



North Carolina Center
for
Hospital Quality and Patient Safety

North Carolina TeamSTEPPS™ Workshops

Improving Teamwork and Communication in the Emergency Department

February 25-26, 2010
8:30 AM - 5:15 PM

Carolinas College of Health Sciences
1200 Blythe Boulevard, Charlotte, NC 28203

OVERVIEW

Healthcare organizations depend on the coordinated interactions of multiple teams operating in a complex and high risk environment. Patient safety experts agree that communication and other teamwork skills are essential for the provision of quality healthcare and the prevention of medical errors and patient harm. Communication failure is the leading root cause of sentinel events reported to the Joint Commission. Despite the importance of teamwork and communication skills, most healthcare professionals are not trained in teamwork principles. Teamwork skills are not innate - they must be learned and practiced.

TeamSTEPPS™ is an evidence-based system aimed at optimizing patient outcomes by improving communication and other teamwork skills among healthcare professionals. It was developed by the Department of Defense Patient Safety Program in collaboration with the Agency for Healthcare Quality and Research (AHRQ) and is based in over 20 years of research and lessons learned from the application of teamwork principles in high reliability organizations.

TeamSTEPPS™ Fundamentals is an interactive workshop which focuses on improving core team functioning through lecture, role-playing, exercises and mini-case studies. TeamSTEPPS™ Master Training prepares instructors to facilitate a TeamSTEPPS™ initiative at an organization. Training and coaching skills are developed through didactic, roll play and teach back exercises.

FACULTY

Susan Hohenhaus, MA, RN, FAEN

Sue Hohenhaus is President and owner of Hohenhaus & Associates, Inc, Wellsboro, PA, a consulting firm specializing in patient safety management and clinical human factors.



She is an internationally recognized expert in patient safety strategies, particularly in pediatric emergency care and teamwork initiatives, serving as a national lead instructor for TeamSTEPPS™. She has 29 years experience as staff nurse, administrator and educator and served in a public policy role as NC's first state director for Emergency Medical Services for Children. Sue has published extensively and is a section editor for the Journal of Emergency Nursing, as well as the author of "Pediatric Update" in ENA's member newsletter Connections.

REGISTRATION *(Space is Limited)*

Fundamentals - February 25

NCHA Member Hospital Registration Fee: **Free**

Non-Member Registration Fee: **\$150**

Master Training - February 26

NCHA Member Hospital Registration Fee: **\$75**

Non-Member Registration Fee: **\$150**

Participants may register for one or both days.

To register visit <http://www.ncha.org/meetings/?event=1032>

Registration Closes **February 12, 2010**

Cancellation Policy: Cancellations received by February 11 will be refunded. After February 11, no refunds will be given to cancellations or no shows, but substitutions are allowed.

LEARNING OBJECTIVES

Fundamentals

- Understand the TeamSTEPPS™ framework and the importance of communication and teamwork in preventing medical error
- Demonstrate team leadership, communication, situational awareness and mutual support tools and skills
- Develop a plan to improve team core competencies

Master Training

**Prerequisite: TeamSTEPPS™ Fundamentals*

- Discover strategies to implement and sustain TeamSTEPPS™ methods in your organization.
- Practice TeamSTEPPS™ methods such as "teach backs" and coaching while obtaining direct faculty and fellow participant feedback.

**Both days include simulation practice at the Carolinas Simulation Center.*

TARGET AUDIENCE - ED, EMS, and Flight Teams

Emergency Nurses, Physicians, Mid-level Practitioners (PAs, NPs), and Pre-hospital Professionals including inter-facility transport team members

Upcoming NC TeamSTEPPS™ Workshops - 2010

Fundamentals and Master Training (General Session)
April 14-15, 2010
Cary, NC

***Registering for this program authorizes the NC Quality Center to take pictures to be used for Quality Center publications, website, and presentations.**

Contact the Project Manager, Latoshua LeGrant at lgrant@ncha.org or 919.677.4134 with any additional questions.