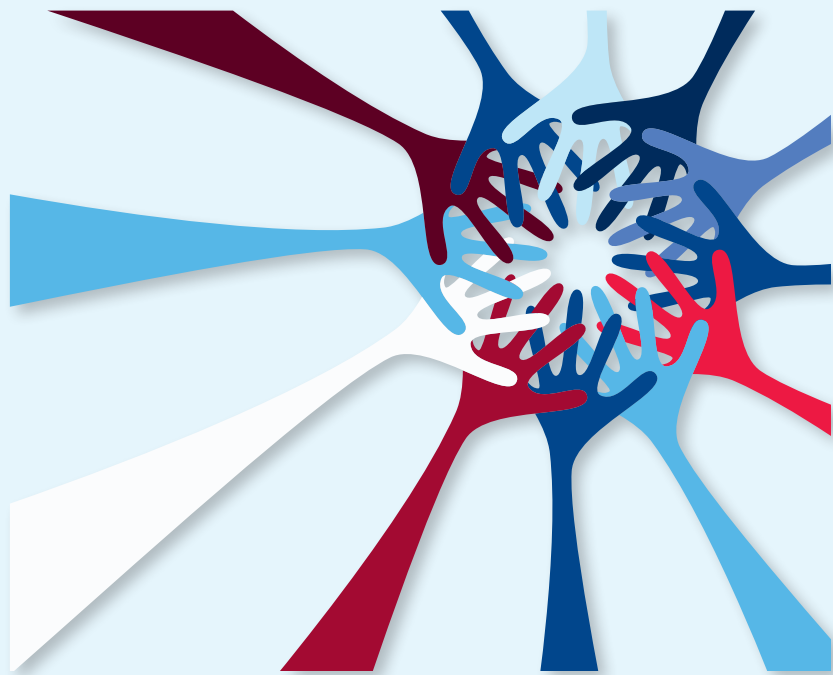




2019 AHA Team Training National Conference

June 12-14 
San Antonio
aha.org/teamtraining



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Director, AHA Team Training**
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Welcome!



Dear friends,

We keep meeting like this! For 8 years we've had the honor of hosting this conference and having you here. I'd like to say that this year, in San Antonio, the American Hospital Association's Team Training National Conference is bigger and better than ever before. Our aim is to make this the can't miss event for teams in health care. If you think of something teams can do to improve performance, encourage resiliency and increase satisfaction, this should be the place to find it.

We are about the entire health care experience. We want to support frontline caregivers, operations professionals, leadership, patients, families, everyone really. We are as passionate about this work as you are and with every passing year, the places we think we can collectively influence get more and more numerous.

We at AHA Team Training are a part of the AHA's Center for Health Innovation. Teams are both the most natural and most innovative aspect of health care. What we can do together, what we can build, is part of a frontier I am incredibly excited about, and hopeful about too.

I am so happy to see you at the conference and I looking forward to running into old and new friends alike.

Best Regards,

A handwritten signature in cursive script that reads "Christopher Hund".

Christopher Hund
Director, AHA Team Training
AHA Center for Health Innovation

Conference Information

THE AHA TEAM TRAINING NATIONAL CONFERENCE is the meeting point where different interdisciplinary groups from diverse health care settings come together to fundamentally change the future of health care. By combining practical techniques and tools with new ideas, our presenters and participants are working together to help create a culture of safety through better and more efficient team-based care.

At its core, our conference is practical, interactive and experiential. What's unique about this conference is the amount of collaborating that takes place during the sessions. You will walk away from sessions with useful takeaways and new connections with your peers.

Previously known as the TeamSTEPPS conference, this year we are striving to move beyond a single methodology and open up a collaborative space to discuss not just TeamSTEPPS but many intertwined focus areas at the forefront of team training and team-based care. Through keynote presentations, breakout sessions, workshops and posters, we're exploring topics related to:

Workforce
Patient Safety **GAMING**
Patient and Family Engagement
LEADERSHIP **Quality Improvement**
High Reliability **Interprofessional Education**
Change Management **Resiliency**
TeamSTEPPS **STAFF Satisfaction**
Diagnostic Error **SIMULATION**

Who Should Attend

The conference is open to all - from clinical to non-clinical and novices to experts in TeamSTEPPS and patient safety. Attendees range from front line staff to C-suite executives, educators, students and quality improvement advisors. They come from all settings across the care continuum in addition to non-profits, public health agencies, academic institutions and more. The conference is ideal in making connections to others experiencing similar successes and challenges in improving the quality, safety and efficiency of health care.

How to Register

ONLINE: Register with a credit card at www.aha.org/teamtraining. If you wish to pay by invoice, please email teamtraining@aha.org before you register.

ONSITE: Register onsite at the Grand Hyatt San Antonio by credit card or check. All checks must be payable to Health Forum. Be sure to include the attendee(s) name 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 fees includes meals (excluding dinner), breakout sessions and workshops, keynote presentations, networking events and continuing education credit. Fees do not include airfare or hotel costs.

Regular/Onsite Rate: \$650

Team Rate*: \$550

Student Rate*: \$425

Government Rate*: \$450

*If the team, student or government rate applies to you, email teamtraining@aha.org for the discount code.

SUBSTITUTIONS & CANCELLATIONS: If you cannot attend this conference you may send a substitute, by emailing 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 no later than May 31, 2019.

Refunds will be processed within two weeks of the request. Cancellations made after May 31, 2019 will not be eligible for a refund. In the unlikely event that the conference and/or its related events are cancelled, AHA Team Training will provide a refund for registration fees but is not responsible for non-refundable items such as airfare and hotel costs.

Continuing Education Credits DukeHealth

Conference attendees will earn 16 continuing education credits that cover medicine, nursing, pharmacy and allied health fields. CE credit can also be earned for pre-conference sessions. More details on the CE process will be available at the conference.

Continuing education credit for the 2019 AHA Team Training National Conference and pre-conference sessions is sponsored by American Hospital Association and provided by Duke University Health System Department of Clinical Education and Professional Development. See page 23 for more information.

Hotel Information

Grand Hyatt San Antonio
600 E. Market St.
San Antonio, TX

You must be registered for the AHA Team Training National Conference to reserve a room at the Grand Hyatt San Antonio. Your registration confirmation email will contain instructions on how to book your room by phone or on the web. The conference room block rate is \$199/night.

Travel Discounts

AIRLINE: Special discounts are available for conference attendees on the following airlines.

United Airlines: Call (800) 426-1122 or visit www.united.com/meetingtravel and use meeting code: ZFZN227273.

Delta Airlines: Call (800) 328-1111 or visit www.delta.com (click on "Advanced Search" to input meeting code) and use meeting code: NY2HD.

RENTAL CAR: Special discounts are available for conference attendees with the following rental car companies.

Hertz: Call (800) 654-2240 and provide meeting number: CV#03AB0015.

Enterprise and National: Call (800) 261-7331 and provide meeting number: K2C1074.

Avis: Call (800) 633-3469 and provide meeting number: L461444.

Conference Meeting Space

All meeting space will be on the 2nd and 3rd floors, in the Lone Star, Bowie and Bonham rooms. A hotel floor plan is on page 25.



PRE-CONFERENCE: Tuesday, June 11

8:00 AM 4:15 PM	TeamSTEPPS Master Training Course #TeamSTEPPS #LEADERSHIP #QualityImprovement	Tulane Jennifer Calzada, MA, MPH N. Kevin Krane, MD Rita Preiksaitis, RN
	TeamSTEPPS Next Steps Workshop #LEADERSHIP #TeamSTEPPS #QualityImprovement	Duke University Health System University of Washington Medicine

PRE-CONFERENCE: Wednesday, June 12

8:00 AM 11:30 AM	TeamSTEPPS Master Training Course (continued) #TeamSTEPPS #LEADERSHIP #QualityImprovement	Tulane Jennifer Calzada, MA, MPH N. Kevin Krane, MD Rita Preiksaitis, RN
	TeamSTEPPS Next Steps Workshop (continued) #LEADERSHIP #TeamSTEPPS #QualityImprovement	Duke University Health System University of Washington Medicine
8:00 AM 12:00 PM	Lights – Cameras – Activities: TeamSTEPPS via Active and Immersive Learning #STAFFSatisfaction #GAMING #Workforce	Nemours Children’s Health System Kelly Carlson Eberbach, DNP, MBA, RN, CPN, CEN Ashley Chick, RN Bill Gross, EMT-Paramedic Brittany Hoffman Martin King, BSN, RN Janet Krossman Carlos Perez Alexis Plumb, BS, CCLS University of Central Florida College of Medicine Daniel Franceschini, MSN, RN, EMT
	Driving Change—The Power of Activating and Engaging the Frontline Voice #Workforce #LEADERSHIP #ChangeManagement	Providence Hood River Memorial Hospital Jan Brauer, RN, BSN, MA Rhonda Fischer, RN, BSN, CEN
	Fostering Resilience to Cultivate Change #TeamSTEPPS #STAFFSatisfaction #Resiliency	Duke Raleigh Hospital Holly Bradicich, BSN, RN Alyson Gordon, CCP, MBA, SPHR, SHRM-SCP Jennifer Justice, BSN, RNC-EFM Priscilla Ramseur, DNP, RN, CNOR, NEA-BC Melissa Sullivan, MHA, BSN, RN, CPPS Duke University Health System Tammi Hicks, DNP, RN, CEN, NE-BC

Pre-Conference Session Descriptions

Several pre-conference workshops will be offered prior to the start of the main conference. Please note that you may only register for a maximum of one course or workshop as they will be running concurrently.

