 17; July 19; Sept. 13 - 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: May 10; June 14; July 12; Aug. 9; Sept. 13 - 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: May 25; July 11; Sept. 17 - Basic = 8a to 10:20am; Basic & Adv. = 8am to 12pm

Accreditation Briefing

This course is offered exclusively to Huntsville Hospital employees. In a 30 minutes session, the instructor covers 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 - Quality Conf. Room] May 1; June 5; July 3; Aug. 7; Sept. 4 - 7:15am to 7:45am

May 8; June 12; July 10; Aug. 14; Sept. 11 - 11:30am to 12pm

[Women & Children Campus - Ground Floor Classroom] May 2; June 6; Aug. 1; Sept. 5 - 7:30am to 8am

May 3; June 7; July 5; Aug. 2; Sept. 6 - 1pm to 1:30pm

[Madison Campus] May 17; June 21; July 19; Aug. 16; Sept. 20 - 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 #: CE50900518

Contact Hours: ABN CE 1.2

Instructor: Lyn Tipton

Date & Time: July 12, 19- 10am to 11am; 2pm to 3pm

Infection Prevention & Control 101

This is a fundamental course 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: Quality Management Staff

Date & Time: June 19 - 1pm 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 9.7

Instructor: Greta Simmons

Date & Time: May 16; Aug. 29 - 9am to 5pm

Huntsville Hospital at Home Clinical Community Series

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

Course #: CE42760717

Contact Hours: ABN CE 1.2; ANCC CE/SW 1.0

- May 29 - Hospice & Inpatient Hospice Care...What we've learned
- June 26: Hospice: A Lived Experience
- July 31: Psychological Approaches to Pain Management
- Aug. 28: TBD
- Sept. 25: Ethics, Dilemma or Opinion

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 #: CE43510118

Contact Hours: ABN CE 12

Date & Time: May 3 & 4; July 26 & 27; Sept. 6 & 7 - 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: May 1; July 24; Sept. 4 - 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. Computers available 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: May 7, 14, 31; June 4, 26; July 12, 31; Aug. 21, 30; Sept. 13, 28- 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 "pals15", 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 & Time: Aug. 9 & 10- Day 1: 8am to 5pm; Day 2: 7:30am 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: Aug. 7- 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. Computers available 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: May 21; June 7, 18; July 9, 30; Aug. 13, 14, 27; Sept. 27 - 7:30am to 9am; 9am to 10:30am; 10:30am to 12pm; 1pm to 2:30pm; 2:30pm to 4pm; 4pm to 5:30pm
 Sept. 18 - 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: May 4, 5, 12, 18, 19; June 9, 15, 16, 29, 30; July 14, 27, 28; Aug. 10, 11, 18, 24; Sept. 7, 8, 21, 22 - 7:45 am 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.

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: May 2, 9, 10, 16, 23, 30; June 6, 7, 13, 20, 27, 28; July 3, 11, 12, 18, 20, 24, 25; Aug. 1, 15, 22, 29, 30; Sept. 7, 8, 21, 22 - 8am to 11am
 May 2, 9, 16, 23, 30; June 6, 13, 14, 20, 27, 28; July 3, 11, 18, 20, 24, 25, 31; Aug. 1, 15, 22, 29; Sept. 7, 8, 21, 22 - 12:30pm to 3:30pm
 June 14; July 12; Aug. 9 - 6pm to 9:30pm
 July 21 - 7:45am to 11:45am
 July 21 - 1pm to 5pm
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: June 28; Sept. 6 - 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: Sept. 20 - 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: May 13, 20; June 3, 17 ; July 8, 29; Aug.5, 19 - 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, and 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: 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, and barrier device skills. Participants should complete the online Heartcode BLS course (\$23) prior to attending. This online portion will provide a review as well as administer the written test. It may be found at onlineAHA.org. Course Completion Certificate should be printed and brought to class. Students will also need to bring their expiring BLS card.

Course #: BLS-C1502 **Hours:** 4.0
Instructor: Bruce Askins **Non-Employee Cost:** \$35
Date & Time: 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 at Huntsville Hospital

On May 1st, 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. Students who want eCards issued to personal email addresses, for ease of access, should add their personal email address into Lawson Self-Service (More information on this process can be found on the Pulse page). There are a few new steps for students to be aware of, as the launch begins.

Frequently Asked Questions

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.

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, eCards can be easily validated through the AHA website.

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. For employee's records, employees should supply full size copies to manager/educator.

