

# PROGRESSIONS

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

## Upcoming Education Events

### CONFERENCES\*

\*Information is subject to change.

10/07/2017	Wound Conference
10/13/2017	Perinatal Conference
10/20/2017	Trauma Conference
11/03-04/2017	Health Unit Coord.
11/04/2017	Pulmonary Conference
01/20/2018	Orthopaedics Conference
02/02/2018	Wellness Conference
02/10-11/2018	Anesthesia Conference
03/16/2018	Patient Safety Symposium
04/18/2018	HIMSS Conference
07/28/2018	Women's Health Conference

For more details, go to [www.huntsvillehospital.org](http://www.huntsvillehospital.org) or call (256) 265-8025.

## NEW Courses

### Understanding the New Health Savings Account Plans

**Instructor:** Charles Van Pelt, Fidelity

### 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 was approved to provide employee sonographers continuing education credits.
- Huntsville Hospital is now offering employees, 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.

## NEW COURSE LAUNCH COMING SOON: "DIFFICULT CONVERSATIONS"

Having an effective conversation to address a difficult situation is a crucial skill for team members and leaders in the workplace. When people feel they can't discuss difficult workplace issues, or be candid about performance, projects or quality, this can lead to low morale, reduced efficiency, increased costs and project delays.

In January, Corporate University will be launching a new course, **Difficult Conversations** that will provide reliable strategies to prepare for and have conversations that occur when stakes are high, emotions run strong, opinions vary, and strong conflict may exist. With difficult conversation skills, you'll be able to: prepare for high-stakes situations with proven techniques; transform anger and hurt feelings into powerful dialogue; make it safe to talk about almost anything; be persuasive, not abrasive; improve nearly every professional and personal relationship; and yield major professional improvements in areas like productivity, quality, safety, diversity, and change management.

Open to leaders and staff, the course objectives include:

- Understanding the genesis of difficult conversations
- Understanding and working with your communication "Style Under Stress"
- Preparing for having a difficult conversation
- How to keep a difficult conversation on track
- As well as providing an opportunity to practice difficult conversation skills

Based on the New York Times best-selling book, **Crucial Conversations**, participants will learn how to improve dialog and engagement, create behavior change, and build a high-performance culture.

Class times and registration will be available through NetLearning.





## 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:** 2<sup>nd</sup> floor Dowdle Center  
**Date & Time:** Oct. 18; Dec. 13 - 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:** Nov. 2 - 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:** Oct. 17; Nov. 14; Dec. 12 - 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:** Oct. 10, 24; Nov. 7; Dec. 5 - 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:** Oct. 4; Nov. 1; Dec. 13 - 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:** Oct. 18; Nov. 30 - 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:** 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:** Oct. 18 - 5pm to 9pm ; Nov. 16 - 8pm to 6pm

### 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](mailto:paulette.berryman@hhsys.org)).  
**Date & Time:** Oct. 2; Nov. 6; Dec. 4 - 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](mailto:paulette.berryman@hhsys.org)).  
**Date & Time:** Oct. 2; Nov. 6; Dec. 4 - 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](mailto:allison.brown@hhsys.org).

**Course #:** CE40240916 **Contact Hours:** ABN CE 4.8  
**Instructor:** Allison Brown  
**Date & Time:** Nov. 16 - 8:30am 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:** Nov. 15 - 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:** Nov. 30 - 2pm to 3pm; Dec. 1 - 8am to 9am

### 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 #:** CNP01380117 **Hours:** 3.0  
**Instructor:** Andrea Payne  
**Date & Time:** Nov. 16 - 1pm to 4pm

### Patient Care Aide (PCA) Entry Basic 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](mailto:gayle.stinnett@hhsys.org))  
**Date & Time:** Oct. 26 & 27; Nov. 9 & 10; Dec. 7 & 8 - 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 ; Dec. 15 - 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:** Nov. 15 - 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](mailto: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 healthcare workers describing scientifically accepted principles and practices of infection prevention and control. Strategies for preventing transmission of pathogenic organisms and how infection control concepts are applied in professional practice will be reviewed.



**Course #:** CE40040716 **Contact Hours:** ABN CE 2.4  
**Instructors:** S. Anderson, C. Mize, R. Jett-Mitchell, K. Jones;  
 D. Everett, A. English, S. Kakani  
**Date & Time:** Nov. 3 - 10am to 12pm ;  
 Oct. 19; Dec. 13 - 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:** Oct. 17; Dec. 12 - 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:** Oct. 17; Dec. 12 - 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](mailto:alicia.pettis@hhsys.org).