TeamSTEPPS Master Training Course

Tuesday, June 11 from 8:00 am to 4:30 pm

Wednesday, June 12 from 8:00 am to 12:00 pm

TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety) is an evidence-based set of teamwork tools designed to optimize team function and ultimately patient outcomes. The Master Training Course is a 1.5 day in-person course along with a 60-minute pre-training webinar led by an inter-professional faculty team from Tulane. Participants will experience and learn the TeamSTEPPS fundamentals, as well as the skills required to train and coach their own staff. By the end of this course, all participants will become Master Trainers who are knowledgeable regarding TeamSTEPPS and the application of the tools and strategies they can use to improve patient safety and the delivery of safe and efficient care within their unit, division or department. Master Trainers will be able to perform site assessments; determine performance gaps; pitch the need for TeamSTEPPS to their leadership; and coordinate and facilitate the implementation of TeamSTEPPS within their organization.

Who Should Register: This course is best suited for novice or advanced beginners to TeamSTEPPS who are looking to learn TeamSTEPPS tools and strategies, implement and/or coach and teach others. Both clinical and non-clinical staff are welcome! There are no requirements to attend this course although it is recommended for participants to come with 2-3 team members if feasible.

Learning Objectives:

- Describe, select and apply appropriate TeamSTEPPS tools to address identified challenges or opportunities to improve patient outcomes
- Create an implementation plan to address identified patient safety issues by using TeamSTEPPS tools to improve teamwork and communication
- Apply TeamSTEPPS skills and tools to coach behaviors that will result in improved team behaviors and patient outcomes

Speakers: Tulane Center for Advanced Medical Simulation & Team Training

Jennifer Calzada, MA, MPH, Director of the Tulane University School of Medicine

**N. Kevin Krane, MD, Professor of Medicine and Vice Dean for Academic Affairs
Tulane Health System**

Rita Preiksaitis, RN, Manager of Nursing Education

TeamSTEPPS Next Steps Workshop

Tuesday, June 11 from 8:00 am to 4:30 pm

Wednesday, June 12 from 8:00 am to 12:00 pm

This 1.5-day immersive workshop will refresh TeamSTEPPS tools while using design thinking principles to construct and refine your implementation plan. In an exclusive first look, you will have the opportunity to work with teams and faculty from across the country to take a deeper dive into better understanding your successes and challenges in order to create a critical path forward. This workshop is highly interactive and you will leave as a TeamSTEPPS Influencer with tangible next steps to sustain and spread TeamSTEPPS at your organization.

Who Should Register: This course is best suited for those who have attended a TeamSTEPPS Master Training Course and/or have been implementing TeamSTEPPS at their organization. Teams of two are required, however, we recommend attending in inter-professional teams of three or more that are working toward a common goal.

Learning Objectives:

- Review key components of the TeamSTEPPS tools
- Identify barriers and successes of the implementation of an improvement effort
- Analyze the current teamwork climate/culture and share best practices
- Evaluate your team's current implementation plan
- Construct a new plan or refine the current plan
- Formulate an actionable sustainability and spread plan

Speakers: Faculty from Duke University Health System, and University of Washington Medicine.

Pre-Conference Workshops

Wednesday, June 12 from 8:00 am to 12:00 pm

Lights - Cameras - Activities: TeamSTEPPS via Active and Immersive Learning

In this fun-filled, highly interactive workshop for current and future TeamSTEPPS facilitators, you'll experience TeamSTEPPS from various perspectives. First, you'll participate in strategically-designed activities and games modified to highlight TeamSTEPPS tools, concepts and principles. Then, you'll debrief those activities from a participant's perspective. Next, you'll keep the momentum alive with friendly competition and camaraderie as you participate in fast-paced, energy-packed games in our "lightning round" format. Finally, you'll wrap-up the day with focused discussion as you and your TeamSTEPPS colleagues debrief this half-day event from a facilitator's perspective, capturing valuable insight, tips and takeaways from the workshop experience. Due to the active nature of this workshop, comfortable yet professional active-wear is highly encouraged.

Who Should Register: This workshop is best suited for those who facilitate TeamSTEPPS trainings and are looking for more interactive and creative methods to engage participants. It is recommended to have a baseline understanding of the TeamSTEPPS tools and concepts.

Learning Objectives:

- Analyze TeamSTEPPS training from both Participant and Facilitator perspectives.
- Develop strategies to incorporate games and activities into TeamSTEPPS training sessions.
- Evaluate the impact of games and activities on TeamSTEPPS knowledge retention.
- Explore debrief strategies to foster a TeamSTEPPS active learning environment.
- Discuss potential pitfalls of TeamSTEPPS active learning sessions.

Speakers: Nemours Children's Hospital

Kelly Carlson Eberbach, DNP, MBA, RN, CPN, CEN

Ashley Chick, RN

Bill Gross, EMT-Paramedic

Brittany Hoffman

Martin King, BSN, RN

Janet Krossman

Carlos Perez

Alexis Plumb, BS, CCLS

University of Central Florida - College of Medicine

Daniel Franceschini, MSN, RN, EMT

Driving Change - The Power of Activating and Engaging the Frontline Voice

The pressure on leaders to quickly achieve excellence is more overwhelming than ever before. Combine this with challenges such as staff retention and every leader is looking for effective ways to drive change. In this workshop, you will be encouraged to reevaluate where the real power for change is...it is in the Front Line. The front line has firsthand information and experience that can lead to innovative and lasting change. The challenge is how to engage their voice in building solutions for the ever-changing health care environment. Including each voice can lead to higher staff engagement and retention of our workforce. Another untapped resource is the power of leading from the "second chair." Learn how to leverage influence to affect change from anywhere in the organization. This requires intentionally building trust with senior leadership and great team building skills to bring all voices to the table to achieve lasting change. Through interactive exercises and discussion, we will look at the makeup of the current workforce, the importance of coaching instead of managing, and how to lead when you are not in charge. We will explore the correlation between engagement and retention. You will learn the essential role of asking each member of the team to be partners in solutions, the importance of feedback and the role of gratitude.

Who Should Register: Leaders of all types (formal and informal) who are looking to gain new insights and skills to drive change through frontline staff while also influencing senior leadership.

Learning Objectives:

- The learner will correlate staff engagement with the power to drive change.
- The learner will identify the strengths of the coaching style of leadership.
- The learner will explore the power of leading "from the second chair."
- The learner will discover the importance of the feedback loop when activating the power of the front line.

Speakers: Providence Hood River Memorial Hospital

Jan Brauer, RN, BSN, MA

Rhonda Fischer, RN, BSN, CEN

Fostering Resilience to Cultivate Change

Are you 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 team training and successfully used personal resilience-enhancing activities to positively combat staff burnout. This interactive session will provide opportunities for participants to participate in resilience activities and learn practical tools to engage your team today.

Who Should Register: This workshop is appropriate for audience members with all levels of TeamSTEPPS experience.

Learning Objectives:

- Describe the implementation plan utilized for this TeamSTEPPS project.
- Share techniques for making resilience intentional to sustain a positive culture.
- Discuss the project outcomes and the impact on the elements of safety culture, patient experience, and the employee experience.

Speakers: Duke University

Holly Bradicich, BSN, RN

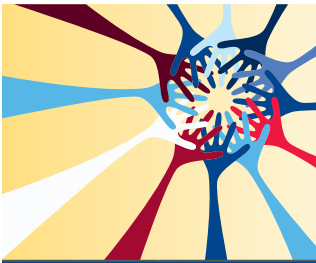
Alyson Gordon, CCP, MBA, SPHR, SHRM-SCP

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

Jennifer Justice, BSN, RNC-EFM

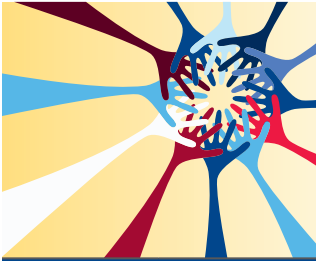
Priscilla Ramseur, DNP, RN, CNOR, NEA-BC

