



Kootenai Health UNIVERSITY

2023 COURSE CATALOG • AUGUST – DECEMBER



KootenaiHealth

Organizational Development

208.625.6050 **tel** • 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 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.





Sarah McManus,
Director of
Organizational
Development



The ever-changing landscape of our world requires leaders to be adaptable, 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 outcome-based training that incorporates best practices. Our team of professionals with diverse skills and backgrounds provides participants with meaningful, hands-on experiences. Our professional educators offer exciting, highly interactive, relevant training experiences designed to enhance the working environment through information, application, and reflection.

Our leadership and professional development offerings are available within our organization and can be customized to apply to other organizations and industries. If you want to enhance a team's professional growth, please get in touch with us so we can share 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 and further develop your professional growth.

– Sarah McManus,
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)

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:

- ▶ Element of Communication
- ▶ 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 skills and knowledge in a safe and collaborative space replicating the clinical setting. At Kootenai Health, our Simulation Program uses a range of task trainers, high-fidelity computerized manikins, standardized patients, actual patient care equipment, and supplies to provide advanced training opportunities.

Our simulation training is founded on evidence-based practice and implements standards of best practice. Our team is excited to collaborate with you to create training solutions and customized simulation-based education to meet the specific learning needs of your group. 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.

Interdisciplinary Code Blue Simulation

DURATION: 2 hours **CREDITS:** 2* CNE
COST: Kootenai Health Employees Only: Free
DATE(S): • August through September – (See the Online Learning Center for specific dates and times.)

Description: For staff who respond to adult Code Blue events, the Interdisciplinary Code Blue Simulation provides participants the opportunity to recognize the need for and initiate BLS/ACLS protocols, practice appropriate roles during a code blue, and utilize effective interprofessional communication.

Target Audience: Physicians, advanced practice professionals, RNs, RTs, CNAs, and pharmacists.

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: \$52

All other learners: \$65

DATE(S): • September 20 • December 8

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: \$80

All other learners: \$100

DATE(S): • October 6

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$184

All other learners: \$230 Optional book fee: \$50***

DATE(S): • August 23 & 24 • October 25 & 26 • December 13 & 14

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: Initial class or previous certification is expired. Physicians, advanced practice professionals, RNs, CV techs, RTs and pharmacists.

Advanced Cardiac Life Support (ACLS): Recertification

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$132

All other learners: \$165 Optional book fee: \$50***

DATE(S): • August 24 • September 13 • October 26 • November 8 • December 14

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: Renewing current active certification. Physicians, advanced practice professionals, RNs, CV techs, RTs and pharmacists.

12-Lead EKG: Basic

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

COST: Kootenai Health Employees: Free
Northwest Hospital Alliance and Kootenai Health Affiliates: \$52
All other learners: \$65

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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.

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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

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Target Audience: RNs in Critical Care and PCU.

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COST: Kootenai Health Employees: Free
Northwest Hospital Alliance and Kootenai Health Affiliates: \$132
All other learners: \$165 Optional book fee: \$50***

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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: Renewing current active certification. Physicians, advanced practice professionals, RNs,

Cardiac Rhythm Interpretation Full Course

DURATION: 1 day a week for 2 weeks **CREDITS:** 13.75* CNE

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$184

All other learners: \$230

DATE(S): • August 30 • September 6 • October 4 • October 11

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 both days 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: \$100

All other learners: \$125

DATE(S): • November 14

Description: For RNs, HUCs, CNAs, and Monitor Techs that have already been through the two-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)

DURATION: 2 days **CREDITS:** 18.25** ENA

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$208

All other learners: \$260 Required book fee: \$75

DATE(S): • August 9 & 10

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)

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): • August 15 • September 19 • October 17 • November 21 • December 19

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.

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

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$184

All other learners: \$230 Optional Book fee: \$60***

DATE(S): • September 27 & 28 • November 29 & 30

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: Initial class or previous certification is expired. Physicians, advanced practice professionals, RNs, RTs, and pharmacists.

Pediatric Advanced Life Support (PALS): Recertification

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$132

All other learners: \$165 Optional book fee: \$60***

DATE(S): • September 28 • November 30

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: Renewing current active certification. Physicians, advanced practice professionals, RNs, RTs and pharmacists.

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: \$208

All other learners: \$260 Required book fee: \$85

DATE(S): • October 18 & 19

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.



Change Management for Leadership

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

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$108

All other learners: \$135 (Additional fees required for assessment.)

DATE(S): • September 19 • December 13

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: \$108

All other learners: \$135

DATE(S): • September 6 • December 7

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: \$108

All other learners: \$135

DATE(S): • October 11

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 2 • November 2

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

Northwest Hospital Alliance and Kootenai Health Affiliates: \$108

All other learners: \$135

DATE(S): • October 25

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: \$92

All other learners: \$115

DATE(S): • August 15 • November 16

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: \$108

All other learners: \$135 (Additional fee required for assessment.)

DATE(S): • November 1

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: \$108

All other learners: \$135

DATE(S): • August 9 • November 9

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: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$108

All other learners: \$135

DATE(S): • October 4

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: \$92

All other learners: \$115

DATE(S): • August 31 • December 5

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: \$108

All other learners: \$135

DATE(S): • September 20 • December 20

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

DURATION: 6 hours **CREDITS:** 3* CNE

COST: Kootenai Health Employees: Free

Northwest Hospital Alliance and Kootenai Health Affiliates: \$132

All other learners: \$165

DATE(S): • September 14

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.

