

University of Rochester
School of Medicine and Dentistry
Department of Community and Preventive Medicine



TeamSTEPPS Fundamentals

IMPROVING TEAMWORK & COMMUNICATION



Sponsored by:



Saturday, November 7, 2009
University of Rochester School of Medicine and Dentistry
Rochester, New York

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COURSE DESCRIPTION

The Institute of Medicine (IOM) has called for “interdisciplinary team training programs that incorporate proven methods for team management” to prevent medical errors. Stress, poor communication, and a culture of blame lead to decreased morale and increased risk of errors among medical professionals.

The Agency for Healthcare Research and Quality (AHRQ) and the Department of Defense’s military health system have dealt with similar issues and have developed a toolkit of techniques of effective communication and other teamwork skills. In this unique interactive course, team members will learn evidence-based, field-tested approaches to produce highly effective medical teams. This will improve communications and other teamwork skills among health care professionals to produce the best clinical outcomes for their patients.

This activity will qualify Medical Staff with malpractice insurance through URM/MCIC for the premium differential program - which includes a reduction next year for those completing certain risk management education programs this year.

COURSE DIRECTOR

Robert J. Panzer, MD
Chief Quality Officer
Professor of Medicine and of Community & Preventive Medicine
University of Rochester School of Medicine and Dentistry

LOCAL FACULTY

Tamara Eis, RN*
Nurse Leader, Nursing Practice Administration
University of Rochester School of Medicine and Dentistry

Rollin (Terry) Fairbanks, MD
Assistant Professor of Emergency Medicine

Marcia Furey*
Manager, HR Development

Robert Hance, RN*
Patient Safety & Infection Prevention
Nurse Liaison

Peter Knight, MD
Associate Professor, Cardiac Surgery

Anna Lambert, RN
Associate Director for Cardiovascular Nursing

Michael Leonard, MD
Associate Professor, Pediatric Critical Care

Marcy Miceli, BSN*
Organizational Development Specialist
HR Development

Ivelisse Vicente, RN*
Perioperative Safety Nurse

Joanne Weinschrieder, RN*
Perinatal Safety Nurse

Mary Wicks, RN
Associate Director for Adult Critical Care Nursing

COURSE OBJECTIVES

This conference is planned so that at its conclusion participants should be able to:

- Define the importance of using standard leadership and team behaviors across disciplines to reduce medical errors.
- Discuss how to use the tools and strategies presented to promote patient safety and decrease medical error.
- Apply the tools and strategies to real-life situations.
- Employ tools and strategies for overcoming barriers to team effectiveness.

CERTIFICATION/ACCREDITATION

The University of Rochester School of Medicine & Dentistry is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The University of Rochester School of Medicine & Dentistry designates this educational activity for a maximum of 6.0 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Continuing Nursing Education contact hours provided. The University of Rochester Medical Center/Strong Memorial Hospital and Strong Health Affiliates is accredited as a provider of Continuing Nursing Education by the American Nurses Credentialing Center’s Commission on Accreditation.

* PLANNING COMMITTEE MEMBER

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COMMENTS FROM PREVIOUS CONFERENCE ATTENDEES

"I would like to see this course be made mandatory for all medical professionals. It's such a crucial life-saving tool to learn and implement for our patients' safety."

"I feel this should be mandatory for all employees who are directly affecting patients. Dr. Panzer, I love your humor!!"

THIS PROGRAM is funded in part by an educational grant from Strong Memorial Hospital and the University of Rochester Medical Faculty Group.

LOCATION

The conference will take place in the Ryan Case Method Auditorium (1-9576) at the University of Rochester School of Medicine & Dentistry School of Medicine and Dentistry, 601 Elmwood Avenue in Rochester, NY. Driving and parking instructions will be mailed with the registration acknowledgment.

FEES

UR Employees & Affiliates - No Charge

\$125 - Physicians

\$70 - Nurses

\$50 - All Others

Fee includes all course sessions, course materials, beverages and lunch. The appropriate registration fee must accompany the registration form. Please make checks payable to Continuing Professional Education. If you are paying by credit card, you may fax your registration form to 585-275-3721. Receipts will be issued at the conference. For all cancellations, an administrative fee of \$25 will be deducted from all refunds. No refunds will be issued after October 30, 2009.

REGISTRATION

Persons wishing to register should complete and return the Registration Form by **October 30, 2009** to:

University of Rochester
Office of Continuing Professional Education
601 Elmwood Ave., Box 677
Rochester, NY 14642-8677
Fax: 585.275.3721

Pre-registration is required

ACCOMMODATIONS

Attendees requiring overnight accommodations should call the Courtyard by Marriott Hotel at 585-292-1000. When making reservations, please indicate that you will be attending the University of Rochester TeamSTEPPS conference.

ADA SERVICES* / INFORMATION

For more information or to make accommodations for learners with disabilities, contact the Office of Continuing Professional Education at 585.275.4392. Office hours are Monday-Friday, 8:00 am – 4:30 pm.