Melissa Sullivan, MHA, BSN, RN, CPPS



Wednesday, June 12

10:00 AM 1:00 PM	Registration Desk Open	
1:00 PM 2:30 PM	Keynote: Pushing the Envelope	COL Nicole Malachowski (USAF, RT.)
2:30 PM 3:00 PM	Refreshment Break	
3:00 PM 4:30 PM * Registration required in order to attend workshop. See conference app for details.	C'mon! Not ANOTHER Initiative - Taking TeamSTEPPS and HROs into Just Culture #TeamSTEPPS #LEADERSHIP #HighReliability	University of Washington Medicine Ross Ehrmantraut, RN Tonya Martino, RN, BSN, ND
	Do You Know What Your Patients are Thinking? Unlocking Their Unique Perspectives on Safety #Patient&FamilyEngagement #QualityImprovement	UT Southwestern Medical Center Susan Bowman, MS Jason Fish, MD, MSHS, MS-MAS Pam McKinley, RN, MS-PSL, CPPS Adrian White, RN, MBA, CPPS
	TeamSTEPPS 101 #TeamSTEPPS	Duke University Health System Erin Eckert, MPA Kyle Rehder, MD, FCCP Margaret Sturdivant, RN, MSN, CPPS
	In This Moment: An Exercise in Awareness, Leadership Communication and Self-Care (Workshop) #TeamSTEPPS #Resiliency #QualityImprovement	Discovery Psychotherapy and Integrative Healthcare Centers Kathleen Quinn, EDD, MSN, RN
	Using TeamSTEPPS with Multidisciplinary Simulation in Your High Risk Areas (Workshop) #TeamSTEPPS #SIMULATION #MultidisciplinaryTeamPerformance	SSM Health St. Mary's Hospital Paul Boeder, MD Nancy Patrick, MSN, RNC-OB, C-EFM Leah Zalapa, MD
	Unsolved Mysteries of Health Care: Unlock the Clues with TeamSTEPPS! (Workshop) #TeamSTEPPS #PatientSafety #InterprofessionalEducation #SIMULATION&GAMING	Ursuline College Laura Goliat, DNP, APRN, FNP-BC Regina Prosser, DNP, RN-BC, CNE, LNHA Patricia A. Sharpnack, DNP, RN, CNE, NEA-BC, ANEF
4:45 PM 5:15 PM	New! FRED Talk: Communication Challenges in Health Care: How to Avoid Misunderstanding and Enhance Collaboration #Patient&FamilyEngagement #TeamSTEPPS	Brigham Young University Stacie Hunsaker, MSN, RN, CEN, CPEN, CNE Michael Thomas, DNP, APRN, PMHNP-BC
5:15 PM 6:45 PM	Welcome Reception	



Thursday, June 13

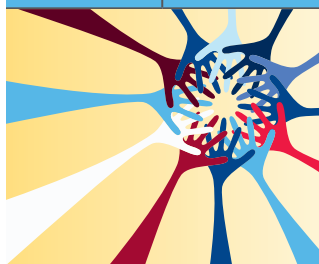
7:00 AM 8:00 AM	Continental Breakfast	
7:15 AM 7:45 AM	New! FRED Talk: Diagnostic Errors: Why We Will Continue to Make Them #DiagnosticError #PatientSafety	New York University Student Health Center Lewis Marshall Jr, MS, MD, JD
8:00 AM 10:00 AM * Registration required in order to attend workshop. See conference app for details.	Leading Together: A New Paradigm for Health Care (Workshop) #LEADERSHIP #ChangeManagement #HighReliability	American Hospital Association Elisa Arespachoga, MBA Jay Bhatt, DO, MPH, MA, FACP
	You're a Master Trainer...Now What?! - Course Facilitation 101 #SIMULATION&GAMING #ChangeManagement #Education	University of Washington Ross Ehrmantraut, RN Farrah Leland, JD Megan Sherman, MAEdHD
	Strategies for Enhancing Quality through Patient Education #HealthLiteracy/PatientEducation #Patient&FamilyEngagement #QualityImprovement	Duke University Health System Kyle Rehder, MD, FCCP Margaret Sturdivant, RN, MSN, CPPS
	Medical Unit Simulation Safety Team Training (MUSSTT) in the Operating Room (Workshop) #TeamSTEPPS #PatientSafety #SIMULATION&GAMING	Madigan Army Medical Center COL Mohamad Imad Haque, MD, FACS University of Washington COL(Ret) Peter Napolitano, MD, FACOG
	Building a Culture of Respect to Improve Patient Safety/Outcomes, Medical Team Performance and Satisfaction (Workshop) #PatientSafety #LEADERSHIP #Workforce	Beth Israel Deaconess Medical Center Bettina Siewert, MD Suzanne Swedeen, RN, MSN
	Active Learning Experiences to Integrating TeamSTEPPS Into Health Professions Curriculum (Workshop) #InterprofessionalEducation #TeamSTEPPS #SIMULATION&GAMING	UNT Health Science Center Cynthia Carroll, MA, LPC Didi Ebert, DO, MPH, MS, FAFP David Farmer, PhD, LPC, LMFT, FNAP Lillee Smith Gelinias, MSN, RN, CPPS, FAAN
10:00 AM 10:30 AM	Refreshment Break	
10:30 AM 12:00 PM	Keynote: Steering Your Ship Through Rough Waters: Lessons on Leadership from Captain Phillips	Captain Richard Phillips
12:00 PM 1:30 PM	Lunch <i>plus</i> Meet and Greet: Captain Richard Phillips	

Thursday, June 13

1:30 PM 3:00 PM	<p>He did WHAT?!? Understanding and Addressing Disruptive Behaviors in Health Care #Resiliency #PatientSafety #MultidisciplinaryTeamPerformance</p>	<p>Duke University Health System Kyle Rehder, MD, FCCP</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Registration required in order to attend workshop. See conference app for details.</p> 	<p>No Manikin Required - Team Training and Low Tech/High Fidelity Simulation (Workshop) #SIMULATION&GAMING #TeamSTEPPS #InterprofessionalEducation</p>	<p>University of Washington Ross Ehrmantraut, RN Farrah Leland, JD Megan Sherman, MAEdHD UCLA Leslie Carranza, MD Yue Ming Huang, EdD, MHS Randy Steadman, MD, MS</p>
	<p>Movie to Movement: One Patient's Story Inspires a Country to Change #TeamSTEPPS #PatientSafety #InterprofessionalEducation</p>	<p>Health Quality Council of Alberta Rhonda Pouliot, BSc, MA, MLT Greg's Wings Projects Teri Price Canadian Patient Safety Institute Tricia Swartz, RN, BScN, MSc</p>
	<p>Evidence Based Resilience Skills That Increase Professional and Personal Effectiveness (Workshop) #Resiliency #LEADERSHIP</p>	<p>UC Denver, College of Nursing Laura M. Aagaard, MA, MS</p>
	<p>Physicians as Patient Safety Leaders, Start-Up Tools and Inspiration #LEADERSHIP #PatientSafety #TeamSTEPPS</p>	<p>US Army Medical Command COL Bonnie Hartstein, MD, MBA, MHA, FACEP Phyllis Toor, BSN</p>
	3:00 PM 3:30 PM Refreshment Break	
3:30 PM 5:00 PM	<p>Leave a Lasting Legacy: Make TeamSTEPPS Stick #LEADERSHIP #PatientSafety #MultidisciplinaryTeamPerformance</p>	<p>Stanford Healthcare ValleyCare Joe Carlucci, PT, MS, MBA, FAB Missy Malkin, BSN, RN-BC</p>
	<p>Case Studies of Team Training From Across the Country #QualityImprovement #TeamSTEPPS</p> <p>Poster presentation session featuring the following presenters:</p>	<p>SSM Health Kathleen Glenn, RN, BSN, MBA Christiana Care Health System Patty Blair, MSN, APRN, ACNS-BC, CEN, CNML Amy Spencer, MSN, RN-BC SSM Health, St Joseph Hospital Lake Saint Louis Karyn Fowler, MD, MHCM, FACOG Michelle Limberg, RN, BSN, MSN Laura Martin, RN, BSN, MSN Clemson University Audrey Ann Crocker Chelsea Alyce LeNoble, PhD Kathleen Wirth Northwell Health at Syosset Hospital Lori Demino, MSN, RN, CEN Richard Garcia, BSN, RN, CEN Orlando Health-Health Central Hospital Christina McGuirk, RN, BSN, MSHA, NEA-BC, CENP</p>

Thursday, June 13

3:30 PM 5:00 PM	Learning Core Leadership: Seeing the Problem We Don't See #LEADERSHIP #ChangeManagement #MultidisciplinaryTeamPerformance	USPHS Commissioned Corps Jason Woo, MD, MPH, FACOG
	Strategic Perioperative Performance Improvement Using a Team-Based Leadership Model #QualityImprovement #ChangeManagement #HighReliability	Surgical Directions Thomas Blasco, MD, MS Anne Cole, MSN, CNOR, NEA-BC, CASC, CBSPD Katherine Grichnik, MD, MS, FASE
	More is Better: Improving Event Reporting in Ambulatory Care #PatientSafety #QualityImprovement #StaffEngagement	Elliot Health System Mara Aronson, MS, RN, GCNS-BC, FASCP, CPHQ
	Let's Go Team! Getting Nursing Faculty Onboard #QualityImprovement #ChangeManagement #TeamSTEPPS	Northern Illinois University Marcia Cooke, DNP, RN-BC Deborah J. Riddell, DNP, APRN, CNM
5:00 PM 6:30 PM	Poster Reception	



