OVERVIEW

Medical error can be prevented by improved communication and teamwork. Therefore, it is crucially important to develop teams and leadership within teams. The Institute of Medicine recommends that health care organizations establish “interdisciplinary team training programs for providers that incorporate proven methods of team training.” TeamSTEPPS® is a teamwork training curriculum designed to successfully provide a tool to teach evidence-based teamwork aimed at optimizing patient outcomes by improving competent skills among healthcare professionals. The Train-the-Trainer session prepares individuals to plan, teach and implement a TeamSTEPPS® intervention.

LEARNING OBJECTIVES

At the conclusion of this course participants will be able to:

- Describe the impact of medical error and importance of communication and teamwork in preventing error.
- Demonstrate the following team leadership activities; briefing, huddles, debriefing, and conflict resolution.
- Describe situation awareness and cross monitoring.
- Demonstrate communication skills of SBAR, assertion, closed-loop communication.
- Define mutual support.
- Demonstrate coaching and feedback
- Develop an implementation plan for using

TARGET AUDIENCE

This highly interactive course is intended to support individual learners and teams consisting of healthcare professionals, clinicians, administrators and educators who will be implementing and leading training in TeamSTEPPS at their institutions.

While individual learners are invited to participate and will gain useful knowledge that can be applied in their workplace settings it is highly recommended that a unit based team participate to maximize your organizations ability to spread and sustain the methods introduced in

SCHEDULE OF COURSE MEETINGS

1 Hour Pre - Training Virtual Session - August 13, 2013, 2:30 PM-3:30PM

General orientation to TeamSTEPPS implementation framework, the implementation assessment and planning tools.

Recommended Participants: Course registrants, organizational leadership and unit teams leads for organizations attending as a team.

2 Day In-Person Training for Individuals and Teams (Cary, NC) August 21-22, 2013

Participants: Course registrants only

1 Hour Post - Training Virtual Session Teleconference - October 15, 2013, 10:00AM-11:00AM

Follow-up call with course faculty to share implementation successes, challenges and ask questions.

Recommended Participants: Course registrants, organizational leadership and unit teams leads for organizations attending as a team.
### IN-PERSON AGENDAS

#### August 21, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 - 8:30 AM</td>
<td>Check-in and Continental Breakfast</td>
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<tr>
<td>8:30 - 9:00 AM</td>
<td>Welcome and Ice Breaker</td>
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<tr>
<td>9:00 - 9:50 AM</td>
<td>Module 1: Introduction</td>
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<tr>
<td>9:50 - 10:00 AM</td>
<td>Break</td>
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<tr>
<td>10:00 - 10:45 AM</td>
<td>Module 2: Team Structure</td>
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<tr>
<td>10:45 - 11:45 AM</td>
<td>Module 3: Leadership</td>
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<tr>
<td>11:45 AM - 12:15 PM</td>
<td>Lunch Provided</td>
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<tr>
<td>12:15 - 1:30 PM</td>
<td>Module 4: Situation Monitoring</td>
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<tr>
<td>1:30 - 2:15 PM</td>
<td>Module 5: Mutual Support</td>
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<tr>
<td>2:15 - 2:30 PM</td>
<td>Break</td>
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<tr>
<td>2:30 - 3:30 PM</td>
<td>Module 6: Communication</td>
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<tr>
<td>3:30 - 4:00 PM</td>
<td>Module 7: Summary &amp; Putting It All Together</td>
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<tr>
<td>4:00 - 5:00 PM</td>
<td>Partnering with Patients</td>
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#### August 22, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>8:00 - 8:30 AM</td>
<td>Check-in and Continental Breakfast</td>
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<tr>
<td>8:30 - 9:15 AM</td>
<td>Change Management: How to Achieve a Culture of Safety</td>
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<tr>
<td>9:15 - 10:30 AM</td>
<td>Teach Back</td>
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<td>10:30 - 10:45 AM</td>
<td>Break</td>
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<tr>
<td>10:45 - 12:15 PM</td>
<td>Coaching Workshop</td>
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<tr>
<td>12:15 - 1:00 PM</td>
<td>Lunch Provided</td>
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<td>1:00 - 2:30 PM</td>
<td>Implementation Workshop</td>
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<td>2:30 - 2:45 PM</td>
<td>Break</td>
</tr>
<tr>
<td>2:45 - 4:00 PM</td>
<td>Building Scenarios and Teaching Plans</td>
</tr>
<tr>
<td>4:00 - 4:30 PM</td>
<td>Summary and Wrap-up</td>
</tr>
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### COURSE FACULTY

**Laura Maynard, MDiv** is Director of Collaborative Learning with the North Carolina Quality Center. Prior to this she served as Administrative Director for the Duke University Health System Patient Safety Program, providing oversight for internal and national patient safety training initiatives for the Duke Patient Safety Center. She holds a B.A. degree in English from Marshall University in Huntington, West Virginia; a Master of Divinity degree from Vanderbilt University in Nashville, Tennessee; a certificate in management of nonprofit organizations from the University of Western Ontario in London, Ontario; and has completed Six Sigma Black Belt training through North Carolina State University. She is a TeamSTEPPS Master Trainer.

