

Wednesday, May 17

1:00 p.m. Welcome and Opening Remarks, *Sarah Chart, RN, Vice President, Optum Health Education; Ivic Mueco, Managing Director, Optum Global Solutions – Philippines, Puerto Rico and Colombia*

1:15 p.m. Keynote Address, *Margaret Mary Wilson, MD, MBA, MRCP, Executive Vice President and Chief Medical Officer, UnitedHealth Group*

2:00 p.m. Pathways to Nurse Leadership: Seizing Opportunities for Growth, *Kristy Duffey, APRN-BC, FAAN, Chief Nursing Officer, Optum Health, Chief Operation Officer, Optum Home & Community Care*

The nursing profession offers multiple career growth opportunities and many pathways to leadership. Nursing leadership is an essential component of high-quality care: effective leaders influence nurse retention, help nursing staff navigate health care administration and develop expertise and can ultimately shape health care delivery practices and policies. A positive practice environment can facilitate transition to leadership when it maintains standards surrounding shared decision-making, safety, quality, well-being and opportunities for professional development. This presentation will describe how nurses can find opportunities to develop their competencies, grow in their position, improve collaboration, guide nursing practices and increase their sense of fulfillment. It will also examine the characteristics, qualities and strengths that are embodied by successful nurse leaders.

Objectives:

- Describe opportunities for career growth in the nursing field and how nursing leadership is vital to providing effective, high-quality care.
 - Discuss strategies for maintaining practice environment standards that positively influence nurses' professional development.
 - Identify qualities, skills, behaviors and strengths that are important for nurse leadership positions.
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3:00 p.m. Break

3:30 p.m. The Intersection Between Technology and the Practice of Nursing

The utilization of health technology has increased dramatically over the past few years, allowing health care providers to improve work efficiency. Nurses can effectively monitor patients' real-time health status remotely via applications and devices that allow patients to self-report health data or are staffed by remote nurse monitoring teams. These applications, such as continuous vital sign monitoring and remote exam devices, ensure continuity of care, convenience and efficiency. Familiarity with these modalities will improve nurses' ability to integrate these technologies into their health care practice. This presentation will provide an overview of current health technology modalities and best practices for integrating these modalities into nursing practice. It will also discuss the ability of these applications to enhance health care delivery, offer increased access to health care and ultimately improve patient outcomes.

Objectives:

- Identify the capabilities of current health technology modalities and how they can improve continuity of care, the health care team decision-making process and care plan implementation.
 - Discuss remote patient monitoring technologies and explore how remote monitoring teams engage with nurses and the care team.
 - Describe strategies to incorporate health technology into everyday health care practices.
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4:30 p.m. Nurse Burnout: Why Does It Matter and How Can We Prevent It?

While the field of nursing can be very fulfilling, nurse burnout has markedly increased over the past decade. Defined as a state of emotional, physical and mental exhaustion caused by excessive and prolonged stress, burnout among nurses has been attributed to work-related challenges including long working hours, poor work environments, high workloads and productivity goals and difficulty maintaining work-life balance. This presentation will discuss contributing factors to burnout and its impact on the health and well-being of nurses and their patients' health outcomes. It will also examine interventions that can help decrease overall stress and discuss ways that nursing leadership can proactively recognize and prevent burnout.

Objectives:

- Describe the prevalence of nurse burnout and identify contributing factors and associated signs and symptoms.
 - Discuss the potential impact of burnout on nurses and on patients' health outcomes.
 - Identify strategies that can be implemented by nurses and nurse leaders to decrease overall stress, support mental health needs and prevent burnout within the health care environment.
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5:30 p.m. Adjourn

Thursday, May 18

1:00 p.m. Welcome and Opening Remarks, *Sarah Chart, RN, Vice President, Optum Health Education*

1:15 p.m. Addressing the Global Nursing Shortage

According to the World Health Organization, there is a global shortage of health care workers; of these, more than 50% are nurses and midwives. The International Council of Nurses reports a shortage of up to 13 million nurses worldwide, and many nurses express that heavy workloads, burnout, stress and insufficient resources lead them to leave their positions. Experts believe that this problem must be addressed at national, regional and global levels through innovative efforts to improve health care workforce development and planning to ensure sustainable health systems. This discussion will provide participants with an overview of the global nursing shortage and insight on how this shortage can be overcome through approaches to improve training programs, increase access and diversity, address the need for more nurse educators and decrease turnover rates. A panel of experts will discuss the issues surrounding the nursing shortage following the initial presentation.

Objectives:

- Identify the current state of the global nursing shortage and its impact on health care systems and delivery.
 - Cite the multilevel stressors and factors that have contributed to the nursing shortage.
 - Discuss experts' insights into policies and solutions that could prevent further workforce losses and improve nursing enrollment and retention.
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2:15 p.m. Global Health Workforce Shortage: Panel Discussion with Q&A

3:45 p.m. Break

4:15 p.m. Strengthening the Global Nurse Population: Retention, Support and Career Pathways. Where Do We Begin?

The current landscape of nursing is changing and nursing leaders face many challenges, including navigating the global nursing shortage, integrating health care technology and preventing burnout. The pathways to a nursing career have become increasingly varied, and global hiring patterns continue to change. How can nursing leaders best address these global health care challenges? This discussion will highlight global nursing strategies and avenues for international collaboration that can support nurse education and training. It will provide a safe forum for participants to network and begin discussions around the identified issues regarding training, retention, mental health support, health technology integration and the role of nurse leaders.

Objectives:

- Discuss the identified concerns and priorities of nursing leaders regarding the current state of training practices, health care environments, hiring patterns, retention and support and other topics.
- Describe nursing leaders' recommendations for strategies and approaches to enhance interprofessional collaboration aimed at improving the current state of nursing.
- Identify key issues that nurse leaders can continue to discuss within their own health care teams and with policy stakeholders and other leaders.

5:30 p.m. Closing Remarks

6:00 p.m. Adjourn

Note: Optum Health Education reserves the right to make any necessary changes to this agenda.

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