**Course Overview**

This bootcamp is designed to provide nurse managers with the essential knowledge and practical skills to excel in their leadership roles. With a focus on both strategic and operational aspects of nursing leadership, participants will enhance their competencies in areas such as recruitment and retention, communication, accountability, budgeting, accreditation, and more. This course will include interactive learning modules, case studies, role-playing exercises, and actionable takeaways to foster effective nursing management.

**Module 1: Recruitment & Retention Strategies**

**Objective:** Equip nurse managers with the tools and strategies to effectively recruit and retain high-quality nursing staff.

**Key Topics:**

* **Recruitment Strategies:**
	+ Job postings, interviewing techniques, and hiring practices
	+ Utilizing social media and digital platforms for recruitment
	+ Onboarding and orientation best practices
* **Retention Techniques:**
	+ Identifying factors that influence nurse job satisfaction and retention
	+ Strategies for preventing burnout and promoting work-life balance
	+ Recognition programs and professional development opportunities
	+ Building a supportive and collaborative work environment
* **Metrics & Assessment:**
	+ Understanding turnover rates and tracking retention data
	+ Exit interviews and employee feedback
* **Case Study/Interactive Exercise:** Developing a retention strategy plan for a nursing unit.

**Duration:** 3 hours

**Module 2: Communication & Crucial Conversations**

**Objective:** Strengthen communication skills for managing difficult conversations and fostering an open, collaborative work environment.

**Key Topics:**

* **Effective Communication Skills:**
	+ Active listening, empathy, and non-verbal communication
	+ Communication across diverse teams and interdisciplinary collaboration
* **Crucial Conversations Framework:**
	+ Handling sensitive issues with patients, staff, and peers
	+ Conflict resolution techniques
	+ Maintaining professionalism during high-pressure situations
* **Dealing with Difficult Staff/Patients:**
	+ Addressing performance issues and conflict within teams
	+ Managing patient and family expectations
* **Interactive Role Play:** Navigating a difficult conversation with an underperforming staff member.

**Duration:** 3 hours

**Module 3: Accountability for Self & Staff**

**Objective:** Develop a culture of accountability, where both the nurse manager and staff are committed to high standards of care, performance, and professionalism.

**Key Topics:**

* **Personal Accountability:**
	+ Time management, prioritization, and self-reflection
	+ Setting a leadership example and leading by example
* **Accountability for Staff:**
	+ Clear expectations and performance metrics
	+ Providing regular feedback (positive and corrective)
	+ Constructive coaching and mentoring techniques
* **Performance Improvement Plans (PIPs):**
	+ Creating and implementing effective PIPs
	+ Documenting performance and following up on progress
* **Case Study/Discussion:** Developing an accountability framework for a nursing team.

**Duration:** 2 hours

**Module 4: Budgets & Productivity Management**

**Objective:** Equip nurse managers with the financial acumen to manage unit budgets and improve operational efficiency.

**Key Topics:**

* **Understanding Nursing Budgets:**
	+ Basics of budget development and financial forecasting
	+ Managing staff allocation and staffing ratios
	+ Cost containment strategies without compromising patient care
* **Productivity & Efficiency:**
	+ Tracking nurse productivity metrics (e.g., patient-to-nurse ratio, nursing hours per patient)
	+ Strategies to optimize nursing workflows and reduce inefficiencies
	+ Impact of technology and automation on productivity
* **Budgeting Exercises:**
	+ Creating and presenting a budget for a nursing unit
	+ Evaluating productivity data to improve staffing and resource allocation

**Duration:** 3 hours

**Module 5: Employee & Patient Rounding**

**Objective:** Strengthen the manager’s ability to connect with both staff and patients through structured rounding, fostering relationships, improving satisfaction, and addressing concerns.

**Key Topics:**

* **Employee Rounding:**
	+ The importance of regular rounding with staff for feedback and engagement
	+ Questions to ask during employee rounding to promote trust and gather actionable insights
	+ Addressing staff concerns and ensuring follow-through
* **Patient Rounding:**
	+ Strategies for conducting effective patient rounding to enhance satisfaction and quality of care
	+ Using rounding as a tool to address patient concerns and prevent complaints
	+ Leveraging rounding data for continuous quality improvement
* **Interactive Exercise:** Role-playing patient and employee rounding scenarios.

**Duration:** 2 hours

**Module 6: Joint Commission Accreditation & Regulatory Compliance**

**Objective:** Prepare nurse managers to lead their teams through accreditation and compliance processes, ensuring the highest standards of patient safety and quality care.

**Key Topics:**

* **Overview of Joint Commission Standards:**
	+ Key accreditation requirements for nursing and patient care
	+ Understanding safety and quality standards, and their impact on practice
* **Regulatory Compliance:**
	+ Navigating the regulatory landscape (OSHA, HIPAA, CMS, state boards)
	+ The nurse manager’s role in ensuring compliance
* **Preparing for Accreditation Surveys:**
	+ Best practices for conducting mock surveys and internal audits
	+ Documentation and preparation strategies
	+ Creating action plans for addressing deficiencies
* **Interactive Exercise:** Developing a readiness plan for an upcoming Joint Commission survey.

**Duration:** 3 hours

**Module 7: Nursing Shared Governance**

**Objective:** Understand the principles of shared governance and how to foster a collaborative decision-making process that enhances nursing practice and outcomes.

**Key Topics:**

* **Introduction to Shared Governance:**
	+ Principles and benefits of shared governance in nursing leadership
	+ The role of nurse managers in supporting shared governance structures
* **Building a Culture of Empowerment:**
	+ Engaging staff in decision-making and evidence-based practice initiatives
	+ Promoting ownership of nursing practices and outcomes
* **Implementing Shared Governance:**
	+ Structuring councils, committees, and leadership teams
	+ Overcoming challenges and barriers to implementation
* **Case Study/Discussion:** Designing a shared governance structure for a nursing department.

**Duration:** 2.5 hours

**Module 8: Strategic Planning & Succession Planning**

**Objective:** Help nurse managers develop long-term strategies for unit growth, sustainability, and leadership development.

**Key Topics:**

* **Strategic Planning:**
	+ Aligning nursing goals with organizational objectives
	+ Developing short- and long-term plans to improve quality, patient satisfaction, and staff engagement
	+ Data-driven decision-making and benchmarking
* **Succession Planning:**
	+ Identifying and developing future nursing leaders within the team
	+ Mentoring, coaching, and professional development programs
	+ Retention strategies for high-potential staff
* **Interactive Exercise:** Creating a strategic and succession plan for a nursing department.

**Duration:** 3 hours

**Course Wrap-Up: Final Exam & Certification**

**Objective:** Assess the knowledge and skills gained throughout the bootcamp and provide a certificate of completion.

* **Final Exam:** A combination of multiple-choice questions and short-answer questions covering all modules.
* **Certification of Completion:** Upon successful completion of the final exam, participants will receive a certificate recognizing their achievement in nurse management education.

**Duration:** 2 hours

**Additional Features**

* **Interactive Discussions & Case Studies**: Real-world scenarios to apply learned concepts.
* **Peer Collaboration**: Opportunities for group work and peer feedback.
* **Post-Bootcamp Resources**: Access to recorded sessions, templates for various processes (e.g., performance improvement plans, budget templates), and recommended reading lists for further learning.

**Total Duration: 22.5 hours (can be delivered over 3-5 days, depending on pacing)**

By the end of this bootcamp, nurse managers will be equipped with the necessary tools, strategies, and knowledge to effectively lead their teams, improve patient care, and achieve organizational goals.