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# AHA Team Training National Conference



**June 20-22 • San Diego**  
[aha.org/teamtraining](http://aha.org/teamtraining)



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Director, AHA Team Training**
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# Welcome!



Dear colleagues,

For seven years the TeamSTEPPS community has come together annually to celebrate successes, share best practices and work through challenges together. We look forward to join together again at the AHA Team Training National Conference from June 20-22, 2018 in San Diego, CA. Every year the sophistication of this community has grown and the networking itself provides opportunities to learn. Our time to change the culture of health care is now and when the TeamSTEPPS community innovates this conference is where

we hear about it first. That is why it is always so exciting and rewarding to come together.

This year is no different. We'll tackle resiliency issues, discuss how to implement, coach and teach better, create new models of working as a team on the fly, and in the end capture the power of how to tell our stories individually and as a group. The team looks forward to connecting with all of you!

A handwritten signature in black ink that reads "Christopher Hund". The signature is fluid and cursive.

**Christopher Hund**  
Director, AHA Team Training

# Conference Information

## How To Register ONLINE

Register with a credit card at [www.aha.org/teamtraining](http://www.aha.org/teamtraining). If you wish to pay by invoice, please email [TeamTraining@aha.org](mailto:TeamTraining@aha.org).

## ONSITE

Register onsite at the Manchester Grand Hyatt by credit card or check. All checks must be payable to HRET. Be sure to include the attendee name(s) on the memo line. All checks must be submitted to the registration table. You will receive further instructions on registering at that time.

## REGISTRATION FEES

Registration fee includes meals (excluding dinner), conference sessions and keynotes, networking events and continuing education credit. Fees do not include airfare or hotel costs.

**Regular/Onsite Rate: \$650**

**Team Rate\*: \$550**

**Student Rate\*: \$425**

**Federal Government Rate\*: \$450**

\*If the team, student or government rate applies to you, email [TeamTraining@aha.org](mailto:TeamTraining@aha.org) for the discount code.

## REGISTRATION CANCELLATIONS

A conference fee is due upon registration. If you cannot attend the conference you may send a substitute, by emailing [TeamTraining@aha.org](mailto:TeamTraining@aha.org). If you must cancel entirely, your request for a refund – minus a \$250 processing fee – must be made in writing to [TeamTraining@aha.org](mailto:TeamTraining@aha.org) no later than June 5, 2018. Refunds will be processed within two weeks of the request. Cancellations made after June 5, 2018 will not be eligible for a refund.

## HOTEL INFORMATION

Manchester Grand Hyatt  
1 Market Place  
San Diego, CA 92101

You must be registered for the AHA Team Training National Conference to reserve a room at the Manchester Grand Hyatt. Your registration confirmation email will contain a link to a special AHA-Hyatt web page. You can use this web page to book your room anytime before the AHA hotel block expires on Monday, May 28. You also can make a reservation by phone by providing the code to a reservation agent.

**Standard King Room: \$275**

**Standard Double Room: \$275**

## TRAVEL DISCOUNTS

The following carriers are offering special meeting discounts for all attendees of the the AHA Team Training National Conference. Simply call (or have your travel agent call) one of our preferred airlines and rental car agencies directly to receive these special fares.

**DELTA AIR LINES** ticketing, call (800) 328-1111.  
Refer to Meeting Code NMR38.

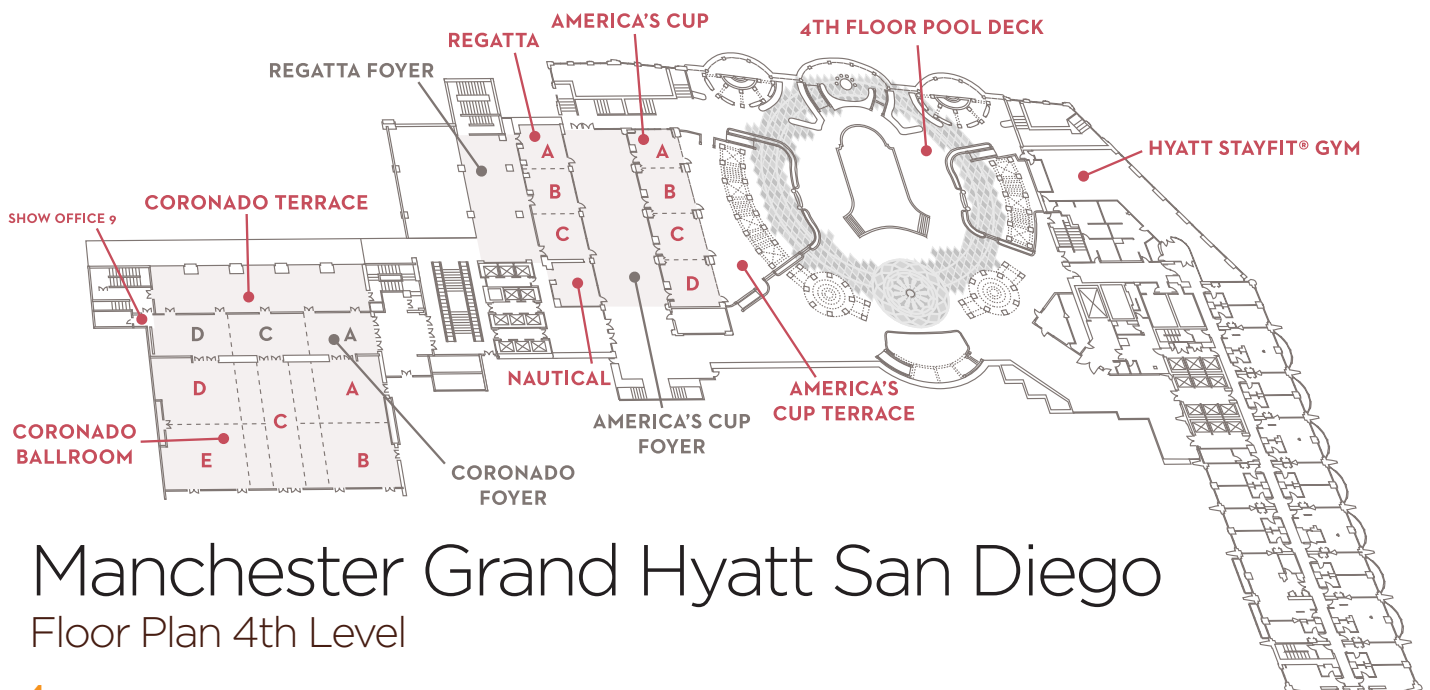
**UNITED AIRLINES** ticketing, call (800) 426-1122.  
Refer to Z Code ZE92 and Agreement Code: 593102.

