Dear Colleague,

I’m pleased to invite you to attend Nursing Management Congress2019, October 15-19, 2019 at the Hyatt Regency New Orleans! Sponsored by Wolters Kluwer, publisher of Nursing Management® journal, the conference offers you educational sessions that will strengthen the practical and critical-thinking leadership skills you need to improve the overall quality, efficacy, and cost of patient care in your organization.

As the premier conference for nurse leaders, Nursing Management Congress2019 has something for every level of nurse leader in every practice setting. In addition to many of our outstanding returning faculty, you’ll hear from new and innovative nursing thought leaders throughout our high-paced, innovative program.

Over the course of the 5-day event, you’ll find a rich forum for evidence-based educational sessions and networking that will deliver comprehensive, results-oriented patient care strategies that you can implement as soon as you return to your practice setting.

Of all the choices you have for national meetings, none will deliver the opportunities for learning, networking, and growth like Nursing Management Congress2019. You’ll enjoy an incredible conference location, an evidence-based approach to learning, easy access to online session content and continuing education, and an opportunity to exchange ideas with your peers.

I hope to see you there!

Pamela Hunt, MSN, RN, NEA-BC
Nursing Management Congress2019 Conference Chairperson
Vice President of Patient Care Services
Community Health Network North Region
Indianapolis, IN

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**Special Offer for NMC Attendees!**

Add a subscription to Nursing Management journal for only $15 (see check box on registration page for details).

Published monthly, Nursing Management provides practical, evidence-based information for the management of healthcare delivery across the care continuum. A one-year subscription is valued at $107.00. Already a subscriber? We’ll add an additional 12 issues to your existing subscription.

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**Continuing Education Provider Information**

**Purpose:** As a nurse leader attending Nursing Management Congress2019, you’ll be able to network with colleagues, have discussions with faculty and industry experts, and visit numerous exhibits that provide alternatives and strategies for improving the quality and cost-effectiveness of care delivery and nursing practice in your healthcare setting. In addition, you can accrue contact hours.

**Accreditation Statement:**

Lippincott® Professional Development will award up to 16 contact hours for attendance of this continuing nursing education activity (a maximum of 30 contact hours can be earned inclusive of a 2-day pre-conference workshop).

Lippincott Professional Development is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

Lippincott Professional Development is also an approved provider of continuing nursing education by the District of Columbia, Georgia, and Florida CE Broker #50-1223.

This activity is also provider approved by the California Board of Registered Nursing, Provider Number CEP 11749, for up to 16 contact hours and up to 30 contact hours inclusive of a 2-day preconference workshop.

**Call for Posters**

This educational meeting and exposition is for nurses in management and leadership positions across the continuum of healthcare. Currently, we’re soliciting poster presentations for the conference. For more details on submitting a poster, please visit NMCongress.com.

The winning poster will be announced during the meeting and the author will have their abstract published in an upcoming issue of Nursing Management journal.

**Deadline:** August 1, 2019

**Notifications of acceptance and/or rejections:** August 19, 2019

For posters to be accepted, they must comply with ANCC Standards of Commercial Support and Advertising. No product logos may be used and generic names are preferred.
TUESDAY, OCTOBER 15

8:00 am – 4:30 pm
010A New Manager Intensive: A Focus on Finance and Leadership
Pamela Hunt, MSN, RN, NEA-BC, Community Health Network North Hospital; Faith Bresnan Roberts, RN, MSN, Carle Foundation Hospital and Carle Physician Group
This powerful two-day workshop provides the tools you need for success as a new nurse manager. We’ll review the attributes strong leaders possess and create a plan to enhance your practice and help you understand the role of a nurse manager during a time of continual healthcare reform and relentless pressure to raise those scores. This session will empower you with resources you can implement immediately upon return to your organization. If you register for this session, you are automatically enrolled in session 010B. Separate fee.

020A Nursing Leadership Certification Prep Course
Lori Armstrong, DNP, RN, NEA-BC, Nurse Builders
This course provides a comprehensive and up-to-date review of nursing management and leadership based on the CNML and NE-BC exams. It’s packed with information that will not only promote certification exam success but also enhance your practice as a nurse manager and leader. If you register for this session, you are automatically enrolled in session 020B. Separate fee.

