



Develop and prepare nurse leaders you need today

With Press Ganey's Nursing Leadership Academy®

Nursing Leadership Academy®

The pandemic has created a critical shortage of experienced nurse leaders at all levels. The skills required of nurse leaders are not the same skills needed in clinical nursing. It's proven that a successful staff nurse does not necessarily make a great nurse leader. Unfortunately, research tells us that nurse leader on-boarding and orientation programs are widely variable.

This presents a challenge, seen by many healthcare organizations, that new nurse leaders do not have the knowledge, skills, and abilities to effectively lead and manage their departments.

Press Ganey's Nursing Leadership Academy offers two programs to help your organization develop successful nurse leaders and executives for today's challenging environment. Both programs, outlined in this document, support the pursuit of nurse leader national certification.



Nurse Consulting

**How we help
you take care
of your nurses**

FOR MANAGERS/DIRECTORS

Nurse leader development program

The Nurse Leader Development Program is designed for new and emerging health care leaders as well as experienced leaders that need additional development or guidance. The curriculum reinforces the competencies to meet the demands placed on nurse leaders and includes practical leadership skills to develop healthy relationships and foster a culture of accountability to promote retention and reduce turnover.

See the included modules listed on the following page.

To implement the Nurse Leader Development Program, experts from Press Ganey Strategic Consulting will guide you through the following:

1. Review

Review objectives for individuals and/or groups. Obtain data and feedback on performance.

2. Prepare

Prepare up to 20 internal staff to deliver the training via a train-the-trainer workshop.

3. Reinforce

Reinforce and apply learning with observation and coaching.

FOR VICE PRESIDENTS/CNOs

Nurse executive coaching program

Transformational leaders who communicate compelling visions, model behaviors, and engage and motivate team members achieve the best results. Experience has shown that organizations benefit greatly from expert coaching and mentoring of newly transitioned nurse executives.

The six month Nurse Executive Coaching Program supports nurse executives in navigating challenges, uncovering new possibilities, engaging staff and driving culture transformation.

Press Ganey coaches are highly experienced nurse executives and coaches who will work collaboratively with participants to review current performance and objectives and create a meaningful action plan.

1. Review

Review objectives for individuals and/or groups. Obtain data and feedback on leader performance.

2. Create

Co-develop a professional development plan and action plans for selected priority projects to support organizational goals and objectives.

2. Coach

One-on-one coaching with Press Ganey Nurse Executive for six months to support leader development and problem solving.

Nurse leader development curriculum

Eight modules based on national standards from the American Organization of Nurse Leaders (AONL) and the American Nurse Credentialing Center (ANCC).

PROFESSIONAL PRACTICE

- Models of Care
- The Care Continuum
- High Reliability Rounds
- Shared/Professional Governance
- Journey to Excellence

LEADERSHIP

- Just Culture
- Universal Relationship Skills
- Time Management
- Medical Staff

QUALITY MANAGEMENT

- High Reliability Organizations and Zero Harm
- Workforce Safety
- Organizational and Departmental Quality Program

PEOPLE MANAGEMENT

- Performance Management
- Recruitment, Selection and Retention
- Organization and Departmental Structure
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OWNERSHIP & GOVERNANCE

- Mission and Values
- Governance
- Legal Services

INFORMATION MANAGEMENT

- Information Technology Planning and Execution
- Introduction to Microsoft Excel to Display Data

OPERATIONAL MANAGEMENT

- Policy and Procedure Development
- Process Flow and Logistics
- Performance Metrics
- Environments of Care
- Professional Organizations and Standards
- Development Resources

PLANNING & DEVELOPMENT

- Financial Planning and Management
- Staffing Plans and Scheduling
- Organizational and Departmental Strategic Plan
- Facility Planning and Project Planning
- New Program and Project Planning
- Project Management (*Target: Director*)

For additional information about the Press Ganey Nursing Leadership Academy, please contact **Mary Jo Assi**, DNP, RN, NEA-BC, FAAN, Associate Chief Nursing Officer and SVP at:

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Nurse leader development delivery options

Option 1. Press Ganey Led Program: Press Ganey Subject Matter Experts deliver all eight domains of the Nurse Leader Development content in four two-day onsite sessions. Two domains will be covered during each of the four site visits. One domain will be covered on day 1 of each site visit, and the second domain on day 2 of each site visit.

Option 2. License Only Program with Implementation Support: Press Ganey licenses its training materials in perpetuity for the Press Ganey Nurse Leader Development program and walks your team through curricula and training resources. The client team is then responsible for training implementation. Press Ganey SMEs will follow up with the client team for several months post implementation support.

Option 3. Train-the-Trainer Program with Licensing & Implementation Support: Press Ganey will work with client organizations to prepare internal facilitators via a Train-the-Trainer approach and provides shoulder-to-shoulder implementation support with coaching of trainers for both content and delivery. Internal facilitators are then responsible for training all staff. Training materials are licensed to the client organization in perpetuity. Press Ganey SMEs will follow up with the client team for several months post implementation support.

Features of Delivery Options				
	Includes:	Option 1	Option 2	Option 3
	Nurse Leader Development	Press Ganey Led	License Only with Implementation Support	Train-the-Trainer Program with Licensing & Implementation Support
Consultant-Led Planning Session(s)		●	●	●
Consultant-Led Delivery of Nurse Leader Development Program content to nurse leaders. Participants receive a PDF of slide deck and Action Planning materials		●		
Check-in Calls			●	●
Licensing of all Program Content in perpetuity (slides, scripts, toolkits) and permission to customize content		●	●	●
Consultant Support for Structured Program Oversight Meetings			●	●
Consultant-Led Current State Review/gap assessment			●	●
Consultant-Led Roadmap Development			●	●
Consultant-Led Customization of Training Materials			●	●
Consultant-Led Train-the-Trainer Workshop and Coaching				●
Estimated Timeline:		Up to 8 months	Up to 8 months	Up to 10 months