**Latoshua LeGrant, ASQ CQIA** is a Performance Improvement Specialist with the North Carolina Quality Center. Latoshua has been involved with managing multiple collaboratives in the areas of Just Culture, HAI prevention, medication reconciliation, as well as educational programs surrounding quality improvement and teamwork and communication. She has a Bachelor of Science degree in Computer Science/Engineering, a Master’s Certificate in Project Management from George Washington University and is a Certified Quality Improvement Associate through the American Society for Quality. Latoshua is a trained facilitator in Just Culture and Crucial Conversations® and has provided educational programs and coaching to hundreds of healthcare providers in North Carolina.
UNIT TEAM PARTICIPATION STRUCTURE

The ideal implementation of TeamSTEPPS is for the organization to utilize project teams, in addition to involving the hospital’s leadership team. Depending on the size of each unit, the project team will need approximately 4 – 8 members.

The unit project team:

• Needs a unit project team leader to represent the unit at the in-person sessions, convene the group for pre and post training work and ensure that all health professions that work in the unit are represented on the team and receive the information presented during the in-person session.

• Should include influential, willing team members—these are early adopters who will champion the implementation.

• Should include education, quality, and performance improvement staff as well as clinical representation.

The unit project team will steer the project in their unit by:

• Determining the specific tools and strategies needed,

• Planning training,

• Planning the implementation of new skills,

• Initiating that implementation

• And coaching individuals on the unit.

Potential options for training hospital teams:

• Register and send 5 team members including the selected unit team leader representing 1 particular unit to the TeamSTEPPS in-person session.

• Register and send the unit team leaders representing 5 different unit teams.

COURSE MATERIALS

Registered participants will receive one copy of each of the listed materials:

• TeamSTEPPS® Instructor Guide

• TeamSTEPPS® Pocket Guide

• TeamSTEPPS® Multimedia Resource Kit (CD/DVD)
**REGISTRATION - Closes August 14, 2013**

**NCHA MEMBER HOSPITALS**

Individual Registration Fee for Hospitals with Less than 50 beds: $160  
Individual Registration Fee for all Other Hospitals: $310  
Hospital Team Fee (Team of 5 Staff): $1,500

**NON MEMBER HOSPITALS**

Individual Registration Fee: $350  
Hospital Team Registration Fee (Team of 5 Staff): $1,700

Registration Link: [https://www.ncha.org/meetings/registration_index.lasso?e=1250](https://www.ncha.org/meetings/registration_index.lasso?e=1250)

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**CANCELLATION POLICY**

Cancellations received by 5:00 PM August 8th will be refunded. No refunds will be issued for no-shows or cancellations received after 5:00 PM on August 8th, 2012.

**SUBSTITUTIONS**

Registrants unable to attend may send an alternate. Report substitutions to sroberts@ncha.org 919-677-4139 by August 16th so that the appropriate accommodations can be made.

**CONFIRMATION NOTICES**

If you have not received a confirmation notice 48 hours prior to the program, please call 919-677-4135 to confirm your registration has been received.

**CONTINUING EDUCATION CREDITS**

1.2 CEUs from Wake Forest School of Medicine  
12.75 Contact Hours from Northwest AHEC.

Nurses: This educational activity (12.75 contact hours) can be applied toward your continuing competence plan for maintaining your current licensure with the North Carolina Board of Nursing.

Northwest Area Health Education Center (AHEC) of Wake Forest School of Medicine and a part of the North Carolina AHEC Program

**HOTEL INFORMATION**

Embassy Suites Raleigh - Durham/Research Triangle  
201 Harrison Oaks Blvd, Cary, NC 27513  
Phone:(919) 677-1840  
Pre arranged participant room rate: $119 plus tax, includes breakfast and evening managers reception.  
Reference NCQC when making reservations to receive the special arranged rate.

Contact the Project Manager, Laini Jarrett-Echols at ljarrett-echols@ncha.org 919.677.4123 with any additional questions.

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