



20TH ANNUAL

Conference for Office and Clinic Nurses and Office Support Staff

Includes Specific Content for Clerical, Technical and Administrative Personnel

PURPOSE

The purpose of this one-day conference is to update the knowledge and enhance the skills of office & clinic nurses and clerical, technical and administrative staff by providing evidence-based content related to their work setting. The day offers a blend of clinical and relationship-centered topics applicable across all ambulatory care settings

TARGET AUDIENCE

This learning opportunity is designed for RNs, LPNs and other health care providers employed in a variety of clinic and office settings, including private, public, governmental and university-based environments. Also, front office and administrative personnel are invited and will benefit from sessions related to common issues and challenges encountered in outpatient care settings.

ACCREDITATION

The University of Missouri Sinclair School of Nursing is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Midwest Multistate Division Provider Number MO1019-7.

Up to 6.08 contact hours will be awarded to all individuals who attend, complete the evaluation form, and are paid in full.

This approval is reciprocal in all states and for all specialty organizations that recognize the ANCC approval process.

Requirements for Successful Completion

- Learners must attend and be paid in full.
- Learners must complete the online evaluation form.
- Learners must participate in all small or large group activities.

How last year's participants intended to change their practice after attending:

- ✓ I will practice more observation in the clinic especially when dealing with escalating behavior.
- ✓ I will be more cautious about who I allow as friends on Facebook.
- ✓ I am going to take the speaker's advice and try "Q-TIP" – quit taking it personally.
- ✓ We triage a lot of calls. Especially liked the "OLD CARTS" method of assessing.

AGENDA

7:30 Check-in and Continental Breakfast
Come early. Enjoy the Continental Breakfast and fun, educational displays!

8:15 Welcome and Introductions - Shirley J. Farrah
PhD, RN-BC, *Assistant Dean and Teaching Professor, Nursing Outreach, MU Sinclair School of Nursing, Columbia*

8:30 The Three P's - Marshall Stewart, EdD, *MU Vice Chancellor of Extension and Engagement, Columbia*
Everyone has special gifts to contribute to the workplace. Dr. Stewart will discuss how learning your purpose, finding your passion and evaluating your performance are all essential to a smooth running workplace and both staff and patient engagement.



9:15 Change Rooms

9:20 Concurrent Sessions

A) Secrets of the Well Run Office - Karen Harris, RN, *Coordinator, Patient/Family and Employee Engagement, MU Health Care, Columbia*

It has been said that first impressions are the most lasting. When a patient and their family enters your office or clinic setting, have you wondered about their first impression? This session will include a discussion of managing front office behaviors and keeping the environment calm and efficient, greeting etiquette, asking the difficult questions, dealing with disruptive and aggressive individuals and service recovery.

B) Hot Topics in Office and Clinic Care

In healthcare we are constantly striving to find ways to deliver improved patient care and elevate the patient experience. This session will introduce you to current innovative practices in office and clinic care designed for the patient's advantage, including lessons learned for the future.

Behavioral Health Consulting in Primary Care
Mary Beth Schillinger, LCSW, *Behavioral Health Services, MU Student Health Center, Columbia*

Patient Medication Liaison - Julia Chisholm, PharmD, AAHIVP, *Outpatient Pharmacy Manager, MU Health Care, Columbia*

Mumps Outbreak at MU - Megan Huddleston, BSN, RN, *Nursing Supervisor, MU Student Health Center, Columbia*

10:20 Break (Visit Exhibitors)



10:40 Active Listening - Marlo Goldstein Hode, LLM, PhD, *Associate Director of Education and Research, MU Division of Inclusion, Diversity and Equity, University of Missouri System*
Listening is an important skill in any area of professional practice, as well as in personal relationships. In this interactive session, participants will learn and practice three key active listening skills.

12:00 Hosted Luncheon – Visit Exhibitors

12:45 Focusing on Employee Engagement and The Patient Experience in a Brain Friendly Way - Ted Brandt, MHA, MBA, *Director of Clinic Operations, MU Health Care, Columbia*
Are the employees in your workplace engaged and enthusiastic about their work? If so, then your workplace is among a very few according to a recent Gallup poll of American workplaces. A better understanding of our brain and our need for social connection and acceptance can “move the needle” toward employee engagement and result in patient satisfaction.