** Please call at least TEN days in advance of the conference for ADA Accommodations*

UR NURSING CONTACT HOUR (NCH) COUPON AWARD PROGRAM

This program has been developed to recognize the efforts of the School of Nursing's preceptors, to encourage their continued involvement, and to acknowledge the importance of their contributions.

Coupons can be redeemed for activities registering through the University of Rochester Office of Continuing Professional Education, the School of Nursing and the Center for Lifelong Learning at the School of Nursing. Instructions for use are on the coupons.

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SCHEDULE

7:45 am **Registration/Continental Breakfast**

8:15 am **Welcome & Session Overview**
Robert J. Panzer, MD

8:30 am **Team Leadership Skills**
Peter Knight, MD
Anna Lambert, RN

9:15 am **Situation Monitoring**
Terry Fairbanks, MD
Joanne Weinschreider, RN

10:00 am **Break**

10:15 am **Team Communication**
Robert Panzer, MD
Robert Hance, RN

11:00 am **Mutual Support**
Michael Leonard, MD
Mary Wicks, RN, MPA

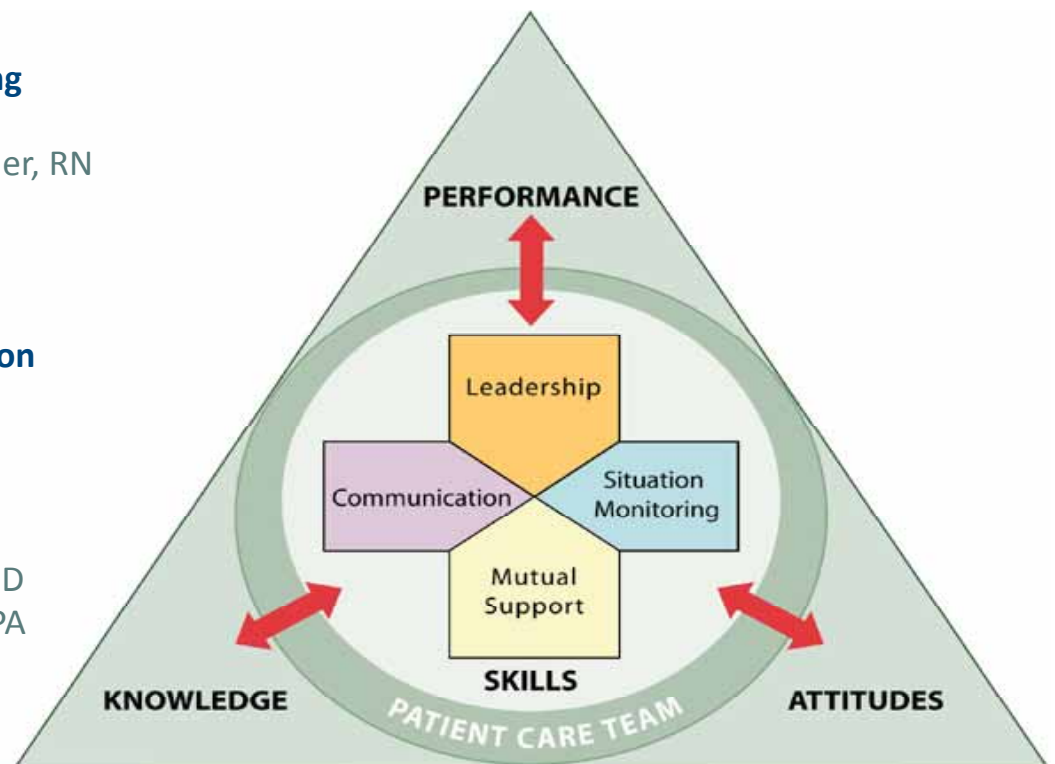
11:45 am **Lunch**

12:30 am **First Do No Harm**
Robert J. Panzer, MD

1:30 pm **Break-Out Sessions**

2:30 am **Groups Report Out at Larger Session**
Robert J. Panzer, MD

3:20 am **Wrap-Up/Next Steps**
Robert J. Panzer, MD



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Registration Form PLEASE PRINT

Name _____ Credentials _____

Title _____

Birth month & day (ex. June 20 = 06/20) ____ / ____ for record keeping only

WORK HOME Check if New Address

Address _____

City _____ State _____ Zip _____

Practice/Specialty _____

Office Telephone _____ Fax _____

Email _____

FEE

Registration is on a first-come, first-served basis. Space is limited to 100 participants.

Phone-in registrations will NOT be accepted.

UR Employee and/or Affiliate - No Charge

Physician \$125

Nurse \$70

Other \$50

LUNCHEON

Regular Vegetarian Food Allergies _____

METHOD OF PAYMENT

Check payable to: Continuing Professional Education

Nursing Coupon + \$ _____

CME Voucher + \$ _____

VISA MASTERCARD DISCOVER CARD

PLEASE RETURN THIS FORM TO:

UNIVERSITY OF ROCHESTER
CONTINUING PROFESSIONAL EDUCATION
601 ELMWOOD AVENUE, BOX 677
ROCHESTER, NY 14642-8677
Fax: 585.275.3721

If paying by credit card, you may fax your registration to our office. Copies of this form are acceptable. Please do not reduce the size of this form.