

# Kootenai Health University



2018 COURSE  
CATALOG



**KootenaiHealth**

**Organizational Development**  
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**John Sporleder,**  
Director of  
Organizational  
Development



The ever-changing landscape of health care drives the demand for high-quality and interactive training programs that equip our employees with the tools they need to be highly engaged and to provide exceptional quality patient care.

At Kootenai Health, our vision is our guide for training and developing our employees and leaders. We do this by creating participative training that incorporates best practices and provides application-based experiences.

Our educational offerings are available not only to those within our organization but to those in other organizations as well. And, our leadership training can be customized to apply to other organizations and industries.

We are excited to offer these programs to you and our hope is you will gain distinctive experiences from our training to further develop your professional growth.

– John Sporleder,  
Director of Organizational Development at Kootenai Health

## Program Offerings:

Programs have been developed to provide learners the opportunity to build experience through a common set of courses designed to enhance knowledge in specific content areas. The programs offered are:

- ▶ Leadership Development
- ▶ Managing Projects and Change
- ▶ Communication

See program descriptions and course listings below for more information on the contents of each program and a suggested course sequence.

### 1. Leadership Development

**Description:** Kootenai Health understands the importance of leadership and recognizes that effective leadership promotes employee engagement—and both are critical to success. The Leadership Development program consists of courses based on eight Leadership Imperatives, those foundational elements of what makes a great leader and supports a culture of high performance and excellence.

**Audience:** New leaders at Kootenai Health are required to complete the program. Leaders in the larger Inland Northwest community are also welcome to complete the program, excluding New Manager Orientation and Motivate with Meaning.

#### Program courses and suggested sequence:

- ▶ New Manager's Orientation<sup>†</sup>
- ▶ Effective Communication
- ▶ Change Management for Leadership
- ▶ Just Culture
- ▶ Project Management
- ▶ Motivate with Meaning<sup>†</sup>
- ▶ Effective Performance Feedback
- ▶ Strategic Thinking
- ▶ Leadership at the Foundation

<sup>†</sup> Available to new leadership within Kootenai Health only.

**Pricing:** Refer to individual course listings for pricing.



## 2. Managing Projects and Change

**Description:** The only constant in life is change. In health care and other industries, change is a daily reality and has accelerated in recent years. Many of us are tasked with changing processes, systems, policies, and procedures. How is that change received? At the same time, these changes often involve a large project that must be managed to reach implementation. This program covers both project and change management skills along with the additional skills of time management and running an effective meeting. Half of this program is completed in self-paced online sessions, while the other half is completed in the classroom.

**Audience:** Change managers, change champions, project leaders, project team members.

### Program courses and suggested sequence:

- ▶ Time Management<sup>† †</sup>
- ▶ Let's Meet! – How to Run an Effective Meeting<sup>† †</sup>
- ▶ Guiding Change
- ▶ Project Management

<sup>† †</sup> *Online, self-paced course available to Kootenai Health employees only*

## 3. Communication

**Description:** Communication is at the heart of everything we do throughout the day. And it's often at the heart of some of our most complex problems. Even the most effective communicators can still improve. This program covers the scope of communication scenarios from our normal, everyday communication up to interpersonal conflict with co-workers and others.

**Audience:** All.

### Program courses and suggested sequence:

- ▶ Everyday Communication
- ▶ Communication on the Tipping Point
- ▶ Conflict Communication



## Clinical Offerings:

### 12-Lead EKG: Basic

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**DURATION:** 2.5 hours      **CREDITS:** 2.5\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$32

All other learners: \$40

**DATE(S):** • May 23 • August 30 • December 18

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**Description:** This class is designed to help you prepare for the more advanced EKG class. It will cover lead/wall identification, injury, ischemia, and conduction abnormalities. Knowledge of cardiac rhythms is required.

**Target Audience:** RNs in Critical Care, PCU, ED, and Heart Center. RNs in all other arenas that have taken a cardiac rhythm interpretation course, EKG techs.

### 12-Lead EKG: Advanced

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$60

All other learners: \$75

**DATE(S):** • September 28

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**Description:** This class covers a broad spectrum of 12-Lead interpretation, including chamber enlargement and axis deviation. Knowledge of cardiac rhythms is required. Completion of the Basic 12-Lead class prior to this course is strongly recommended.

