

Adapting to Crisis Standards of Care in a Non-Clinical Role – Changing Roles & Expectations

VIRTUAL TRAINING

WHEN

February 24, 2022 9:00 AM – 10:00 AM

PROGRAM FEE

FREE for MHEI Members

TARGET AUDIENCE

Any one being redeployed to a new or different role due to crisis standards of care

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To register, please visit [MHEI.org](https://mhei.org). After you register, you will receive the virtual training log-in instructions including meeting ID and password information.

*Questions? Contact Kelly Yost, Manager of Programs & Membership: 410.796.6239
kyost@mhei.org*

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Program Overview

"All hands on deck" in times of crisis can involve redeploying staff to new or different roles that may require additional communication and interpersonal skills.

This virtual, interactive session is designed for the healthcare worker who has been "behind the scenes" providing valuable services and has now been asked to take on a different role that involves interacting with patients, families, and visitors, as well as different departments and areas of their organization.

During this 60 minute session, we will connect back to shared values and purpose and provide specific behaviors, words, and actions to diffuse conflict and positively impact the experience of the patient, family and visitor as well as build the confidence and competence of the healthcare staff.

Program Objectives

1. Recognize how individual purposes and values are linked to changing role expectations
2. Identify behaviors and actions that will positively impact the patient, visitor and community experience

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About the Speakers

Katrina Coleman, BSN, MSN

Over the past 25+ years, Katrina has consulted and coached hundreds of managers in developing and implementing key skills to create focus on achieving goals and easing their busy schedules. Katrina is a master's prepared nurse and an ATD-Certified Coach.

Lyndley Andrews, MBA, PHR, SHRM-CP

Lyndley is a healthcare human resources professional with over 10 years experience in various aspects of HR including talent acquisition, onboarding, employee engagement, employee relations, performance management and organizational development. Lyndley has experience partnering with healthcare leaders and guiding them through challenging situations as well as managing an HR team. In addition to holding two HR certifications, Lyndley is also certified through ATD's Improving Human Performance program. Lyndley is passionate about building collaborative relationships and offering customized strategies to help leaders and staff achieve results.