Friday, June 14

7:00 AM 8:00 AM	Continental Breakfast	
7:15 AM 7:45 AM	New! FRED Talk: Teach, Care, Advocate #Resiliency #TeamSTEPPS	Kaiser Permanente Georgia Sudha Reddy, MD, MPH
8:00 AM 10:00 AM	Creating a Culture of Safety in Four (not-so) Easy Steps #ChangeManagement #HighReliability #PatientSafety	Hospitals Insurance Company David Feldman, MD, MBA, CPE, FAAPL, FACS
	Panel on Workplace Violence #PatientSafety #TeamSTEPPS #MultidisciplinaryTeamPerformance #Workforce	Johns Hopkins Bayview Medical Center Rona Corral, RN, MSN Jonathan Espenancia, RN, BSN, CMSRN Shahida Khan Griely Persia, RN, MSN, CMSRN Alphie Rahman, DNP, APRN-CNS, CCRN Jefferson Healthcare Caitlin Harrison Brandie Manuel, RN, MBA, CPHQ Chris O'Higgins

Friday, June 14

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Registration required in order to attend workshop. See conference app for details.</p> 	<p>8:00 AM 10:00 AM</p> <p>From Being to Becoming: Hardwiring the Equation for Culture Change #TeamSTEPPS #ChangeManagement #HighReliability</p>	<p>Northwell Health Michael Fener, CPA, MBA, EMT-B Catherine Galla, RN, MSN, CENP Lily Thomas, PhD, RN, FAAN Marianna Vazquez, MSN, RN, NE-BC</p>
	<p>The Hospital Flow Game: Building Team Skills to Manage Patient Flow (Workshop) #TeamSTEPPS #SIMULATION&GAMING #MultidisciplinaryTeamPerformance</p>	<p>Quality & Accreditation Directorate, MOH Kholoud Aman Hossam Elamir, MSc, PGDip, MD, CPHQ, CPHRM</p>
	<p>Team Work Makes the Dream Work: Addressing Social Determinants and Serious Illness (Workshop) #QualityImprovement #Workforce #Patient&FamilyEngagement #MultidisciplinaryTeamPerformance</p>	<p>Sharp HealthCare Suzy K. Johnson, MPH, RN Jillian Warriner, MPH American Hospital Association Julia Resnick, MPH</p>
	<p>Paradigm Shift: Building Teamwork Training for Health Education Curriculums (Workshop) #TeamSTEPPS #InterprofessionalEducation</p>	<p>Boston Children’s Hospital/Boston Medical Center Tom Kuriakose, MD Naval Medical Center San Diego Rick Lang, MD Rutgers Robert Wood Johnson Medical School Jared Escobar (MD Candidate, 2022)</p>
<p>10:00 AM 10:30 AM</p>	<p>Refreshment Break</p>	
<p>10:30 AM 12:00 PM</p>	<p>Keynote: “Who Has Responsibility for My Well-Being?”— Breaking News from Positive Psychology</p>	<p>Robert L. Smith, PhD</p>

Conference Session Descriptions

Wednesday June 12, 2019

1:00PM – 2:30PM



KEYNOTE: Pushing the Envelope

What does it take to be the best? The individuals and teams who achieve at the highest levels have one thing in common: they push the envelope and go to the edge of boundaries. Pushing the envelope is an aviation term for taking an aircraft to the maximum limits of its abilities. In the health care

world, pushing the envelope means knowing yourself – certainly knowing your limits – all while using every bit of your ability to maximize the care you provide, be your best and be consistent. As a combat-tested fighter pilot and a member of the military's most elite group of aviators (1 in 2,000 USAF pilots become Thunderbird pilots), Nicole Malachowski inspires audiences with lessons learned from a distinguished 21-year career – giving them the courage to push the envelope in their own lives. That means using inevitable failures to launch to the next level...preparing for turbulence, because change is unrelenting and it is hard, but you must anticipate it...trusting in teammates' skill and precision while developing your own...and being mindful of the over-control that leads to performance malfunctions and mutes achievement. When a health crisis unexpectedly ended her military career, Nicole viewed this as an opportunity to cultivate a new perspective and push the envelope. Nicole's presentation provides an unforgettable and practical roadmap for individuals and organizations looking to make the most of their talents and efforts.

Speaker: COL Nicole Malachowski (USAF, RT.)



Registration required in order to attend workshop. See conference app for details.

3:00PM – 4:30PM

C'mon! Not ANOTHER Initiative - Taking TeamSTEPPS and HROs into Just Culture

Health care is a complex fast paced environment where process and human error occur despite the best intentions of well-trained clinicians. The pendulum for dealing with errors in health care has moved from punishing the end user, often despite system issues that may have set them up to make the error, to a completely blame free environment, which leads to holding no one accountable for the error. Just Culture moves that pendulum back to the middle, where both the organization and its people are held accountable for their actions - while focusing on risk, systems design, human behavior, and patient safety. Many organizations are adopting the constructs and process of a Just Culture to focus on providing training to formal and informal leaders to respond to errors. TeamSTEPPS, high reliability and Just Culture are not exclusive of each other, and this workshop will crosswalk the programs. Through the use of simulated vignettes and activities, the audience will explore the process of an error analysis congruent with the Just Culture algorithm. They will explore how each participant can role model these concepts and practices in their clinical practice and/or leadership roles. In addition, participants will understand how TeamSTEPPS and high reliability organization concepts can help foster a Just Culture through situational awareness and mutual support. This session is best suited for clinical and non-clinical staff and managers who have a basic understanding of TeamSTEPPS and HROs.

Speakers: The University of Washington

Ross Ehrmantraut, RN

Tonya Martino, RN, BSN, ND

Do You Know What Your Patients are Thinking? Unlocking Their Unique Perspectives on Safety

Imagine unlocking your organization's potential by knowing the true culture of safety through the eyes of the patient or caregiver. Consider how capturing that knowledge could inform a journey of patient engagement, performance improvement and cultural transformation. Learn from our journey as we partnered with a patient, co-created and deployed a safety survey, and captured the patients' voices as it relates to their perception of safety. This session is best suited for individuals at all skill or experience levels, with an interest in patient/family engagement and patient safety.

Speakers: UT Southwestern Medical Center

Susan Bowman, MS

Jason Fish, MD, MSHS, MS-MAS

Pam McKinley, RN, MS-PSL, CPPS

Adrian White, RN, MBA, CPPS

TeamSTEPPS 101

Familiarize yourself with the fundamentals, brush up on the basics, or return to your roots in this fast-paced overview of TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety). Great for those new to team training or those looking to dig deeper into their team training toolbox, session discussions will focus on the teachable/learnable skills at the heart of TeamSTEPPS. Learn about the practical tools, hear and share examples of how they are translated into practice to enhance communication and teamwork, and see the evidence that demonstrates their value. Participants will leave “talking the talk” and well-prepared to deeply engage in other conference sessions exploring how organizations are using TeamSTEPPS and team training to advance quality and safety goals.

Speakers: Duke University Health System

Erin Eckert, MPA

Kyle Rehder, MD, FCCP

Margaret Sturdivant, RN, MSN, CPPS

In This Moment: An Exercise in Awareness, Leadership Communication and Self-Care

(Workshop)

During this workshop we will review the necessary lead edge science for exercises, activities and communication techniques which create positive, safe education, practice, leadership and support for health care professionals' self-care and patient safety. These have been described in this author's journal articles, education workshops, leadership and personnel development programs, professional learning communities (PLC) for both nursing and interprofessional groups. This experiential workshop is the subject of *Advances in Nursing Science INNOVATION Journal* published Spring 2019. Discovery Reflective Practice as an integrative process always takes place in this very moment. Any learner can participate in this workshop and no previous experience or exposure to content is necessary. Each participant will have the opportunity to create a mandala.

Speaker: Discovery Psychotherapy and Integrative Healthcare Centers

Kathleen Quinn, EDD, MSN, RN

Using TeamSTEPPS with Multidisciplinary Simulation in your High Risk Areas *(Workshop)*

This workshop is a hands on opportunity with the goal of equipping you to create a TeamSTEPPS based, interdisciplinary, low fidelity simulation at your institution. First, learn about a successful train-the-trainer style project in which we supported MD-RN dyads in high risk areas to create and lead TeamSTEPPS education and drill workshops. During the second portion of the session, we will share our toolkit and start work to create TeamSTEPPS based simulations at your institution. We will also discuss how to successfully create MD-RN dyads and interdisciplinary training sessions as well as how to use the equipment you already have (low fidelity). You can do this!