**Course #:** CE41750517      **Contact Hours:** ABN CE 4.8  
**Instructor:** Alicia Pettis      **Non-Employee Cost:** \$50  
**Date & Time:** Nov. 13 - 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](mailto:tiffany.peel@hhsys.org))  
**Date & Time:** Nov. 2 - 8:30am to 11:30am  
**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:** Sept. 28; Nov. 2 - 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:** Oct. 18, 19 (Madison); Nov. 15; Dec. 14 (Madison) - 1pm to 3pm and Dec. 7 - 10:30am to 12:30pm



#### MEET YOUR EDUCATOR

Linda Chester, RN, BSN,  
 Family Practice &  
 General Medicine Educator

Linda was born in Guyana, South America, and migrated to the U.S in July of 1983. She graduated from Oakwood University with an Associates degree in nursing in May of 1987. She started working at Huntsville Hospital in 1989 for five years before relocating to New York. In May of 2000, she received a BSN and returned to Huntsville Hospital, as the first night shift charge nurse for the Family Practice unit. In May 2014, Linda obtained her MSN as a nurse educator, and has been teaching at Oakwood University nursing since then. She later transitioned to the weekend day shift charge position. In December 2016, she took over the role as the educator for the Family Practice and General Medicine units. Her true passion is bedside nursing. However, she is really enjoying teaching nursing and feels blessed to be able to share her knowledge with students and employees. Linda is very proud of her daughter who is a doctor of psychology and practices in Baltimore, MD.

#### 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:** Nov. 2; Dec. 7 - 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](mailto:geneva.llewellyn@hhsys.org))  
**Non-Employee Cost:** \$50  
**Date & Time:** Oct. 5; Nov. 21 - 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:** Oct. 5; Nov. 21 - 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:** Nov. 2; Dec. 7- 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](mailto: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:** Nov. 29 - 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:** Oct. 4; Oct. 26 (Madison); Nov. 1; Dec. 6; Dec. 21 (Madison) - 7:30am to 8am

(All Madison) - Oct. 26; Nov. 16; Dec. 21 - 10am to 10:30am

Oct. 5; Nov. 2; Dec. 7 - 1pm to 1:30pm

### 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:** 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:** Oct. 12- 10am to 11am; Oct. 31 - 1pm to 2pm

### 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

- Sept. 26 - Sexual Violence: It's Happening Here. How do we respond?
- Oct. 24 - Conversations about Dementia
- Nov. 28 - 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](http://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:** Nov. 16 & 17; Dec. 14 & 15 - 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 #:** CE37360116

**Non-Employee Cost:** \$50

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

**Date & Time:** Nov. 14; Dec. 11 - 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](mailto:rosita.karigan@hhsys.org).

**Course #:** ACLS-7001011

**Instructor:** Rosita Karigan

**Date & Time:** Oct. 12 - 7:30am to 8:30am.; 8:30am to 9:30am; 9:30am to 10:30am; 10:30am-11:30am

Oct. 27; Nov. 21, 30; Dec. 4, 19 - 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



### 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:** Oct. 1, 29; Nov. 5, 12; Dec. 3, 10 - 12:30pm to 3:30pm

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

## 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](http://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:** Oct. 19 & 20 - Day 1: 8am to 5pm; Day 2: 7am to 1pm  
**Employee Cost:** \$100 (if not required for your work)  
**Non-Employee Cost:** \$200      **Affiliates Cost:** \$195  
**Supplies:** Handbook \$30; Textbook \$40

### AHA PALS Review

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

**Course #:** CE40521016      **Contact Hours:** ABN CE 3.6  
**Instructors:** Lindsey, Westenhofer; Rosita Karigan  
**Date & Time:** 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](mailto:rosita.karigan@hhsys.org).

**Course #:** PALS-7000412  
**Instructor:** Rosita Karigan  
**Date & Time:** Oct. 16 - 7:30am to 9am; 9am to 10:30am; 10:30am to 12pm  
 Oct. 26, 30; Nov. 7, 28; Dec. 7 - 7:30am to 9am; 9am to 10:30am; 10:30am to 12pm; 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:** Oct. 6, 7, 21; Nov. 3, 4; Nov. 17, 18, 24; Dec. 1, 2, 15, 16; 28, 29, 30 - 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:** Oct. 4, 18, 25; Nov. 1, 8, 9, 15, 29; Dec. 6, 7, 12, 13, 20 - 8am to 11am  
 Oct. 1, 4, 18, 25; Nov. 1, 5, 8, 12, 15, 29; Dec. 3, 6, 10, 12, 13, 20, 29 - 12:30pm to 3:30pm  
 Oct. 5; Dec. 14 - 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:** Nov. 2 - 6pm to 10 pm



## 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:** Nov. 25 - 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.

