

2008 MANAGE FOR SUCCESS



Date and Location:

November 16 - 18, 2008

Sheraton Centre Toronto • Toronto, Ontario

\$229 per night, single or double

(5% PST, 5% GST, and 3% DMF are additional)

Call Central Reservations at (888) 627-7175. A limited number of hotel rooms has been reserved at our reduced rate of \$229 per night. To receive the reduced rate, you must book your hotel room(s) before October 15,

2008, and identify yourself as part of the Sullivan Healthcare Consulting Manage for Success training program.

Featuring picturesque waterfalls, gardens, and terraces, the four-diamond Sheraton Centre Toronto is a refreshing oasis among Toronto's downtown hotels. The superb location in the heart of the city's theatre and entertainment district puts Sheraton Centre just steps away from The Eaton Centre shopping mall and convenient to popular attractions.

Registration Fees:

\$995.00 per person, plus 5% GST (\$1,044.75 per person with tax included)

Register before October 15, 2008, and save \$100 per person (\$895 per person, plus 5% GST - \$939.75 per person with tax included)

Three or more registrants from one organization who register together save \$50 per person (\$945 per person, plus 5% GST - \$992.25 per person with tax included)

The Group Discount may be combined with the Early Bird Discount for groups of three or more registrants from one organization registering together before October 15, 2008.

Three Ways to Register:

- **Register online:**
www.sullivanconsulting.ca (Credit card payments only)
- **Fax completed registration form to:**
(519) 432-4783 • Attn: Program Coordinator
(Purchase order payments only)
- **Mail completed form to:**
Sullivan Healthcare Consulting Canada Co.
Attn: Program Coordinator
332 Central Avenue • London, Ontario N6B 2C8
(Payment by cheque or purchase order only)

Cancellations:

Cancellations and substitutions must be in writing and can be faxed to: (519) 432-4783.

Cancellations received on or before October 15, 2008:
A 50% refund will be issued.

Cancellations received after October 15, 2008:
No refund will be issued, but substitutions are permitted through November 7, 2008, at no charge.

Questions? Contact the Program Coordinator at (519) 432-9169, or by e-mail at seminars@sullivanhc.net.

Registration Form:

Hospital/Firm _____
Address _____
City _____ Province _____ Postal Code _____
Phone (____) _____ Fax (____) _____
Name _____ Position _____
E-mail _____
Name _____ Position _____
E-mail _____
Name _____ Position _____
E-mail _____

Payment Method:

Cheque (enclosed) P.O. (enclosed)

Please visit the Events page at www.sullivanconsulting.ca to pay by credit card

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Manage for Success: *Critical Skills for Today's Perioperative Environment*



This intense two-day program is designed for:

Beginning managers, managers with limited perioperative background and experience, and senior perioperative nurses with strong leadership skills looking to transition into an exciting new career

The information is also valuable resource material for directors supporting the development of inexperienced candidates into excellent managers.

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2008 MANAGE FOR SUCCESS OBJECTIVES

Experts with “real-life” perioperative management experience will present information and materials designed to teach critical perioperative management skills

Objective:

To expand the understanding of hierarchical organizational structure and team competencies while maximizing integrated perioperative management and leadership scope, roles, accountability, and interactive relationships. SHC instructors will communicate the responsibilities and accountabilities of the independent and integrated roles of the perioperative leadership team, including Managers, Educators, and Resource and “In-Charge” Nurses as they relate to management. Topics covered:

- Organizational Structure
- Management and Leadership Application
- Scope of Practice Model
- Perioperative Team Competencies
- Managing and Leading Direct Relationships and Interactions

Objective:

To expand on strategic elements that maximize the daily operations of patient bookings, flow, efficiency, and effective utilization of resources to increase access and reduce wait times with sustained consistency. SHC instructors will present in-depth information on perioperative management and the leadership role in day-to-day operations as it relates to:

- OR Control Desk
- Day-to-Day Operational Decision Making
- OR Schedule and Booking
- OR Utilization of Blocks
- Data Elements for Analysis and Decision Making

Objective:

To illustrate the perioperative leadership team’s role, responsibilities, and accountability in achieving optimal safety and risk management. Topics covered:

- Patient Safety
- Surgical Team Safety
- Environmental Safety
- Quality Assurance and Improvement

Objective:

To enhance the understanding of the perioperative environment as a high-profile, resource-intensive business unit with high costs, requiring an effective and efficient integrated team approach to maximize outputs. A comprehensive review of skills required to effectively know and manage operational and financial performance will be presented.

Objective:

To discuss strategies to maximize the complex environment of staffing with the goal of becoming the employer of choice. Topics covered:

- Staff Expectations
- Learning Environment
- Staff Development
- Support Staff
- Helping Novice Staff become Experts
- Teams and Staff Assignment
- Coaching and Mentoring
- Strategies for Multigenerational Staffing
- Staffing Patterns, Assignments, Measurements

Topics Subject to Change



INSTRUCTORS

SHC Background

SHC Canada provides a full complement of operational and management perioperative consulting options, comprehensive surgery benchmarking, seminars and training programs, and implementation management services. SHC directors and consultants have been involved in over 2,000 highly successful surgical services consulting and implementation engagements. The seminar speakers have presented over 120 high-quality, well-received surgical services consulting seminars and presentations over the past 25 years, with an emphasis on the surgery programs required to successfully address current and future surgical services issues and needs.

What Past Participants Say about Manage for Success

This training program was very beneficial and of great use to new managers. As a manager with several years experience I did learn new information which I will use. I thoroughly enjoyed the sharing of ideas through the projects. It was very nice to have perioperative practice the focus in a management program.

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Excellent course - the speakers really knew their stuff. So thankful to be given this opportunity and I will take so much back to my unit.

• • •

I thought this was an excellent conference. Very good information - some to be applied in immediate future. The reference book to review and go back to is especially helpful.

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I enjoyed networking with the other nurse managers, directors, and clinical leaders. The information was informative and helpful. I can identify areas to improve on.

Muriel Shewchuk, RN, BScN, CPN(C)

Muriel Shewchuk is a registered nurse with over 45 years of operating room experience, most recently as Director of Surgical Suites. She successfully led the regionalization of surgical suites in seven hospitals, and has managed budget and staffing for surgical theatres and clinics with over 800 staff and 325 surgeons.

Ms. Shewchuk has been a part-time consultant for 27 years and has provided expertise in surgical nursing practice, administration, planning, surgical suite design, work flow, legal issues, administrative issues, and problem resolution. Ms. Shewchuk is acknowledged at the local, provincial, and national level for excellence in practice, education, leadership, and continuous practice standards and quality and has many awards.

Tammy Tenerowicz, MPA, BSN, RN, CNOR

Tammy Tenerowicz has over 24 years of nursing healthcare experience, with more than 20 years in perioperative services and leadership. Her extensive experience is focused on improving quality patient care balanced with economic responsibility through clinical and operational improvements, salary and non-salary reductions, productivity, and fiscal administration. Ms. Tenerowicz has presented to local sections of AORN, contributed to industry publications, and recently developed a well-received poster presentation in collaboration with a hospital client. She holds an MPA from State University of New York at Brockport, New York, and a BS in Nursing from Alfred University in Alfred, New York.

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and Implementation Management