**HERTZ** car rental reservation, call (800) 654-2240.  
Refer to Meeting Code CV#03AB0014.

**ENTERPRISE & NATIONAL** car rental reservation, call (800) 261-7331.  
Refer to Meeting Code K2C1074.

## CONFERENCE MEETING SPACE

All meeting space will be on the 4th floor in Coronado Ballroom, Regatta and America's Cup.



## Manchester Grand Hyatt San Diego Floor Plan 4th Level



## Tracks



**Effective Teaching:**  
Innovative Ways of Bringing  
TeamSTEPPS to Your Team



**Engaging the Team:**  
Patients, Staff, Providers,  
Leaders and Students



**Connecting the Dots:**  
Making TeamSTEPPS a  
Lasting Approach



**Making the Case:**  
Assessing, Measuring and  
Implementing TeamSTEPPS  
Across the Continuum

### Wednesday, June 20

10:00 AM 1:00 PM		Registration Desk Open	
1:00 PM 2:30 PM		<b>Keynote:</b> Thriving vs. Surviving During Times of Change: The Science of Enhancing Resilience	<b>Duke University Health System</b> Bryan Sexton, PhD
2:30 PM 3:00 PM		Refreshment Break	
3:00 PM 4:30 PM		<b>Adopting a Tiered Huddle System to Empower Broad Based Action</b>	<b>Irwin Army Community Hospital</b> Amanda Gagnon, RN, BSN John Jones, LSS, BB COL John Melton, MBA, MSS, CDFM, FACHE COL(Ret) Reyn Mosier, MBA, MSN, CFNP, FAANP LTC Donald Sexton, PhD, FACHE
		TeamSTEPPS 101	<b>Duke University Health System</b> Kyle Rehder, MD, FCCP Priscilla Ramseur, DNP, RN, CNOR, NEA-BC Margaret Sturdivant, RN, MSN, CPPS
		Bringing TeamSTEPPS into the Classroom and Beyond: Simple Strategies to Enhance Student and Faculty Engagement	<b>Brigham Young University</b> Amber Anderson Kapri Beus Stacie Hunsaker, RN, MSN, CEN, CPEN Camry Shawcroft Michael Thomas, MS, APRN, PMHNP-BC Sara Weeks
		<b>A Transdisciplinary Approach: Integration of TeamSTEPPS in Health Care and Beyond</b>	<b>Ursuline College, Breen School of Nursing</b> Laura Goliat, DNP, MSN, RN, FNP-BC Regina Prosser, DNP, MSN, RN-BC, CNE, LNHA
		<b>Optimizing Tar Heel Trauma Care: Hardwiring TeamSTEPPS into Trauma Resuscitations</b>	<b>University of North Carolina Hospitals</b> Alberto Bonifacio, RN, BSN, MHA, CEN Elizabeth Schroeder, RN, BSN, CEN, TCRN <b>UNC School of Medicine</b> Daryhl Johnson II, MD, MPH, FACS
4:30 PM 6:00 PM		<b>Welcome Reception</b>	

**Thursday, June 21**

7:00 AM 8:00 AM		Continental Breakfast	
8:00 AM 10:00 AM		Fostering Resilience to Cultivate Change: Our Team Training Journey	<b>Duke University Health System</b> Tammi Hicks, DNP, RN, CEN, NE-BC <b>Duke Raleigh Hospital</b> Melissa Sullivan, MHA, BSN, RN
		TeamSTEPPS: Not Something Else To Do – The Something to Do Everything Else	<b>Northwell Health</b> Fran Babiss, PhD, OTR/L Maria Grella, PharmD Denise Mazzapica, MSN, RN-BC Myrta Rabinowitz, PhD, RN-BC
		Measurement Matters: Using Measurement to Optimize TeamSTEPPS Success	<b>Beth Israel Deaconess Medical Center</b> Laura Dodge, ScD, MPH Maureen Paul, MD, MPH <b>Planned Parenthood of the Great Northwest and the Hawaiian Islands</b> Sheila Yates, MPH, CPHQ
		MUSSTT (Medical Unit Simulation & Safety Team Training): A TeamSTEPPS Sustainment Model (Workshop)	<b>Madigan Army Medical Center</b> COL M. Imad Haque, MD <b>University of Washington</b> COL(Ret) Peter Napolitano, MD <b>U.S. Army MEDCOM</b> Phyllis Toor, RN, BSN
		An Innovative and Interactive Approach to Implementing TeamSTEPPS: Using Fun To Engage Your Organization (Workshop)	<b>Nemours Children’s Hospital</b> Erin Bowen, RN, CEN, EMT-P Ashley Chick, BSN, RN Felicia Coffel, EMT, Paramedic Kelly Eberbach, DNP, MBA, RN, CPN, CPEN Brittany Hoffman Martin King, BN, RN, CPEN Carlos Perez Edayra Rivera Juarbe, BSN, RN Abby Summerson, BSN, RN, CPEN <b>University of Central Florida College of Medicine</b> Dan Franceschini, MSN, RN, EMT
		Improve Hospital Patient Admission Process through Team Engagement & Effective Utilization of Preadmission Waiting Time	<b>Children’s Cancer Hospital Egypt</b> Ola Magdy Torky, PharmD, MBA, CPHQ, CPPS
10:00 AM 10:30 AM		Refreshment Break	
10:30 AM 12:00 PM		<b>Keynote:</b> Miracles Don’t Just Happen	Jeff Skiles
12:00 PM 1:30 PM		Lunch Provided	