WEDNESDAY, OCTOBER 16

8:00 am – 4:30 pm
010B New Manager Intensive: A Focus on Finance and Leadership
If you registered for Session 010A, you’re automatically enrolled in this class. Separate fee.

020B Nursing Leadership Certification Prep Course
If you registered for Session 020A, you’re automatically enrolled in this class. Separate fee.

8:00 am – 11:30 am
030 Effective Dialogue With Difficult Interactions
Jane Alberico, MS, RN, CEN, HCA Leadership Development Institute
During this interactive session, you’ll discover a recipe you can use to minimize conflict during difficult interactions. You can add or delete ingredients to make it your own and practice various options to alter the recipe based on your unique workplace situation. The end result? A finished product that will help you foster positive outcomes when those difficult interactions occur. Separate fee.

040 How Safe Are You? Avoiding Malpractice in Nursing: Legal Boot Camp
Linda Stimmel, JD, Wilson Elser
This interactive workshop will serve to answer all your legal questions—and most importantly, allow you to take away immediately implementable processes and practices to protect yourself, your staff and your unit. We’ll discuss chart documentation, incident reports, occurrence reports and chain of command issues. We’ll also provide guidance on how to proceed when you suspect a dangerous nurse is working with you. This includes, lack of appropriate training, substance abuse and potential danger to others. Separate fee.

1:00 pm – 4:30 pm
050 Build a Work Place Culture That is Energizing, Empowering, and Engaging
Charles Kunkle RN, MSN, CEN, No Time To Care
How do you get a multigenerational workforce, who is feeling overwhelmed and burned out, to become motivated and accountable? Join us to learn a simple 3-step approach to develop a unit culture that is based on mutual respect and collaboration, learn skills to sharpen shared governance, and create actions plans for transformative results. You’ll walk away with helpful tools and “how-to’s” for immediate success! Separate fee.

060 Continuous Improvement: If You Build It, They Will Get It Done
Emily Jackson, BSN, MBOE, RN, NEA-BC, New York-Presbyterian/Columbia University Irving Medical Center
Healthcare professionals today need to assure they are not only doing their job, but continually striving to improve their work. The old standard of ‘throwing spaghetti against the wall and seeing what sticks’ is no longer acceptable or effective problem solving. Attendees will learn techniques to engage frontline teams in problem solving to assure continuous improvement, inclusive of hardwiring visual management. Separate fee.

Richard Hader Visionary Leader Award

Generously sponsored by Hackensack Meridian Health

Nursing Management journal’s editorial board is recognizing a nurse leader who views nursing as both an art and a science by promoting caring and competence as the link between science and humanity. Named in honor of the journal’s long standing and highly respected Editor-in-Chief and Conference Chairperson, this award recognizes excellence in nursing leadership.

To enter, compose a manuscript of up to 2,000 words detailing your own or a colleague’s accomplishments in planning, developing, and implementing sustainable change in your unit or department. The entry should address the leader’s ability to sustain excellence through insight, inspiration, creativity, and applicability to other organizations. Articulate evidence that addresses the following:

• Positive work environment: The leader significantly influences the unit or department through the implementation of creative strategies to improve a professional model of care, nurse satisfaction, patient safety and quality, and professional development.

• Clinical practice: The leader actively implements strategies that support the advancement of nursing science through clarifying, refining, and expanding the nursing knowledge base by influencing patient care delivery.

• Transformational leadership: The leader defines a shared vision, motivates and coaches teams toward the shared vision, and allows for shared decision making.

• Mentoring: The leader encourages and engages team members to participate in the change process.

The honoree will be selected based on the manuscript’s readability, originality, and evidence of credibility. The winning manuscript will be featured in Nursing Management’s January 2020 issue. The selected honoree will receive an all-expenses-paid trip to Nursing Management Congress 2019 and will be recognized during the conference program. Submit manuscript via email to Cynthia.Laufenberg@wolterskluwer.com with “Visionary Leader” in the subject head by July 15, 2019.

