

# HEALTH CARE EDUCATION CONFERENCE

## Connecting for Success

Celebrating 10 years of being North America's premier organization for health care and patient educators.



**The Premier Meeting  
for Patient, Staff and  
Community Educators**

*September 26-28, 2007*

Hilton Hartford - Hartford, Connecticut



Dear Health Care Education Colleagues,

It is with great pleasure that we invite you to the 10<sup>th</sup> Anniversary Health Care Education Conference. This year's theme is "Connecting for Success," and we couldn't think of a better place to hold this event than Hartford, Connecticut – The Rising Star of New England.

The HCEA is very much a rising star itself, having grown by leaps and bounds since its birth ten years ago. We are a learning community for professionals and we are committed to improving healthcare education in organizations through excellence in education. With an ever-expanding membership of educators from across the nation and representing a multitude of backgrounds and work settings in health care, we are proud of our great organization, and we are equally confident that the future is bright and promising for the HCEA.

When you arrive, please be sure to thank the Planning Committee for the fantastic job that they have done in planning this year's Health Care Education Conference. This three-day event will provide you with information-packed educational sessions, opportunities to meet vendors serving health care educators, and limitless chances to connect with peers in your field. Regardless of your clinical practice, specialty or educational focus, this conference has something for you!

We hope that you will enjoy your time in Hartford, and that you'll make a new friend or two as you shop, dine or just explore the city. If you're a history or literature buff, you may want to check out the Mark Twain house or one of the many great museums in Hartford. If you enjoy live entertainment, you may want to find a concert at one of the many local venues with live jazz and blues, or stop by The Funny Bone, Hartford's nationally known live comedy club. And don't forget to experience Hartford's local flavor at any of the many restaurants or shops located within walking distance of the hotel.

If you have any questions or comments, please feel free to contact us. We look forward to making your HCEA 10<sup>th</sup> Anniversary Conference the best yet!

Sincerely,

Linda Kocent, HCEA President  
[Kocent@email.chop.edu](mailto:Kocent@email.chop.edu)  
215-590-3661

Amy Vega, 2007 HCEA Conference Planning Chair  
[amy\\_vega@windstream.net](mailto:amy_vega@windstream.net)  
910-678-7209

## Health Care Education Association

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Florissant, MO 63032  
Phone: 888-298-3861  
Fax: 314-869-5811  
[HCEAadmin@hcea-info.org](mailto:HCEAadmin@hcea-info.org)



## *HCEA 2007 Conference Planning Committee*

Nancy Atmospera-Walch, RN, BSN, MPH,  
NHA, CHES, CCHN  
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Honolulu, HI

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Kathy Ordelt, RN, CPN, CRRN  
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Regina L. Phelps, MN, PhD, RN, CNA, BC  
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Fayetteville, NC

Betty J. Westmoreland, BA, MBEd, CPA  
Pritchett & Hull Associates, Inc.  
Atlanta, GA

## Overview:

Features of the Conference:

- Keynote session with Rosalinda Alfaro-LeFevre, MSN, RN
- 4 Intensive Workshops
- Keynote and Plenary Speakers
- 18 Concurrent Sessions on timely and innovative subjects
- Poster Presentations
- Exhibit Hall
- Networking Events

## Contact Hours:

An application has been submitted to the Illinois Nurses Association for approval of 14.75 contact hours. Please call or email Sandi Steil at MRSI for more information. 217-529-6503 – [sandi@assn-srvs.com](mailto:sandi@assn-srvs.com).

## CHES Credits:

Application has been made to the National Commission for Health Education Credentialing, Inc. (NCHEC) for CHES Category I continuing education contact hours (CECH). Please call or email Sandi Steil at MRSI for more information. 217-529-6503 – [sandi@assn-srvs.com](mailto:sandi@assn-srvs.com).

