

# BE THE FUTURE HEALTHCARE NEEDS

## An Emerging Nursing Model: The Virtual Nurse

clinicalmicrosystem.org | iehss.admin@unh.edu

### ABOUT THE COURSE

This new, asynchronous course will examine the essential role the virtual nurse plays in meeting patients' wholistic health care needs. It provides practicing RNs and nursing students with the concepts essential to understanding and implementing virtual nursing care models in the acute care setting. In practice student learners will explore the foundations of the virtual care nursing care team and identify ways to build trusted relationships with their patients and teams in a virtual care setting.

What sets this virtual course apart is the inclusion of theoretical frameworks of care delivery models (Watson's Caring Science, O'Rourke Role-Based Professional Practice) and practices to become a more effective communicator, manage conflict, and identify ways to work collaboratively within the hybrid interprofessional team (Schein, Gittell's Relational Coordination). **Take an exciting step in your career and open the door to new opportunities.**

### FACULTY

**Gay Landstrom , PhD, RN, NEA-BC, FAONL, FACHE, PCC, FAAN**

Senior VP and CNO, Trinity Health  
Adjunct Research Professor, UNH Dept. of Nursing  
Member, Quality Health Care Expert Panel,  
American Academy of Nursing (AAN)

**Ann McDonald-Upton, MBA, BSN, RN, FACHE, CEC**

VP, TogetherTeam Change Leadership, Trinity Health

**[Read more about the implementation of virtual nursing at Trinity Health.](#)**



**Marjorie M. Godfrey, PhD, MS, BSN, FAAN**

Research Professor, UNH Dept. of Nursing  
Founding Executive Director, Institute for Excellence in Health and Social Systems (IEHSS)  
Affiliate Research Professor, UNH Dept. of Health Management & Policy  
Vice-Chair, Quality Health Care Expert Panel, AAN  
Affiliate Professor School of Health and Welfare, Jönköping University, Jönköping, Sweden

**Gene Harkless, DNSc, APRN, FNP-BC, CNL, FAANP**

Associate Professor, Chair of the Dept. of Nursing, UNH

#### Guest Faculty:

Murielle Beene, DNP, MBA, MPH, MS, RN, NI-BC, PMP, FAAN, FAMIA  
Olivia Keesee, MBA, MSN, RN, AGCNS-BC

**REGISTER FOR TERM 5**  
MAY 28-JULY 19, 2024  
DEADLINE: MAY 17  
**2 REGISTRATION OPTIONS**

**1**

**REGISTER FOR PROFESSIONAL DEVELOPMENT**

**\$2,150**

**2**

**REGISTER FOR UNH CREDIT**  
(NURS 794/UNDERGRAD OR NURS 894/GRADUATE)

**\$1,995 - RESIDENT**  
**\$3,165 NON-RESIDENT**

All participants have the option to receive a certificate, microcredential badge and CEUS from Southern New Hampshire AHEC

#### Future Program Dates:

Term 1: August 26-October 18

Term 2: October 28-December 20

**Southern New Hampshire Area Health Education Center is an approved provider with distinction of nursing continuing professional development by the Northeast Multistate Division Education Unit, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.**

Up to 35.75 contact hours Activity Number: 1567

For other professionals: Up to 35.75 professional hours of continuing education

#### COURSE OBJECTIVES:

- Examine the foundations of virtual nursing practice and its impact on health care delivery.
- Examine the regulatory environment of virtual nursing care, including patient privacy, rights, and wholistic needs
- Identify approaches and best practices for establishing a patient/nurse relationship, delivering virtual nursing care, and communication
- Examine potential care team partners, and how members of the team interact and coordinate care
- Examine the nature of care team dynamics and characteristics of effective teams
- Explore approaches for communication within the team, including identifying and addressing interpersonal conflict
- Identify and evaluate the benefits of virtual nursing care delivery models to patient care outcomes, patient experience, and improvement in the time the team members can spend with the patient and family, including a balanced dashboard