Register online at NMCongress.com
Nurse Leaders
Next Generation of both individually and organizationally, is
Our ability to perform at the highest levels,

the Challenge of Change
author of Rock 'N' Roll With It: Overcoming
Brant Menswar, Award-winning musician,

103 Becoming
Keynote Address
Richard Hader Visionary Leader
2019 Award Ceremony

8:45 am – 9:00 am
WEDNESDAY, OCTOBER 16
5:00 pm – 5:30 pm
Opening Remarks and Chairperson Welcome

5:30 pm – 6:30 pm
Opening Session
101 Creating the Next Generation of Nurse Leaders
Jeff Doucette, DNP, RN, NEA-BC, FAAN,
Thomas Jefferson University Hospitals
As you lead, are you fully present in your work? Do you feel like anxiety and stress in your work environment impede your effectiveness and performance? This engaging session helps you cultivate the courage and confidence amidst the workplace challenges you face every day. Sharpen your leadership skillset and learn techniques to grow future leaders and improve your mindfulness, presence, and innate leadership gifts, whether you lead from the bedside or the boardroom.

6:30 pm – 8:30 pm
102 Grand Opening of Exhibits and Posters/Welcome Reception

THURSDAY, OCTOBER 17
7:45 am – 8:45 am
Continental Breakfast Provided in Exhibit Hall/View Posters

8:45 am – 9:00 am
Richard Hader Visionary Leader 2019 Award Ceremony

9:00 am – 10:00 am
Keynote Address
103 Becoming Unbreakable: Unleashing the Power of Purpose
Brant Menswar, Award-winning musician, author of Rock 'N' Roll With It: Overcoming the Challenge of Change
Our ability to perform at the highest levels, both individually and organizationally, is critically impacted by what we allow to influence us. How do we control our influences in a powerful, positive way that allows us to overcome any obstacle we face?

10:15 am – 11:15 am
BREAKOUT SESSIONS

111 Dealing with Difficult Patients: Keeping Staff and Patients Safe
Linda Laskowski-Jones, MS, APRN, ACNS-BC, CEN, FAWM, FAAN, Emergency and Trauma Nursing Consultant
Providing safe care for patients with psychiatric and behavioral health issues can pose challenges to even the most experienced staff, especially when these patients also have significant medical needs. This session covers the pertinent risks to consider as well as risk mitigation strategies you can use to improve patient and staff safety.

112 #Failureisanoption
Emily Jackson, BSN, MBOE, RN, NEA-BC, New York-Presbyterian/Columbia University Irving Medical Center
In this session, attendees will explore failure, with an emphasis on why it is not necessarily a bad thing. Discussion will focus on how nurse leaders can accept failure, while promoting a culture of growth.

113 Engaging Feedback Conversations
Beth Rashleigh, MS, CPC, ELI-MP, Community Health Network
This session will help you transform your feedback conversations from something you dread into something you know will create behavior change. You’ll leave prepared to have your next difficult conversation in a way that will engage your staff.

114 Stop the Revolving Door: The Nurse Manager’s Role in Retention
Amber Nhiling, MSN, RN-BC, The Carle Foundation
In between all the regulations and reports, how do you engage and retain your staff? In this session, you’ll learn how to increase the retention in your unit or department with innovative techniques.

121 The Nurse Workforce in 2019: Stability With Early Signs of Change
Sean Clarke, PhD, RN, FAAN, NYU Rory Meyers College of Nursing
This presentation outlines current trends in the supply of and demand for nurses in the US, with an emphasis on what managers should know about emerging trends. As the age composition of the population and the shape of the healthcare system continues to shift, important changes in where and how nurses work may lie ahead in the coming decade.

122 Social Media in Healthcare: Should We Value It or Fear It?
Jonathan Woods, RN, MSN, NE-BC, Carle Hospital
This session illustrates the highs and the lows as well as strategies for leveraging the communication power of social media. We’ll share experiences and cover the impact and the usage of social media for different age groups in the workplace.

123 Project Management 101: Breaking Down a Problem Using Visual Management Tools
Betsy Bigler, MSN, BS, RNC-OB, Northwind Pharmaceuticals
Have you ever had a problem to solve and you didn’t know how or where to start? Join us as we discuss how to break down a problem using Lean Six Sigma techniques.

124 You Can’t Have It All, But You Can Have What’s Most Important
Rhonda Lawes, MS, RN, CNE, University of Oklahoma College of Nursing
This session provides a rare opportunity for you, without the daily onsite responsibilities of your role, to stop and evaluate your current practice as a leader. We’ll walk through practical steps to self-triage the best, the good, and the things in your current leadership strategies that need a toe tag.