## Objectives

- Discuss evidence-based best practices and measurement of outcomes for staff, patient and community education.
- Explore methods / strategies or systems that need to be developed for teaching staff competencies and critical thinking.
- Design a systems approach to meeting the challenges of implementing the Joint Commission National Patient Safety Standards.
- Explore quality improvement educational strategies for enhancing patient-centered care, such as partnering initiatives, self-management techniques, and use of technology.

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## Hilton Hartford - Hartford, CT

Hilton Hartford – 315 Trumbull St., Hartford, CT, 06103-1186

[www.hartford.hilton.com](http://www.hartford.hilton.com)

1-860-728-5151 or 1-800-HILTONS (445-8667) – Mention HCEA when making your reservations

The Hilton Hartford is our host hotel. The rate is \$129 single/\$139 double. Reservations need to be made prior to August 25, 2007. After August 25, 2007 any remaining rooms in the block will be released and all reservations are subject to availability.

## Paperless Conference

Once again in an effort to reduce waste and maximize resources, this conference will be paperless. Beginning September 1, 2007 registered attendees will be able to print all handouts submitted by presenters.

The website is

[www.hcea-info.org](http://www.hcea-info.org).

An access code will be emailed to participants.

## Transportation Tips

The Hilton Hartford is located at 315 Trumbull St. The Hilton Hartford is located just 12 miles from Bradley International Airport and three blocks from the Union Station which offers service from Amtrak. For more detailed ground transportation information, please visit [www.bradleyairport.com](http://www.bradleyairport.com).

Taxi service is available curbside lower level at the airport. Taxis normally run between 7:00 a.m. and 12:00 a.m. Uniform flat rates apply from the airport to appropriate destinations. For fare information call 860-627-3128. Taxi service is approximately \$28 one-way.

CTTransit is Hartford's city bus service. Busses run between the Old State House in Downtown Hartford and Bradley International Airport. The Old State House is approximately 6 blocks from the hotel. CTTransit can be contacted via phone at 860-525-9181 or [www.cttransit.com](http://www.cttransit.com)

Getting Around Town – The Hartford Star Shuttle runs on a loop throughout Downtown Hartford. This free service offers attendees access to restaurants, clubs and performing arts venues. It runs every 12 minutes, Monday through Friday from 7:00 a.m. to 11:00 p.m. and 3:00 p.m. to 11:00 p.m. on Saturday. The shuttle is complimentary. For more info, please visit [www.enjoyhartford.com](http://www.enjoyhartford.com)



## Things To Do...

Greater Hartford is a city of extraordinary natural beauty, rich history and cultural arts. We hope that you take the time to explore and experience some of what Hartford has to offer. We have listed just a few of the activities that are available. Please be sure to visit the Greater Hartford Convention & Visitors Bureau website for more complete information. You will find information on activities, dining, transportation, interactive maps and much more to assist you with your Hartford experience! – [www.enjoyhartford.com](http://www.enjoyhartford.com)

Ancient Burying Ground – Gold St. & Main St. Hartford's oldest historic site, final resting place of many founders. Gravestone art and history from mid 1600's to early 1800s.

Mon-Sat. weather permitting. 860-228-1517 [www.theancientburyingground.org](http://www.theancientburyingground.org)

Butler-McCook House & Garden and Main Street History Center – 396 Main St. Hartford's oldest house (1782) contains the city's oldest collection of art, antiques and household items.

Wed-Sat. 10-4, Sun. 1-4. 860-247-8996.

Cedar Hill Cemetery, 453 Fairfield Ave. One of America's finest examples of a Victorian rural cemetery. Historic landscape, architecture, memorial artworks and many notable permanent residents.

Self-guided tour. 860-956-3311.

Menczer Museum of Medicine and Dentistry, 230 Scarborough St. Medical and dental artifacts dating from the Revolutionary War. Traces the development of medicine and dentistry. Rare texts/manuscripts from the early 1800s.

Mon-Fri. 9:30-4:30. 860-236-5613. [www.library.uchc.edu/hms](http://www.library.uchc.edu/hms)

# HEALTH CARE EDUCATION CONFERENCE

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## Schedule of Events

Wednesday, September 26

### SIG's

HCEA has developed two Special Interest Groups within the membership. PIPE - Partners in Pediatric Education and FHERN – Family Health Education Resources Network. Each SIG will host activities separate from the conference program. PIPE information is listed below, FHERN information is listed on page 11.

