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A Practical Guide to Developing your Skills as an Effective Ward Manager

For current and aspiring Ward Managers/Ward Sisters/Charge Nurses and Senior Nurses

Following the RCN Report: Breaking down barriers, driving up standards: the role of the Ward Sister and Charge Nurse

TUESDAY 20 OCTOBER 2009
20 CAVENDISH SQUARE
LONDON

TENTH NATIONAL CONFERENCE

Topics include:

➡️ KEYNOTE ADDRESS: NATIONAL REVIEW
Breaking down barriers, driving up standards: the role of the Ward Sister and Charge Nurse

➡️ Driving up the quality of care following High Quality Care for All: The practicalities of implementing nursing care quality metrics on the wards

➡️ Implementing the Productive Ward to increase the time nurses have to spend on direct patient care

➡️ Compassionate Care: measuring nursing with compassion and dignity
Case study: Confidence in Caring

➡️ Effectiveness: driving up quality of care on the wards
Case study: Eliminating healthcare associated infection

➡️ Safety: key indicators to measure and monitor the safety of nursing care on the wards
Case studies: falls, pressure sores and failure to rescue

➡️ Developing your leadership and management skills

➡️ The value of research and audit to ensure quality of care

➡️ ROLE PLAY PRESENTATION: Managing problems on the ward and supporting frontline ward staff

➡️ Positively encouraging, influencing and motivating ward teams

CHAIR AND SPEAKERS INCLUDE

Denise Kelly
Nursing Advisor in Management and Leadership The Royal College of Nursing

Maura Buchanan
President The Royal College of Nursing

INTERACTIVE WORKSHOPS

Workshop 1
Preparing for the Ward Manager role for Aspiring Ward Managers

Workshop 2
Developing your business acumen and financial management skills
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Following Alan Johnson’s recent announcement of plans to measure the quality of nursing care in the NHS Dr Peter Carter, Chief Executive and General Secretary of the Royal College of Nursing, said: “We are delighted that the government has recognised the need to measure quality in nursing care. These new standards are groundbreaking in that they will directly recognise nurses for the kind of care that patients really value.”

NURSING QUALITY TO BE MEASURED FOR COMPASSION OF CARE: DEPARTMENT OF HEALTH; 18 JUNE 2008

The conference will then focus on developing the priority areas for the national nursing indicators including infection, falls, pressure sores and failure to rescue; developing and strengthening in the role of Ward Manager, and the Ward Managers role in developing and supporting others.

The programme also features two interactive workshops: preparing for the ward manager role for aspiring ward managers which will focus on key essential themes in ward management development and developing your business acumen and financial management skills which will provide the opportunity for practical guidance on managing ward finances, resources and budgets. Both workshops will give delegates the opportunity to question healthcare professionals about their experiences which will enable you to take back ideas and implement them within your own organisation.

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Chairman's introduction

10.10 KEYNOTE ADDRESS: NATIONAL REVIEW
Breaking down barriers, driving up standards: the role of the Ward Sister and Charge Nurse

Maura Buchanan
President The Royal College of Nursing

» an overview of the findings and recommendations outlined in ‘Breaking down barriers, driving up standards’
» learning from the review and implementing systems of support for the Ward Manager/Sister/Charge Nurse

10.30 Driving up the quality of care following High Quality Care for All:
The practicalities of implementing nursing care quality metrics on the wards

Lord Ara Darzi’s NHS Next Stage Review final report; High Quality Care for All, details plans to measure the quality of nursing care through a set of metrics which will encompass safety, effectiveness and compassion.

Speaker to be announced

» a guide to measuring the quality of nursing care on the wards against a set of metrics
» assessing the outcomes of nursing care, along with how compassionately care is being delivered
» incorporating the nursing metrics into clinical dashboards
» learning from the results to improve the quality of nursing care delivered to patients

10.55 Implementing the Productive Ward to increase the time nurses have to spend on direct patient care

Developed by the NHS Institute for Innovation and Improvement, The Productive Ward uses Lean principles to eliminate waste and allow nurses more time to spend on direct patient care. Lean is a practical way of looking at and improving processes to maximise value and eliminate waste and error.