1:30 PM 3:00 PM		Put Me in Coach: How to Select, Train and Support Your TeamSTEPPS Coaches	<b>University of Washington</b> Ross Ehrmantraut, RN Farrah Leland, JD Megan Sherman, MAEdHD
		What's Behind Teamwork? Teaching and Assessing the Work of Your Teams	<b>Westchester Medical Center</b> Andrew Grose, MD, MSc
		Navigating Below the Waterline: Understanding and Addressing Causes of Underperforming Teams (Workshop)	<b>Tomaino Orthopaedic Care</b> Janet Thirlby, MSL, EdD Matthew Tomaino, MD, MBA
		Avoiding "Flavor of the Month": Integrating TeamSTEPPS to Change Your Culture (Workshop)	<b>The MetroHealth System</b> Ann Marie Anderson, MSN, RN Anne Aulisio, MSN, RN Joseph Golob, MD Susan Hutchinson Jay Koren, RN, BSN Robert Smith, PhD
		Applying TeamSTEPPS to Non-Clinical Environments (Workshop)	<b>Madigan Army Medical Center</b> Christine LeCain, MS
3:00 PM 3:30 PM		Refreshment Break	
3:30 PM 5:00 PM		TeamSTEPPS Customized to Fit Any Team's Needs	<b>Christiana Care Health System</b> Susan Coffey Zern, MD, MSMS, CHSE Tammy Holdren, CNMT, RT(N)(CT), CHSE
		Hardwiring TeamSTEPPS: When Culture Becomes Habit	<b>MountainView Hospital</b> John Nunes, MD, FACOG <b>Stanford Healthcare-ValleyCare</b> MaryJo Schaarschmidt, MSN, CPNP, RNC Gina Teeples, RN, MSN
		Leadership and Followership Skills Practiced From 30,000 Feet (Workshop)	<b>Kaiser Permanente Southern California</b> Jason Cheng, DO <b>Prepare For Command, LLC</b> Captain Richard Martinez
		TeamSTEPPS: Our 12-Year Journey and Return on Investment	<b>673 Medical Group</b> Carole Durant, MBA, CPHQ, CPPS Eric Parcels
		Expanding Our Reach through Telemedicine	<b>Northwell Health</b> Jayne O'Leary, MSN, RN
5:00 PM 6:30 PM		Networking Event and Poster Session	



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**Engaging the Team:**  
Patients, Staff, Providers, Leaders and Students



**Connecting the Dots:**  
Making TeamSTEPPS a Lasting Approach



**Making the Case:**  
Assessing, Measuring and Implementing TeamSTEPPS Across the Continuum

## Friday, June 22

7:00 AM 8:00 AM		Continental Breakfast	
8:00 AM 10:00 AM		Combating Burnout: Teaching Resilience So Your Teams Can Thrive	<b>The MetroHealth System</b> Robert Smith, PhD Anastasia Webb, MA, LPCC-S, LICDC, CEAP
		Yes – TeamSTEPPS Embedded in a Simulation-Based Team Training Program Did Change Practice and Organization Outcomes	<b>Samuel Merritt University</b> Kay Davis, MN, EdD Celeste Villanueva, EdD, CRNA, FNAP Jeanette Wong, MPA, BSN
		Engaging Patients and Families: Leadership in Action	<b>American Hospital Association</b> Sue Collier, MSN, RN, FABC
		Using TeamSTEPPS to Accelerate Strategic Patient Experience Improvement within High Reliability Transformation	<b>673 Medical Group</b> MAJ Felisa Hartley, MD, MPA Ann Lovejoy, MEd, MBA
		Applying Active Learning Techniques to Enhance TeamSTEPPS Training (Workshop)	<b>Tulane University School of Medicine</b> N. Kevin Krane, MD <b>Tulane Health System</b> Rita Preiksaitis, RN
		One Data Point at a Time: Tell Your Own TeamSTEPPS Story (Workshop)	<b>St. Luke's Health System</b> Tammye Erdmann, RN, BScIT, MEd, CHSE Sandi Funkhouser, BTh
10:00 AM 10:30 AM		Refreshment Break	
10:30 AM 12:00 PM		<b>Keynote:</b> Finding the Fire Within: Tapping Into Your Intrinsic Motivation	Laure “Voop” De Vulpillieres, MPP



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# Session Descriptions & Tracks

**Wednesday** June 20, 2018

**1:00PM - 2:00PM**

**KEYNOTE: Thriving vs. Surviving During Times of Change: The Science of Enhancing Resilience**



Quality improvement efforts frequently ignore the need to make sure that health care workers are ready for the next big initiative, and rarely do they first build up the resilience of staff before expecting even higher levels of quality and safety to be delivered. For some, jumping into innovation is a reasonable first step. But for many individuals and work units, there needs to be a focus on the workers and their needs, to build capacity and bounce

back from burnout, before providing the training and the tools to improve quality in a sustainable way. This keynote will review the newest and most robust research on health care worker burnout/engagement and their association with care quality. Attendees will learn how to facilitate resilience building for themselves and for their colleagues through the use of simple, brief, evidence-based interventions that enhance resilience through the cultivation of active constructive responding, the cultivation of positivity and the cultivation of three good things.

**Speaker:** *Duke University Health System*  
**Bryan Sexton**, PhD

**3:00PM - 4:30PM**

**Adopting a Tiered Huddle System to Empower Broad Based Action**



Hospitals often organize their (team-level) high reliability strategies around the TeamSTEPPS methodology. This framework enables team communication, mutual support and shared mental models in order to identify and respond to unanticipated events. Our Tiered Huddle System was deliberately designed using the TeamSTEPPS concepts to facilitate intraorganizational communication and collaboration. The system allows information to flow up from the clinic (Tier 1) to the department/service (Tier 2) and then to the hospital's daily operations brief (Tier 3). This way of organizing allows our hospital to quickly identify organizational risks, respond with a multidisciplinary approach and provide feedback across the system. It also provides transparency of issues and empowers staff to get engaged at the front-line. Our progressive implementation plan involves lean daily management, vicarious learning and leader engagement strategies. Participants will understand the key elements of the Tiered Huddle System and specific implementation strategies for making a successful organizational transformation.

**Speakers:** *Irwin Army Community Hospital*  
**Amanda Gagnon**, RN, BSN  
**John Jones**, LSS, BB  
**COL John Melton**, MBA, MSS, CDFM, FACHE  
**COL(Ret) Reyn Mosier**, MBA, MSN, CFNP, FAANP  
**LTC Donald Sexton**, PhD, FACHE



**TeamSTEPPS 101**

New to TeamSTEPPS or need a refresher? This session will provide you with an introduction to what the fuss is all about. The components of TeamSTEPPS, its evidence base and its business case will be presented. This session will serve as an overview of the key principles of TeamSTEPPS and how to translate it into practice with real examples. It is a perfect opportunity to refresh your knowledge and gain a shared mental model of the material at the start of the conference. Ample time will be provided for questions.