### PIPE

PIPE is comprised of HCEA members who have an interest in or are responsible for pediatric education. Membership is only \$35. (You must be an HCEA member prior to joining PIPE. You can join both organizations for \$130.)

The PIPE group will be hosting several events prior to the start of this year's conference. Registration for members is free; non-members is \$50.

Tuesday, September 25

11:30 am - 3:00 pm

**Tour of Connecticut Children's Medical Center** - Meet in the hotel lobby. Transportation arrangements TBA. Participants will have the opportunity to eat lunch once the group arrives at the CCMC. (Lunch is not included with registration fee.) [www.ccmckids.org](http://www.ccmckids.org).

3:30 p.m. - 6:00 p.m.

**PIPE Business Meeting**

6:30 p.m. - 8:00 p.m.

**PIPE Dinner** - Location TBD. Final arrangements will depend on how many participants we have. Watch for more information to follow. (Dinner is not included with registration fee.)

7:30 am – 4:00 pm Registration

\$85.00 Fee  
for Pre-Conference

### Pre-Conference

8:00 am – 12 noon

**Promoting Critical Thinking: Evidence-based Strategies to Help Novices and Experts Succeed**

*Speaker: Rosalinda Alfaro-LeFevre, MSN, RN*



Quality, cost-effective outcomes depend on clinical staff's ability to think critically. Your organization's ability to demonstrate that your nurses are able to think critically affects everything from achieving Magnet Status, to meeting JCAHO requirements, to surviving malpractice suits. Yet, thinking "isn't like it always was." Decreased length of patient contact, increased care complexity, and increased responsibilities require all clinical staff to be able to clearly and quickly focus their thinking to get the results they need. To teach, support, evaluate, or defend your staff's ability to think critically, you can't use the term *critical thinking* as buzzword. You must be explicit about critical thinking indicators and be up to date on evidence-based strategies that promote critical thinking. Come and join award-winning author, Rosalinda Alfaro-LeFevre, for a morning of learning, sharing, and fun. You will leave with a wealth of new information in your head and evidence-based tools in your hand.

### General Conference

1:00 pm – 1:15 pm

**Conference Opening and Welcome**

*Linda Kocent, MSN, RN*  
HCEA President

1:15 pm – 2:15 pm

**Keynote - 10 Years Later: What Do Clinical Staff Really Do?**

*Speaker: Rosalinda Alfaro-LeFevre, MSN, RN*

As we celebrate 10 years of learning and growth, this keynote builds on main stream author, Sue Gordon's article, *What do nurses really do?* (2005). Gordon states that "the public needs to know that regular, ordinary bedside nurses, not just nurse practitioners or advanced practice nurses — are constantly participating in the act of medical diagnosis, prescription, and treatment and thus make a real difference in medical outcomes." The fact is that *all clinical staff* now have increasing responsibilities related to medical diagnosis and management. This program addresses these new responsibilities and gives strategies to help clinicians "in the trenches" succeed.

## 2:15 pm – 3:00 pm Vendor Panel

This is your chance to meet representatives from exhibiting companies. Participating vendors will have the opportunity to introduce themselves and give a brief description of their products/services.

## 3:00 pm – 3:30 pm Refreshment Break with Exhibitors

Visit the vendors to learn more about their companies, products and services. Also, take this opportunity to sign up for the Dine-Around.

## 3:30 pm – 4:45 pm Concurrent Sessions

### CC1. Creating Access to Child Health Resources, Information & Education

*Ann Harding, MSW, RSW*

Families and professionals share the responsibility of providing the best child health care experience possible. The Family & Community Resource Centre (FCRC) has been created to facilitate access to resources, information and education for families, communities and child-serving partners across southern Alberta. This presentation will showcase the FCRC's programs, services, educational products and its reach both within the Alberta Children's Hospital (acute tertiary care centre) and through its extended application within the Southern Alberta Child & Youth Health Network.

