



Maryland Patient Safety Center presents:

TeamSTEPPS™ Train-the-Trainer

December 8, 2020 • 8:00 am–4:00 pm
December 9, 2020 • 8:00 am– 12:00 pm

LIVE VIRTUAL TRAINING VIA ZOOM

Who Should Attend

This course is appropriate for healthcare professionals planning to implement TeamSTEPPS™ in their department and/or organization.

Program Fee

Non-members: \$500

Maryland Patient Safety Center members: **FREE**

Program Overview

This comprehensive, two-day course will provide your facility the tools to begin TeamSTEPPS™ training in one focused unit. Trainers will be coached by TeamSTEPPS™ master trainers who have experience implementing TeamSTEPPS™ tools and strategies. The training will include:

- AHRQ TeamSTEPPS™ Instructors Guide and Pocket Guide
- Templates for TeamSTEPPS™ posters and checklists
- An overview of the TeamSTEPPS™ program including in-depth learning on the four key TeamSTEPPS™ modules: Team Leadership and Events, Communication, Situational Monitoring and Mutual Support
- Development of a TeamSTEPPS™ Aim Statement
- Development of your TeamSTEPPS™ Guiding Team
- Tools for tracking success through monthly data collection and sharing
- Expert support and coaching as you develop an outline of your implementation plan
- Proven strategies for creating a solid sustainability plan
- Collaborative discussions on tools and strategies for overcoming system and team level challenges
- Strategies for maintaining the engagement, support and buy-in of administrative leaders

Setting Your Team Up for Success

We recommend implementing TeamSTEPPS™ tools and strategies in a pilot unit. Bring together a multidisciplinary team from that unit to attend the TeamSTEPPS™ *Train-the-Trainer* course. The team

members should be representative of the team that works together every day, and those who are actively interested in improving their unit's culture of teamwork and safety. This team should be made up of influential staff who are highly regarded by their peers and who can leverage resources, action and support for the implementation of this program. Don't forget to include a representative from your support staff, such as secretaries and ancillary staff who work side by side with your nurses and providers.

About the Speakers

Ishrat Rafi, MD

Dr. Ishrat Rafi is an OB/GYN in Balt., MD and is affiliated with Ascension St. Agnes Hospital. She received her medical degree from Howard University College of Medicine and completed her residency at University of Southern California in OB/GYN. She has been in practice for more than 20 years and is a Master TeamSTEPPS® Trainer. She brings actual clinical experiences, leadership and educational principles to this program that will allow the participant to anticipate challenges and employ successful strategies for implementation to your organization.

Cathy O'Boyle, BSN, MSN, RN

Cathy O'Boyle is the Performance Improvement Coordinator for OB/GYN at Ascension St. Agnes Hospital. Cathy has more than 30 years of healthcare experience, holding clinical, quality, patient safety and education roles in nursing. Cathy has served as hospital lead on several perinatal safety collaboratives, was instrumental in implementing TeamSTEPPS® in the Perinatal Center and Perioperative Services, and led TeamSTEPPS® training at Ascension St. Agnes Hospital for ten years.

Tennille Cox, MSN, RNC-OB, C-EFM

Tennille Cox is a Perinatal Clinical Nurse Specialist, Tennille at Ascension St. Agnes Hospital and serves as Chair of the Maryland Perinatal Education Consortium (MPEC), providing fundamental education to Perinatal Nurses throughout the state. Tennille a TeamSTEPPS® Master Trainer and Simulation Coordinator and is passionate about providing others with the education needed to successfully implement the TeamSTEPPS® program in their organizations.

To register: www.MarylandPatientSafety.org • 410.540.9210