Conflict Communication

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 10 • November 9

Description: Is there a hard conversation you need to have? How do you make sure that conversation is successful? 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? During this course, participants will learn how to identify potential high-intensity situations, how to create a safe space for communication, common causes of conflict, and strategies for resolving conflict.

Target Audience: All.

Elements of Communication

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 3 • November 2

Description: During this course, participants will learn what it means to be a skilled communicator in terms of communication skills and competence. Participants will also learn how to evaluate their own communication strengths and weaknesses and how to improve them.

Target Audience: All.

Foundational Preceptor Workshop

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

COST: N/A - Kootenai Health Employees Only

DATE(S): • August 16 • September 20 • October 17 • November 17 • December 12

Description: During this course, participants will learn how to assess, conduct, and evaluate training using the appropriate training tools. Participants will also learn principles of communication to deliver effective performance feedback.

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

Impactful Communication

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 17 • November 15

Description: During this course, participants will learn how to recognize the effect communication style has on work relationships and the value of style awareness. Participants will learn how to identify their preferred communication style and understand how it drives their behavior. Finally, participants will discover how to identify the style preferences of other and how to flex their style to adapt to others with different styles.

Target Audience: All.

Learning to Lead

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): • August 30 • November 29

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.

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): • October 10

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.

Target Audience: Project leaders.

Situational Awareness and Verbal De-escalation

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 22 • September 21 • October 18

Description: During this course, participants will learn how to identify and apply a situational awareness model to determine clinical judgement and decision making. Participants will also learn how to apply situational awareness to conduct verbal de-escalation as an individual and a team member. This course utilizes individual reflection, group discussions, as well as realistic case studies.

Target Audience: All.

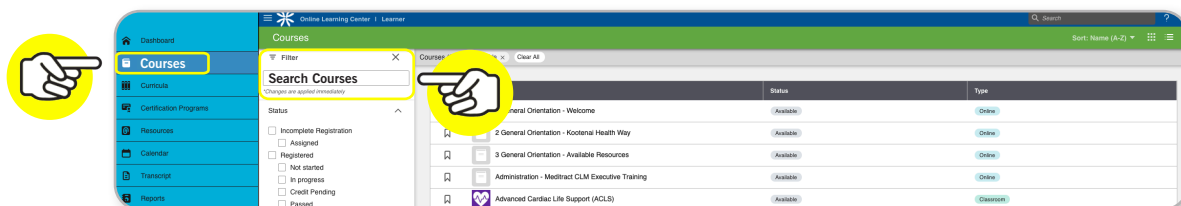
How To Register:

Kootenai Health Employees

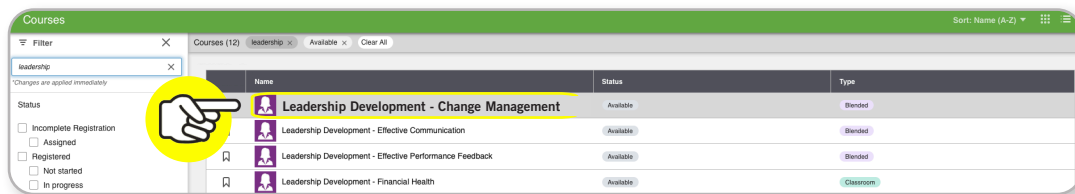
1. Navigate to your **Employee Space**.
2. Open the **Learning Center** to view the **Dashboard**.



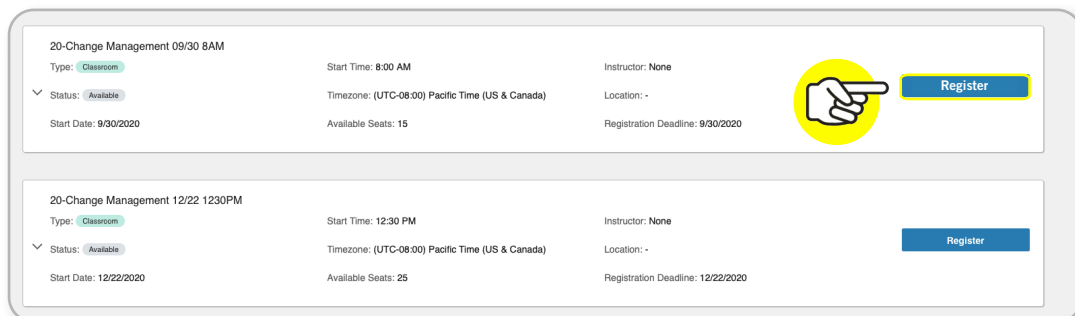
4. To view the courses available for registration, click the **Courses** button and open the filter to enter a keyword in the **Search Courses** box. The portal screen will change to display courses available for registration.



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



Kootenai Health is pleased to announce it has achieved a Five-Star Overall Hospital Quality Star Rating from the Centers for Medicare and Medicaid Services (CMS).



Accredited by the American College of Surgeons Commission on Cancer.



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.



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



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



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



Accredited by the Oncology Nursing Society.



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



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 received an "A" Rating for outstanding financial stewardship.



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



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.



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 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.



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.



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).