**Target Audience:** RNs in Critical Care and PCU.

### Advanced Cardiac Life Support (ACLS): 2-Day Provider

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**DURATION:** 2 days      **CREDITS:** 11.5\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$168

All other learners: \$210

Optional book fee: \$50\*\*\*

**DATE(S):** • May 30-31

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**Description:** The Advanced Cardiovascular Life Support (ACLS) course will advance the learner's skills in the treatment of acute cardiac arrhythmias, stroke, acute coronary syndromes, and cardiopulmonary arrest. This course follows the American Heart Association guidelines, and successful course completion includes an AHA ACLS Provider card. BLS and knowledge of cardiac rhythms are required prior to this course.

**Target Audience:** Physicians, midlevel providers, RNs, CV techs, RTs.

## Advanced Cardiac Life Support (ACLS): Recertification

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**DURATION:** 1 day      **CREDITS:** 7.5\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$112

All other learners: \$140

Optional book fee: \$50\*\*\*

**DATE(S):** • May 31 • August 15 & 16 • October 17 & 18 • December 6 & 7

---

**Description:** The Advanced Cardiovascular Life Support (ACLS) course will advance the learner's skills in the treatment of acute cardiac arrhythmias, stroke, acute coronary syndromes, and cardiopulmonary arrest. This course follows the American Heart Association guidelines, and successful course completion includes an AHA ACLS Provider card. BLS and knowledge of cardiac rhythms are required prior to this course.

**Target Audience:** Physicians, midlevel providers, RNs, CV techs, RTs.

## Basic Life Support (BLS): Skills Check-Offs

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**DURATION:** Drop-in sessions, check room schedule      **CREDITS:** N/A

**COST:** N/A - For Kootenai Health employees only

**DATE(S):** • May 3 • May 17 • May 24 • May 30 • June 7 • June 14 • June 21 • June 28 • July 18  
• July 26 • August 2 • August 23 • September 13 • September 19 • September 27 • October 11 • October 17  
• October 25 • November 8 • November 15 • November 29 • December 6 • December 13 • December 20

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**Description:** Online BLS learning module must be completed prior to attending this skills return demonstration.

**Target Audience:** Clinicians, security, guest services, or those with patient/guest contact (as required by job description).

## Cardiac Rhythm Interpretation

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**DURATION:** 1 day a week for 3 weeks      **CREDITS:** 17.5\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$160

All other learners: \$200

**DATE(S):** • August 10, 17, 24 • November 5, 12, 19

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**Description:** This course is intended for beginners that have minimal to no knowledge of cardiac rhythm monitoring or interpretation. Course content includes cardiac anatomy and physiology, the cardiac monitoring process, rhythm identification and treatment. Attendance at all three dates is required as material is comprehensive and progresses from one day to the next.

**Target Audience:** Any staff requiring cardiac rhythm recognition and who have little or no previous experience.

## Cardiac Rhythm Interpretation: Review

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**DURATION:** 1 day      **CREDITS:** 7\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$80

All other learners: \$100

**DATE(S):** • June 14 • September 12

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**Description:** For RNs, HUCs, CNAs, and Monitor Techs that have already been through the three-day Cardiac Rhythm Interpretation course. Those who need to take their yearly rhythm test can complete it in class if they choose.

**Target Audience:** Any Kootenai Health employees requiring cardiac rhythm recognition that have had previous education/experience but need a refresher or review.

## Continuous Renal Replacement Therapy (CRRT)

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**DURATION:** 6 hours      **CREDITS:** 5\* CNE  
**COST:** N/A - For Kootenai Health employees only  
**DATE(S):** • May 14 • September 24 • December 11

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**Description:** For RNs in critical care units. This course will define CRRT and the associated therapies, identify the clinical indications for administering CRRT, discuss nursing responsibilities for the CRRT patient, and discuss CRRT orders and hourly calculations.

**Target Audience:** For RNs in critical care units.

## Critical Care Basics

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**DURATION:** 2 days      **CREDITS:** 14\* CNE  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$160  
All other learners: \$200  
**DATE(S):** • July 25 & 26 • October 29 & 30

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**Description:** This course is intended for nurses that are new to the critical care and progressive care areas. Content is at a beginner level for critical care and provides a foundation for more advanced learning. Nurses in the medical/surgical arena have also found this course to be beneficial as it includes an overview of cardiac, respiratory and neurological disorders and treatment.

