

Kootenai Health University



2020 COURSE CATALOG
July – December



KootenaiHealth

Organizational Development
208.625.6050 **tel** • kh.org/education **web**



Table of Contents:

Introduction	3
Teambuilding, Customized Training, and Coaching	4
Program Offerings	4-5
Simulation Training	5
Course Listings:	
• NEW > CPR Training for Kootenai Health Employees	6
• Clinical Offerings.....	6-11
• Leadership Offerings.....	12-14
• Professional Development Offerings	15-17
How to Register:	
• Kootenai Health Employees.....	18
• Community Members, Affiliates, and Other Learners	18

† The Kootenai Health Medical Education program is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

* Kootenai Health is approved with distinction as a provider of nursing continuing professional development 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.





John Sporleder,
Director of
Organizational
Development



The ever-changing landscape of our world requires leaders to be adaptive, innovative and confident. At Kootenai Health, our learning and development programs provide employees with the tools and skills needed to be highly effective, engaged, and ready to provide exceptional patient-focused care.

We do this by creating participative training that incorporates best practices and provides application-based experiences. Our team is comprised of eight professionals with diverse skills and backgrounds. This gives us the ability to offer you exciting, highly interactive, relevant training experiences designed to enhance the working environment through information, application and reflection.

Our leadership and professional development offerings are not only available within our organization, but can be customized to apply to other organizations and industries as well. If you are looking to enhance your team's professional growth, please contact us so that we can share with you how we can create training programs to fit your needs. 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

Teambuilding, Customized Training, and Coaching:

Enhance your teamwork, communication, and productivity with a team session. Organizational Development has many options ready for your team meeting, retreat or training. Individual coaching is an effective way to help people achieve their potential. Our team has a variety of certifications and experiences and can create a customized session to help you enhance your team and organization. Contact Organizational Development to discuss which options are right for your team.

- ▶ CliftonStrengths by Gallup
- ▶ Communication Styles
- ▶ Generational Differences
- ▶ Impactful Communication
- ▶ Interviewing and Hiring (for leadership)
- ▶ What Motivates Me?

Program Offerings:

Each course is intentionally designed to equip employees with the skills, tools, and resources to engage employees and strive for excellence. All employees are encouraged to participate in courses that enhance their position and professional goals.

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 Financial Health.

Program courses:

- ▶ Effective Communication
- ▶ Change Management for Leadership
- ▶ Just Culture
- ▶ Robust Process Improvement
- ▶ Project Management
- ▶ Motivate with Meaning
- ▶ Effective Performance Feedback
- ▶ Leadership Resilience
- ▶ Strategic Thinking
- ▶ Financial Health [†]
- ▶ Interviewing and Hiring
- ▶ Leadership at the Foundation

[†] Available to leadership within Kootenai Health only.

Pricing: Refer to individual course listings for pricing.

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.

Audience: All.

Program courses and suggested sequence:

- ▶ Time Management^{† †}
- ▶ Let's Meet! – How to Run an Effective Meeting^{† †}
- ▶ Guiding Change
- ▶ Project Management
- ▶ Learning to Lead
- ▶ Powerful Presentations

^{† †} Online, self-paced course available to Kootenai Health employees only

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
- ▶ Impactful Communication



Communications Certificate Available!
Complete all four communication courses
to earn a Kootenai Health University
Communication Certificate.

Simulation Training

Simulation-based education provides a unique opportunity for learners to apply clinical skills and knowledge in a safe space that replicates the work environment. At KH our simulation environment uses high fidelity computerized manikins, actual patient care equipment and supplies to provide state of the art training.

Our offerings are developed to meet the specific learning needs of your group, and include elements of teamwork and communication. To inquire about how our skilled facilitators and simulation technology can enhance your skills contact your educator or the Simulation Center at (208) 625-5192.

CPR Training for all Kootenai Health Employees:

Good Samaritan CPR

DURATION: 2 hours **CREDITS:** N/A
COST: N/A - Kootenai Health Employees only
DATE(S): • August 27 • October 7 • December 1

Description: The Good Samaritan CPR course is for Kootenai Health employees who want to learn CPR but do not need a course completion card to meet a job requirement. This course is ideal for anyone interested in learning how to save a life. The course teaches emergency response skills including:

- ▶ Hands only CPR for the adult, child, and infant victim.
- ▶ Adult and Child Automated External Defibrillator (AED) simulation and training.
- ▶ Management of a blocked airway.

The Good Samaritan CPR course follows the American Heart Association CPR guidelines and provides education in a dynamic group environment with hands on exposure and practice to skills. Participants who complete this course will be better equipped to recognize and response to an individual suffering a cardiac arrest or blocked airway, dramatically increasing their chances of survival.

Target Audience: All.

Clinical Offerings:

12-Lead EKG: Basic

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): • September 2 • December 3

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 areas that have taken a cardiac rhythm interpretation course, EKG techs.

