Course Description: This course introduces the role of Clinical Nurse Leader and examines internal and external forces which affect care delivery in a variety of settings within healthcare systems and organizations. Students have an opportunity to learn strategies for team coordination, quality management, and risk reduction. Healthcare informatics is included as an important clinical resource in the management of the care environments.

Course Objectives:
1. Examine the role of the Clinical Nurse Leader as it relates to horizontal and vertical leadership, effective use of self, advocacy, and the integration of care.
2. Examine issues related to coordinating and leading healthcare teams.
3. Evaluate various organizational structures and cultures, and behavior in the delivery of health care.
5. Describe interrelationships among clinical information systems, communication accuracy, error reduction, and health care system operations.
6. Assess internal and external forces including cultural factors that effect healthcare delivery across various settings.

Recommended Content and Concepts:
CNL Role
- Conceptual Analysis of the CNL Role
- Horizontal Leadership
- Effective use of Self
- Advocacy
- Lateral and Vertical Integration of Care

Forces Affecting Healthcare Delivery
- Healthcare finance/economics
- Resource allocation
- Technologies
- Social expectations
- Policy
- Institutional Culture
- Community resources

Team Coordination
- Case management skills and principles
- Delegation
- Supervision
- Interdisciplinary care
- Group processes
- Conflict resolution
Healthcare Systems & Organizations
   Organizational structures
   Organizational behaviors
   Unit level healthcare delivery / microsystems of care
   Complexity theory
   Change theories
   Institutional culture

Quality and Risk Management
   Infection Control
   Risk assessment and analysis
   Regulatory and compliance controls
   CQI

Informatics
   Types of clinical information systems
   Evolving technologies
   Outcomes monitoring
   Electronic Health Records
   Security and Privacy issues

Examples of Learning Activities:
   A. Student papers
   B. Student presentations
   C. Discussion
   D. Annotated bibliography / literature review
   E. Identified readings
   F. Clinical examples
   G. Change project
   H. Organizational assessment

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