**Target Audience:** RNs new to critical care and progressive care units.

## Emergency Nursing Pediatric Course (ENPC)

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**DURATION:** 2 days      **CREDITS:** 15.58\*\* ENA  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$160  
All other learners: \$215 + \$65 required book fee  
**DATE(S):** • August 1 & 2

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**Description:** Using a variety of formats, the Emergency Nursing Pediatric Course (ENPC) teaches the concepts of pediatric assessment, triage, respiratory failure, shock, trauma, stabilization, and transport. Skills stations allow participants to practice management of the ill or injured child. This course follows the Emergency Nurses Association guidelines, and successful course completion includes an ENA ENPC card. Course fees include ENA fees. No prerequisite, but previous experience in an ED or pediatric setting is recommended.

**Target Audience:** ED RNs. Kootenai Health ED RNs are required to take ENPC once.

## Hemodynamics

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**DURATION:** 3 hours      **CREDITS:** 2.5\* CNE  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$40  
All other learners: \$50  
**DATE(S):** • May 17 • September 26

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**Description:** This class covers the basic concepts of hemodynamics including preload, afterload and contractility as well as interventions to manipulate any of those factors. The use of pulmonary artery catheters to monitor hemodynamic parameters is also discussed with practice scenarios and the use of vasoactive drugs.

**Target Audience:** For RNs who are new to critical care, new to hemodynamic monitoring, or those who need a review.



## Intra-Aortic Balloon Pump (IABP): Beginner

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**DURATION:** 6 hours      **CREDITS:** 5\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$80  
All other learners: \$100

**DATE(S):** • May 15 • September 11 • December 13

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**Description:** IABP is a beginning balloon pump course for nurses in critical care or heart services that are new to the care of balloon pump patients or those needing a refresher. This course covers the use of a balloon pump to increase coronary artery circulation and reduce the workload on the heart. Participants will learn the settings and timing of balloon pumping utilizing hemodynamic waveforms, troubleshooting, patient assessment and documentation.

**Target Audience:** For RNs who provide care to IABP patients.

## Moderate Sedation

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE

**COST:** N/A - Kootenai Health employees only

**DATE(S):** • May 16 • June 7 • July 16 • August 21 • September 13 • October 25 • November 13  
• December 12

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**Description:** For RNs who are ACLS and/or PALS certified and who work in critical care, PCU, radiology, SSU, emergency, Heart Center or the cath lab. If you work in an area that also sedates children, then you must be certified in PALS.

**Target Audience:** RNs who are administering moderate sedation. This course is required for initial certification or renewal every two years. Renewal only may be done with online module.

## Neonatal Resuscitation Program (NRP)

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**DURATION:** 4 hour simulation      **CREDITS:** N/A

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$107 (online curriculum included)  
All other learners: \$125 (online curriculum included)

**DATE(S):** • May 23 • June 12 • June 7 • July 16 • August 21 • September 13 • October 25  
• November 13 • December 12

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**Description:** Please register for this course at least two weeks prior to the simulation date. In this course and simulation you will learn and demonstrate the skills for resuscitation of the neonate. There are three components required for completion of this course: obtain study materials, complete the online curriculum, and attend the simulation for a return skills demonstration. Departments outside OB must have manager approval.

**Target Audience:** Employees that attend deliveries - RNs and RTs.

## Nurse Residency Program Workshops

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**DURATION:** 1 day (each workshop)      **CREDITS:** N/A

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$80  
All other learners: \$100

**DATE(S):** • Session 4: May 25 • Session 5: June 27 (Kootenai Health employee only session)  
• New session begins – Session 1: July 19 • Session 2: September 20 • Session 3: October 24  
• Session 4: November 28 • Session 5: December 13

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**Description:** No matter where you begin your nursing career, the Kootenai Health Nurse Residency Program will enhance your transition into professional practice. This program is a series of four, eight-hour workshops open to the public, and a fifth workshop specific to Kootenai Health staff. The workshops are designed specifically for the new graduate nurse. Sessions are held once a month, and the entire series is done twice a year. Professional topics in later workshops build on technical topics in earlier sessions and more fully develop the professional nursing role. The program features professional development on new graduate transition topics, industry best practices on current nursing issues (patient safety, pain management, etc.), simulations and skills workshops.

