

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



*Offered Exclusively to Members of the
URMC Perioperative Department*

TeamSTEPPS Fundamentals

REAL TOOLS FOR IMPROVING PATIENT SAFETY



Three date options:

Saturday, October 10, 2009

Saturday, October 24, 2009

Saturday, October 31, 2009

Sponsored by:



TeamSTEPPS Fundamentals

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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 for malpractice through URMC/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

PLANNING COMMITTEE

Robert Hance, RN
Perioperative Patient Safety Nurse (interim)
University of Rochester School of Medicine and Dentistry

Dan Nowak, RN
Associate Director of Perioperative Nursing
University of Rochester School of Medicine and Dentistry

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

URMC Faculty

Amy Butts, RN
Nurse Leader, OR

Sanjeev V. Chhangani, MBBS, MBA
Associate Professor, Department of Anesthesiology

Ashwani K. Chhibber, MBBS
Professor, Departments of Anesthesiology and Pediatrics

Sue Draper, RN
Nurse Leader, OR

Patti James, RN
Nurse Leader, OR

Emmanuel Egamino, RN
Nurse Leader, OR

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 4.0 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

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.

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URMC Faculty - continued

Kevin Hudson, RN

Registered Nurse First Assistant
(Cardio-Vascular)

Cindy Kelly, RN

Charge Nurse, OR

Peter Knight, MD

Associate Professor of Surgery, Division of
Cardiac Surgery

Kathy Kurtelawicz, RN

Nurse Manager, OR

Beth MacVittie, RN

Nurse Educator, OR

Dan Parr

PSA Operations Manager

Walter Pegoli, Jr., MD

Professor, Department of Surgery
Associate Professor, Department
of Pediatrics

Linda Pino, RN

Charge Nurse, OR

Eloise Prostka, RN

Nurse Manager, PACU

Rabih M. Salloum, MD

Associate Professor, Department of Surgery
and Cancer Center

Amanda Sloyer, RN

Nurse Leader, OR

Ann Thompson, RN

Charge Nurse, OR

Ive Vicente, RN

Director OF MPD

Rhonda Wilson

Perioperative Services Value Analysis Coordinator

Richard Wissler, MD

Associate Professor,
Department of Anesthesiology

LOCATION

The conference will take place in the Class of '62 Auditorium (G-9425) at the University of Rochester School of Medicine & Dentistry.

FEES

UR Perioperative Department Employees - No Charge

Includes all course sessions, course materials, beverages and snack break.

REGISTRATION

Persons wishing to register should complete and return the Registration Form by **September 25, 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

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*

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!!"

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SCHEDULE

7:30 am **Registration/Continental Breakfast**

8:00 am **Welcome & Session Overview**

Robert J. Panzer, MD

8:15 am **Team Leadership Skills**

Briefings, huddles, debriefings

9:00 am **Situation Monitoring**

STEP, IMSAFE, Cross Monitoring

9:45 am **Break**

10:00 am **Team Communication**

SBAR, Call Out, Check Back

10:45 am **Mutual Support**

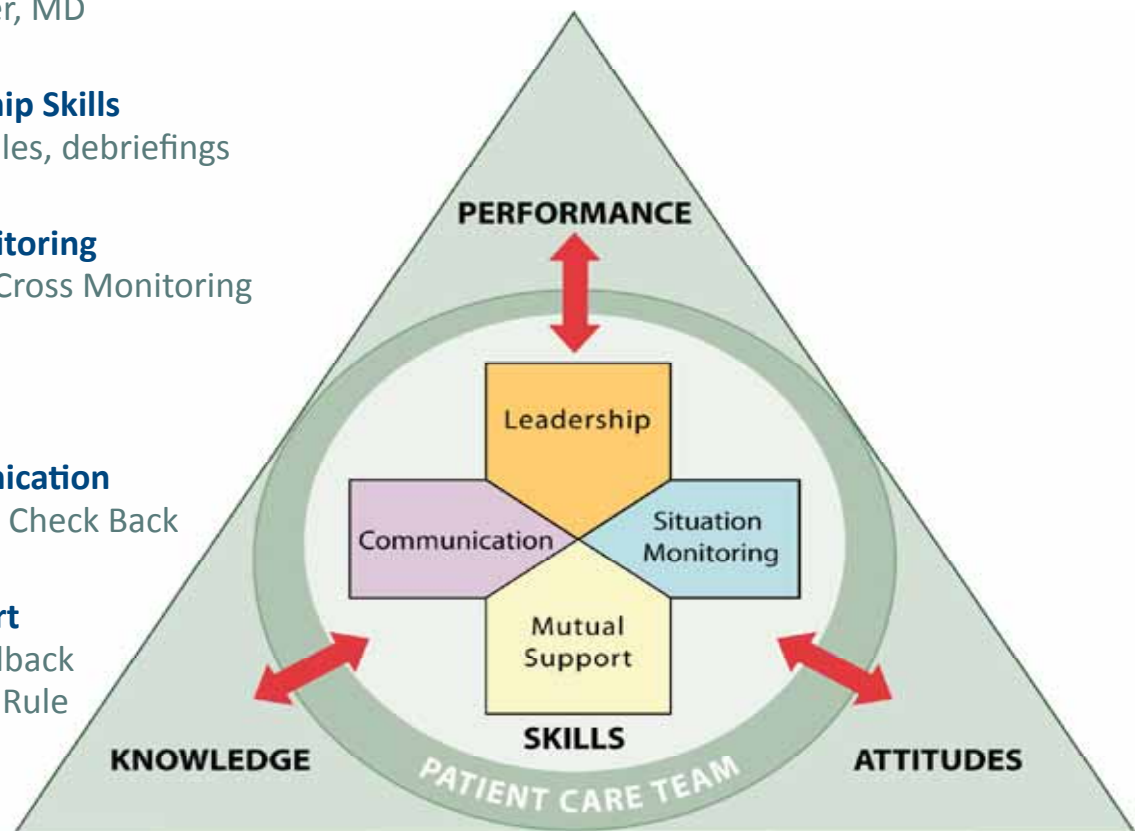
Assertion/Feedback
Two Challenge Rule
CUS

11:30 am **Break**

11:45 am **First Do No Harm**

Video/Debrief/Discussion
Robert J. Panzer, MD

1:00 pm **Adjourn**



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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 _____

REGISTRATION is on a first-come, first-served basis. Space is limited in each session. If your chosen session is full, you will be contacted and asked to select a different date. **Phone-in registrations will NOT be accepted.**

Select one:

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PLEASE RETURN THIS FORM TO:

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CONTINUING PROFESSIONAL EDUCATION

601 ELMWOOD AVENUE, BOX 677

ROCHESTER, NY 14642-8677

Fax: 585.275.3721