### CC2. A Journey of Change into Nursing Culture

*Janine M. Drake, MA, CCE, CLE, RN*

This session will describe the path of a hospital leadership group to effect a change in nursing culture thereby improving nurse retention/satisfaction and patient satisfaction. Topics to be covered include the necessary steps for the creation of a unique and distinctive vision, changing the roles within the departments, educational changes, leadership identification changes and how to support the change in nursing culture.

### CC3. The Courage To Teach: Educators As Leaders

*Judy Conedera, MSN, CPNP, RN; Michelle Copeland, MS, CNS, RN-BC*

This session will review the Educator Academy at Children's Medical Center Dallas which is designed to enhance the capabilities of clinical educators according to the evidence based education and staff development standards. Content topics include current organizational structure of a Clinical Education Department and a Clinical Educators needs assessment. A review of key components, design and evaluation tools from the Educator Academy will also be discussed.

### CC4. Literacy and Cultures: Complex Issues in Health Education

*Sandra Cornett, PhD, MS, RN; Diane Moyer, MS, BSN, RN*

The purpose of this session is to assist patient/health educators to implement communication and educational techniques, taking into consideration health literacy issues, for patients and families from other cultures. We will discuss ways in which health care organizations can meet the challenges of multicultural education and low health literacy.

## 4:45 pm – 6:00 pm Reception with Exhibitors

## 7:00 pm Dine-Around

The Dine-Around is your chance to meet new colleagues, get reacquainted with old ones and explore Hartford's dining scene. There will be several restaurant options for you to choose from with a variety of menu choices as well as price ranges. Sign-up sheets will be available on-site and will include when and where to meet your group.

## 7:30 am – 8:30 am Continental Breakfast/Exhibit Hall /Poster Session

Take advantage of this opportunity to visit with vendors and view the Poster Presentations. Poster Presenters will be available during this time for questions and discussion.

**The Intensive Workshops and Concurrent Sessions run simultaneously.  
Please choose from either the Intensive Workshops or Concurrent Sessions.**

## 8:30 am – 11:15 am

### IW1. Intensive Workshop (Break from 9:45 – 10 am)

#### Essentials for Transition to Practice-Developing Preceptors, Competency, and Critical Thinking Skills in the Workplace

*Susan Boyer, MEd, RN*

The purpose of this session is to establish protocols, tools and systems for development of competence. As well as critical thinking in preceptors, interns, orientees and students. Topics include an introduction to VNIP model & why it is important, Preceptors as delivery agents, Protocols for program delivery and COPA Competence Outcomes & Performance Assessment (theory) – Eight Core Practice Competencies and Return on Investment “Systems” for finding time to precept.

### IW2. Intensive Workshop (Break from 9:45 – 10 am)

#### The Case for Excellence in Patient Education

*Penny Morgan Overgaard, BA, RN*

Ever wondered how to convince your organization that patient education is important? This session will review the research that supports excellent patient education, explore best practices in patient education and explore strategies for convincing an organization to demand excellence as their standard for patient education.

## 8:30 am – 9:45 am Concurrent Sessions

### CC5. Walking the Talk: Making Connections with Leaders and Staff

*Phyllis J. Miller, MS, SANE-A, FHCE, RN*

In these days of quality-driven management, much is said about an organization's quality and its performance, but when the rubber meets the road, just how effective is the performance of your organization? Are you meeting your objectives and is your staff performing at its absolute best? If not, you won't want to miss this session. You'll learn about a model that will help you and your organization's leaders truly walk your talk and make meaningful connections with your staff so that you can together meet your goals. You'll learn how to leverage your culture for effective performance. It will give you a handle on ways of transferring your values into action and transform the conversations your organization can have about effective performance.

