

Dynamic Role of the Charge Nurse

April 9th, 2026

0800-1500 (1 hour pre-work)

Location: Microsoft Teams (Online)

Agenda

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