**Target Audience:** New graduate nurses or RNs in their first year of practice.

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## Pacemakers

**DURATION:** 2.5 hours      **CREDITS:** 2\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$32  
All other learners: \$40

**DATE(S):** • October 11

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**Description:** This class is an overview of temporary and permanent pacemakers. Topics covered include reasons for pacing, insertions, normal and abnormal pacing on an EKG, patient care and education.

**Target Audience:** Critical care, PCU and med/surg RNs that care for patients with pacemakers.

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## Pediatric Advance Life Support (PALS): 2-Day Provider

**DURATION:** 2 days      **CREDITS:** 11\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$168  
All other learners: \$210  
Optional Book fee: \$60\*\*\*

**DATE(S):** • May 9 & 10 • July 18 & 19 • September 5 & 6 • November 7 & 8

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**Description:** Attendees to the Pediatric Advanced Life Support (PALS) course will learn a systematic approach to pediatric assessment and treatment of cardiac, respiratory, and shock emergencies, including cardiac and respiratory arrest. This course follows the American Heart Association guidelines, and successful course completion includes an AHA PALS Provider card. BLS and knowledge of cardiac rhythms is required prior to this course.

**Target Audience:** Physicians, midlevel providers, RNs and RTs that are required to have PALS and are knowledgeable in cardiac rhythms.

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## Pediatric Advance Life Support (PALS): Recertification

**DURATION:** 1 day      **CREDITS:** 7.5\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$112  
All other learners: \$140  
Optional book fee: \$60\*\*\*

**DATE(S):** • May 10 • July 19 • September 6 • November 8

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**Description:** Attendees to the Pediatric Advanced Life Support (PALS) course will learn a systematic approach to pediatric assessment and treatment of cardiac, respiratory, and shock emergencies, including cardiac and respiratory arrest. This course follows the American Heart Association guidelines, and successful course completion includes an AHA PALS Provider card. BLS and knowledge of cardiac rhythms is required prior to this course.

**Target Audience:** Physicians, midlevel providers, RNs and RTs requiring PALS recertification and are knowledgeable in cardiac rhythms.

## Pediatric Emergency Assessment, Recognition and Stabilization (PEARS)

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**DURATION:** 1 day      **CREDITS:** 4.6\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$112

All other learners: \$140

Optional book fee: \$35\*\*\*

**DATE(S):** • August 7

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**Description:** This course provides instruction for pediatric health care providers in the areas of respiratory distress, shock and cardiac arrest, and focuses on the emergency evaluation and initial stabilization of seriously ill infants and children. Successful completion includes an AHA PEARS card.

**Target Audience:** RNs that provide care to pediatric patients.

## Targeted Temperature Management

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**DURATION:** 4 hours      **CREDITS:** 4\* CNE

**COST:** N/A - Kootenai Health employees only

**DATE(S):** • May 30   • September 25   • December 18

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**Description:** This half-day course for critical care, emergency department and cath lab nurses will cover the introduction and monitoring of targeted temperature management for post cardiac arrest patients.

**Target Audience:** RNs in critical care, the emergency department, or cath lab.

## Trauma Nursing Core Course (TNCC): 2-Day Provider

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**DURATION:** 2 days      **CREDITS:** 17.65\*\* ENA

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$172

All other learners: \$215

Required book fee: \$75

**DATE(S):** • April 18 & 19   • October 3 & 4

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**Description:** For nurses responding to trauma patients, the Trauma Nursing Core Course (TNCC) teaches the topics of comprehensive trauma patient assessment, enhanced interventions for the trauma patient, and rapid identification of life-threatening injuries. This course follows the Emergency Nurses Association guidelines, and successful course completion includes an ENA TNCC card.

**Target Audience:** All ED RNs. Certification is good for four years. Critical Care RNs may also take this course to meet trauma education requirements.

## Trauma Nursing Core Course (TNCC): Recertification

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**DURATION:** 1 day      **CREDITS:** 7.75\*\* ENA

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$140

All other learners: \$175

Required book fee: \$75

**DATE(S):** • September 20

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**Description:** This is a one-day renewal class for RNs who are due to recertify. Participants must present a current TNCC card in order to attend. Self-study is critical to successful completion as there are no lectures in this course.