Speakers: SSM Health St. Mary's Hospital

Paul Boeder, MD

Nancy Patrick, MSN, RNC-OB, C-EFM

Leah Zalapa, MD

Unsolved Mysteries of Health Care: Unlock the Clues with TeamSTEPPS! *(Workshop)*

TeamSTEPPS Master Trainers will guide participants in solving the mystery of a patient event. In this interactive session, teams will collaborate during an unfolding clinical scenario, distinguish gaps in communication, collaboration, and teamwork, and use TeamSTEPPS tools and strategies to improve the outcomes of a potential negative patient event. This is a highly interactive, problem-solving format designed to engage participants in utilization of TeamSTEPPS tools and strategies to solve an event in a health care setting. Participants will take on a variety of characters/interdisciplinary roles that will gather clues and strategies to prevent an unfortunate event. Participants will debrief and develop a plan to integrate this interactive learning experience into their practice or educational setting. This session is best suited for clinicians and educators, from beginner to advanced.

Speakers: Ursuline College

Laura Goliat, DNP, APRN, FNP-BC

Regina Prosser, DNP, RN-BC, CNE, LNHA

Patricia A. Sharpnack, DNP, RN, CNE, NEA-BC, ANEF

4:45PM – 5:15PM

New! FRED Talk: Communication Challenges in Health Care: How to Avoid Misunderstanding and Enhance Collaboration

Do you struggle when having challenging discussions with patients and family members? Understanding their perspective may help. Stacie Hunsaker and Michael Thomas, both experienced nurses and professors, as well as TeamSTEPPS Master Trainers, will share personal experiences communicating with treatment teams as the parents of children struggling with severe mental health disorders. While somewhat painful, the stories provide descriptive lessons to help health care providers minimize communication barriers and facilitate shared decision making with patients and their family. This session is best suited for any attendee, regardless of their background or knowledge of TeamSTEPPS.

Speakers: Brigham Young University

Stacie Hunsaker, MSN, RN, CEN, CPEN, CNE

Michael Thomas, DNP, APRN, PMHNP-BC



Registration required in order to attend workshop. See conference app for details.

Thursday June 13, 2019

7:15AM -7:45 AM

New! FRED Talk: Diagnostic Errors: Why We Will Continue to Make Them

In our quest to improve patient safety we have looked at communication, medication errors, health care associated infections, surgical complications and other measures of safe practice. While diagnostic errors are more common than we think, we have paid little attention to them in the past. Diagnostic errors at the clinician level involve how we process information to develop a differential diagnosis and develop treatment options based on our diagnosis. Systems design plays a role in perpetuating these diagnostic errors. In this session we will discuss how clinicians often use short cuts or rules of thumb to develop a provisional diagnosis. We will explore the role of cognitive bias in diagnostic errors and identify some potential processes at the individual and systems level to reduce the likelihood of diagnostic errors and their sequela. This session is best suited for everyone involved in patient care.

*Speaker: New York University Student Health Center
Lewis Marshall Jr., MS, MD, JD*

8:00 AM - 10:00 AM

Leading Together: A New Paradigm for Health Care (Workshop)

This will be a collaborative session where participants will learn to apply a people-focused approach to leadership development grounded in inclusion and honoring diverse perspectives. This program provides an introduction to practical tools to mobilize team members to tackle tough problems and thrive in times of uncertainty. Designed to introduce adaptive leadership, this program is based on the premise that leadership is an activity not a person and can be exercised by anyone, no matter their role. This session is best suited for anyone who manages teams through change in health care. Mid-level to senior managers, clinical and administrative teams can all use these principles.

*Speakers: American Hospital Association
Elisa Arespacochaga, MBA
Jay Bhatt, DO, MPH, MA, FACP*

You're a Master Trainer...Now What?! - Course Facilitation 101

By nature, those who gravitate to a career in the health care field are often individuals ready to jump in to a situation when needed. Years of training and practice often provide the confidence to perform the skills necessary to ensure a successful outcome. However, when the need shifts from the bedside to course facilitation for adult learners, many health care providers can find it challenging. Making the leap from Master Trainer Trainee to full-fledged Master Trainer in your organization can be an intimidating step. The Master Trainer title often comes with an increased responsibility to teach others (perhaps an entire organization). It requires public speaking and course facilitation strategies to help translate non-clinical skills learned in a classroom setting into practical, applicable skillsets. This workshop aims to discuss common (and not so common) facilitation tips to help participants build their confidence in teaching and facilitation. This session is best suited for new Master Trainers, non-educators, and novice instructors.

*Speakers: University of Washington
Ross Ehrmantraut, RN
Farrah Leland, JD
Megan Sherman, MAEdHD*

Strategies for Enhancing Quality through Patient Education

Does your patient have the capacity to obtain, process and understand basic information to form a shared mental model for continuation of care? How effective are you at conducting a teach-back? This session will outline an organizational approach to promoting health literacy to assure consistent education content is provided to patients thus enhancing the quality of care and the patient experience. It is known that patients with low health literacy are more likely to make costly emergency room visits, have more hospital stays, are less likely to adhere to treatment plans and experience higher mortality rates. Creating standardized patient education materials that incorporate plain language principles with multidisciplinary performance improvement teams and Patient Advisory Council members have resulted in shorter patient stays, reduced readmissions and increase in early mobility.

*Speakers: Duke University Health System
Kyle Rehder, MD, FCCP
Margaret Sturdivant, RN, MSN, CPPS*



Registration required in order to attend workshop. See conference app for details.

Medical Unit Simulation Safety Team Training (MUSSTT) in the Operating Room (Workshop)

This workshop is a focused experience in TeamSTEPPS principle application in low incidence high acuity events in the operating room through a scenario and debriefing development process. Participants will develop scenarios to demonstrate failed team dynamics and the application of TeamSTEPPS principles to improve and train team performance in the operating room. Workshop closing will include points for advocacy for time and resources for training. This session is best suited for perioperative professionals (surgeons, anesthesia, nurse, assistants/technicians), patient safety and administrators.

Speakers: Madigan Army Medical Center

COL Mohamad Imad Haque, MD, FACS

University of Washington

COL(Ret) Peter Napolitano, MD, FACOG

Building a Culture of Respect to Improve Patient Safety/Outcomes, Medical Team Performance and Satisfaction (Workshop)

Disrespectful work environments in health care represent a risk to patient safety and have negative impact on patient outcomes and satisfaction. In addition, health care employees working in disrespectful environments commonly experience dissatisfaction which can lead to decrease in staff engagement and high staff turnover. All of these elements result in an increase of health care costs. In this workshop, presenters will discuss the frequency of disrespect in today's work environments and the impact of such environments on all aspect of health care. Attendees will then work in small groups using case studies to identify behaviors that are frequently experienced as disrespectful. In group discussion, we will contrast these with behaviors that are recognized as respectful and develop a set of six core elements that form the foundation of a culture of respect. Presenters will discuss models for implementation of a culture of respect and provide participants with a roadmap for implementation from their institution. This will be followed by brainstorming in small groups, to allow participants to develop ideas for implementation of a culture of respect that are feasible for their work environment. This session is suited for all health care employees.

Speakers: Beth Israel Deaconess Medical Center

Bettina Siewert, MD

Suzanne Swedeen, RN, MSN

Active Learning Experiences to Integrating TeamSTEPPS Into Health Professions Curriculum

(Workshop)

The ability to assimilate effectively into an interprofessional team is a marketable skill set for health professions students. TeamSTEPPS provides a common team development framework applicable for health professions education. Integrating and sustaining TeamSTEPPS into health professions' curriculum can be a challenging process. Each health profession has its own needs and challenges related to scheduling, curriculum content and load. Interprofessional faculty development around teamwork is also vital to sustaining successful TeamSTEPPS integration and development of opportunities for shared active learning experiences across programs. Design thinking and instructional design strategies guided the creation of innovative TeamSTEPPS active learning experiences for students, clinicians and faculty at the University of North Texas Health Science Center. Innovative active learning like an escape room experience, simulation exercises, an exam room of errors, competitive games and simulated patient encounters help introduce and reinforce TeamSTEPPS concepts. This active learning workshop will allow attendees to participate in these innovative TeamSTEPPS active learning experiences, assess the viability of use in their programs, and share in the story of the development process experiences and lessons learned at a health science center in the integration of TeamSTEPPS across five health professions (medicine, pharmacy, physical therapy, physician assistant and public health). This session is best suited for administrators, faculty and preceptors involved in the pre-clinical and clinical education of health professions students and trainees.

Speakers: UNT Health Science Center

Cynthia Carroll, MA, LPC

Didi Ebert, DO, MPH, MS, FAAFP

David Farmer, PhD, LPC, LMFT, FNAP

Lillee Smith Gelinas, MSN, RN, CPPS, FAAN



Registration required in order to attend workshop. See conference app for details.

10:30AM – 12:00PM



KEYNOTE: Steering Your Ship Through Rough Waters: Lessons on Leadership from Captain Phillips

While we all aspire to live bravely in the face of life's significant challenges, few of us are tested to live bravely before the guns of hostile Somali pirates

who threaten our leadership and authority, our lives, and the lives of our colleagues. Before Somali pirates hijacked his cargo ship and held him captive for five days, making him the center of a riveting international drama which played out live on television, Captain Richard Phillips was as normal as each of us doing our best at work and home. Audiences connect with Captain Phillips on a personal level, become friends with him by the evening's end, and leave lifted by his inspirational message.