### CC6. The Gateway to Healthcare Knowledge

*Sharon Shade, MA, RN*

This session will help participants understand the impact of computer technology on the present and future aspects of health care through the program, My Health<sup>e</sup> Vet. While My Health<sup>e</sup> Vet is the gateway to veteran health benefits and services, the program principles are universal and can be applied to other patient groups. Project goals include access to:

- Trusted health information
- Links to Federal and VA benefits and resources
- The Personal Health Journal
- Online VA prescription refill

In the future, MHV registrants will be able to view appointments, co-pay balances, and key portions of their VA medical records online, and much more. My Health<sup>e</sup> Vet is a powerful tool to help veterans better understand and manage their health through the use of a computer.

## 9:45 am – 10:00 am Break with Exhibitors

## 10:00 am – 11:15 am Concurrent Sessions

### CC7. Making Education DVD's for Discharge Teaching

*Cindy Westley, MSN, ANP-C, BC, RN; Laura Humbertson, MS, RHIA; Jennifer Mackel, MSN, RN*

How can you use literature and other media avenues to benefit your patient education? This session will provide you with an understanding of the literature related to learning styles and the use of multimedia for patient education, topics that would benefit by the use of DVDs, and the process for the development of DVDs and other media for discharge teaching.

### CC8. Excellence in Education: Implementing an Education Awards Program

*Margaret Landstrom, BA, MA; Ronnalea Hamman, MSC, BSc*

Clinical and patient/family education achievements are not often recognized within a large institution or authority. As a learning institution, formal recognition of excellence in education is important for the morale and professional development of staff creating educational opportunities and resources. The purpose of this session is to walk participants through the process of developing an education awards program highlighting the benefits and challenges of this worthwhile program. By the end of the session, participants will identify how an education awards program could benefit their institutions, what components are critical to its success, and how to overcome identified challenges to implementing an education awards program.

## 11:15 am – 12:15 pm Lunch with Exhibitors

## 12:15 pm – 1:30 pm Concurrent Sessions

### CC9. Clinical Competency – Evolution, Development and Methods

*M. Heather Paterson, MS, RN, CCRN; Roxanne Baier, BSN, RN*

Development and documentation of competency for clinical staff can be a confusing and frustrating process. Processes must include documentation of initial competencies for new staff as well as ongoing competency documentation for existing staff. Considerations include regulatory requirements, organization-wide initiatives, and unit-based needs. In addition, the competency process must meet the needs of and communicate performance validation effectively between the staff members, clinical educators, managers, and Human Resources department. The Department of Education at this pediatric tertiary teaching hospital has experienced the evolution of the competency documentation and validation process and has effectively applied methods of identifying needs, developing methods, and documenting validation of competency.

### CC10. How To Effectively Use HCEW to Increase Visibility for Your Healthcare Education Program

*Betty Westmoreland, BA, MBEEd, CPA; Sandy Cornett, BSN, MS, PhD; Kathy Ordelt, RN; Cezanne Cochran Garcia, MPH*

At the end of this session, participants will be able to take away real-life examples of how other educators use HCEW to increase visibility of their program at the institution level, understand how raising awareness of and increasing the visibility of their education programs will help further the cause of healthcare education at their institutions as well as understand the role HCEA takes in healthcare education week for its members.

### CC11. Dealing with Bullying in the Workplace

*Anne Walker, M.Ed.*

How do you deal with bullying in the workplace? Do you know what it looks like or how most people respond? This session will show you how to develop methods to effectively deal with lateral violence in the workplace. We will also cover what you can do to eliminate bullying, how to be assertive in the face of bullying and what leadership needs to do to eliminate lateral violence and support team members.

## 1:30 pm – 1:45 pm Break with Exhibitors

### 1:45 pm – 3:00 pm Concurrent Sessions

#### CC12. “Ever Ready” Education Strategies for the Joint Commission Unannounced Survey

*Rita Bendekovits, RN, MS, ONC, CRRN; Gwen Kutner, RN; Robin Anthony*

This session will describe the strategies used to prepare for the first unannounced JCAHO survey and challenges encountered in the implementation and integration of the National Patient Safety Goals. Utilizing the recommendations for improvement identified by JCAHO, educational strategies and processes were implemented which improved the reassessment of pain documentation throughout the institution.

