



Change Leadership for Quality and Patient-Centered Care

The first program developed by Juran Healthcare specifically for Nursing Leaders who want to combine the skills of change leadership with quality tools and techniques to lead innovation and transformation in healthcare.

▲ Program Highlights:

Nursing Leaders need to be change agents in order to deliver the highest quality care that is patient and family-centered. In today's dynamic healthcare environment, Nursing Leaders need the strategies and tools to lead people, manage change, and improve workflow to provide the highest-quality experience to patients and achieve the best clinical and safety outcomes.



This eight-month program offers a blend of interactive and facilitative learning experiences including self and organizational assessments, review of leading publications and business texts, applied performance improvement methods and tools, and participation in webinars and virtual learning modules. Action learning projects will allow participants to solve real organizational challenges with support from a Juran Executive Change Coach experienced in healthcare issues.

IACET Continuing Education Credit is available to qualified participants.

In order to identify nursing challenges and understand your organization's culture and barriers to change, we will partner with your leadership team to perform a Nursing Performance Assessment™. At the conclusion of the assessment, up to three performance improvement projects will be selected as the focus for the workshop.

Change Leadership Framework for Quality and Patient-Centered Care



▲ Learning Objectives:

- Create a culture of innovation to improve quality and clinical excellence with Juran's Change Leadership Model™.
- Successfully apply individual and team assessments to support leading and learning by engaging yourself and your team in the learning process.
- Identify the individual, team, and organizational dynamics involved in behavior change and transition to manage and lead successful projects.
- Use proven techniques to proactively reduce your own and others' resistance to change, win support, and empower others.
- Understand basic quality principles and methods to improve clinical and medical processes and outcomes.
- Apply the basic quality improvement roadmap to real projects that link to the quality strategy.
- Utilize the organization's infrastructure to identify resources, remove barriers, and sanction the projects.
- Practice using quality improvement tools and learn how to apply them to solve day-to-day problems.
- Prepare to present a completed performance improvement project to key stakeholders.



▲ Who Should Attend:

This program is designed for Nursing Leaders who want to lead and manage projects more effectively in their organizations. Specifically: directors, managers, Magnet Council leaders, project managers, change and transition team leaders, quality specialists, and individual contributors who are responsible for the successful implementation of change and improvement teams.

Team or group enrollment is highly recommended and will result in a better understanding of the improvement method and application of new tools, as well as a guaranteed ROI for your organization.

▲ Faculty Advisors and Facilitators:

Juran Coach/Facilitators for this program bring experience working and consulting with healthcare organizations. Mary Beth Edmond, RN, MBA is the EVP and Chief Nursing Executive for Juran Healthcare and has worked for Chief Nursing Officers at Sentara Health System and Naples Healthcare System, and consulted with Booz Allen Healthcare.



Janice Doucet Thompson, MHROD, is an Executive Change Leader and Coach who worked with Sutter Health, consulted with Kaiser Permanente, and serves on the faculty of the School of Business Administration at the University of San Diego. Together, Mary Beth and Janice bring an unparalleled set of experiences and lessons learned as executives, practitioners, quality and change experts, and operations specialists.

▲ Investment:

The value of this nursing talent development program is best utilized with team or group enrollment.

1. Delivery Model: Duration of 8 months
 - a. Launch: 3 days onsite to conduct Nursing Performance Assessment™
 - b. Monthly Meetings: 2 days onsite for a total of 16 days (combination of classroom learning, project coaching, and on floor coaching)
 - c. Coaching for 8 hours (1 hour per month – virtually)
 - d. Webinars & Podcasts as needed
 - e. Conclusion: 3 days for project capstone presentations, wrap up, certificates, and celebration



▲ Schedule:

Training schedule will be determined based on client preferences.

For additional information call Mary Beth Edmond, RN, MBA, EVP and Chief Nursing Executive with Juran Healthcare (1-800-338-7726) or complete the on-line request form.