12:30 pm – 2:30 pm
Lunch Provided in Exhibit Hall/View Posters

2:30 pm – 3:30 pm
BREAKOUT SESSIONS

131 Employee Engagement Action Plans
Faith Bresman Roberts, RN, MSN, Carle Foundation Hospital and Carle Physician Group
The survey is completed and the results are in. … now how do you make sense of it? In this session, you’ll learn how to “cushion the comments” and—together with staff—write a plan that matters.

Register online at NMCongress.com
How to Secure a New Position

need for your unit can be challenging! Have you

In a tight healthcare economy, getting what you

Northwind Pharmaceuticals

Betsy Bigler, MSN, BS, RNC-OB,

142 When Resources Run Thin: How to Secure a New Position

Betsy Bigler, MSN, BS, RNC-OB, Northwind Pharmaceuticals

In a tight healthcare economy, getting what you need for your unit can be challenging! Have you

and your team always wanted an additional role or FTE, but are having a hard time articulating the need? Geared for the new leader, you’ll walk away with five key elements to include in your business case that will leave your senior leaders saying YES to your request!

143 It’s All About the Experience!

Kirsten Drake, DNP, RN, OCN, NEA-BC, Texas Health Harris Methodist Hospital

We’ve all been dealing with and addressing the patient experience for years. In this session, we’ll explore techniques that you can use to address—and improve—each patient’s experience at your facility.

144 Four Questions to Transform Your Team

Beth Rashedligh, MS, CPC, ELI-MP, Community Health Network

The key to leadership success is regular communication with your team members. This session will help you understand the importance of regular employee check-ins to ask four key questions related to feedback, support, and challenges on the job.

FRIDAY, OCTOBER 18

8:00 am – 9:00 am
Continental Breakfast Provided in Exhibit Hall/View Posters

9:00 am – 10:00 am
GENERAL SESSION

201 True Leadership

Pamela Hunt, MSN, RN, NEA-BC, Community Health Network North Region

What is true leadership? Is it servant leadership, authentic leadership, taking the lead or leading from behind? Does it include hope, along with metrics? This session will explore the characteristics of what a true leader looks like and how they make other people feel about their work and achieving their passion!

10:15 am – 11:15 am
BREAKOUT SESSIONS

211 Leaving a Legacy: Succession Planning & Developing a Self-Sustaining Leadership System

AJ Stephens, DNP, MBA, RN, NEA-BC, HCA North Texas

Raise your hand if you think nursing leadership is easy. ANYONE? This session focuses on developing your team, creating a self-sustaining system, and ensuring the continuation of your leadership legacy.

11:30 am – 12:30 pm
BREAKOUT SESSIONS

221 Cognitive Reframing: How to Get Through It All

Faith Bresnan Roberts, RN, MSN, Carle Foundation Hospital and Carle Physician Group

Compassion fatigue, formerly known as burnout … no matter what the title, the work we do is mentally exhausting and takes a toll on our spirit. A great tactic is the use of cognitive reframing to bring our mindset to a different message. Whether ambulatory or acute, all nurse leaders can benefit from this technique. Learn how in this dynamic session.

222 Integrating for Success: How to Create a Patient Experience Strategy That Connects to All Your Other Priorities

Rick Evans, MA, New York-Presbyterian Hospital

This session will show how patient experience goals and initiatives can be connected to other key initiatives and priorities to ensure success. You’ll learn about key points of connection and integration and how to “connect the dots” to ensure long-term and sustainable success.
make your mark and elevate your brand!

powerful session with a toolbox of strategies to external and internal practices. You’ll leave this courage on your professional journey through how to gain confidence, attention, respect, and in-Chief for an informative session, exploring 6 Nurse leaders are the key to better outcomes.

Armstrong Reliability Group
Lori Armstrong DNP, RN NEA-BC, to Life in Your Department

232 Your Leadership Matters: How to Bring High Reliability to Life in Your Department
Lori Armstrong DNP, RN NEA-BC, Armstrong Reliability Group
Nurse leaders are the key to better outcomes. This session will highlight how transformational leaders drive toward #ZeroHarm. Learn tested strategies and take-home tools that will help you and your department LEAD the way in patient safety outcomes.

