



# **DON 101: The Basics**

**December 5, 2019**

**Presented by: Liz Davidson**

**Location:**

Aurora Training Center (Building #3)  
11159 Aurora Ave., Urbandale, IA 50322

**LeadingAge**  
Iowa

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## **PROGRAM DESCRIPTION**

The purpose of this course is to provide a high-level overview of the primary functions of the director of nursing. The director of nursing provides administrative leadership and works with staff on many levels including human resource functions as well as mentorship, growth and development, and staff competency. In addition, the director of nursing utilizes strong critical thinking and clinical skills to provide the highest quality of care and quality of life to the resident population and has a strong knowledge of the regulatory requirements at the state and federal level. Lastly, the director of nursing is on the forefront of customer service and recognizes the significance that customer service plays not only in patient and family satisfaction, but in the representation of the facility within the community.

This course is designed for the novice director of nursing as well as aspiring directors of nursing and nurse leaders within the organization, and has been updated with the most recent regulatory expectations and information. Join us as we celebrate your biggest accomplishments and identify solutions to your greatest barriers to success in your DON role.

**Please bring a copy of your organizational chart, licensed number of beds, a list of opportunities (challenges) and successes, an outline of your daily routine, most recent quality measures, and questions!**

### **Program Objectives**

- Define the role and expectations of the director of nursing within the organization.
- Discuss the relationship between the director of nursing and staff in terms of human resource functions.
- Define the role of the director of nursing in terms of staff development and growth and in overall leadership.
- Identify the significance of clinical and regulatory oversight.
- Recognize the significance of customer service in relationship to patient, family, and community satisfaction.

## **INTENDED FOR**

Directors of nursing, assistant directors of nursing, unit managers, charge nurses, and other nurse leaders.

## **FACULTY**

Liz Davidson is the director of clinical services for LeadingAge Iowa. She has more than 27 years' experience in the health care industry with 19 of the 27 years dedicated to nurse leadership, clinical program oversight, program management, and regulatory compliance. She has a vast amount of experience in aging services including services as a director of nursing, a health facilities surveyor, a regional nurse, an adjunct instructor, and as a deputy program manager and quality of care monitor under contract with the Office of Inspector General (OIG).

## **WHAT DO PEOPLE SAY ABOUT THIS CLASS**

Attendees raved about Liz's DON 101 class last year. Here are some of their comments:

- ~ "Quite possibly the best DON training I have ever attended!"
- ~ "Best class I have ever participated in! Thank you!"
- ~ "Content was relevant and taught in an understandable manner with opportunity for questions and discussion."

## **PROGRAM AGENDA**

8:30 a.m. – 9:00 a.m.	Registration/Check-In
9:00 a.m. – 12:00 p.m.	Program
12:00 p.m. – 12:45 p.m.	Lunch (provided)
12:45 p.m. – 4:15 p.m.	Program
4:15 p.m.	Adjourn

*\*A 15-minute break will be scheduled during each morning and afternoon session.*

## **CONTINUING EDUCATION CREDIT**

Iowa Board of Nursing Provider #67 - 6 contact hours. Providership regulations do not allow for partial credit to be given for any portion of this program. Retain certificate for four years.

## **REGISTRATION INFORMATION**

Register at [www.leadingageiowa.org](http://www.leadingageiowa.org) or contact Dawn Balder at 515-440-4630 or [dbalder@leadingageiowa.org](mailto:dbalder@leadingageiowa.org).

**LeadingAge Iowa Member Facility \$195**

**Prospective Members \$350**

Registration fees include seminar instruction, handouts, breakfast, lunch, afternoon refreshment and CEU/attendance certificate.

## **REFUND POLICY**

The registration deadline is December 3, 2019. Any phone or onsite registrations after the deadline will incur an additional \$25 processing fee. No-shows will be billed. Substitutions welcome anytime via fax or email. A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$50 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received and the number of business days remaining prior to the program. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided. All cancellations and substitution requests must be sent to Amy Huisman ([ahuisman@LeadingAgeIowa.org](mailto:ahuisman@LeadingAgeIowa.org)) by email or faxed to 515-440-4631. Facilities that have an unannounced annual survey by DIA during the meeting dates will be eligible for a full refund.

## **AREA HOTEL INFORMATION**

LeadingAge Iowa has negotiated special sleeping room rates for its members at several hotels in the vicinity of our office.

Go to [www.LeadingAgeIowa.org/Hotels](http://www.LeadingAgeIowa.org/Hotels) to view hotel options.

## **UPCOMING EVENTS**

September 26	Fall Management - An Interdisciplinary Approach, Urbandale
October 2	Restorative Nursing Assistant Training, Cedar Falls
October 23	Dementia Workshop, Des Moines
November 14	Nurse Leadership Symposium & Social Worker Conference, West Des Moines
December 10	Wound Workshop, Urbandale

**LeadingAge Iowa, 11001 Aurora Ave., Urbandale, IA 50322**  
**515-440-4630 or [www.LeadingAgeIowa.org](http://www.LeadingAgeIowa.org)**