**Speakers:** *Duke University Health System*  
**Kyle Rehder**, MD, FCCP  
**Priscilla Ramseur**, DNP, RN, CNOR, NEA-BC  
**Margaret Sturdivant**, RN, MSN, CPPS



**Bringing TeamSTEPPS into the Classroom and Beyond: Simple Strategies to Enhance Student and Faculty Engagement**

Faculty presenters will detail strategies they've utilized to engage students and faculty in TeamSTEPPS at Brigham Young University's (BYU) College of Nursing. They will outline how to effectively utilize online learning modules to teach students TeamSTEPPS and detail the development of a uniform handoff tool for patient care simulations and clinical assignments in the college of nursing. Students have played a pivotal role in the TeamSTEPPS curriculum integration process at BYU. Student teaching assistants have taught other students TeamSTEPPS, trained simulation and clinical faculty, helped formulate a handoff tool utilized in simulation courses and helped study the effects of teaching students TeamSTEPPS. Student presenters will discuss these projects and how they've influenced their perceptions of patient safety and team communication. Faculty presenters will describe how to effectively train and support students to empower and engage them in teaching TeamSTEPPS.

**Speakers:** *Brigham Young University*  
**Amber Anderson**  
**Kapri Beus**  
**Stacie Hunsaker**, RN, MSN, CEN, CPEN  
**Camry Shawcroft**  
**Michael Thomas**, MS, APRN, PMHNP-BC  
**Sara Weeks**



**A Transdisciplinary Approach: Integration of TeamSTEPPS in Health Care and Beyond**

In today's rapid-paced and increasingly more complex working environments (whether health care or non-health care focused), effective teamwork and collaboration skills are crucial. Attendees will gain step-by-step implementation plans for TeamSTEPPS integration in four important areas: IPE workshops, hospital orientation programs, regional school districts and long-term care settings. Presenters will share the collaborative process involved in each area to the lessons learned after delivery. Session attendees will participate in interactive team challenge activities that exemplify TeamSTEPPS constructs throughout the presentation that they may consider using in their future TeamSTEPPS integrations.

**Speakers:** *Ursuline College, Breen School of Nursing*  
**Laura Goliat**, DNP, MSN, RN, FNP-BC  
**Regina Prosser**, DNP, MSN, RN-BC, CNE, LNHA



### Optimizing Tar Heel Trauma Care: Hardwiring TeamSTEPPS into Trauma Resuscitations

A trauma team's ability to rapidly organize, identify and manage life-threatening conditions often determines whether a severely injured patient lives or dies. Given the complex nature of ad hoc, interprofessional teams and performing under stress, establishing a reliable and sustainable resuscitation process is no easy task. Told from the perspectives of an emergency nurse and quality leader, military veteran and former competitive athlete, this presentation will discuss how ongoing work to standardize and continually improve trauma resuscitations in the emergency department is strengthening a culture of TeamSTEPPS and patient safety in an academic Level I Adult and Pediatric Trauma Center. The presenters will share precious lessons learned and real-world insights into how Kotter's Model informed project methodology; how monthly high-fidelity, in situ trauma simulations are hardwiring Team STEPPS principles into trauma teams; and how innovative research into leadership and situational awareness is expanding our knowledge into patient safety.

**Speakers:** *University of North Carolina Hospitals*

**Alberto Bonifacio**, RN, BSN, MHA, CEN

**Elizabeth Schroeder**, RN, BSN, CEN, TCRN

*UNC School of Medicine*

**Daryhl Johnson II**, MD, MPH, FACS



### TeamSTEPPS: Not Something Else to Do - The Something to Do Everything Else

Since the inception of TeamSTEPPS at Northwell Health in 2007, it has become foundational to daily practice across this large health system. TeamSTEPPS drives safety, quality and evidence-based initiatives and has been incorporated into policies and procedures, education and the electronic medical record. The challenge is how to accomplish this without imposing "another initiative" on the staff. This session will demonstrate a methodology showcasing how TeamSTEPPS can be the framework for successful implementation and sustainment of organizational initiatives. Participants will receive guidelines on how to make TeamSTEPPS the foundation on which to build "everything else" at their organization and will be presented with exemplars that demonstrate success in driving change using TeamSTEPPS. They will receive templates and have the opportunity to develop an individualized plan for their organization using the Northwell methodology.

**Speakers:** *Northwell Health*

**Fran Babiss**, PhD, OTR/L

**Maria Grella**, PharmD

**Denise Mazzapica**, MSN, RN-BC

**Myrta Rabinowitz**, PhD, RN-BC



### Measurement Matters: Using Measurement to Optimize TeamSTEPPS Success

How do you maximize the success of your TeamSTEPPS training? The importance of measuring at baseline to drive TeamSTEPPS implementation is vital. Our presentation will describe how to use measurement to maximize the success of TeamSTEPPS training. While this work will be presented from the perspective of the ambulatory setting, which is an increasing focus of patient safety initiatives, we will describe how measurement strategies can be translated to other settings. Our goal is for attendees to recognize the importance of baseline evaluation to drive their TeamSTEPPS implementation plans and to be able to think critically about using evaluation at their own organizations. This engaging presentation will introduce measurement tools that attendees can utilize in their practice and will also encourage attendees to think beyond these existing tools to identify novel targets for evaluation as well as develop additional tools tailored to these targets. We will ask attendees to share their ideas for evaluation targets and methods of evaluation at their own organizations.

**Speakers:** *Beth Israel Deaconess Medical Center*

**Laura Dodge**, ScD, MPH

**Maureen Paul**, MD, MPH

*Planned Parenthood of the Great Northwest and the Hawaiian Islands*

**Sheila Yates**, MPH, CPHQ



### Fostering Resilience to Cultivate Change: Our Team Training Journey

Embarking on TeamSTEPPS implementation to improve teamwork, communication and safety culture? Afraid of overwhelming an already overly taxed team with yet another initiative? Learn how Duke Raleigh, a community hospital undergoing rapid organizational change, gauged departmental readiness for TeamSTEPPS training and successfully used personal resilience-enhancing activities to positively combat staff burnout. Appropriate for audience members with all levels of TeamSTEPPS experience, this interactive session will provide opportunities to participate in resilience activities and learn practical tools to engage your team today.

