

2020 VIRTUAL SUMMIT TO BUILD COMPASSION, EMPATHY & LOVE THROUGH RELATIONSHIP-BASED CARE

OCTOBER 21, 2020

10:00 a.m. - 2:00 p.m. CT

10:00 a.m. Welcome & Introductions

10:10 a.m. **Marcus Engel - Relationship with Patients and Families: "I'm Here"**

Marcus Engel, M.S., CPXP, CSP is a Certified Speaking Professional & author whose messages provide insight and strategies for excellent patient care. His keynote presentation, "The Other End of the Stethoscope" has been witnessed by tens of thousands of healthcare professionals and his books are used in scores of nursing and allied health programs to teach the basic foundations of caregiving. As a college freshman, Marcus Engel was blinded and nearly killed after being struck by a drunk driver. Through two years of rehab, over 350 hours of reconstructive facial surgery and adaptation through a multitude of life changes, Marcus witnessed the good, the bad and the profound in patient care. Marcus has authored four books and is currently at work on a fifth. He holds a B.S. in sociology from Missouri State University and a M.S. in Narrative Medicine from Columbia University in the city of New York. In 2017 Marcus was awarded an honorary doctorate from the Philadelphia College of Osteopathic Medicine and is currently an adjunct professor at the University of Notre Dame where he teaches pre-meds the art of "being with."

11:15 a.m. Break

11:30 a.m. **Community Health Network Panel - Relationship with Colleagues: "Leading & Growing through Crisis"**

Jean Putnam, DNP, MS, RN, CPHQ, is the Network Chief Nursing Officer for Community Health Network. Jean is a registered nurse with more than 25 years of experience, serving in a variety of clinical roles and progressive leadership positions. She is responsible for the practice of nearly 4,000 nurses and support services for CHN. Headquartered in Indianapolis, Community Health Network puts patients first while offering a full continuum of healthcare services built on a Relationship-Based Care foundation with world-class innovations and a focus on population health management. Exceptional care, simply delivered, is what sets Community Health Network apart and what makes it a leading not-for-profit healthcare destination in central Indiana. Jean and her interprofessional team will provide their insights on leading and growing through crisis.

12:30 p.m. Break

12:45 p.m. **Marie Manthey - Relationship with Ourselves: "Courageously Harnessing Compassion"**

Marie Manthey, PhD (hon), MNA, FAAN, FRCN, is the founder and president emeritus of Creative Health Care Management and has long been able to bridge the world of ideas and the real world of patient care in health care workplaces. She's taught thousands of nurses in seminars and workshops throughout the world. No matter what other subjects she addresses, she never fails to come back to the key to good patient care: "You have to see what supports the patient-clinician relationship and what interferes with it, then enhance what helps and minimize what hurts." She also invites us to wonder, "will we find the courage to decide who we are and how we will behave in the new day that follows this time of massive change?"

1:45 p.m. Closing

2:00-3:00 Optional: Salon

If today has inspired you and you'd like to continue the discussion, you are invited to join us for an additional 1-hour Salon lead by Marie Manthey. (See next page for a description.)

This agenda is subject to change.

Continuing nursing education (CNE) contact hours for this program will be provided. Final contact hours are pending approval. Other professionals, please verify with state licensing and specialty boards that CNE contact hours from this activity can be used to meet CE requirements for your profession.

Creative Health Care Management is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

What is a Salon? It's an informal gathering where participants will have the opportunity to have open, thoughtful conversations, and network with others from a variety of organizations.

Marie started holding a Nursing Salon in her home over a decade ago. She loved the concept of a group of nurses engaging in a thoughtful conversation about the nursing profession. Their Salon started as a small group of four nursing graduate students and a School of Nursing faculty member. The monthly attendance now reaches 20 and has moved to an Interprofessional Salon focused on all health care workers. And even more recently, has moved to virtual instead of in-person.

According to Utne Reader's book "Salons: The Joy of Conversation," salons are "lively gatherings where people engage in 'big talk' — talk that amuses, challenges, amazes and is sometimes passionately acted upon." Most importantly, salons are gatherings where each participant forms and informs the conversation; unlike formal meetings, they are opportunities where people can casually connect and share their experiences. It is the diversity of experience, education and interest that makes these salons among the richest conversations any of us have ever experienced.

Before the discussion starts, Marie will always ask participants to commit to the ground rule of confidentiality, reminding participants that what is said during the Salon's conversation needs to remain confidential. No one should ever feel at risk for having mentioned specifics about a problem situation or relationship. Then there is an "around -the-room" check-in, asking the question "What is on your mind?" The trick here is to allow enough explanation for people to understand the issues, without entering into an in-depth conversation at that time.

After everyone has had an opportunity to respond, the group then enters into an in-depth conversation on any topic or topics that have caught the group's attention. At a little before ending time, Marie will organize a "check-out" around-the-room asking how people are feeling/thinking after the discussion.

Early on Marie knew the Salons needed to be completely stress-free if it was to succeed; that it's important that there be no expectations placed on participants. The check-out at the end of each session assures us that something important is happening at these events. There is never a specific agenda, no decisions are made, no one is responsible for taking action, no reports are written. At first, Marie thought people would feel frustrated or dissatisfied with no achievable outcomes to measure. She has learned however, that information shared at the Salon has been brought into the lives of the participants in substantial and profound ways. Insights, shared wisdom, deep connectivity and exquisite understanding of the depth of our values both energize and inform the lives of those who attend.

For more info on Marie's Salons, please visit <https://www.facebook.com/MarieMantheynursingsalon>

Facilitators of CHCM license programs please register at:

<https://registration.chcm.com/register.nsf/registration?open&s=711>

Others please register at:

<https://registration.chcm.com/register.nsf/registration?open&s=720>

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