1:45 Opioid Addiction and the Current Opioid Epidemic - Lucas Buffaloe, MD, *Assistant Professor of Clinical Family and community Medicine, MU School of Medicine, Columbia*
In this session, we will briefly explore the current opioid crisis and look at the physiology of addiction as a disease. The speaker will also discuss the behaviors associated with addiction and some current practice interventions to prevent or manage disruptive behaviors.

2:45 Beverage Break

3:00 Technology to Improve Healthcare - Pam Roe, BS, MJ(in progress), *Strategic Communications Consultant, MU Student Health Center, Columbia and Bridget Ohara, DirectConnect Product Manager, Cox Health, Springfield*
We hear about the misuses of Social Media but can Facebook, Twitter or Snapchat be used to promote the services of our office or educate our patients? The first speaker for this session will share ideas for using social media to promote programs in the clinic. The second part of this session will examine how Telehealth is being used to treat patients in a myriad of settings. The delivery of healthcare today is being reimagined to fit our busy lives and Telehealth is leading these changes.

4:00 Adjourn

REMINDER

A conference syllabus will not be provided. All participants are asked to print or save the handouts to their own device. No handouts will be provided on site. A link to the handouts will be e-mailed to each paid registrant five working days prior to conference. Accordingly, please **do not** share this link. If someone needs the link, they should call our office at (573)882-0215.

We ask all speakers to submit handouts. If there are no handouts posted, that means the speaker did not submit them by the due date. If we receive handouts after the due date, they will be posted as we get them. Handouts will remain up for one month after the event.

PLANNING COMMITTEE

Laura Burnett, MBA, *Associate Director Clinical Operations, University of Missouri Healthcare, Columbia*
Angela Crutchfield, LPN, *Keene ENT Clinic, MU Healthcare, Columbia*
Shirley J. Farrah, PhD, RN-BC, *Assistant Dean and Teaching Professor, Nursing Outreach, MU Sinclair School of Nursing, Columbia*
Laura E. Hirschinger, MSN, RN, AHN-BC, CPPS, *Coordinator, Ambulatory Patient Care Services, MU Health Care, Columbia*
Lynnette M. Logsdon, BGS, RN, *Clinical Nurse Supervisor, Pediatric/Adolescent Clinic, MU Healthcare, Columbia*
Suzanne Massman, LPN, *Physician Services Manager, Belle and Pediatric Clinics, SSM Health Medical Group, Jefferson City*
Sarah Muegge, MSN, RN, *Instructor, Regional Services, Cox Health, Springfield*
Erin Ohnesorge, MBA, BSN, RN, *Practice Manager, Child Health Clinics, University of Missouri Health Care, Columbia*
Mary Kay Schumacher, RN, *Telephone Nurse Advisor, MU Student Health, Columbia*
Amanda Spickard, RN, *Instructor, Regional Services, Cox Health, Springfield*
Cynthia S. Stephens, MSN, RN, *Clinical Instructor/Nurse Planner, Nursing Outreach, MU Sinclair School of Nursing, Columbia*
Caryn Thomas, BSN, RN, *Clinical Nursing Supervisor, South Providence Family Clinic, MU Health Care, Columbia*

GENERAL INFORMATION

Location

The conference will be held at the Peachtree Catering and Banquet Center Ballroom, 120 E. Nifong, Suite D, Columbia, MO, 65205. Should you need to be reached during the conference, the phone number is (573) 875-6608.

Lodging

A block of rooms at the special rate of \$99 has been reserved for the night of September 13, 2017 until August 13, 2017 at the Stoney Creek Hotel, located at 2601 S. Providence Road, Columbia, MO, 65203. After this date, rooms will be on a space available basis only. To make reservations, please call 1(800)659-2220. The hotel is located just off Providence Road, 1.5 miles north of the Peachtree Banquet Center where the conference will be held. Be sure to ask for the MU OFFICE & CLINIC CONFERENCE room block. Participants are responsible for making their own reservations and guaranteeing reservations with a credit card.

See website for map with location of Peachtree Banquet Center and Stoney Creek Inn. They are within roughly a 1 mile radius. www.nursingoutreach.missouri.edu



Questions? Comments?

Call (573) 882-0215 or email NursingOutreach@missouri.edu

Visit our website for complete program details and online registration

nursingoutreach.missouri.edu