12-Lead EKG: Advanced

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): • October 16

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

DURATION: 2 days **CREDITS:** 11.5* CNE, 11.5 CME†

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$168

All other learners: \$210 Optional book fee: \$50***

DATE(S): • August 26 & 27 • October 21 & 22 • December 15 & 16

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 and pharmacists.

Advanced Cardiac Life Support (ACLS): Recertification

DURATION: 1 day **CREDITS:** 7.5* CNE, 7.5 CME†

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$112

All other learners: \$140 Optional book fee: \$50***

DATE(S): • August 27 • October 22 • December 16

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. Participants must have a current AHA ACLS Card to attend.

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

Basic Life Support (BLS): Skills Check-Offs

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

COST: N/A - For Kootenai Health Employees Only

DATE(S): • July 9 • July 13 • July 23 • August 6 • August 20 • August 24 • September 3 • September 8
• September 17 • October 1 • October 15 • October 19 • October 29 • November 12
• November 19 • November 23 • December 3 • December 10 • December 17

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

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 • October 29, November 5 & 12

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

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): • September 29

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 staff requiring cardiac rhythm recognition that have had previous education/experience but need a refresher or review.

Continuous Renal Replacement Therapy (CRRT)

DURATION: 6 hours **CREDITS:** 5* CNE
COST: N/A - For Kootenai Health Employees Only
DATE(S): • September 1 • December 17

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

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): • October 6 & 7

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)

DURATION: 2 days **CREDITS:** 18.33** ENA
COST: Kootenai Health Employees: Free
Northwest Hospital Alliance and Kootenai Health Affiliates: \$180
All other learners: \$225 Required book fee: \$75
DATE(S): • August 4 & 5

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

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): • September 9

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

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): • September 17 • November 16

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

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • July 15, 8-10:30 a.m. • August 13, 1-3:30 p.m. • September 16, 8-10:30 a.m.

• October 14, 1-3:30 p.m. • November 10, 8-10:30 a.m. • December 10, 1-3:30 p.m.

Description: For RNs who are ACLS and/or PALS certified and who work in Critical Care, PCU, Radiology, SPA, ED, Heart Center or the Cath Lab. If you work in an area that 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)

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): • July 7 • July 14 • July 21 • August 18 • September 15 • October 20

• November 17 • December 15

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.

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): • July 8 • October 15

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.

Pediatric Advanced Life Support (PALS): 2-Day Provider

DURATION: 2 days **CREDITS:** 11* CNE, 11 CME†

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$168

All other learners: \$210 Optional Book fee: \$60***

DATE(S): • July 29 & 30 • September 23 & 24 • November 17 & 18

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, mid-levels, RNs and RTs knowledgeable in cardiac rhythms and required to have PALS.

Pediatric Advanced Life Support (PALS): Recertification

DURATION: 1 day **CREDITS:** 7.5* CNE, 7.5 CME†

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$112

All other learners: \$140 Optional book fee: \$60***

DATE(S): • July 30 • September 24 • November 18

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. Participants must have a current AHA PALS card to attend.

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

Pediatric Emergency Assessment, Recognition and Stabilization (PEARS)

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): • September 10

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

CREDITS: 4* CNE

COST: N/A - Kootenai Health Employees Only

DATE(S): • October 2, 8:30 a.m.-12:30 p.m.

Description: This half-day course for Critical Care, Emergency Department and Cath Lab nurses will cover the induction 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

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$180

All other learners: \$225 Required book fee: \$80

DATE(S): • October 27 & 28

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.



Leadership Offerings:

Change Management for Leadership

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): • September 30 • December 22

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. This session incorporates the following Leadership Imperatives: Adaptability, Strategic Thinking, and Process Improvement.

Target Audience: Supervisors and managers.

Effective Communication

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): • September 15 • December 10

Description: In this 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

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 15 • October 13

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.

Financial Health

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • August 6 • November 9

Description: In this session you will learn foundational elements of financial planning in a not-for-profit hospital. From our big picture financial strategy to the fundamentals of financial management, you will gain a greater understanding of our financial statements and key ratios. Understanding Kootenai's approach and balanced scorecard process will be covered throughout this session. Practice with case studies focused on how health care organizations generate revenue will be a primary focus of applying the learning from this session.

Target Audience: Supervisors, managers, directors and executives.

Interviewing and Hiring

DURATION: 2 hours **CREDITS:** 2* CNE
COST: N/A - Kootenai Health Employees Only
DATE(S): • July 29 • October 28

Description: In this session, you will learn the five performance success factors that can assist in the hiring selection process as well as the effective use of performance-based and behavior-based interview questions. You will learn interview tools that include team interviews, using perception and intuition, as well as gaining buy-in and support in the hiring process. Understanding both the legal considerations and red flags in hiring will be covered as well. This session provides effective tools and techniques to better evaluate and select candidates for your next open position.

Target Audience: Supervisors, managers, directors and executives.