**Target Audience:** ED and critical care RNs.



## Leadership Offerings:

### Change Management

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**DURATION:** 4 hours      **CREDITS:** 3.8\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$100

All other learners: \$125

**DATE(S):** • July 17 • September 25 • December 13

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**Description:** Change is an everyday occurrence. What can you do to help lead change and manage its impact? In this session, learn about the reality of change and the outcomes that challenge teams and individuals on a daily basis. This training will take you through real change management practices in communicating, implementing, and maintaining effective change in any situation. Through an understanding of the dynamics of change, factors of resistance and case study practices, you will be prepared to address, implement, and manage effective change. This session incorporates the following Leadership Imperatives: Adaptability, Strategic Thinking, and Process Improvement.

**Target Audience:** Supervisors and managers.

### Effective Communication

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**DURATION:** 4 hours      **CREDITS:** 3.6\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$80

All other learners: \$100

**DATE(S):** • June 19 • September 18 • December 5

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**Description:** In this half-day session, you will learn effective strategies for improving your leadership communication. Through investigation of communication fundamentals, you will gain a greater understanding of how you come across to others and the importance of identifying what you want out of relationships. You will gain understanding of adequate preparation and delivery of all messages. High intensity communication and conflict resolution will be an essential discussion in your leadership communication effectiveness. This session incorporates the following Leadership Imperatives: Effective Communication and People Development.

**Target Audience:** Supervisors and managers.

### Effective Performance Feedback

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**DURATION:** 4 hours      **CREDITS:** 3.5\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$80

All other learners: \$100

**DATE(S):** • July 25 • September 27 • December 20

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**Description:** Explore how to provide an effective structure that promotes ongoing and effective feedback to your employees that is timely, accurate, and encourages them to strive for higher levels of performance. This session incorporates the following Leadership Imperatives: People Development, Integrity, and Effective Communication.

**Target Audience:** Supervisors and managers.

## Just Culture

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$80

All other learners: \$100

**DATE(S):** • May 16 • August 9 • November 14

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**Description:** A Just Culture is an environment that enables us to fulfill safety initiatives. Learn how to instill and sustain an environment of shared responsibility by holding ourselves and our employees accountable for making the best decisions possible to support staff, visitors, and patients. This session incorporates the following Leadership Imperatives: Integrity, People Development, and Patient Experience and Quality.

**Target Audience:** Supervisors, managers, directors, and executives.

## Leadership at the Foundation

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$100

All other learners: \$125

**DATE(S):** • July 24 • October 23

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**Description:** In this one-day session, you will learn about the foundational elements of exceptional leadership and how your own personal effectiveness influences your leadership ability. Through self-assessments, discussions, and group exercises, you will create a Leadership Development Plan that addresses your strengths and weaknesses and helps you determine what you need to do to enhance your leadership skills. This session incorporates the following Leadership Imperatives: Integrity, Adaptability, Financial Stewardship, and People Development.

**Target Audience:** Supervisors, managers, directors, and executives.

## Leadership Resilience

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$80

All other learners: \$100

**DATE(S):** • May 24 • August 23 • October 16

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**Description:** In this half-day session, learn about how to bounce back from the stress and challenges of your role. You will learn strategies for developing a growth mindset, persevering, and managing accelerated change. In addition, you will discuss how to create a resilient team that can overcome the diverse challenges of today's landscape. This session incorporates the following Leadership Imperatives: Adaptability, Strategic Thinking, and People Development.

**Target Audience:** Supervisors and managers.

## Motivate with Meaning

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE  
**COST:** N/A - Kootenai Health employees only  
**DATE(S):** • July 31 • October 10 • December 12

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**Description:** In this half-day session, you will identify the environment you have created for your team and learn to adjust it to more closely match your desired environment. Understanding and practicing your role as leader, manager, coach and mentor will be key to your success. You will have an opportunity to assess your current motivation through the “What Motivates Me?” assessment. Development planning for your employees will be an essential tool in your new team environment. This session incorporates the following Leadership Imperatives: People Development, Integrity, and Effective Communication.

**Target Audience:** Supervisors and managers.

## New Manager’s Orientation

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**DURATION:** 1 day      **CREDITS:** 7.6\* CNE  
**COST:** N/A - Kootenai Health employees only  
**DATE(S):** • July 12 • October 2

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**Description:** In this training session, you will learn about Kootenai Health’s leadership program, our employee onboarding process, interviewing and hiring, regulatory compliance, safety, and performance management. You will also receive information on pertinent policies that you need to help get started in your new leadership role.