233 Navigating the Medical Cannabis and CBD World: What the Nurse Manager Needs to Know!
Alan P. Agins, Ph.D, PRN Associates
Are you ready to educate patients and families regarding the risks and benefit of cannabis and CBD, potential interactions with medications, concerns about product quality and safety, and the possibility that patients may choose the perceived “panacea” route over necessary conventional therapeutic modalities?

234 Ethical Leadership: Needed Now More than Ever
Carol Taylor, PhD, RN, Kennedy Institute of Ethics, Georgetown University
True leaders influence others to realize valued goals. In this session, a healthcare ethicist will help you explore nursing’s role in ensuring quality care that’s truly person-centered. We’ll specifically address the importance of nurse managers recognizing moral distress and promoting moral resilience.

3:45 pm – 4:45 pm GENERAL SESSION
241 Patient Satisfaction: The Engagement Factor
Rick Evans, MA, New York-Presbyterian Hospital
Everyone in healthcare wants to provide the best patient experience, but patient experience initiatives often get dropped in realtime due to workflow challenges and stress. How do you create a patient experience effort that engages frontline staff and offers compelling answers to the “What’s in it for me?” question? This session offers tactics that both engage staff and move the patient-experience needle.

9:15 am – 10:15 am GENERAL SESSION
302 The Runaway Train of Drug Misuse and Abuse: Is There Light at the End of the Tunnel?
Alan P. Agins, Ph.D, PRN Associates
We’ll discuss patient assessment and monitoring tools and healthcare system successes, as well as failures, to reduce prescription drug misuse, abuse, diversion, addiction and overdose. We’ll also look at issues related to prescription drug access, misuse, addiction and/or diversion by healthcare professionals.

10:30 am – 11:30 am CLOSING SESSION
303 Wholehearted Leadership: Building Agility for Times of Change
Elizabeth Angelo, MSN, RN-BC, CPHQ, NEA-BC, Carle Foundation Hospital & Physician Group
Nursing leadership requires a wholehearted approach! This dynamic presentation explores key practices that can be implemented to improve our wellness as well as our agility and joy in work. Nurse leaders will identify the strengths they possess and walk away with practical approaches to framing leadership challenges. Reconnect to the heart of your practice and the joy found in serving others by leading!

223 How to Pick Which Balls to Drop
Rhonda Lawes, MS, RN, CNE, University of Oklahoma College of Nursing
The goal of this session is to equip you to make progress toward balance with intentional decisions of focus and clarity. Join us in an active discussion of the challenges of leadership at all stages of your career, from new manager to seasoned leader, and you’ll leave with an individualized action plan for your own strategies for intentional personal progress.

224 Engaging, Empowering, and Elevating Clinical Nurses Through Shared Governance
Joy Parchment, PhD, RN, NE-BC, Orlando Health
This interactive session provides nurse leaders with tools that empower clinical nurses, the “backbone” of healthcare, to participate in decisions that impact the practice of nursing and to develop leadership abilities that propel them into other nursing leadership positions. Success strategies used across a 7-hospital system will be shared to help you find a strategy that’s right for you.

12:30 pm – 2:30 pm Lunch Provided in Exhibit Hall/View Posters

2:30 pm – 3:30 pm BREAKOUT SESSIONS
231 Manager Today—VP Tomorrow? Make Your Mark, Elevate Your Brand
Rosanne Raso, MS, RN, NEA-BC, FAAN, New York-Presbyterian/Weill-Cornell Medical Center
Are you on a career pathway for promotion? Join Nursing Management® journal’s Editor-in-Chief for an informative session, exploring how to gain confidence, attention, respect, and courage on your professional journey through external and internal practices. You’ll leave this powerful session with a toolbox of strategies to make your mark and elevate your brand!

233 The Runaway Train
Nonprofit Community Hospital

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SATURDAY, OCTOBER 19
8:00 am – 9:00 am GENERAL SESSION
301 Becoming Legendary: A Personal Journey in Transformational Leadership
AJ Stephens, DNP, MBA, RN, NEA-BC, HCA North Texas
How is transformational leadership achieved and what does it look like in the practice setting? This session will walk through the journey of a nurse leader, just like you, and discuss practical application of transformational leadership tactics, and using failures as a growth mechanism towards achieving success.