Just Culture

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): • August 18 • November 19

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

DURATION: 4 hours **CREDITS:** 3.5* CNE
COST: Kootenai Health Employees: Free
Northwest Hospital Alliance and Kootenai Health Affiliates: \$100
All other learners: \$125
DATE(S): • July 23 • October 20

Description: In this 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 Health, and People Development.

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

Leadership Resilience

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): • August 11 • November 3

Description: In this 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

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • July 8 • October 7

Description: In this 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.

Robust Process Improvement

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): • September 10 • December 1

Description: As a leader, you are responsible for the day-to-day work of your team and continually improving that work. In this course, you will receive an overview of the IHI Model for Improvement and how that model is used at Kootenai Health to drive robust process improvement. Through a simulated exercise, you will use the Plan, Do, Study, Act method to improve a process and see real change in action. Please come prepared with an idea for a process improvement project for your team.

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

Strategic Thinking

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): • September 3 • December 16

Description: In this 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

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): • October 6

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

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 9 • November 11

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

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): • September 23

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

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$68

All other learners: \$85

DATE(S): • August 26 • December 3

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.

Impactful Communication

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): • August 20 • October 21 • December 8

Description: Many factors contribute to effective communication. Learn how your personal style impacts your ability to be an effective communicator. During this course, we will explore different styles of interacting and learn how to intentionally flex, your style to meet the needs of those around you.

Target Audience: All.

Learning to Lead

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

COST: Kootenai Health Employees: Free
Northwest Hospital Alliance and Kootenai Health Affiliates: \$68
All other learners: \$85

DATE(S): • July 28 • November 24

Description: Emerging leaders will get an inside look at the skills and demands of leadership roles. Key concepts include Communication, Mentorship, Time management and Career Transitions.

Target Audience: All employees interested in pursuing a leadership role.

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

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • Online course/self-paced

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.

Powerful Presentations

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

COST: Kootenai Health Employees: Free
Northwest Hospital Alliance and Kootenai Health Affiliates: \$68
All other learners: \$85

DATE(S): • September 23

Description: By the end of this session, participants will be able to create and deliver a presentation that adheres to accepted design guidelines and best practices.

Target Audience: All.

Preceptor Workshop

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • July 16 • September 11 • October 5 • December 2

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

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 21 • November 19

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

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • Online course/self-paced

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.

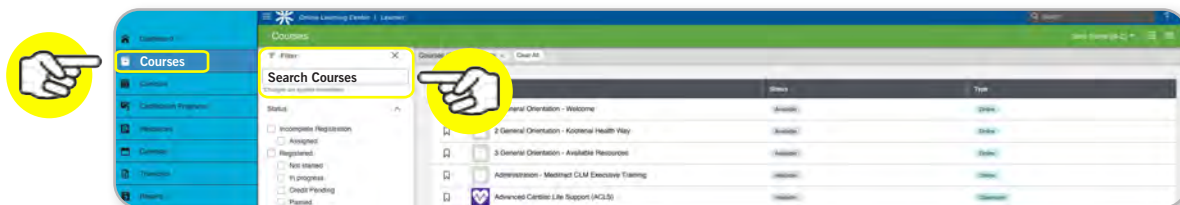
How To Register:

Kootenai Health Employees

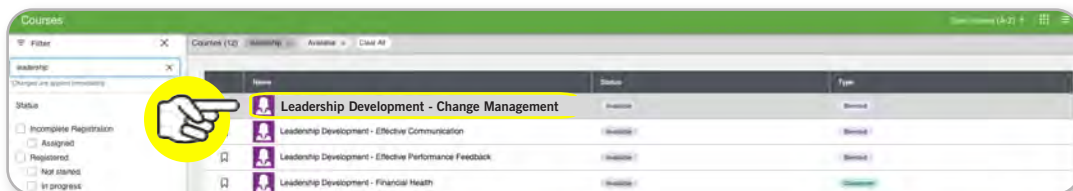
1. Navigate to your **Employee Space**.
2. Open the **Learning Center** to view the **Dashboard**.



4. To view the courses available for registration, click the **Courses** button and open the filter to enter a keyword in the **Search Courses** box. The portal screen will change to display courses available for registration.



5. Select the course you would like to take.



6. Choose a course date and click **Register**.



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 Awards and Recognitions



**MAYO CLINIC
CARE NETWORK**

Member

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.



**Commission
on Cancer**

Accredited by the American College of Surgeons Commission on Cancer.



Accredited by the
Oncology Nursing Society.



Kootenai Health Neurodiagnostic Services is accredited by ABRET, meeting strict national standards and recognized as a place where patients and physicians can have confidence they are receiving quality diagnostics.



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



**AMERICAN COLLEGE OF SURGEONS
Verified Trauma Center**

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.



**STANDARD & POOR'S
RATINGS SERVICES**
MCGRAW HILL FINANCIAL

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



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.



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.

TRUVEN HEALTH ANALYTICS
an IBM Company



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



KootenaiHealth

2003 Kootenai Health Way
Coeur d'Alene, ID 83814

6.2020