**Speakers:** *Duke University Health System*

**Tammi Hicks**, DNP, RN, CEN, NE-BC

*Duke Raleigh Hospital*

**Melissa Sullivan**, MHA, BSN, RN



### MUSSTT (Medical Unit Simulation & Safety Team Training): A TeamSTEPPS Sustainment Model (Workshop)

The Military Health System was one of the first organizations to deploy TeamSTEPPS at a national level in 2008. Since that time, sustainment of these skills and enduring cultural change have been increasingly challenging in light of ongoing global conflicts, sequestration, leadership and staff turnover, and reprioritization of training resources and efforts. In this workshop, the presenters will describe MUSSTT (Medical Unit Simulation & Safety Team Training). MUSSTT consists of TeamSTEPPS refresher training and a Professional Conduct management module. The training culminates in functional unit teams identifying specific team performance challenges and developing simulation training scenarios that apply TeamSTEPPS principles to

## Thursday June 21, 2018

**8:00AM - 10:00AM**

the problem. Action plans to build and sustain these skills are developed with an emphasis on workflow integration and continued simulation training support. This is a grassroots approach to TeamSTEPPS sustainment. After a brief overview of the course, the workshop participants will have an opportunity to work as teams to develop micro-simulation scenarios and rehearse/debrief as a group.

**Speakers:** *Madigan Army Medical Center*

**COL M. Imad Haque, MD**

*University of Washington*

**COL(Ret) Peter Napolitano, MD**

*U.S. Army MEDCOM*

**Phyllis Toor, RN, BSN**



**An Innovative and Interactive Approach to Implementing TeamSTEPPS: Using Fun To Engage Your Organization (Workshop)**

This workshop will apply TeamSTEPPS tools in a creative and engaging format. Participants in this workshop will embark on a series of fast-paced, fun-filled, and interactive activities designed to build teams and enhance communication. During each of the action-packed substations, participants will apply TeamSTEPPS tools to the assigned scenario while developing and implementing their team strategies to achieve success. An “Amazing Race” format will engage participants in a fun learning environment that can be adapted to any organization. The principles highlighted in this session are team structure, communication, leadership, situation monitoring, and mutual support.

**Speakers:** *Nemours Children’s Hospital*

**Erin Bowen, RN, CEN, EMT-P**

**Ashley Chick, BSN, RN**

**Felicia Coffel, EMT, Paramedic**

**Kelly Eberbach, DNP, MBA, RN, CPN, CPEN**

**Brittany Hoffman**

**Martin King, BN, RN, CPEN**

**Carlos Perez**

**Edayra Rivera Juarbe, BSN, RN**

**Abby Summerson, BSN, RN, CPEN**

*University of Central Florida College of Medicine*

**Dan Franceschini, MSN, RN, EMT**



**Improve Hospital Patient Admission Process through Team Engagement and Effective Utilization of Preadmission Waiting Time**

Poor communication and time management can impact high risk pediatric oncology patients as they face increasing preadmission wait times. The Children Cancer Hospital in Egypt (CCH) is a large hospital and has assembled a cross-functional Six Sigma team. The team identifies and addresses underlying issues for treatment delays and opportunities for improvement regarding new service implementation using Lean Six Sigma tools and TeamSTEPPS concepts to improve team engagement and avoid communication errors. This has decreased workload on ward attending physicians, improved communication through a concurrent work flow and avoided premature admission discharges.

**Speaker:** *Children’s Cancer Hospital Egypt*

**Ola Magdy Torky, PharmD, MBA, CPHQ, CPPS**

**10:30AM - 12:00PM**

**KEYNOTE: Miracles Don’t Just Happen**

The world was captivated when Captain “Sully” Sullenberger and his crew were forced to land their ailing, powerless airliner on the freezing waters of the Hudson River. The pilots and flight attendants of USAirways 1549 were lauded as heroes, and the incident was deemed a miracle. But, the groundwork for their success had been laid long before



when the airline industry transformed itself into a model of safety awareness by challenging accepted practices, altering the status quo, and building team relationships. In the 1990’s the industry addressed a crisis in fatal accidents by building a safety management system based not on individual accountability but on organizational strengths.

In this session we will investigate the development of safety management systems incorporating incident reporting, data tracking, standard operating procedures, and team building that has led to great success in the airline industry. Jeff Skiles, First Officer of USAirways 1549, will tell the story of the Miracle on the Hudson and will relate how the lessons learned and processes developed from a highly advanced safety management system contributed to the successful outcome on that cold January day.

**Speaker:** *Jeff Skiles*

**1:30PM - 3:00PM**



**Put Me in Coach - How to Select, Train and Support Your TeamSTEPPS Coaches**

Coaches are an essential yet underemphasized component of the practice of team performance. Too often we focus on the development of faculty and curricula from an andragogical standpoint, yet fail to cultivate coaches as a critical element of adult learning. A 4-hour faculty development workshop was created at the University of Washington to provide an introduction to the basic coaching principles of selection, training and support. This session will highlight the key takeaways and activities of the longer 4-hour workshop including: describing the core competencies of effective TS coaches; understanding the role of personality and communication preferences; and building skills for active listening and providing feedback.

**Speakers:** *University of Washington*

**Ross Ehrmantraut, RN**

**Farrah Leland, JD**

**Megan Sherman, MAEdHD**



**What’s Behind Teamwork? Teaching and Assessing the Work of Your Teams**

One of the biggest roadblocks to creating effective teamwork is a poor understanding of the utility of teamwork skills in solving the problems of clinical work. Our solution is to conceptualize teamwork as a toolbox health care professionals utilize to effectively manage complexity and performance variability. The model for this work is Threat Management & Task Adaptation. This understanding reconciles the dilemma of work unfolding in front of you (Work as Done) versus the planned activity (Work as Imagined). Data from our own audits will be shared to underscore the functionality of this model, as well as essential elements for success. Participants will subsequently be given training examples to practice observing teams for effective Threat



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Management & Task Adaptation. We will consider the effective collection of audited material for creating system change and how to incorporate Threat Management & Task Adaptation into briefing and debriefing training.

**Speaker: Westchester Medical Center**

**Andrew Grose, MD, MSc**



**Navigating Below the Waterline: Understanding and Addressing Causes of Underperforming Teams (Workshop)**

The principles of TeamSTEPPS provide specific tools for enhancing team performance and patient safety, but clarity regarding the root cause(s) of underperformance is required before an effective action plan for problem solving and performance improvement can be established. The speakers will introduce the “Waterline Model” to provide insight as to how to optimally assess team conflict, operational challenges and underperformance. The Waterline Model invites one to switch from a focus on task to a focus on process to better understand what’s happening and how to address it. Participants will engage in dialogue regarding the causes of underperformance on their teams. The speakers will also introduce key components of an action process (logic model) required to effectuate productive change in both behavior and outcomes. The session will engage participants to reflect on the intersecting relevance of TeamSTEPPS principles and effective, emotionally intelligent leadership techniques for leveraging conflict to optimize performance. At the end of the workshop, participants will have developed a better understanding of: the concept of team, whether teamwork is an authentic practice in their health care setting, the causes of underperformance on their teams and how to develop a performance improvement action plan.