**Target Audience:** All new supervisors, managers, and directors.

## Strategic Thinking

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$80  
All other learners: \$100  
**DATE(S):** • May 22 • September 19 • December 18

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**Description:** In this half-day session, you will explore your ability to think at a higher level in your role through identifying strengths, weaknesses, opportunities and threats. Through development of strategies, you will increase your focus and prepare for change in any strategic initiative. In addition, strategies will be defined around clarity of communication through utilization of your preferred communication style. This session incorporates the following Leadership Imperatives: Strategic Thinking, Adaptability, and Effective Communication.

**Target Audience:** Supervisors and managers.



## Professional Development Offerings:

### Communication on the Tipping Point

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$60  
All other learners: \$75

**DATE(S):** • May 8 • August 7 • November 8

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**Description:** Is there a hard conversation you need to have? How do you make sure that conversation is successful? This course gives steps to follow to help balance your conversation away from conflict and toward a successful outcome. In the course you'll learn how to identify potential high-intensity situations, how to create a safe space for conversation, and identify tools and techniques to help you communicate in these situations.

**Target Audience:** All.

### Conflict Communication

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$60  
All other learners: \$75

**DATE(S):** • June 13 • September 12 • December 13

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**Description:** Conflict is a part of daily life: it helps us challenge assumptions and come up with creative solutions. But when conflict becomes a problem, how can you resolve it? In this course, you will learn the common causes of conflict, five strategies for resolving conflict, and steps to take to collaborate through the conflict to a good resolution.

**Target Audience:** All.

### Everyday Communication

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$60  
All other learners: \$75

**DATE(S):** • July 18 • October 25

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**Description:** Studies show that you spend about 75 percent of your waking hours in verbal communication—either speaking or listening. Make the most of what you have to say! This course discusses the three aspects of verbal communication and how to engage people in your everyday communication. Topics include: body language, tone of voice, word choice, and active listening.

**Target Audience:** All.

### Guiding Change

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**DURATION:** 3 hours      **CREDITS:** 2.83\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$60  
All other learners: \$75

**DATE(S):** • May 17 • August 14 • November 15

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**Description:** In this session, learn about the reality of change and the outcomes that challenge teams and individuals on a daily basis. This training will take you through real change management practices in communicating, implementing, and maintaining effective change in any situation. Through an understanding of the dynamics of change, factors of resistance, and case study practices, you will be prepared to address, implement, and manage effective change.

**Target Audience:** All.

## Let's Meet! – How to Run an Effective Meeting

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE

**COST:** N/A - Kootenai Health employees only

**DATE(S):** • Online course/self-paced

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**Description:** This course discusses the steps and techniques for running meetings effectively. Learn what to do before, during, and after the meeting. The course also discusses some of the tools used in virtual meetings as well as a short overview of meeting etiquette as a participant.

**Target Audience:** All.

## Preceptor Workshop

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE

**COST:** N/A - Kootenai Health employees only

**DATE(S):** • May 10 • June 6 • July 11 • September 5 • October 5 • November 12

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**Description:** Learners will acquire knowledge in preceptor theory and skills in communication, documentation, and assessment of critical thinking. This course will cover the Preceptor Training Model, roles and responsibilities of preceptors, the competency-based orientation process, and giving feedback.

**Target Audience:** All staff who precept new employees and have not previously attended a preceptor workshop.

## Project Management

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$80

All other learners: \$100

**DATE(S):** • July 24 • October 9

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**Description:** In this session, learn about the basics of managing small to medium-sized projects. This course will give you an overview of the five phases of project management and the fundamentals to working through each of those phases. Topics include: stakeholder analysis, project scopes, setting deadlines and deliverables, building a project team, communication, control, and closing out. Participants will be given simple tools to take away for use in future project management opportunities. Please note: this course is intended as an introduction for those who are not project management professionals but still need the foundational knowledge and tools to be able to manage projects for their department/unit. Please come to the session with a project in mind to be able to use as an example case study. This session incorporates the following Leadership Imperatives: Patient Experience & Quality, Process Improvement, and Effective Communication

**Target Audience:** Project leaders.

## Time Management

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**DURATION:** 4 hours      **CREDITS:** 3.66\* CNE

**COST:** N/A - Kootenai Health employees only

**DATE(S):** • Online course/self-paced

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**Description:** This course discusses the principles of time management and provides you with the tools and techniques to help you manage your time. You may take any part of the course you would like, but you will only receive credit for the course if you complete all sections and view all of the slides. Plan to spend several hours working on this course. Several of the activities in the course may require you to complete tasks over several days for the full effect.