Speaker: Captain Richard Phillips

1:30PM - 3:00PM

He did WHAT?!? Understanding and Addressing Disruptive Behaviors in Health Care

Incivility and disruptive behaviors are common in health care, and are often accepted as part of the underlying culture. Yet these behaviors have far-reaching, insidious impacts on patients, health care providers, medical teams and health care organizations. Even when the risk of these behaviors are recognized, providers are less likely to confront these behaviors than other traditional safety risks. This session will investigate the prevalence and causes for disruptive behavior by health care providers, and will also include unpublished data demonstrating a significant association between disruptive behaviors and safety climate, teamwork climate, burnout and work-life balance. We will then learn and practice techniques to address this behavior, utilizing both TeamSTEPPS strategies as well as the Vanderbilt professionalism model described by Hickson et al. Based on prior experience presenting this content, we expect a robust question and answer discussion where we will also share Duke's experience implementing the Vanderbilt model and other efforts to address disruptive behaviors. This session is best suited for administrators, managers and team leaders with any level of knowledge of TeamSTEPPS

Speaker: Duke University Health System

Kyle Rehder, MD, FCCP

No Manikin Required - Team Training and Low Tech/High Fidelity Simulation (Workshop)

For over a decade, a didactic and lecture-based introduction to TeamSTEPPS and team training concepts prevailed as the key training technique. This traditional educational methodology allows for baseline establishment of foundational knowledge, however learners require an opportunity for hands-on and experiential practice to solidify understanding and application of the tools and concepts presented. Simulation, in various forms, can play a key component in a successful TeamSTEPPS implementation program. However, simulation centers are a large commitment for health care systems, financially and resource-wise, making it difficult to conduct simulations in a controlled environment. This workshop will demonstrate how low tech/high fidelity simulation can be done in both clinical and non-clinical scenarios with minimal amount of resources. Identifying opportunities to do low tech/high fidelity simulations without the associated high costs of high tech simulation will help ingrain the TeamSTEPPS tools and concepts in any clinical and non-clinical setting. This workshop will focus on utilizing resources and personnel already available to develop a low tech/high fidelity simulation program to practice and reinforce TeamSTEPPS tools in the ambulatory, administrative and inpatient setting. Six facilitators from the University of Washington and UCLA will walk participants through the process of developing a simulation – from first developing a set of learning objectives and key learning points, to designing the simulation to meet those learning objectives. Participants will be able to leave with a small tool kit and the beginnings of a design for a simulation they can use in their own organization. This session is best suited for anyone interested in TeamSTEPPS training.

Speakers: University of Washington

Ross Ehrmantraut, RN

Farrah Leland, JD

Megan Sherman, MAEdHD

UCLA

Leslie Carranza, MD

Yue Ming Huang, EdD, MHS

Randy Steadman, MD, MS



Registration required in order to attend workshop. See conference app for details.

Movie to Movement: One Patient's Story Inspires a Country to Change

Falling Through the Cracks: Greg's Story is a Canadian film on Greg Price's journey through the health care system. The Price Family, the Canadian Patient Safety Institute (CPSI), and the Health Quality Council of Alberta (HQCA) have teamed-up to share this incredible story and how it's being used to advance TeamSTEPPS implementation across Canada. Through this interactive presentation attendees will watch this incredible film, debrief the content and learn how this tool has been used in Canadian TeamSTEPPS master training. The presentation will create a platform for dialogue and provide guidance on using patient stories to accelerate overall health care improvement efforts. Through this presentation, attendees will feel empowered to challenge the status quo of the current health care system creating better health care with improved outcomes. Attendees will leave energized and equipped to use their own patient stories to advance local improvement efforts. This session is best suited for anyone working within the health care sector who is passionate about creating safer care.

Speakers: Health Quality Council of Alberta

Rhonda Pouliot, BSc, MA, MLT

Greg's Wings Projects

Teri Price

Canadian Patient Safety Institute

Tricia Swartz, RN, BScN, MSc

Evidence Based Resilience Skills That Increase Professional and Personal Effectiveness

(Workshop)

This workshop will review domains of resilience and ways to increase resiliency by reserving and saving mental and emotional energy. Techniques will be shared that are being implemented by the DOD, multidisciplinary teams and individuals, to increase situational awareness, improve reaction times and coordination by reducing personal and professional stress and the symptoms of fatigue, confusion and sleep disturbance. Application of these techniques can be monitored by checking Heart Rate Variability and coherence levels. Heart Rate Variability has a direct correlate to mental clarity, individual and team performance.

Speaker: UC Denver, Anschutz Medical Campus, College of Nursing

Laurra M. Aagaard, MA, MS

Just Six Things: What Leaders Can do to Hardwire a Culture of Safety, Improve Teamwork and Reduce Harm

This session will explain how the Army leadership rolled out a work-wide standardized safety campaign operationalizing six key practices spanning each hospital's C-suite to the front lines of care. Branded the "Top 6" each component hospital system (total of 34) incorporated orders from the Army Medical Command to redesign the approach becoming the premier High

Reliability Organization by simplifying, standardizing and institutionalizing leadership and safety practices. Focusing on a top-down approach with full leadership engagement at every level, all US Army facilities focused on data driven goals founded in TeamSTEPPS strategies. The session will describing the Army plan, explain the "Top 6" including the practices adopted by leaders, individuals and teams to operate as a high reliability organization. Each of the six goals and measures of success will be explained, to include the Army health care system's accountability conditions for organizational success. The team will show examples, outcomes, and tracking strategies for major medical centers, smaller community hospitals, clinics and dental facilities.

Speakers: US Army Medical Command

COL Bonnie Hartstein, MD, MBA, MHA, FACEP

Phyllis Toor, BSN

3:30PM – 5:00PM

Leave a Lasting Legacy: Make TeamSTEPPS Stick

Maya Angelou said, "If you are going to live, leave a legacy. Make a mark on the world that can't be erased." Since TeamSTEPPS was released in 2006 in response to the IOM publication of "To Err is Human", organizations across the country have worked to reduce medical errors through improved communication methods. But what happens when the first generation of TeamSTEPPS safety professionals moves on? Whether due to relocation, new job roles and responsibilities, or other factors, how does the first generation work with the next generation to ensure that a culture of safety at their institution remains in place, or even grows? How do you make your mark on your institution to ensure the legacy continues? This session will take you through a succession planning template (via discussion and small group activities) that will assist you in creating your own succession plan and provide you with concrete steps to enhance sustainment of your program. This session is best suited for practitioners currently implementing a TeamSTEPPS program and those who will be assuming responsibility.

Speakers: Stanford Healthcare ValleyCare

Joe Carlucci, PT, MS, MBA, FAB

Missy Malkin, BSN, RN-BC



Registration required in order to attend workshop. See conference app for details.

Learning Core Leadership: Seeing the Problem We Don't See

There are plenty of resources available to help us improve ourselves and our organizations. However, after an initial improvement, if any, we often find our organizations falling back into the same challenges in communications, collaboration, team work and culture. So, why is this? We as leaders wake up each morning, wanting to help our organizations, teams, each other be happy and valued. What is it that keeps us from successfully creating the changes needed for lasting success? What we as leaders don't see is the problem. All the technical, process and subject matter expertise, knowledge and experience that gets us to the positions we are in are important and valuable, yet they also can distort our vision and our ability to see the problem clearly and truthfully. When this happens, emotional intelligence is not enough; nor are all the latest strategies, techniques or methods that are often promoted as the "way" out, to help us address this core challenge. This session offers participants an opportunity to understand the cause of their distorted view. Through vignettes, individual and group exercises, participants explore the cause of their self-deception, leaving with a clearer vision and mindset to improve their individual and team results in a more lasting way. This session is best suited for any team member, supervisor or executive who wants to improve their own, their team, or their organization's performance and impact efforts. The material presented is applicable to everyone in their personal and professional lives irrespective of their place in an organizational hierarchy. The material will leverage their current knowledge of TeamSTEPPS competencies and skills.

Speaker: USPHS Commissioned Corps
Jason Woo, MD, MPH, FACOG

Strategic Perioperative Performance Improvement using a Team-Based Leadership Model

This session will focus on performance success for hospitals, facilities and health care systems in perioperative and procedure-based service lines. These include but are not limited to hospital based OR suites, out of OR procedural areas (e.g. Endoscopy, Electrophysiology and Interventional Radiology), Ambulatory Surgical Services, and office-based procedural services. All segments of a service line must be integrated to achieve efficiency, quality, safety and the ideal patient centric experience. The session will focus on the team-based process to achieve success in perioperative services as a whole and through discussion of disease specific surgical services. For example, discussion of Musculoskeletal, Gastrointestinal, Cardiac or other Surgical service lines. Success metrics and the processes needed to achieve those metrics will be discussed. Leadership, change management and

inclusion strategies will be emphasized throughout the presentation. Outcomes that facilities, hospitals and health care systems can anticipate from successful perioperative transformations include: improved HCAHPS and CAHPS scores, overall perioperative service line fiscal improvement, reduction in waste and success in bundles of care and other payer driven bundles.