**Speakers: Tomaino Orthopaedic Care**

**Janet Thirlby, MSL, EdD**

**Matthew Tomaino, MD, MBA**



**Avoiding “Flavor of the Month”: Integrating TeamSTEPPS to Change Your Culture (Workshop)**

This session will begin with a brief presentation of The MetroHealth System’s use of TeamSTEPPS Action Councils (TAC). Emphasis will be upon the ability of the TAC to engage and empower staff to use the TeamSTEPPS tools and strategies to improve the quality of patient care and patient safety within their organization. The didactic section will present the formation of TACs, the charge to the Team and the process that the TAC follows. Several of MetroHealth’s TAC projects will be presented as examples, including their challenges, struggles and successes. Participants will then be broken into teams with specified staff roles and responsibilities. They will practice using TeamSTEPPS tools and strategies to form their TAC. Once they have determined the make-up of their TAC Team and selected Chairpersons, they will be given a clinical scenario involving a quality or safety issue that they need to address. They will be coached through the process of engaging their staff members input and “brainstorming” solutions. The team will be asked to develop a preliminary action plan to address the quality/safety issue. The team will be asked to identify who outside of their TAC will need to be involved and what barriers they may encounter. They will need to explore strategies to overcome the barriers that they identify. Finally, the team will be asked to consider how they will measure the outcome of their intervention. At the completion of the simulation, the teams will each report out their experience with the TAC.

**Speakers: The MetroHealth System**

**Ann Marie Anderson, MSN, RN**

**Anne Auliso, MSN, RN**

**Joseph Golob, MD**

**Susan Hutchinson**

**Jay Koren, RN, BSN**

**Robert Smith, PhD**



**Applying TeamSTEPPS to Non-Clinical Environments (Workshop)**

TeamSTEPPS has historically been directed toward clinical audiences and clinical scenarios, but TeamSTEPPS is not just about patient safety. The importance of teamwork and communication can easily be recognized in a variety of professional and personal situations. This session will re-frame a selection of TeamSTEPPS strategies and tools and apply them to a variety of scenarios including nonclinical, administrative, social, personal, and even family settings. Workshop attendees should have a basic knowledge of TeamSTEPPS material and will learn to facilitate a creative version of the paper-chain exercise, as both an ice-breaker activity and a closing activity, to illustrate just how relevant and applicable TeamSTEPPS is to all forms of team configurations.

**Speaker: Madigan Army Medical Center**

**Christine LeCain, MS**

**3:30PM – 5:00PM**



**TeamSTEPPS Customized to Fit Any Team’s Needs**

Our simulation center has developed simulation curriculum to deliver TeamSTEPPS training uniquely, to the needs of different clinical teams. This presentation will take the participants through the process of a needs assessment and curriculum development tailored specifically for a department or a group. The discussion will give insight into the needs assessment process and subsequent curriculum development that was used and how it was tailored for a stroke team, a code blue team and an obstetrical team. We will discuss how the different TeamSTEPPS tools and strategies were integrated into the simulation training, based on the gaps and needs of each unique clinical team. We will discuss lessons learned, how we engaged stakeholders and ensured that the education had specific parameters built in for measurable improvement. This session is best suited for any learner interested in implementing team training.

**Speakers: Christiana Care Health System**

**Susan Coffey Zern, MD, MSMS, CHSE**

**Tammy Holdren, CNMT, RT(N)(CT), CHSE**



**Hardwiring TeamSTEPPS: When Culture Becomes Habit**

Amidst ever-changing and increasing demands, health care organizations are continually seeking ways to improve care delivery and outcomes. The application of varied approaches to achieve engagement is necessary to create interest and buy in from providers, bedside caregivers and patients. Team training is a fundamental method to improving safety and evolving organizational culture. TeamSTEPPS cannot be implemented or sustained unless one is able to engage teammates of diverse backgrounds with differing perceptions, perspectives and expectations. Presenters will lay out a strategy to promote relevant conversations to a highly complex workforce. This presentation will describe a journey that integrates TeamSTEPPS principles and tools with simulation to achieve genuine engagement, promote mutual respect, a practice environment that promotes psychological safety and process improvement that is driven by front-line staff. The critical roles physician engagement, leader engagement and team training play will be highlighted in establishing a respectful environment where empowered caregivers can develop a culture of safety.

**Speakers: MountainView Hospital**

**John Nunes, MD, FACOG**

**Stanford Healthcare-ValleyCare**

**MaryJo Schaarschmidt, MSN, CPNP, RNC**

**Gina Teeples, RN, MSN**



**Leadership and Followership Skills Practiced from 30,000 Feet (Workshop)**

Developing a checklist for Leadership/Followership skills can enhance teamwork. This workshop will introduce a working definition of leadership that provides a foundation and mutual understanding for both Leadership and Followership (L/F). L/F skills are exercised in a style relevant and proportional to the situational context the team has/is/ will be experienced by the team. These skills are requisite to effective and successful teamwork, particularly in high-reliability organizations. The facilitators will demonstrate how situational awareness is utilized to correctly determine situational context. Participants will interact with facilitators and each other to elicit and learn commensurate L/F skills. Additionally, participants will be asked to role-play various resources involved in realistic scenarios. Airline scenarios used will demonstrate the necessity of L/F skills. Skill demonstration, interaction and debriefing will clearly connect with teamwork and teambuilding in the hospital situation.

**Speakers:** *Kaiser Permanente Southern California*  
**Jason Cheng, DO**  
*Prepare For Command, LLC*  
**Captain Richard Martinez**



**TeamSTEPPS, Our 12-Year Journey and Return on Investment**

This session will guide all levels of participants through the steps used following implementation of TeamSTEPPS at one military treatment facility to determine whether or not team communication has improved versus the return on the training investment, ultimately resulting in a reduction of potential harm to patients. The identification of appropriate data gleaned from patient safety events and how TeamSTEPPS modules were used to categorize issues on individual units will be shared. A summation of the data for a 9-year period of time will be shared to show the results achieved thus far. Lessons learned will be shared with participants to demonstrate successes and challenges, as well as changes made to the program when results were not as predicted from year-to-year.