9:15 am – 10:15 am GENERAL SESSION
302 The Runaway Train of Drug Misuse and Abuse: Is There Light at the End of the Tunnel?
Alan P. Agins, Ph.D, PRN Associates
We’ll discuss patient assessment and monitoring tools and healthcare system successes, as well as failures, to reduce prescription drug misuse, abuse, diversion, addiction and overdose. We’ll also look at issues related to prescription drug access, misuse, addiction and/or diversion by healthcare professionals.

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REGISTRATION FORM

Title/Position:
☐ Nurse Manager ☐ VP ☐ Director ☐ CND/CNE ☐ Recruiter
☐ Other (please specify) _______________________________________

NAME/CREDS FOR BADGE

EMPL. NAME
Please note email address will be used to send all confirmations and for CE auditing.

EMAIL

STREET ADDRESS

CITY STATE ZIP

PHONE (Check one) ☐ Home ☐ Work ☐ Mobile

Please indicate if you would like to attend any of the preconference workshops listed below. NOTE: There is an additional charge for these sessions. See price list at right.

Tuesday, October 15 and Wednesday, October 16
2-Day Preconference Workshops
If you select a session from column A, you cannot select one from column B.

A
8:00 am – 4:30 pm
☐ 010A-B New Manager Intensive: 2-Day Course

B
8:00 am – 4:30 pm
☐ 020A-B Nursing Leadership Certification Prep: 2-Day Course

Wednesday, October 16: Preconference Workshops
If you have selected 010 or 020 you cannot attend the following workshops:

8:00 am – 11:30 am (HALF DAY)
☐ 030 Effective Dialogue With Difficult Interactions
☐ 040 How Safe Are You? Avoiding Malpractice in Nursing: Legal Boot Camp
1:00 pm – 4:30 pm (HALF DAY)
☐ 050 Build a Work Place Culture that is Energizing, Empowering, and Engaging
☐ 060 Continuous Improvement: If You Build It, They Will Get It Done

Wednesday, October 16: Main Conference Starts Here
5:30 pm – 6:30 pm
☐ 101 Creating the Next Generation of Nurse Leaders
6:30 pm – 8:30 pm
☐ 102 Grand Opening of Exhibits/Welcome Reception

Please indicate your selection below for each breakout session that you’d like to attend. This section must be completed in order to process your registration.

Thursday, October 17
10:15 am – 11:15 am _______ 111 _______ 112 _______ 113 _______ 114
11:30 am – 12:30 pm _______ 121 _______ 122 _______ 123 _______ 124
2:30 pm – 3:30 pm _______ 131 _______ 132 _______ 133 _______ 134
3:45 pm – 4:45 pm _______ 141 _______ 142 _______ 143 _______ 144

Friday, October 18
10:15 am – 11:15 am _______ 211 _______ 212 _______ 213 _______ 214
11:30 am – 12:30 pm _______ 221 _______ 222 _______ 223 _______ 224
2:30 pm – 3:30 pm _______ 231 _______ 232 _______ 233 _______ 234

Saturday, October 19
Please note that General Sessions are open to all paid attendees.

SPECIAL OFFER FOR NMC ATTENDEES!
☐ Add a 1-year subscription to Nursing Management for only $15

Already a subscriber? We will add a 1-year subscription to your existing subscription.

Registration will not be processed without payment. Make checks payable to Nursing Management Congress and send to:
Wolters Kluwer Conference Department
Two Commerce Square, 2001 Market Street
Philadelphia, PA 19103

A confirmation will be emailed to you after your registration form and payment have been processed.

FORM OF PAYMENT

☐ Check enclosed (Payable to Nursing Management Congress, Tax ID # 13-293-2696)
☐ Credit Card - If paying by credit card, please include:
☐ VISA ☐ MasterCard ☐ American Express

CARD NUMBER

EXPIRATION DATE SECURITY CODE/CID#

PRINT NAME

SIGNATURE

REGISTRATION FEES/CUTOFF DATES

All preregistration for the conference must be postmarked no later than October 1, 2019. Walk-in registration availability will be posted on our website at NMCongress.com.

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CANCELLATION/TRANSFER POLICY
All cancellations and transfers must be received in writing. For cancellations received prior to October 1, 2019, we will refund registration cost minus a $75 administrative fee. We’re unable to make refunds after October 1, 2019, but will gladly transfer your registration to a colleague if the request is made in writing to Helen.Solensky@wolterskluwer.com.