Flo Panel-Coates
Director of Nursing
Maidstone and Tunbridge Wells NHS Trust

» an overview of the Productive Ward and a guide to implementation
» the Ward Manager’s role in implementing the Productive Ward: taking time to reflect on working practice
» our experience of the Productive Ward

11.20 Questions and answers, followed by coffee and exhibition at 11.30

11.50 Compassionate Care: measuring nursing with compassion and dignity  Case study: Confidence in Caring

Published by the Department of Health ‘Confidence in Caring’ offers a framework of best practice guidelines to help carers focus on the issues that matter most to patients and provide a positive experience for them.

Clare Addison
Matron
Surrey and Sussex Healthcare NHS Trust

» what creates confidence? An overview
» leading to increase confidence in the care provided on the wards
» working with patients to improve confidence in caring
» reviewing and implementing new approaches

12.15 Effectiveness: driving up quality of care on the wards  Case study: Eliminating healthcare associated infection

Deborah Wheeler
Director of Nursing and Clinical Development
with a Ward Manager Whittington Hospital NHS Trust

» introducing infection control as a nursing quality indicator and engaging frontline staff
» developing a zero tolerance approach to non compliance with infection control measures
» building a continuous improvement culture from Board to Ward: our experience at the Whittington

12.40 Safety: key indicators to measure and monitor the safety of nursing care on the wards  Case studies: falls, pressure sores and failure to rescue

Judy Gillow
Director of Nursing Southampton University Hospitals Trust
and Executive Committee Member Patient Safety Federation
with a Ward Manager

» key indicators to measure and monitor the safety of nursing care
» emerging tools and techniques to improve the patient experience and patient safety on the wards
» raising quality whilst reducing risk and mortality: improvements to clinical and patient outcomes

13.05 Questions and answers, followed by Lunch and exhibition at 13.15

14.00 Developing your leadership and management skills

Denise Kelly
Nursing Advisor in Management and Leadership
The Royal College of Nursing

» developing in your role through education, training and mentoring
» developing your leadership style and empowering others
» finding the balance between leading and managing: learning to delegate

14.30 The value of research and audit to ensure quality of care

Dr Angela Grainger
Assistant Director of Nursing
Kings College Hospital NHS Trust
with Ward Manager

» developing your research skills to enable you to make evidence based change and improvement to patient care
» engaging support for ward-based research and audit projects
» research and audit: my experience

15.00 Questions and answers, followed by tea and exhibition at 15.10

15.30 ROLE PLAY PRESENTATION Managing problems on the ward and supporting frontline ward staff

by Playout Ltd.

» challenging and improving nursing attitude and behaviours on the ward
» team development and managing issues around sickness and absence
» managing complaints, poor performance and supporting nurses in difficulty

16.00 Positively encouraging, influencing and motivating ward teams

Alison Finch MBE
Ward Sister and Senior Nurse
University College London Hospitals NHS Foundation Trust

» getting the ward team on board: changing attitudes and the ward culture to make improvements
» developing your communication skills to link multidisciplinary staff, patients and relatives
» demonstrating good nursing practice and setting standards to influence the ward team
» leading by example: championing dignity and motivating others

16.30 Questions and answers, close
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Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.

Workshops
Please tick if you plan to attend an interactive workshop

Workshop 1: Preparing for the Ward Manager role
Workshop 2: Developing your business acumen

Venue
20 Cavendish Square, London, W1G ORN. A map of the venue will be sent with confirmation of your booking.

Date
Tuesday 20 October 2009.

Conference fee
£355 + VAT (£408.25) for NHS, social care and private healthcare organisations.
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