#### CC14. Evolution of a Patient Education Program

*Gwen Thoma, EdD, RN, CNA, BC*

The purpose of this program is to share how one Patient Education Program was started and has evolved through the past 22 years. Topics include: Establishment of a Patient Education Program, The Patient and Family Education Committee, Patient Education Research Findings, How Do Nurses Value Patient Education, The Patient Education Teaching Module, Controlling Patient Education Program Costs and What the Future Holds.

#### CC13. Connecting the Dots for Success – Teaching Staff How to Teach

*Kathy Ordelt, RN, CPN, CRRN; Fran London, MS, RN*

As preparation for a career in healthcare, students are usually taught **what** to teach, but not **how** to teach patients and families. As a result, clinical staff are often unprepared to assume the role of teacher. This session will present ideas for “connecting the dots” for staff development training and inservicing, including techniques for teaching those patients and families who present special challenges.

### 3:15 pm – 4:15 pm

#### Plenary - Partnering with Your Patients, Colleagues, and Community

*Speaker: Helen Osborne, M.Ed., OTR/L*



Health care and patient education is all about connections. In this keynote presentation, Helen Osborne will address how partnerships with your patients, colleagues, and community can amplify health messages and increase your sphere of influence. She will highlight practical strategies that health educators of all disciplines can use in day-to-day practice.

Helen knows what she is talking about. Not that many years ago, she was sitting in your seat (so to speak) and participating in a HCEA conference as an attendee, not speaker. Since her days as a clinician and educator, Helen has focused almost exclusively on health literacy – helping organizations communicate health messages in ways patients and their families can understand. Helen will share some experiences and lessons she has learned when creating connections with people from all perspectives, professions, and points of view.

### 4:15 pm – 5:30 pm

#### HCEA Summit and Business Meeting

### 8:00 am – 8:45 am Breakfast/Networking Tables

The Breakfast and Networking Tables are another great opportunity to network with fellow attendees. You can catch up with long-time HCEA friends, meet new colleagues and exchange ideas or current challenges that you face while you enjoy breakfast.

**The Intensive Workshops and Concurrent Sessions run simultaneously.  
Please choose from either the Intensive Workshops or Concurrent Sessions.**

### 8:45 am – 11:45 am Intensive Workshop (Break from 10 – 10:15 am)

#### IW3. Transforming the Workplace into a Collaborative Environment

*Anne Walker, M.Ed.*

The purpose of this session is to establish a framework for creating collaborative teams through developing cooperation, ownership and alignment of all team members with the goals of the organization.

#### IW4. Creating Patient Learning Centers: Back to the Future

*Robin Moushey, RN, MSN; Linda Kocent, RN, MSN; Mary Alice Maslar, RN, BA; Zeena Kies Engelke, RN, MS (Nursing); Deborah Roisen, RN, MSN, OCN; Nancy Goldstein, MPH*

A panel of experts will discuss key issues regarding the process they used to establish a Patient Learning Center/Lab in their facility. The intent of the session is to examine various models for implementing this concept and to explore the feasibility of establishing a special interest group on Patient Learning Centers/Labs as a means of addressing ongoing issues and keeping up-to-date with new trends.

### 8:45 am – 10:00 am Concurrent Sessions

#### CC15. From Manila to Amarillo: An International Nurse Orientation Project

*Sharon Brewer, RN, MSN, BSN; Adonna Ballard, RN, BSN; Rena Ballard, RNC*

The impact of the nursing shortage is felt in many communities, including the Texas Panhandle, and more specifically, our facility - Northwest Texas Healthcare System (NWTHS). Our local schools of nursing are unable to graduate the volume of nurses needed to meet the regional nursing demands of our healthcare facilities. Even utilizing statewide and national recruiting strategies, our facility was unsuccessful in attracting qualified registered nurses to our area. We turned our focus to the international market. NWTHS was able to recruit fifty (50) BSN prepared registered nurses from the Philippines, and they arrived in four separate groups over a period of one year.

