Maryland Patient Safety Center presents:

**TeamSTEPPS™ Train-the-Trainer**

May 21 and 22, 2020 • 8:00 am–4:30 pm

*Breakfast and lunch will be provided.*

**Location:**

**Maryland Patient Safety Center**
6820 Deerpath Road
Elkridge, Maryland 21075

Registration and Continental Breakfast begin at 8:00 am. Training will begin at 8:30 am.

**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.

**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
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**About the Speakers**

**Ishrat Rafi, MD**

Dr. Ishrat Rafi is an obstetrician-gynecologist in Baltimore, Maryland and is affiliated with St. Agnes Hospital-Baltimore. 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. Dr. Rafi is a Master TeamSTEPPS® Trainer and has implemented TeamSTEPPS® principles with teams at St. Agnes Hospital. 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 of the concepts of TeamSTEPPS® to your organization.

**Cathy O’Boyle, BSN, MSN, RN**

Cathy O’Boyle is the Performance Improvement Coordinator for Obstetrics and Gynecology 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 and was instrumental in implementing TeamSTEPPS® in the Perinatal Center and Perioperative Services. She has also led TeamSTEPPS® training at Ascension St. Agnes Hospital for ten years.

**Tenille Cox, MSN, RNC-OB, C-EFM**

As a Perinatal Clinical Nurse Specialist, Tenille has extensive experience providing education to healthcare professionals. She is the Chair of the Maryland Perinatal Education Consortium (MPEC), which provides fundamental education to Perinatal Nurses throughout the state. As a TeamSTEPPS® Master Trainer and Simulation Coordinator, Tenille is actively involved in the programming provision of TeamSTEPPS® training to positively impact patient care. This program has improved team performance and decreased negative patient outcomes in maternal-child health at St. Agnes. The program is now being expanded to the other departments at St. Agnes. Tenille is passionate about providing others with the education needed to successfully implement the TeamSTEPPS® program in their organizations.

**To register:**

www.MarylandPatientSafety.org

**Questions regarding this program or the Maryland Patient Safety Center:**

Contact Lorie Catsos at 410-540-9210 or lcatsos@marylandpatientsafety.org