**Target Audience:** All.

## Course Offerings Upon Request:

The following courses are not offered on a regular basis, but are available by request for group or team sessions. Contact Organizational Development at (208) 625-6050.

- ▶ Communication Styles Team Builder
- ▶ Generational Differences Team Builder
- ▶ What Motivates Me? Team Builder
- ▶ Interviewing and Hiring (for leadership only)
- ▶ Art & Science of Training & Facilitation (for those delivering classroom education)

## Registration for Community Members, Affiliates and Other Learners:

We welcome learners from outside of Kootenai Health to register for many of the courses offered on our campus. In addition, we are able to customize our offerings to be delivered to a team at your location. To register or for more information about courses and programs call Kootenai Health's Organizational Development department at (208) 625-6050.

\* Kootenai Health is approved as a provider of continuing nursing education by Montana Nurses Association, an accredited approver with distinction by the American Nurses Credentialing Center's Commission on Accreditation.

\*\* The Emergency Nurses Association (ENA) is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

\*\*\* The American Heart Association® strongly promotes knowledge and proficiency in BLS, ACLS, and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association®. Any fees charged for such a course, except for a portion of the fees needed for AHA course materials do not represent income to the Association.



# How To Register

## Kootenai Health Employees

1. Navigate to your **Employee Space**
2. Open the **Learning Center**

The screenshot shows the Kootenai Health Learning Center interface. On the left is a navigation menu with sections for Courses (Curricula, Catalogs, Resources, Certification Programs, Calendar, Transcript, Reports, Awaiting Approval, Waitlist) and Tools (Search, Course Catalog, Help). The main content area has tabs for Learning, My Information, and Manage. Under the Learning tab, there is a 'Courses' section with a list of courses. The 'Available' filter button is highlighted with a red box. Below the filters, there are dropdown menus for 'All', 'Do not display passed courses', and 'Contains'. The course list shows 'Leadership Development-Strategic Thinking' as the first result.

3. To view the courses available for registration, click the **Available** button, and the portal screen will change to display courses available for registration.
4. To search for a course, use the search fields and click on the magnifying glass.

This screenshot shows the search results for 'Leadership Development-Strategic Thinking'. The 'Available' filter is selected. The search field contains 'leadership' and has a magnifying glass icon. A hand cursor is pointing at the magnifying glass. Below the search results, there is a 'View Information' button highlighted with a red box. The course details show 'Leadership Development-Strategic Thinking' as 'Classroom Instruction Only (Online Course Unavailable) Not started'.

5. Once you have found the title of a course you would like to register for, click **View Information**.
6. The course information window will open; click **Register** for your preferred date to view the time of the course and submit for registration.

The screenshot shows the course information window for 'Leadership Development-Strategic Thinking'. It includes filters for 'Events From Date' (8/29/2017) and 'Events to Date' (11/29/2017). The course is marked as 'Event Always Scheduled'. The 'Register' button is highlighted with a red box. The completion deadline is listed as 12/31/2018.

## Kootenai Health Awards and Recognition:



### Mayo Clinic Care Network Member

The network includes organizations across the nation that work closely with Mayo Clinic to provide patients a higher level of care close to home.



Magnet means nursing excellence, earned by only 7% of hospitals nationwide.



The "Hospital Safety Grade" scores hospitals on how safe they keep their patients from errors, injuries, accidents, and infections.



Kootenai Health received an "A" Rating for outstanding financial stewardship.



The American College of Surgeons has verified Kootenai Health as a Level III Trauma Center. Kootenai is also designated as a Level II Trauma Center by the state of Idaho.



Kootenai Health was named one of the top 50 cardiovascular hospitals in the nation.



DNV has certified Kootenai Health as a knee and hip replacement center of excellence.



Top 100 ranking means Kootenai Health is among the best in the nation when it comes to providing quality, affordable health care to our community.



The Gallup Great Workplace Award recognizes companies for their extraordinary ability to create an engaged workplace culture.



U.S. News & World Report ranked Kootenai Health as the number one hospital in Idaho.



# KootenaiHealth

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