**Speakers:** *673 Medical Group*  
**Carole Durant, MBA, CPHQ, CPPS**  
**Eric Parcels**



**Expanding Our Reach through Telemedicine**

Welcome to telemedicine, a “new” model of care with one goal: To provide safe, patient centered, quality care regardless of a patient’s geographic location. How do we achieve this goal? By leveraging technology, provider expertise and standardization of services. We are the future of health care. Please join us. During this informative discussion we will demonstrate our technology, take you on a tour of the tele-ICU, visit with one of our Telehospitalists as they assist our ED in decreasing throughput (in real time), and most importantly, listen to our language of communication: TeamSTEPPS. We hope you take away how seamlessly we have integrated these tools and strategies into our workflows, daily interactions, virtual visits, policies and procedures all with one goal: the patient.

**Speakers:** *Northwell Health*  
**Jayne O’Leary, MSN, RN**

**8:00AM – 10:00AM**



**Combating Burnout: Teaching Resilience So Your Teams Can Thrive**

This session will explain the relationship between resilience and TeamSTEPPS in addressing burnout and engaging and empowering your staff. It will begin by reviewing the current literature related to incidence and impact of burnout on care to our patients, as well as the potential solutions to address this growing challenge to patient safety. It will be demonstrated that TeamSTEPPS and Resilience Tools are key approaches that can be used to address staff burnout and the lack of staff engagement. The literature regarding burnout and patient safety will be highlighted, demonstrating that where the clinical staff have been shown to suffer from burnout the quality of patient care suffers, patient safety is compromised and the patients’ overall experience is diminished. It will be explained that to sustain our team’s ability to provide high quality care, they need to re-energize and replenish their own resources. This self-care will be related to the process of “resilience” and will be shown to be a skill that can be taught. An overview of resilience tools will be provided to demonstrate how your team can enhance their resilience. To supplement this discussion, an introduction to specific resilience tools will be provided – recognizing good things, awe, flow, gratitude, active positive listening, mindfulness, etc. Participants will watch brief videos, discuss content and practice several resilience skills that are taught.

**Speakers:** *The MetroHealth System*  
**Robert Smith, PhD**  
**Anastasia Webb, MA, LPCC-S, LICDC, CEAP**



**Yes! TeamSTEPPS Embedded in a Simulation-Based Team Training Program Did Change Practice and Organization Outcomes**

A mixed-methods evaluation study of an in-situ simulation-based team training program provided evidence of the quality and effectiveness of this educational effort involving over 1,250 clinicians. Funded by the health system’s insurance carrier, the program was designed to improve clinical management of obstetric critical events within a multi-site major California health system. This interprofessional program based on the TeamSTEPPS framework resulted in a reduction in malpractice claims and relevant system-level improvements for clinical practice. Successes and lessons learned will be shared including various tools and templates to assist participants in developing similar programs at their own institutions. Participant engagement includes an Audience Response System, viewing a team training video of an obstetric emergency and participating in a debriefing to provide an immersive experience demonstrating the value of this powerful component of simulation-based learning. Active dialog regarding challenges and opportunities for simulation-based team training will also be facilitated.

**Speakers:** *Samuel Merritt University*  
**Kay Davis, MN, EdD**  
**Celeste Villanueva, EdD, CRNA, FNAP**  
**Jeanette Wong, MPA, BSN**



**Effective Teaching:**  
 Innovative Ways of Bringing TeamSTEPPS to Your Team



**Engaging the Team:**  
 Patients, Staff, Providers, Leaders and Students



**Connecting the Dots:**  
 Making TeamSTEPPS a Lasting Approach



**Making the Case:**  
 Assessing, Measuring and Implementing TeamSTEPPS Across the Continuum



### Engaging Patients and Families: Leadership in Action

Effective teamwork and communication requires engaging all members of the health care team, especially the patient and their family members. Active patient engagement can help the entire team achieve a shared mental model, build trust and understand each other's roles and responsibilities. Leaders at all levels need the skills, knowledge and confidence to support patient engagement in their own care. This session will use small and large group discussions to understand and apply specific strategies to help team and organizational leaders break through cultural and technical challenges to engaging patients in teamwork and communications. Leaders will be actively involved in developing action plans to overcome common barriers to patient engagement and to coach team members to recognize the patient as a critical team member.

**Speaker:** *American Hospital Association*  
**Sue Collier**, MSN, RN, FABC



### Using TeamSTEPPS to Accelerate Strategic Patient Experience Improvement within High Reliability Transformation

Nobody wakes up in the morning and says, "Honey, I don't feel so good - I'm going to the clinic to get some harm and disrespect." Health care customers expect high performance, high reliability and respectful treatment. Engaged customers drive mission and future business survival. The high-reliability journey is intrinsic to customer-defined value. This lively session uses scenarios to foster participation and discussion. The audience includes administrators, clinical leaders, performance improvement professionals, and patient advocates. The health care industry is undergoing massive structural change and attendees will walk away with practical, actionable insights from this session.

**Speakers:** *673 Medical Group*  
**MAJ Felisa Hartley**, MD, MPA  
**Ann Lovejoy**, MEd, MBA



### Applying Active Learning Techniques to Enhance TeamSTEPPS Training (Workshop)

TeamSTEPPS provides a comprehensive evidence-based course for patient safety training but has an overwhelming amount of didactic content within each module. Because adults learn best when they are kept engaged by immediately putting into practice what they are learning, this workshop will focus on instructional methods that demonstrate practical and dynamic TeamSTEPPS training. Participants in this workshop will learn instructional approaches that apply adult learning principles to TeamSTEPPS training to create an active and dynamic course where learners apply the content and practice new skills, while focusing on relevant and realistic problems that build on their prior knowledge. These include "trigger" videos, both health care and non-health care related, high-fidelity and low-fidelity simulations, common clinical problems and group application exercises. In this workshop, participants will work in teams and participate in these exercises, use videos for focused discussion, and use principles of team-based learning to participate in and create group application exercises. This workshop will focus on instructional methods that provide practical and dynamic TeamSTEPPS training.

**Speakers:** *Tulane University School of Medicine*  
**N. Kevin Krane**, MD  
*Tulane Health System*  
**Rita Preiksaitis**, RN



### One Data Point at a Time: Tell Your Own TeamSTEPPS Story (Workshop)

Learn how to tell your data story. Data provides the foundation for success, sustainment, and commitment to a TeamSTEPPS journey. However, many struggle with data management skills. Attendees will discover how to tell their data story to gain support for their TeamSTEPPS initiative through sharing lessons learned during our journey - a journey leading to development of a framework of standardized outcome measures, curriculum design and data management. This interactive learning session will provide learners an opportunity to dive into data management and learn how to develop an excel process to help them tell their data stories. Each team member will develop an excel spreadsheet, pivot table(s) and a reporting strategy to support their journey. Designed for novice to intermediate Excel users, learners are required to bring PC laptops with Excel 2010 and 2013, or MacBooks using Excel for Mac.