### Community AHA BLS Renewal

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

**Course #:** BLS-C1502      **Hours:** 4.0  
**Instructor:** Bruce Askins      **Non-Employee Cost:** \$40  
**Date & Time:** Nov. 30- 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.

## 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:** Oct. 25 - 9am to 11am  
**Non-Employee Cost:** \$30

#### Management of Aggressive Behavior (MOAB) Intro

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

**Course #:** CE41130117 **Contact Hours:** ABN CE 8.4  
**Instructor:** Jason Hastings, Ramiro Torres  
**Date & Time:** Oct. 13; Dec. 8 - 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:** Nov. 15 - 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:** TBD - 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:** Nov. 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 #:** CE39890716 **Contact Hours:** ABN CE 1.0  
**Instructor:** Marisa Kennemer **Non-Employee Cost:** \$15  
**Date & Time:** Oct. 12 - 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:** TBD - 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:** Oct. 5 - 8:30am to 10am  
**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:** Nov. 14 - 1pm to 2:30pm  
**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:** Nov. 15 - 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:** Nov. 15 - 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:** Nov. 15 - 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:** Nov. 9 - 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:** Nov. 7 - 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:** Oct. 5; Nov. 2; Dec. 7 - 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:** Nov. 15 - 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:** Nov. 9 - 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:** Nov. 1 - 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:** Nov. 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:** Oct. 4 (Madison) - 8am to 10am

Oct. 18; Dec. 13 - 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:** Nov. 14 - 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:** Nov. 28 - 8:30am to 10:30am

### 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

**Date & Time:** Oct. 5 - 9am to 11am

**Non-Employee Cost:** \$30

### 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

**Date & Time:** Oct. 26 - 9am to 11am

**Non-Employee Cost:** \$30

### 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:** Oct. 4 - 1:00pm to 3:00pm

## Frontline Refreshment

### 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:

- **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:** Nov. 15 - 1pm to 3pm

### Navigating Insight

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

**Course #:** CE38510116

**Contact Hours:** ABN CE 1.8

**Instructor:** Richard Ivey

**Date & Time:** Oct. 3 - 8:30am to 10:00am

### Understanding the New Health Savings Account Plans

**L** 2018 brings the introduction of Health Savings Accounts to complement participation in the High Deductible Health Plan. This class is designed to help High Deductible Health Plan participants understand the eligibility requirements, participation limits, investment options, tax treatment of contributions, and how to access funds after they are contributed in order to make educated decisions about enrollment into an HSA.

**Course #:** CU9860917

**Hours:** 1.0

**Instructor:** Charles Van Pelt, Fidelity

**Dates & Times:** Oct. 24; 7:15am to 8:15am; Oct. 26 - 8:30am to 9:30am;

Oct. 24, 31 - 8:45am to 9:45am; Oct. 9, 18; Nov. 9 - 9am to 10am; Oct. 18, 24 - 10:30am to 11:30am

# 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:** Oct. 9, 23; Nov. 6; Dec. 4 - 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:** Oct. 17; Nov. 28 - 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 POE Combo class.

**Course #:** CE42610717

**Contact Hours:** ABN CE 1.8

**Instructors:** P. Jackson and the POE faculty

**Date & Time:** Nov. 1, 30 - 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 or promotion to leadership role

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

**Instructors:** P. Jackson and Lynn Lee

**Date & Time:** Nov. 8 - 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:** TBD - 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:** **Improving Nurse Communication** - Oct. 3 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](mailto:cindy.fafard@hhsys.org)

- **Managing Your Money** presented by Regions Bank
- **Are you Ready for Retirement?** presented by Robbin McCord & Panel
- **Pay Yourself First** presented by RFCU
- **Your Credit Report** presented by RFCU
- **Deck the Halls using music to make it through the holidays** presented by Krysee Wright, HH Music Therapist

