

# Kootenai Health University



**2022** COURSE CATALOG  
July - December



**KootenaiHealth**

**Organizational Development**  
208.625.6050 tel • [kh.org/education](http://kh.org/education) web



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† 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 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.

- ▶ Art & Science of Training & Facilitation (for those delivering classroom education)
- ▶ CliftonStrengths by Gallup
- ▶ Communication Styles
- ▶ Generational Differences
- ▶ 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<sup>† †</sup>
- ▶ Let's Meet! – How to Run an Effective Meeting<sup>† †</sup>
- ▶ Guiding Change
- ▶ Project Management
- ▶ Learning to Lead
- ▶ Powerful Presentations

<sup>† †</sup> *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 Kootenai Health 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.



Kootenai Health's Simulation Program is accredited in Teaching / Education by the Society for Simulation in Healthcare.

## 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: \$48

All other learners: \$60

**DATE(S):** • July 26 • September 29 • December 16

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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 areas 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: \$72

All other learners: \$90

**DATE(S):** • September 30

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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, 11.5 CME†

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$180

All other learners: \$225      Optional book fee: \$50\*\*\*

**DATE(S):** • August 17 & 18 • October 19 & 20 • December 7 & 8

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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 and pharmacists.

### Advanced Cardiac Life Support (ACLS): Recertification

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$128

All other learners: \$160      Optional book fee: \$50\*\*\*

**DATE(S):** • August 18 • October 20 • December 8

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

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

## Cardiac Rhythm Interpretation Full Course

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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):** • September 13, 20 & 27 • November 29, December 6 & 13

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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: \$96  
All other learners: \$120  
**DATE(S):** • August 30

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

## Emergency Nursing Pediatric Course (ENPC)

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**DURATION:** 2 days      **CREDITS:** 18.33\*\* ENA  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$196  
All other learners: \$245      Required book fee: \$75  
**DATE(S):** • October 4 & 5

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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. Certification is good for four years.

## 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):** • July 12 • July 19 • July 26 • August 16 • September 20 • October 18 • November 15 • December 20

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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.

## Pacemakers

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

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$56  
All other learners: \$70

**DATE(S):** • July 27, 1:00 - 3:30 p.m. • October 13, 1:00 - 3:30 p.m.

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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.

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

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

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$180  
All other learners: \$225      Optional Book fee: \$60\*\*\*

**DATE(S):** • July 20 & 21 • September 21 & 22 • November 16 & 17

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

## Pediatric Advanced Life Support (PALS): Recertification

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

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$128  
All other learners: \$160      Optional book fee: \$60\*\*\*

**DATE(S):** • July 21 • September 22 • November 17

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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.

## 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: \$196  
All other learners: \$245      Required book fee: \$80

**DATE(S):** • August 10 & 11

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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.

## Leadership Offerings:

### Change Management for Leadership

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$108

All other learners: \$135

**DATE(S):** • September 16 • December 14

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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. 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: \$108

All other learners: \$135

**DATE(S):** • September 9 • December 8

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**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

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$108

All other learners: \$135

**DATE(S):** • July 15 • October 13

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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.

### Financial Health

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

**COST:** N/A - Kootenai Health Employees Only

**DATE(S):** • August 4 • November 4

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**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

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE  
**COST:** N/A - Kootenai Health Employees Only  
**DATE(S):** • July 22 • October 26

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**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

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**DURATION:** 2 hours      **CREDITS:** 2\* CNE  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$92  
All other learners: \$115  
**DATE(S):** • August 16 • August 19 • November 18

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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:** 3.5\* CNE  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$108  
All other learners: \$135  
**DATE(S):** • July 27 • October 28

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**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

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**DURATION:** 4 hours      **CREDITS:** 3.75\* CNE  
**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$108  
All other learners: \$135  
**DATE(S):** • August 11 • November 11

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**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

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

**COST:** N/A - Kootenai Health Employees Only

**DATE(S):** • July 6 • October 6

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**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

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$92

All other learners: \$115

**DATE(S):** • September 2 • December 1

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**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

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$108

All other learners: \$135

**DATE(S):** • September 22 • December 21

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**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:

### Art and Science of Training and Facilitation

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$??

All other learners: \$??

**DATE(S):** • July 15 • September 15

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**Description:** Designed for employees who facilitate course content, or are in an educator role, this class will give learners the tools needed to effectively conduct trainings for adult learners. Participants will learn facilitation skills and the key concepts of theories on how adults learn. These best practices are easily integrated and applied to ensure learning happens in the classroom, meetings, or group discussion.

**Target Audience:** All.

### 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: \$84

All other learners: \$105

**DATE(S):** • August 11 • October 12 • December 15

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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: \$84

All other learners: \$105

**DATE(S):** • August 18 • October 19 • December 21

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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: \$84

All other learners: \$105

**DATE(S):** • July 12 • August 4 • October 5

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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.

## Foundational Preceptor Workshop

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

**COST:** N/A - Kootenai Health Employees Only

**DATE(S):** • July 12 • August 24 • September 20 • October 12 • November 17 • December 13

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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.

## Guiding Change

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**DURATION:** 3 hours      **CREDITS:** 2.75\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$92

All other learners: \$115

**DATE(S):** • July 21

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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.

## Impactful Communication

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$84

All other learners: \$105

**DATE(S):** • August 25 • October 26 • December 28

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**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

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**DURATION:** 3 hours      **CREDITS:** 2.75\* CNE

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$100

All other learners: \$125

**DATE(S):** • September 1 • November 30

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**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.

## Powerful Presentations

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**DURATION:** 3 hours      **CREDITS:** 2.75\* CNE

**COST:** Kootenai Health Employees: Free  
Northwest Hospital Alliance and Kootenai Health Affiliates: \$92  
All other learners: \$115

**DATE(S):** • September 29

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**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.