Speakers: Surgical Directions

Thomas Blasco, MD, MS

Anne Cole, MSN, CNOR, NEA-BC, CASC, CBSPD

Katherine Grichnik, MD, MS, FASE

More is Better: Improving Event Reporting in Ambulatory Care

The fact that medical errors and near-misses are under reported is well documented. Although there is little research that examines patterns of reporting in ambulatory care, we recognized that the small number of events reported by the nearly fifty ambulatory care practices in our health system was likely an indication that our ambulatory care colleagues were not recognizing and/or not reporting medical mishaps, process or system lapses and near-misses consistently. As the research on event reporting predicted, the most fruitful method to gather this information was through discussions with colleagues in each of the practices. Using the gathered information, strategies were designed and in the fall of 2017, implemented to breakdown the identified barriers. With implementation of those changes, the number of events reported rose dramatically and has remained high in the year since. This presentation will include how our team: identified barriers to reporting events; designed and implemented strategies to reduce those barriers; and engaged staff to achieve and sustain consistent reporting of all events. Throughout the presentation, emphasis will be placed on the importance of empowering staff to participate in identification of opportunities for improvement throughout ambulatory care practices. Novice and experienced team leaders will find value in this presentation.

Speaker: Elliot Health System

Mara Aronson, MS, RN, GCNS-BC, FASCP, CPHQ



Registration required in order to attend workshop. See conference app for details.

Let's Go Team! Getting Nursing Faculty Onboard

If you are interested in learning more about how to improve teamwork among your faculty, this session is for you. We will share information about a quality improvement (QI) project that was conducted at Northern Illinois (NIU) School of Nursing (SON) which resulted in improved perceptions of teamwork among faculty, instructors and staff. There is limited literature related to TeamSTEPPS training for faculty, so the NIU SON QI study provides insight into the application for this population. From fall 2015 through fall 2017, the turnover rate for faculty/instructors/staff was approximately 50%. To fill the vacancies, 47 people were hired including nine faculty and an interim chair. Turnover not only has an impact on research, teaching, and service, but there is also the cost associated with recruiting, hiring and training new people. Using a quality improvement approach, a team of faculty, instructors and staff at the SON, planned and implemented a team training educational program for the academic population using the TeamSTEPPS framework and evaluated the perceptions of teamwork at three time points for 1 year after the event using a modified version of the TeamSTEPPS Team Perceptions Questionnaire (T-TPQ). A comparison of the baseline to final T-TPQ showed an increase in overall rating for all questions with the greatest increases in average score in the areas of mutual support and communication.

Speakers: Northern Illinois University
Marcia Cooke, DNP, RN-BC
Deborah J. Riddell, DNP, APRN, CNM

Case Studies of Team Training From Across the Country

TeamSTEPPS and other team training approaches are being utilized across all parts of the nation and in a variety of settings and ways. In this rapid-fire session, six organizations from various backgrounds and disciplines will share their implementation or quality improvement project through an SBAR-style presentation. Their unique perspectives will be highlighted by emphasizing challenges and successes in various health care settings. To complement the presentation, each organization also has a poster on display. Immediately following the presentation, the speakers will be available to answer questions and talk one-on-one with participants during the networking and poster session.

Speakers: SSM Health
Kathleen Glenn, RN, BSN, MBA
Christiana Care Health System
Patty Blair, MSN, APRN, ACNS-BC, CEN, CNML
Amy Spencer, MSN, RN-BC
SSM Health, St Joseph Hospital Lake Saint Louis
Karyn Fowler, MD, MHCM, FACOG
Michelle Limberg, RN, BSN, MSN
Laura Martin, RN, BSN, MSN
Clemson University
Audrey Ann Crocker
Chelsea Alyce LeNoble, PhD
Kathleen Wirth

Northwell Health at Syosset Hospital
Lori Demino, MSN, RN, CEN
Richard Garcia, BSN, RN, CEN
Orlando Health-Health Central Hospital
Christina McGuirk, RN, BSN, MSHA, NEA-BC, CENP

Friday June 14, 2019

7:15 AM - 7:45 AM

New! FRED Talk: Teach, Care, Advocate

This talk will be about why advocating for the care teams and infusing training with the mind set of empowerment for the adult learners on the teams through tools such as TeamSTEPPS has allowed concrete methods for care teams to advocate for themselves. This growth in expertise in team training and TeamSTEPPS has allowed the speaker to grow as a healer and become more resilient. This process has integrated her knowledge in public health, anthropology, and psychology to connect with a fundamental thread that runs through the people who want to help others.

Speaker: Kaiser Permanente Georgia
Sudha D. Reddy, MD, MPH

8:00 AM - 10:00 AM

Creating a Culture of Safety in Four (not-so) Easy Steps

Creating a safety culture is a key element in achieving high reliability in health care. The Operating Room (OR) has traditionally been an environment often resistant to change, and yet poses significant risk to patients. In this session, the speaker will review the necessary ingredients for such a change. The session will begin with a review of adverse events in ORs, as reported by The Joint Commission and others. The audience will be asked to reflect on their own experiences with these events using audience polling. Next the case will be made for creating a respectful environment as the prerequisite for any culture change – a principle that applies virtually anywhere in health care. Again, the audience will be surveyed to better understand the status of respectfulness in attendee institutions. The bulk of the session will focus on the two components of a culture in which change can be made - people and systems. The TeamSTEPPS model will be discussed with an emphasis on advanced techniques to help promote OR teamwork, including observation and feedback of teamwork skills. Videos will be used to show examples of what good OR teamwork looks like. Concepts in human factors engineering and how they can be used to reduce errors in the Operating Room will also be reviewed with specific examples, such as use of radiofrequency technology in sponges to prevent retained surgical items. Finally, Just Culture concepts will be discussed within the OR context, with

an emphasis on the role of leadership in creating the balanced approach to a punitive v. blame-free culture. Specific scenarios will be reviewed using audience participation to gauge responses to difficult situations encountered in an OR setting.

Speaker: Hospitals Insurance Company

David Feldman, MD, MBA, CPE, FAAPL, FACS

Panel on Workplace Violence

Creating a culture of safety is an important component of the health and happiness of employees and it is vital to the overall success of any organization. This interactive session will provide two examples of how organizations have improved their culture of safety in very different ways. These models include incorporating TeamSTEPPS tools into Code Green Drills and conducting a gap analysis for workplace violence prevention. The models discussed will provide practical examples of how other organizations have leveraged different strategies to mitigate the risks of workplace violence.

Speakers: Johns Hopkins Bayview Medical Center

Rona Corral, RN, MSN

Jonathan Espenancia, RN, BSN, CMSRN

Shahida Khan

Griely Persia, RN, MSN, CMSRN

Alphie Rahman, DNP, APRN-CNS, CCRN

Jefferson Healthcare

Caitlin Harrison

Brandie Manuel, RN, MBA, CPHQ

Chris O'Higgins

From Being to Becoming: Hardwiring the Equation for Culture Change

The purpose of this session is to present the principles, strategies, tactics and lessons learned during the journey from early adoption to successful sustainment of TeamSTEPPS in a large health system used as a means for enhancing teamwork and building a culture of safety. The health system is New York State's largest health care provider and private employer with over 62,000 employees in 23 hospitals and nearly 700 facilities. Reflecting on the 11 year journey of culture change the presenters will provide the methods and tools for planning, implementing, and sustaining the transformational and incremental changes in diverse clinical and non-clinical environments. Creating leadership buy in, developing clear and specific implementation goals, organizational readiness, required infrastructures and systematic processes to support goal attainment and outcome measures will be discussed for the planning phase. The significance of preventing skills decay, re-dosing, ongoing coaching at point of care, sharing success stories, and celebrating success will be addressed. The presenters will use interactive exercises to extrapolate principles of high reliability, change management and innovation that can be applied for implementing different type of changes. Enterprise wide quantitative and qualitative outcomes will be presented along with the serendipitous experience of how well the culture changes enabled patient

safety in a natural disaster. The pilot hospital in this successful implementation will be highlighted as an exemplar. The executive leadership of the hospital will present their successful journey highlighting the best practices as well as quality, employee engagement and patient experience outcomes.

Speakers: Northwell Health

Michael Fener, CPA, MBA, EMT-B

Catherine Galla, RN, MSN, CENP

Lily Thomas, PhD, RN, FAAN

Marianna Vazquez, MSN, RN, NE-BC

The Hospital Flow Game: Building Team Skills to Manage Patient Flow (Workshop)

The workshop helps attendees to understand how better planning, communication and teamwork can improve the way that they work. It also gives them the opportunity to practice managing a virtual hospital while coping with patient arrivals and discharges, ward transfers, staff management and other unexpected situations using TeamSTEPPS tools. The audience will then compete in teams where points are awarded for the achievement of specific objectives. This workshop is an active learning activity for anyone interested in patient flow operations. It contains a presentation of the patient flow theoretical part and a practical application through a table-top exercise to demonstrate how a hospital works by focusing on the complexities and dynamics of capacity management and patient flow. It is highly beneficial in helping hospital staff to improve operational efficiency, with regards to patient flow and capacity management in a nine ward hospital during a typical day. Players must work together to solve a series of challenges that the game presents them with during the course of this imaginary condensed day. This session is best suited for anyone who is involved in: Patient flow or bed management in a hospital, receiving or discharging patients, managing staff and resources or training staff.