**Date & Time:** Sept. 27 - 10am to 11:30am

**Date & Time:** Oct. 25 - 2pm to 3:30pm

**Date & Time:** Nov. 2 - 11:30am to 1pm

**Date & Time:** Nov. 15 - 10am to 11:30am

**Date & Time:** Dec. 7 - 2pm to 3:30pm



## - COMMUNITY CLASSES

### Safe Sitter - (National program developed by a pediatrician)

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

**Instructors:** E. Harris

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

**Location, Date & Time:**

HUNTSVILLE Oct. 20 - 4pm to 8pm; Oct. 21 - 9:30am to 2:30pm  
 CAMPUS Nov. 17 - 4pm to 8pm; Nov. 18 - 10am to 3pm  
 Dec. 27 - 10am to 2pm; Dec. 28 - 10am to 3pm

MADISON Oct. 6 - 4pm to 8pm; Aug. 26 - 10am to 3pm  
 CAMPUS Nov. 3 - 4pm to 8pm; Nov. 4 - 10am to 3pm  
 Dec. 1 - 4pm to 8pm; Dec. 2 - 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:** Nov. 13; Dec. 4 - 6p to 8p  
 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:** TBD - 6pm to 8pm

**Prerequisites:** Girl Talk I recommended

### Guy Talk

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

**Instructor:** Eugene Johnson

**Employee Cost:** \$28;

**Location:** Dowdle Center

**Non-Employee Cost:** \$35

**Date & Time:** TBD - 6pm to 8pm

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

# CORPORATE UNIVERSITY

## OVERVIEW

### HOW TO REGISTER

#### For Classes:

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

#### For Conferences:

Conference registration is available online at [www.huntsvillehospital.org/conferences](http://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

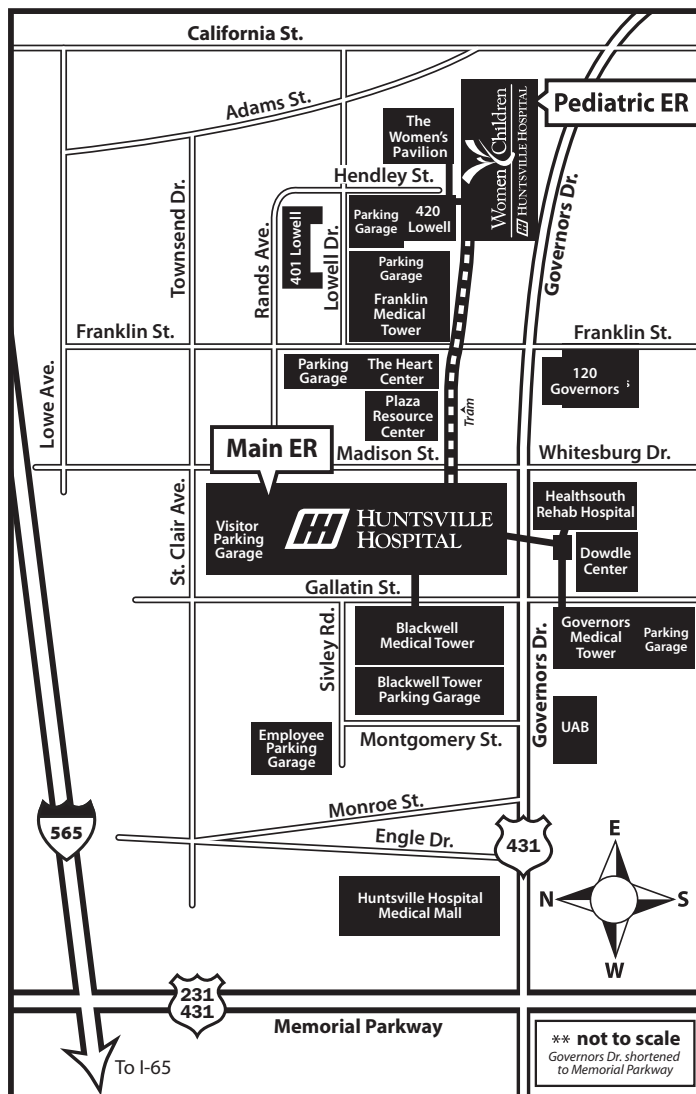
If you must withdraw from a class or conference, we require two days notice prior to the course start date. It takes about 3 weeks for a refund to be processed. A refund check will be sent to the address provided at the time of registration.

### 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](http://www.huntsvillehospital.org) under Education & Events.