## 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 13 • October 13

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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.

## 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):** • March 10, 12:00 - 4:00 p.m. • May 10, 8:00 a.m. - 12:00 p.m.

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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.

## Verbal De-escalation Training

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

**COST:** Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$??

All other learners: \$??

**DATE(S):** • July 13 • October 13

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**Description:** De-escalation is used during potentially dangerous or threatening situations in an attempt to prevent individuals from causing harm to us, themselves or others. This training teaches practical tools to influence behavior and seek immediate change using active listening skills, empathy and rapport while keeping personal safety in mind. As a result of this training you will learn how to: Understand a crisis state, verbal de-escalation tactics, understand the psychology and physiology of anger and then how to influence behavior change through practice.

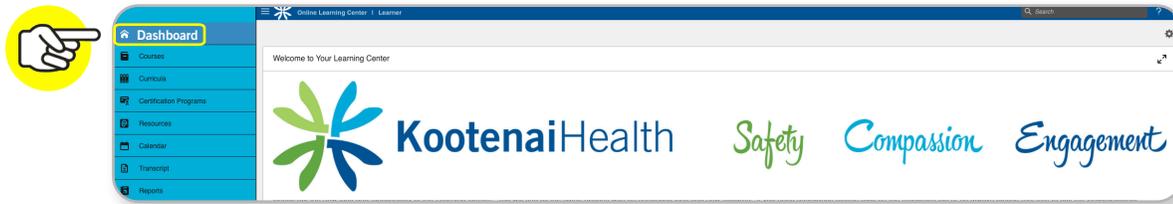
**Target Audience:** All.



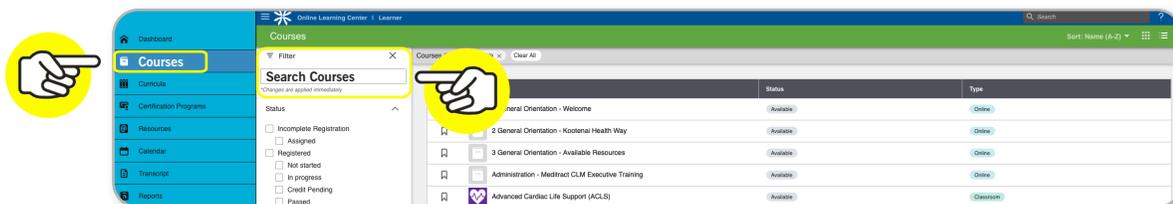
## How To Register:

### Kootenai Health Employees

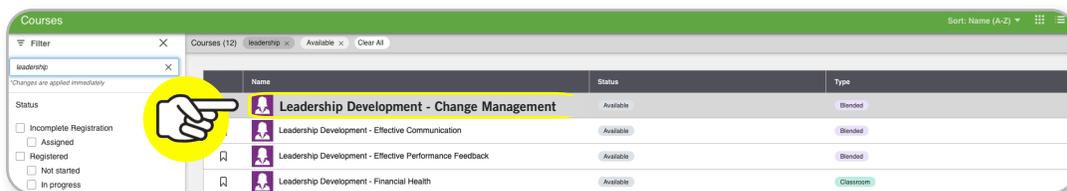
1. Navigate to your **Employee Space**.
2. Open the **Learning Center** to view the **Dashboard**.



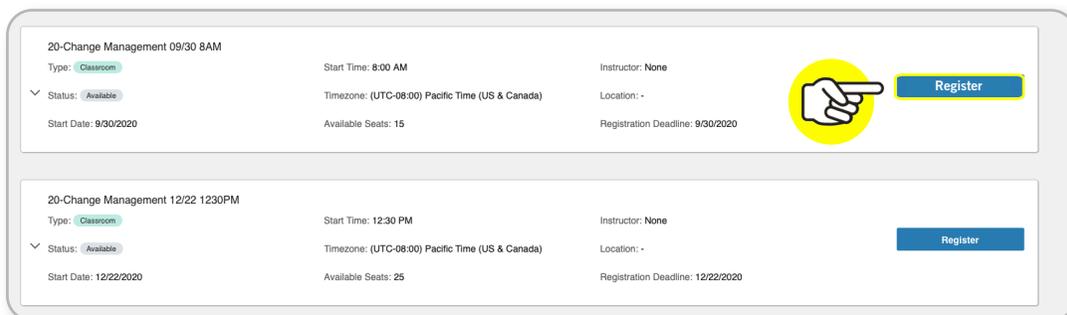
4. To view the courses available for registration, click the **Courses** button and open the filter to enter a keyword in the **Search Courses** box. The portal screen will change to display courses available for registration.



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  
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 Society for Simulation in Healthcare recognizes organizations or groups with dedicated resources (personnel and equipment) whose mission is specifically targeted toward improving patient safety and outcomes through assessment, research, advocacy and education using simulation technologies and methodologies.



Accredited by the American College of Surgeons Commission on Cancer.



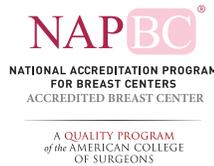
Accredited by the Oncology Nursing Society.



The GO2 Foundation for Lung Care Center of Excellence designation means Kootenai Health meets rigorous criteria and works to ensure the highest quality of care with a patient-centric approach.



Kootenai Health is accredited by DNV-GL Healthcare. DNV is committed to supporting the development and continual improvement of healthcare quality and patient safety in health care organizations.



Excellence in breast cancer care, rigorous evaluation of performance and outcomes. Only one in the Inland Northwest.



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.



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



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.



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.



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



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



Kootenai Outpatient Imaging is one of 300 facilities in the U.S. to be designated as a Breast Imaging Center of Excellence by the American College of Radiology (ACR).



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