

Dynamic Role of the Charge Nurse

September 30th, 2025

0800-1500 (1 hour pre-work)

Location: Microsoft Teams (Online)

Agenda

TIME	TOPIC	FACULTY
0800- 0845	Welcome Participant Introductions Course Overview Charge Nurse	Evanda Miles, MPH, BSN, RN Professional Development Specialist (PDS) Nursing Education and Professional Development (NEPD)
0845 - 0915	The Charge Nurse as a Communicator and Coordinator of Operations (Escalation, Situational Awareness, Shared Mental Model, Chain of Command)	Kellie Wright, BSN, RN, CCRN Professional Practice Specialist Central Nursing Resources
0915 - 0930	BREAK	
0930 - 1015	Professional Communication for the Charge Nurse (Staff to Staff/Interprofessional)	Ashley Moore, MSN-Ed, RN, CPN Professional Development Specialist (PDS) Nursing Education and Professional Development (NEPD)
1015 - 1045	Time to Put it All Together: Charge Nurse as a Problem Solver in a Dynamic Healthcare Environment, I	Evanda Miles, MPH, BSN, RN PDS, NEPD Ashley Moore, MSN-Ed, RN, CPN PDS, NEPD
1045 - 1100	BREAK	
1100 - 1130	BEAR Communication Model (Patient and Family Experience)	Vicki Buttray, BSHA, CPHT, PMP Patient and Family Experience Consultant
1130 - 1145	Language and Guest Services: Reinforcing the Communication Framework	Gabriela Rivera Martinez, MPS Language Services Team Lead
1145 – 1215	The Charge Nurse as Coordinator of Care	Tashura Tulloch, MSN, BSN, RN Nurse Manager Clinical Resource Management
1215 - 1230	Overview of RnsConnect Resources	Evanda Miles, MPH, BSN, RN
1230 - 1300	LUNCH	
1300 - 1345	Overview of Buddy to Boss	Patricia O'Brien Manager, Learning and Development
1345 - 1500	Leading and Managing Complexities as a Charge Nurse Leadership versus Management	Lia Heiden, BSN, RN Nurse Manager, 7 East Medical Care Unit
	Charge Nurse as a Patient Care Manager Making Appropriate Assignments	
1500	CLOSING REMARKS and EVALUATIONS	