During the process of planning our international nurses' orientation, we learned many important lessons. With the arrival of each new group of nurses, we were able to improve our orientation process to positively impact their socialization and learning experience. The goal of this session is to share with participants the plan utilized at Northwest Texas Healthcare System to develop and implement the international nurse orientation program.

#### CC16. Tu seguridad es la mia/Your Safety is My Safety: A Community Based Injury Prevention Model

*Erin Rodda Kuroiwa, BA, CPST*

The purpose of this session is to learn how to assess the needs of a learner before creating an education plan. Also, we'll discuss how to become a facilitator rather than telling a learner what he/she **needs** to know. We'll practice techniques on how to create a learner centered dialogue.

### 9:45 am – 10:15 am Break

10:15 am – 11:30 am Concurrent Sessions

**CC 17. “I Don’t Know That I Don’t Know” – To Competence in Patient/Family Teaching**

*Leslie Catron, RN, BSN*

This session will cover how to provide the learner with theory foundation for learning teaching skills and demonstrate pediatric and adult learning principles, establish patient and family teaching goals and clearly define these for the teacher, give the learner opportunity to develop effective teaching skills for the patient and family at the bedside and practice what has been taught in the session.

**CC 18. Establishing an Enterprise-Wide Electronic Patient Education Solution: Leveraging the EMR, Facilitating Documentation, Reaching the Community**

*Janice Wilson, RN, MS; Jean Neiner*

This session will show you how to utilize a case study approach, outline the criteria/process that can be used in evaluating and choosing a patient education solution that will tie into broader HIT strategies.

11:45 am – 12:15 pm Conference Closing

**Invited Posters:**

1. Collaboration and Standardization: Promoting Healthy Children through Written Education  
*Kathy Ihrke, RN; Amy Berends, RN*
2. Improving Drug Adherence Within a Tuberculosis Population  
*Julie Seemangal, RN*
3. New BSN Graduates in the PACU: Meeting the Challenges on Ongoing Clinical Learning Needs in the Critical Care Setting  
*Grace Calame-Mars, RN, MSN, CCRN; Marion Smith, RN, MA, AOCN, BC*
4. Nurse Residency Program  
*Beth Gibbs, RN, MS*
5. Reducing Urgent Pediatric Visits Through Nurse Provided Patient Education  
*Kathy Ihrke, RN; Shawna Wollbrink, RN*
6. Taxonomy of an Information Request  
*Dinah Smith, BA (Librarianship)*
7. Patients and Providers, Partners in Learning: An Innovative Strategy for Improving Patient Teaching  
*Audrey Jusko Friedman, MRT (T), MSW*
8. Use of Computer Assisted Instruction in Staff Development  
*Dawna Martich, RN, MSN*

**Post-Conference**

**FHERN – Family Health Education Resources Network**

FHERN, the Family Health Education Resources Network, is a special interest group of HCEA members. The membership of FHERN join together from around the US and Canada to network with others from Family Resource Centers, Skills Labs and Family Libraries. Membership is only \$35 and you must be a member of HCEA prior to joining. You can join both organizations for \$130. FHERN is hosting a post conference to share best practices, learn and collaborate as well as bench mark your activities. Participation is free to FHERN members and \$50 for non-members.

**Friday September 28, 2007**

4:00 pm - 8:30 pm

Welcome and Opening Remarks

Meet your fellow Resource Center Staff Members

Show and Share-Bring something from your Center to share with the group

Dinner-provided

Business Meeting

**Saturday, September 29, 2007**

Welcome and Breakfast

Resource Center Policies-Bring yours to share and discuss  
Talking the talk of Administration-Using Statistics for Your Benefit

Conference Wrap-Up



Health Care Education Association  
P.O. Box 388  
Florissant, MO 63032



*Register Now and Save!*

*Take Advantage of Our Special Rate for  
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