Dynamic Role of the Charge Nurse
February 5th, 2026
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 (PPS) Central Nursing Resources
0915 - 0930	*BREAK*	
0930 - 1015	**Professional Communication for the Charge Nurse (Staff to Staff/Interprofessional)**	**Asia Reed Briggs, MSN, 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 **Asia Reed Briggs, MSN, RN, CPN** PDS, NEPD
1045 - 1100	*BREAK*	
1100 - 1145	**BEAR Communication Model** **(Patient and Family Experience)**	**Vicki Buttray, BSHA, CPhT, PMP** Patient and Family Experience Consultant
1145 - 1215	**Language and Guest Services: Reinforcing the Communication Framework**	**Gabriela Rivera Martinez, MPS** Language Services Team Lead
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** **Charge Nurse as a Patient Care Manager Making Appropriate Assignments**	**Lia Heiden, BSN, RN** Nurse Manager 7 East Medical Care Unit
1500	*CLOSING REMARKS and EVALUATIONS*	