



Melissa A Bosvert MSN, RN CMSRN Revenue Integrity Supervisor



I have a Master's Degree of nursing focusing in Leadership and Management as well as additional studies in Nursing Education. Certified Medical Surgical RN with a robust clinical nursing background. I have worked at the bedside in Cardiovascular Care, Emergency, Prep and Recovery and Interventional Radiology. Also have experience in Care Management, Clinical Education and as an Assistant Nurse Manager on a Medical Telemetry/Covid Unit.

For the last 2 years I have been working remotely as a Nurse Auditor and currently as the Revenue Integrity Supervisor, overseeing 11 staff all who work remotely. I am married with 3 boys, identical twin boys who will be 11 soon and a baby who turns one in February. I enjoy anything outdoors and spending time with my family.

Session Title: Resiliency in a Remote Environment: How to Understand Barriers and Promote Staff Engagement in the Remote Setting.

Brief outline of session:

This session is designed to be an informative and interactive presentation that will focus on some of the challenges staff and leaders encounter working remotely. We will discuss the common obstacles faced, as well as explore how intrinsic triggers may be contributory. A robust group discussion will explore and dissect unique ways to promote staff engagement and how to foster positive relationships in a technology driven world.

At the end of the presentation participants will be able to:

- Describe challenges posed by working remotely.
- Understand the benefits of working remotely.
- Analyze obstacles that are present due to the remote setting and propose solutions



- Identify personal triggers that may impact engagement or participation
- Understand barriers that can prevent or hinder staff interaction.
- Verbalize at least 3 activities to promote staff engagement.
- Discuss and learn from peers who are navigating the same obstacles.
- Leaders will understand ways to promote staff appreciation and recognition.