Making the transition from being a staff person one day to a healthcare supervisor/manager the next is a significant step. Transitioning from individual contributor to being effective in a leadership role is far more challenging and complicated than ever before and requires the ability to use the tools of diplomacy, negotiation, persuasion, and alliance-building, to a greater degree than one used in the past.

Managing change and the demands of your healthcare organization for high productivity and quality, combined with financial prudence and regulatory compliance, are only part of the equation. You will discover that those tasks must be balanced with an excellent grasp of human relations skills in working closely and collaboratively with others, and helping the team deal with the pace and scope of unprecedented change in healthcare.

Sarah Campbell Arnett, MA, NCC, BC-DMT, returns at member request to present this highly interactive, management development program, the first in a two-part series specifically designed for new managers. The second program “Transitioning From Staff to Management: What’s Next” will be held on March 14, 2023 (a separate registration is required for the March session).

Virtual Program:
9:00 a.m. - 12:00 p.m.

Presenter:
Sarah Campbell Arnett, MA, NCC, BC-DMT, Certified Coach, has worked in healthcare for almost 25 years. She is certified as a corporate coach through CoachU. Ms. Arnett most recently worked as a Manager of Change at Cone Health in Greensboro, North Carolina. She facilitates executive leadership training and coaching for teams and individuals. She specializes in leadership and team development and conflict resolution.

Registration:
$125 per employee of CHA Member organizations
$175 per employee of CHA non-member organizations

This educational activity is jointly provided by AXIS Medical Education and the Connecticut Hospital Association.

This program is administered through CHA’s education affiliate.
At the conclusion of this virtual program, participants will be able to:

- Describe the issues/challenges and shifts in perspective involved in transitioning from a staff nurse or social worker to healthcare manager.
- Outline practical techniques for effective strategies to mitigate challenges in the transition from staff clinician to clinical manager.
- Demonstrate foundational trust building skills as foundations for a successful transition to healthcare management.
- Identify ways to improve communication with patients/families/teams using an effective listening model.

ACCREDITED CONTINUING EDUCATION

Accreditation Statement
In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and the Connecticut Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing
AXIS Medical Education designates this continuing nursing education activity for 2.75 contact hour.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Social Workers
As a jointly accredited organization, AXIS Medical Education is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. AXIS Medical Education maintains responsibility for this course. Social workers completing this course receive 2.75 continuing education credit.

AXIS Contact Information
For information about the accreditation of this program, please contact AXIS at info@axismeded.org.
Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by 11:59 p.m. ET on March 27, 2023. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

Disclosure of Conflicts of Interest

AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, reviewers, and other individuals who are in a position to control the content of this activity to disclose all real or apparent conflicts of interest they may have with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant conflicts of interest are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant conflicts of interest disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is provided with this activity.

The **faculty** reported the following relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

<table>
<thead>
<tr>
<th>Name of Faculty or Presenter</th>
<th>Reported Financial Relationship</th>
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</thead>
<tbody>
<tr>
<td>Sarah Arnett</td>
<td>Nothing to disclose</td>
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</tbody>
</table>

The **directors, planners, managers, and reviewers** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

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<thead>
<tr>
<th>Name of Planner/Manager/Reviewer</th>
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<tr>
<td>Christine Prestiano, MS</td>
<td>Nothing to disclose</td>
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<tr>
<td>Dee Morgillo, MEd., MT(ASCP), CHCP</td>
<td>Nothing to disclose</td>
</tr>
<tr>
<td>Holly M. Hampe, DSc., RN, MHA, MRM, CPHQ</td>
<td>Nothing to disclose</td>
</tr>
</tbody>
</table>

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

For additional information, contact CHA Education Services at 203-294-7263 or educationservices@chime.org.