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 (5 to 7 business days after a class) 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 ecard@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:** May 10; Aug. 2 - 9am to 11am
Non-Employee Cost: \$30

Management of Aggressive Behavior (MOAB) Intro

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: May 18; June 15; July 13; Aug. 17; Sept. 14 - 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: J. Hastings, S. Wilson **Date & Time:** June 27 - 8am to 12pm

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: June 13; Aug. 8 - 10am to 11am

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 #: CE50920718 **Contact Hours:** ABN CE 1.0
Instructor: Marisa Kennemer
Date & Time: July 18 - 3pm to 4pm

NEW: Balancing Work and Family

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

Course #: CE51010618 **Contact Hours:** ABN CE 1.0
Instructor: Marie Hodges **Non-Employee Cost:** \$15
Date & Time: June 21 - 12pm to 1pm

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: Aug. 16 - 12pm to 1pm

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 - 10am to 11am; Sept. 20 - 3pm to 4pm

Computer Courses

NetLearning Classes : The Superuser Role

Corporate University is offering a class for educators/managers 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:** Aug. 7 - 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: Ken Ortlepp **Date & Time:** June 12 - 8:30am to 10am
Supplies: \$5 (quick reference guide) or \$15 (Optional Guide)

Microsoft Excel - Intermediate

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

Course #: CU9670117 **Hours:** 1.5
Instructor: Ken Ortlepp **Date & Time:** July 12 - 1pm to 2:30pm
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, formatting, drawing tools, presentation tips, slide animations, using multi-media materials, tables, etc.

Course #: CU9930118 **Hours:** 1.5
Instructor: Ken Ortlepp **Date & Time:** Sept. 4 - 1pm to 2:30pm
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.

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

REcommit to Healthy Habits - H. Whorton & K. Ready

Date & Time: May 10 - 1pm to 2:30pm

Identify Theft Protection - B.Cousins, with Redstone Federal Credit Union

Date & Time: May 24 - 2pm to 3:30pm

Healthy Summer Suppers - C. Moyers, RD

Date & Time: June 20 - 2pm to 3:30pm

Fidelity Investment Basics - C. Van Pelt

Date & Time: July 10 - 2pm to 3:30pm

*Employees can register for these classes in Netlearning.
Questions? Contact Cindy Fafard at cindy.fafard@hhsys.org*

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 specialized in employment law.

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

Instructor: Rachel Barlotta

Dates & Times: May 17; July 25 - 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: May 17; July 25 - 10:30am to 12pm

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

L 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: May 17; July 25 - 2pm to 3:30pm

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

MARGIN OF EXCELLENCE:

Hardwiring Patient Safety & Clinical Excellence



L 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: May 3; June 7; July 5, 19; Aug. 2, 16; Sept. 6, 20 - 8am to 11am

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. This course is for Huntsville Hospital managers.

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

Instructor: Beverly Burke

Date & Time: May 15; July 24; Sept. 18 - 9:30am to 11:30am

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: May 8; Aug. 21 - 1:00pm to 3pm

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: May 3; July 26; Aug. 30; Sept. 27 - 9am to 11am

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 covered include improving workplace climate, trust, and best supporting employee needs so that engagement can thrive.

Course #: CE50910718

Contact Hours: ABN CE 1.8

Instructor: Elise Taylor

Dates & Times: July 11; Aug. 31 - 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. 6 - 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: July 19 - 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: June 21; Aug. 16 - 9am to 11am

NEW: Philanthropy: Inspire, Invest, Improve

L Learn how inspired gifts invested in your department/unit can improve patient care. Grateful patients are inspired every day by the outstanding care you and your staff provide, and many of them would like to "pay it forward" – they just don't know how. Do you feel equipped to answer questions or guide them?

Course #: CE50520318 **Contact Hours:** ABN CE 1.2
Instructor: Candy Burnett
Date & Time: June 20; Sept. 19 - 11:30am to 12:30pm

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: May 8; Aug. 7 - 8:30am to 10:30am
 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: May 23; Aug. 16 - 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: May 17; July 12; Sept. 6 - 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!

Attention:
Schedule includes Evening Classes

Course #: CE43660718 **Contact Hours:** ABN CE 1.8

- **The Leadership Challenge: Enable Others to Act**
by J. Atkinson on May 15 from 2-3:30pm [Madison Campus]
- **Music Therapy: A complementary Therapy in Healthcare**
by K. Wright, MT-BC on May 17 from 5-6:30pm
- **Our HH Health System: 2019 Strategy & Challenges**
by D. Spillers on June 12 from 2pm to 3:30pm
June 21 from 2:30-4pm [MADISON CAMPUS]
- **Leadership isn't for cowards**
by J. Neeley on July 12 from 2-3:30pm

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

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: June 14; Sept. 13 - 9am to 11am

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 accessign 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: June 14; Sept. 6 - 8:30am to 10am

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: May 24; June 28; Aug. 23; Sept. 20 - 9am to 11am
 June 6, July 11, 25; Aug. 15, Sept. 12 - 1pm to 3pm

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: May 7, 21; June 4, 18; July 9, 16, 30; Aug. 13, 27; Sept. 10, 24 - 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: May 15, 18, 30; June 5, 12; 25; Aug. 30 - 8:30am to 10:00am

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: May 17; June 14; July 10 - 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: July 11 - 8:30am to 12p

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: May 8; June 20; Sept. 11 - 8:30am to 10am

