

For Immediate Release

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New Coaching Program Helps Charge Nurses Develop Leadership Skills *B. E. Smith's Coaches Develop High Performers Who Improve Hospital Finances*

LENEXA, Kan. (April 2, 2009)—As the frontline leaders on a hospital unit, charge nurses make a tremendous impact on financial outcomes. However, with new laws, new treatments and technological advancements surfacing regularly, they require enhanced leadership skills to successfully manage the complex demands of a fast-paced hospital unit. B. E. Smith has the answer: a unique leadership development program that sends a tenured nurse executive coach into the work environment to teach charge nurses the skills they need to succeed in a rapidly evolving healthcare climate.

“Studies have shown that providing on-the-job leadership development to charge nurses today minimizes negative clinical outcomes in the future—which translates into thousands of lives and millions of dollars saved,” said Doug Smith, chief executive officer, B. E. Smith, a leading healthcare provider of interim leadership, permanent executive placement and consulting solutions. The new program will be announced to the nursing executive leadership community at the American Organization of Nurse Executives (AONE) annual conference April 15-19 in San Antonio, Texas.

“Charge nurse performance impacts hospital operations and finances in terms of patient and physician satisfaction, nurse turnover, and most important, quality of care,” Smith said. “Our program uses a new, unique coaching model that transforms charge nurses into high performers who produce quality outcomes that significantly enhance a hospital’s financial health.”

Healthcare organizations that participate in B. E. Smith’s leadership development program receive highly individualized coaching services provided by nurse executive consultants, each with more than 20 years of experience in their field. These coaches have developed many charge nurses in their careers and serve as role models for leadership behaviors on the job, in the learners’ current facilities.

A typical program will last anywhere from three to four months, with the nurse executive coach on site daily. The coach will first perform a customized assessment to identify issues that need to be addressed. Then, he or she will develop a curriculum tailored to

the hospital's specific needs, focusing on core leadership processes designed to improve charge nurse performance. Finally, time will be spent teaching, coaching, advising and evaluating the charge nurse staff. The coaching experience takes place in one-on-one situations encountered directly on the nursing unit.

Individualized development plans are crafted for each participant based on a detailed assessment of their skills and experience level. Progress is monitored, and nurses are coached individually as situations develop on the unit. Each nurse is evaluated at the end of the engagement with process outcomes resulting from improved charge nurse performance measured to gauge progress.

“At B. E. Smith, we believe the most effective transfer of knowledge takes place in the organization's workplace environment. Traditional classroom training simply doesn't work as well,” Smith said. “Our program's experiential learning model provides charge nurses with the opportunity to work alongside an experienced nurse executive allowing participants to learn by example while the coach provides immediate feedback.”

Other News from B. E. Smith at AONE's Annual Conference

B. E. Smith also announced the company's sponsorship of the American Organization of Nurse Executives' Organizational Innovation for Nurse Executive Award. The recipient of the award will be revealed at the AONE annual conference. The award is presented to a nurse executive who has been an “architect of change within his/her organization in the areas of work environment, image development, care delivery systems and strategic relationships”—all part of AONE's mission and vision and as set forth in the AONE strategic plan.

B. E. Smith also is providing funding to support a research seed grant for the AONE Institute. The Institute's Research Seed Grant Program funds grants to support research projects that explore best practices related to nursing administration. A seed grant review committee, made up of members of the AONE Institute's Advisory Board and its Operations Committee, reviews and scores the proposals based on an evaluation system developed by AONE Institute staff. This year, the three proposals with the highest scores are being considered for funding. Other variables also are considered, such as how closely the proposal is aligned with AONE and the Institute's research priorities and the budget of the project itself.

About B. E. Smith:

Founded in 1978, B. E. Smith is a full-service leadership solutions firm for healthcare providers. B. E. Smith's comprehensive suite of services includes interim leadership,

permanent executive placements and consulting solutions. The company is comprised of veteran healthcare leaders who partner with each client to create a solution that uniquely fits that client's individual needs. In 2008, B. E. Smith placed more than 600 leaders into healthcare organizations worldwide. For more information, visit www.besmith.com or call 877-802-4593.

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