

# 2018 FMRNA Annual Residency Nursing Workshop

Presented by the Family Medicine Residency Nurses Association

Friday, March 23 – Saturday, March 24, 2018

Location: Sheraton Kansas City Hotel at Crown Center

---

---

## Friday, March 23, 2018

1:30 – 2:00 p.m.: **Registration/Networking** [Benton]

2:00 – 2:15 p.m.: **Welcome Remarks** [Benton]  
*FMRNA President – Kathleen Morin, AD, RN*

2:15 – 3:15 p.m.: **Workshop 1** [Benton]  
**Leveraging the Role of Nursing Leadership in the Residency**  
*Marcia Snook, RN, BSN; Kay Anderson, RN*

Understanding how to successfully leverage the role of nursing leadership in the residency setting can be a daunting task for the new nurse manager. This presentation will give a foundation on which to build and provide skills to engage staff in the educational goals for the resident learners. In addition, we will explore common challenges for the nurse leader and review strategies for solutions.

3:15 – 3:30 p.m.: Break

3:30 – 4:30 p.m.: **Workshop 2** [Benton]  
**Work Place Transformation: Making Changes to Improve Team Communication, Education and Patient Care**  
*Kathleen Morin, AD, RN*

Residencies have long been the practices that have traditionally functioned more in teams than other primary care settings. Our goal was developed to create a smaller practice feel for providers and their patients. Teams can be made up of just the faculty and residents or they can include triage nurses, LPN's, MA's and Front Office Staff that are assigned to each team. Regardless of how it's designed, how often do we all struggle with daily communication? This presentation will show ways to improve communication and team processes by physically changing clinical team seating and pulling the RN's back into direct communication with their provider team. This presentation will also show how co-location improves clinical and resident education and fosters improved working relationships.

4:30 – 4:45 p.m.: Break

4:45 – 5:45 p.m.: **Workshop 3** [Benton]  
**Teaching and Living Resiliency Before, After, and During Difficult Challenging Patient Encounters**  
*Theresa Salmon, LMSW*

This workshop hopes to introduce to participants the concept of teaching and living resiliently before, after, and during difficult patient encounters. Burnout caused by acute/chronic stress in healthcare providers is a nationwide problem that needs to be addressed. Difficult patient encounters are estimated to occur in 15 to 30 percent of family practice visits. Understanding the provider, patient, and situational factors that contribute to challenging patient encounters will improve both patient outcomes and provider well-being. In this workshop, learners will begin to recognize and differentiate patient personality types and the appropriate behavioral approaches for assisting these patients. Learners will also be given the opportunity to practice a structured mindfulness-compassion exercise.

5:45 – 6:00 p.m.: **Closing Remarks** [Benton]  
*Kathleen Morin, AD, RN*

# 2018 FMRNA Annual Residency Nursing Workshop

Presented by the Family Medicine Residency Nurses Association

Friday, March 23 – Saturday, March 24, 2018

Location: Sheraton Kansas City Hotel at Crown Center

---

---

## Saturday, March 24, 2018

8:00 – 8:15 a.m.: **Welcome Remarks** [Benton]  
*FMRNA President – Kathleen Morin, AD, RN*

8:15 – 9:15 a.m.: **Workshop 4** [Benton]  
**Opioid Epidemic- What's a Nurse to do....**  
*Alice Brown, RN; Terri Magee, RN*

If substance abuse among your patients is not a problem for your clinic, then this is not a presentation for you.... but if it is an issue, let's talk. Since October 2015, our clinic has implemented a Chronic Pain Packet protocol. This allows the patient to be fully engaged in their care while the provider/nurse guide them and closely monitor their progress. At the end of this presentation you will understand just how vital nursing involvement is in making chronic pain management a success. If we can make a small dent in the growing opioid epidemic, we have succeeded!

9:15 – 9:30 a.m.: Break

9:30 – 10:30 a.m.: **Workshop 5** [Benton]  
**Crucial Conversations**  
*Mary Beth McLellan, RN, BSN*

Open dialogue is vital to successful communication. Conversations where stakes are high, opinions vary, and emotions run strong can be more than difficult to conduct. In this workshop, we will review the difference between typical and crucial conversations as well as outline the 7 tips to conducting these difficult conversations.

10:30 – 10:45 a.m.: Break

10:45 – 11:45 a.m.: **Panel Discussion** [Benton]  
*Mary Beth McLellan, RN, BSN; Kathleen Morin, AD, RN; Marcia Snook, RN, BSN; Kay Anderson, RN*

Join us for an interactive panel discussion, topics to be determined by attendees of the 2018 Annual Residency Nursing Workshop. Panel members hold many years of experience working with residency education, and they are anxious to discuss their many pearls of experience and best practices.

11:45 a.m. –  
12:00 p.m.: **Closing Remarks** [Benton]  
*Kathleen Morin, AD, RN*