Speakers: Quality & Accreditation Directorate, MOH

Kholoud Aman

Hossam Elamir, MSc, PGDip, MD, CPHQ, CPHRM

Team Work Makes the Dream Work: Addressing Social Determinants and Serious Illness

(Workshop)

Providing excellent health care is a team sport, even more so when the patient has social needs outside of the walls of the hospital or clinic. Hospitals and health systems are assembling multi-disciplinary teams to deliver high value care that meets both the medical and psychosocial needs of patients and communities. This session will present a framework for why multi-disciplinary teams are valuable to address the social determinants of health and serious illness. Presenters



Registration required in order to attend workshop. See conference app for details.

from Sharp HealthCare in San Diego will share their experiences implementing a team-based approach for social determinants and serious illness and the outcomes they've observed. Presenters will engage attendees in an activity where they will work in groups to assemble a "dream team" from the hospital and community to address social determinants or serious illness.

Speakers: Sharp HealthCare

Suzi K. Johnson, MPH, RN

Jillian Warriner, MPH

American Hospital Association

Julia Resnick, MPH

Paradigm Shift: Building Teamwork Training for Health Education Curriculums (Workshop)

While the call for teamwork training within health professions education is extensive, there remains a paucity of guidance on methods to best train teamwork within academic curricula. Academic institutions have found varied outcomes with individual attempts to develop and integrate teamwork training programs. This workshop invites conference participants to the foundational level of efforts to design a standardized teamwork training program for health professions education. Participants will first gain insight into lessons learned from various health professions students, TeamSTEPPS Master Trainers, and national TeamSTEPPS Advisory Committee members with experience integrating TeamSTEPPS into health professions curricula. After exposure to lessons learned and best practices, participants will be invited to small group settings where they can share innovative ideas, brainstorm barriers to program development and implementation, and identify desired components of a standardized TeamSTEPPS curriculum for health professions education. Our hope is that this workshop will provide attendees with tangible methods to improve teamwork training at their home institutions while harnessing participant ideas to help identify desired components of a standardized teamwork curriculum for health professions education.

Speakers: Boston Children's Hospital/

Boston Medical Center

Tom Kuriakose, MD

Naval Medical Center San Diego

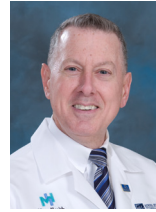
Rick Lang, MD

Rutgers Robert Wood Johnson Medical School

Jared Escobar (MD Candidate, 2022)

10:30 AM - 12:00 PM

KEYNOTE: "Who Has Responsibility for My Well-Being?"— Breaking News from Positive Psychology



Too often health care professionals believe that they must compromise their well-being to achieve professional success. Ultimately, this strategy is not viable. Our personal well-being is not negotiable, and it is no one's responsibility but our own. Certainly, we need to strive to improve our workplaces (i.e., work hours, staffing, resources,

administrative tasks, etc.) but we cannot relinquish responsibility for our physical, emotional and social well-being. We must take control, focusing upon each moment of our lives, ensuring that we are living in a manner that is consistent with our needs, passions and values. This session discusses the latest research from the field of Positive Psychology, focusing upon skills to achieve joy, engagement, intimate relationships and meaningful achievements. This session will be highly interactive, including audience participation and experiential activities. The presenter will strive to inspire participants to be excited and passionate as they accept responsibility for their personal well-being.

Speaker: Robert L. Smith, PhD



Registration required in order to attend workshop. See conference app for details.

Continuing Education Credit

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



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

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.

IACET Statement of Accreditation:

Duke University Health System Clinical Education and Professional Development is accredited by the International Association for Continuing Education and Training (IACET). Duke University Health System

Clinical Education and Professional Development complies with the ANSI/IACET Standard, which is recognized internationally as a standard of excellence in instructional practices. As a result of this accreditation, Duke University Health System Clinical Education and Professional Development is accredited to issue the IACET CEU.

IACET CEU Credit Statement:

As an IACET Accredited Provider, Duke University Health System Clinical Education and Professional Development offers CEUs for its programs that qualify under the ANSI/IACET Standard. Duke University Health System Clinical Education and Professional Development is authorized by IACET to offer 1 CEU for this program.

The AHA Team Training Program is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.

Continuing Education Activities & Specific Credit Designations

TeamSTEPPS 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)**™. 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: Driving Change - The Power of Activating and Engaging the Frontline Voice

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)**™. 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 **3.50 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: JA0000655-9999-19-163-L04-P/T.**

Pre-Conference Session 2: Fostering Resilience to Cultivate Change

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)**™. 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: JA0000655-9999-19-162-L04-P/T**

Pre-Conference Session 3: Lights - Cameras - Activities: TeamSTEPPS via Active and Immersive Learning

Category 1: Duke University Health System Clinical Education & Professional Development designates this activity for a maximum of **3.50 AMA PRA Category 1 Credit(s)**[™]. 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:
JA0000655-9999-19-175-L04-P/T.

2019 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 **16.0 AMA PRA Category 1 Credit(s)**[™]. 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 **16.0 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 **16.0 ACPE credit hours**.
Universal Activity (UAN) # for Pharmacists and Pharmacy Technicians:
JA0000655-9999-19-131-L04-P/T.

Materials & Systems Requirements

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

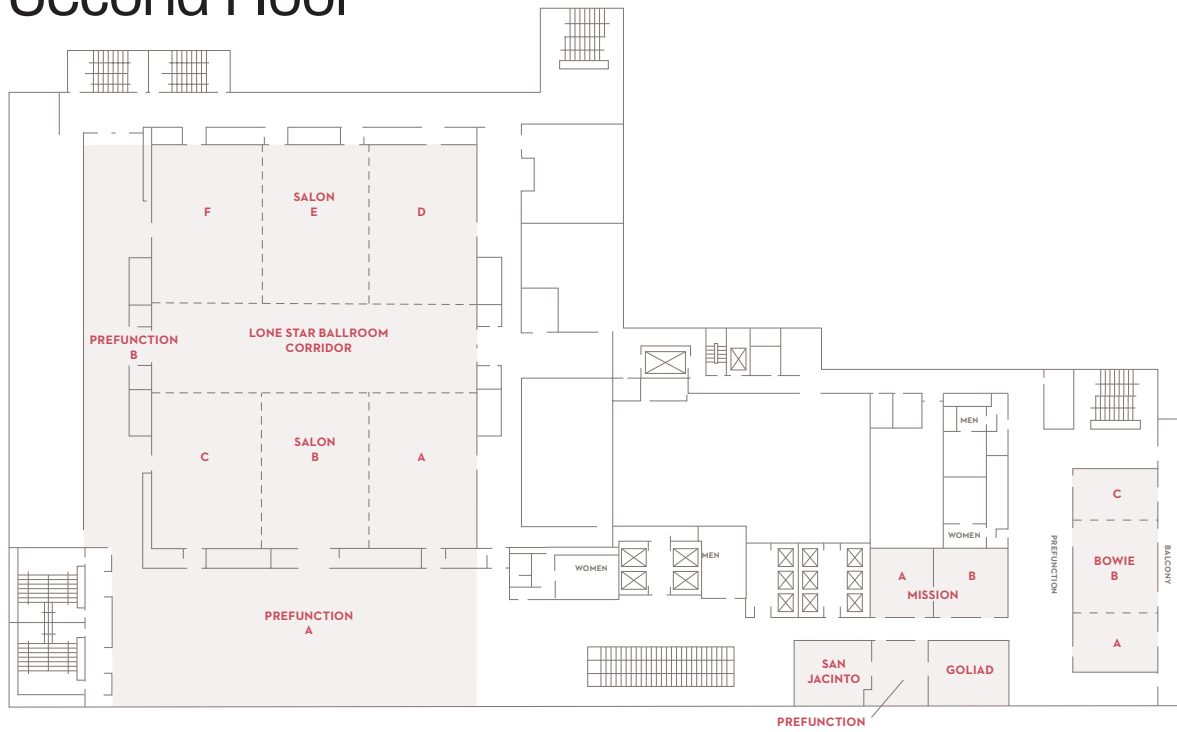
- Internet and computer access (required to complete evaluations for continuing education credit and to download your continuing education credit certificate).

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 15 business days after the conclusion of the relevant continuing education offering (TeamSTEPPS Master Training Course or Pre-Conference Sessions 1, 2, or 3, and/or 2019 AHA Team Training National Conference), you will receive an important email from AHA Team Training (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 in the email(s) to complete respective evaluation(s)
- Once you have registered, signed-in, and completed the evaluation – you will receive your CE certificate via email 4 weeks after the conclusion of the conference.

Second Floor



Third Floor