**Speakers:** *St. Luke's Health System*  
**Tammy Erdmann**, RN, BScIT, MEd, CHSE  
**Sandi Funkhouser**, BTh

**10:30AM - 12:00PM**

### KEYNOTE: Finding the Fire Within: Tapping Into Your Intrinsic Motivation

In this keynote, the audience will learn how to use our personal stories as a powerful leadership tool. Each of us has a compelling story to tell that can move others to action. Stories have the power to move others because stories allow us to express our values not as abstract principles, but as lived experience. Through narrative we learn how to make choices in response to challenges of an uncertain world - as individuals, as communities and as nations. Responding to urgent challenges adaptively requires drawing on sources of



hope to overcome fear; empathy to overcome alienation; and self-worth to overcome self-doubt. Each participant will learn to tell their own story, a story of those they call on to join them, and the story of their call to action. The unique keynote will lead participants through an emotional self-reflective process that requires active participation.

**Speaker:** **Laure "Voop" De Vulpillieres**, MPP

# Continuing Education Credit

Sponsored by the American Hospital Association  
Provided by Duke University  
Health System Clinical Education  
& Professional Development



## Statement of Joint Accreditation:



In support of improving patient care, Duke University Health System Clinical Education & Professional Development is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.

**Target Audience:** Physicians, advance practice providers, and nurses (all specialty areas); pharmacists and pharmacy technicians; allied health professionals and other professionals who work in interdisciplinary teams, in a variety of roles, in various healthcare settings.

**NOTE:** All target audience members (listed above) are eligible to receive Joint Accreditation (JA) credits for these learning activities. No continuing education attendance certificates or partial credit certificates are issued for these courses or the conference.

## Continuing Education Activities & Specific Credit Designations

### TeamSTEPS Master Training Course

**Category 1:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **13.0 AMA PRA Category 1 Credit(s)<sup>TM</sup>**. Physicians should claim only credit commensurate with the extent of their participation in the activity.

**Nurse CE:** Duke University Health System Clinical Education & Professional Development designates this activity for up to **13.0 credit hours** for nurses. Nurses should claim only credit commensurate with the extent of their participation in this activity.

**Pharmacy:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **13.0 ACPE credit hours. Universal Activity (UAN) # for Pharmacists and Pharmacy Technicians: 0851-9999-16-077-L04-P/T.**

### Pre-Conference Session 1: Playing to Learn: Why and How Games of All Types Foster Understanding in Team Training<sup>®</sup>

**Category 1:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **3.75 AMA PRA Category 1 Credit(s)<sup>TM</sup>**. Physicians should claim only credit commensurate with the extent of their participation in the activity.

**Nurse CE:** Duke University Health System Clinical Education & Professional Development designates this activity for up to **3.75 credit hours** for nurses. Nurses should claim only credit commensurate with the extent of their participation in this activity.

**Pharmacy:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **3.75 ACPE credit hours. Universal Activity (UAN) # for Pharmacists and Pharmacy Technicians: JA0000655-9999-18-075-L04-P/T.**

### Pre-Conference Session 2: Lean Strategy Deployment for High-Performing Teams

**Category 1:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **3.75 AMA PRA Category 1 Credit(s)<sup>TM</sup>**. Physicians should claim only credit commensurate with the extent of their participation in the activity.

**Nurse CE:** Duke University Health System Clinical Education & Professional Development designates this activity for up to **3.75 credit hours** for nurses. Nurses should claim only credit commensurate with the extent of their participation in this activity.

**Pharmacy:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **3.75 ACPE credit hours. Universal Activity (UAN) # for Pharmacists and Pharmacy Technicians: JA0000655-9999-18-076-L04-P/T.**

### Pre-Conference Session 3: The Power of a Healthy Team Dynamic: Reducing Conflict & Empowering

**Category 1:** Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **3.75 AMA PRA Category 1 Credit(s)<sup>TM</sup>**. Physicians should claim only credit commensurate with the extent of their participation in the activity.

**Nurse CE:** Duke University Health System Department of Clinical Education & Professional Development designates this activity for up to **3.75 credit hours** for nurses. Nurses should claim only credit commensurate with the extent of their participation in this activity.

**Pharmacy:** Duke University Health System Department of Clinical Education & Professional Development designates this activity for a maximum of **3.75 ACPE credit hours. Universal Activity (UAN) # for Pharmacists and Pharmacy Technicians: JA0000655-9999-18-077-L04-P/T.**

### 2018 AHA National Team Training Conference

**Category 1:** Duke University Health System Department of Clinical Education and Professional Development designates this live activity for a maximum of **13.0 AMA PRA Category 1 Credit(s)<sup>TM</sup>**. Physicians should claim only credit commensurate with the extent of their participation in the activity.

**Nurse CE:** Duke University Health System Department of Clinical Education and Professional Development designates this activity for up to **13.0 credit hours** for nurses. Nurses should claim only credit commensurate with the extent of their participation in this activity.

**Pharmacy:** Duke University Health System Department of Clinical Education and Professional Development designates this knowledge-based activity for a maximum of **13.0 ACPE credit hours. Universal Activity (UAN) # for Pharmacists and Pharmacy Technicians: JA0000655-9999-18-078-L04-P/T.**

### Materials & Systems Requirements

The minimum materials or computer system requirements for participation are as follows:

- Internet and computer access (required to complete evaluations for continuing education credit and to download your continuing education credit certificate).

### How To Receive Your Continuing Education Credit

To receive your continuing education credit certificate for CE offerings listed above, learners must

- Comply with requirements for sign in and provide complete learner information.
- Attendance and active participation in the relevant continuing education offering, and completion of any required activities.
- Completion of the end-of-activity evaluation (online).
- NOTE: Within 5 - 7 business days after the conclusion of the relevant continuing education offering (TeamSTEPS Master Training Course or Pre-Conference Sessions 1, 2, or 3, and/or 2018 AHA Team Training National Conference), you will receive an important email from Duke University Clinical Education & Professional Development (at the email address you provide during registration), with a link and very specific directions for completing your respective course evaluation(s) and receiving your continuing education credit certificate(s).
- Separate emails will be sent for each continuing education offering that you registered for and attended.
- You will need to follow directions the email(s) to complete respective evaluation(s) and to download your continuing education credit certificate(s).