WOMEN CHILDREN - COMMUNITY CLASSES



Safe Sitter - (National program developed by a pediatrician)

The class prepares 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
HUNTSVILLE May 18 - 4pm to 8pm; May 19 - 10am to 3pm **MADISON** May 11 - 4pm to 8pm; May 12 - 10am to 3pm
CAMPUS June 15, 22 - 10am to 2pm; June 16, 23 - 10am to 3pm **CAMPUS** June 8, 22; July 13, 27 - 10am to 2pm; June 9, 23, July 14, 28 - 10am to 3pm
 July 13, 19 - 4pm to 8pm; July 14, 20 - 10am to 3pm Aug. 10 - 4pm to 8pm; Aug. 11 - 10am to 3pm

Girl Talk I

Girl Talk I addresses issues of maturation, focusing primarily on physical changes of puberty, and introduction of the female reproductive system. This class also fosters open communication between parents and children and address related anxieties. *Recommended for girls ages 9-12 with an adult.*

Instructors: E. Harris, K. Ivey
Employee Cost: \$28 **Non-Employee Cost:** \$35
Location: Dowdle Center
Dates & Times: June 11; July 9 - 6p to 8p
 Sept. 9 - 2:30pm to 4:30pm

Girl Talk II

Girl Talk II addresses issues of emotional changes of puberty, and the introduction of human reproduction. This class fosters open communication between parents and children and provide factual information to address potential anxieties that typically accompany adolescent development. *Recommended for girls ages 9-14 with an adult.*

Instructors: E. Harris, K. Ivey
Employee Cost: \$28 **Non-Employee Cost:** \$35
Location: Dowdle Center
Date & Time: June 4, Sept. 11 - 6pm to 8pm
Prerequisites: Girl Talk I recommended

Guy Talk

This is a class addresses issues of physical development and emotional changes during puberty, and the introduction of human reproduction. This class fosters communication between parents & children and addresses potential anxieties that accompany this stage of adolescent development. *Recommended for guys ages 9-13 with an adult.*

Instructor: Eugene Johnson
Employee Cost: \$28 **Non-Employee Cost:** \$35
Location: Dowdle Center
Date & Time: July 19 - 6pm to 8pm

To register for these classes, go to <http://www.hwomenandchildren.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 will 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

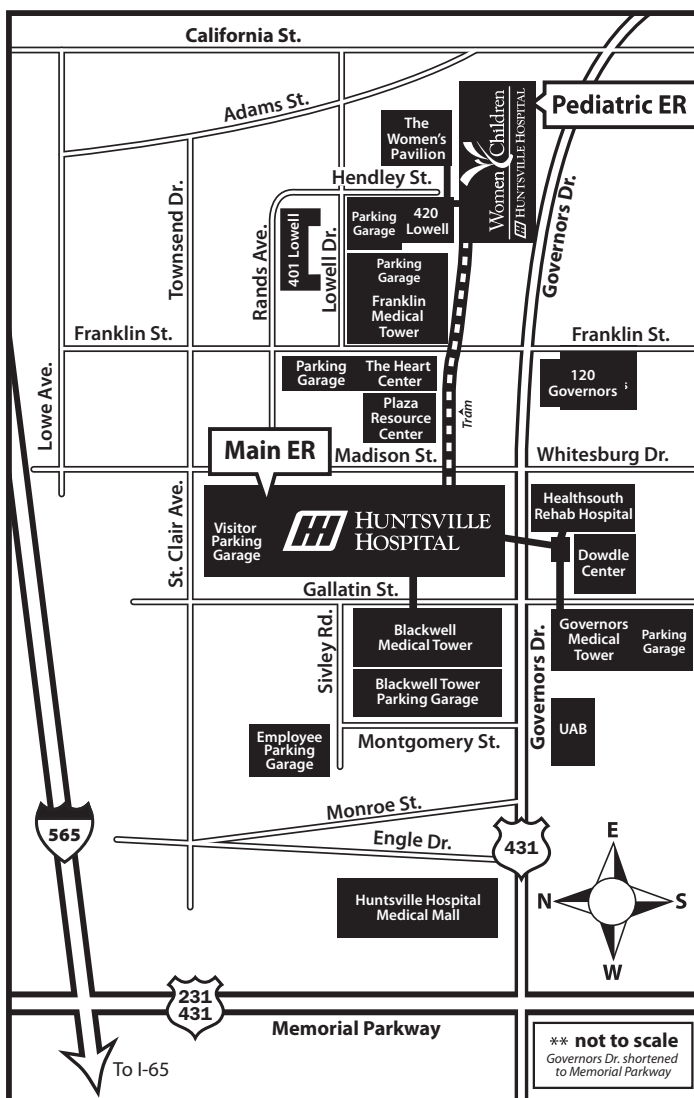
If you must withdraw from a class or conference, we require two days notice prior to the course start date. It takes about 3 weeks for a refund to be processed. A refund check will be sent to the address provided at the time of registration.

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.