

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:*



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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**

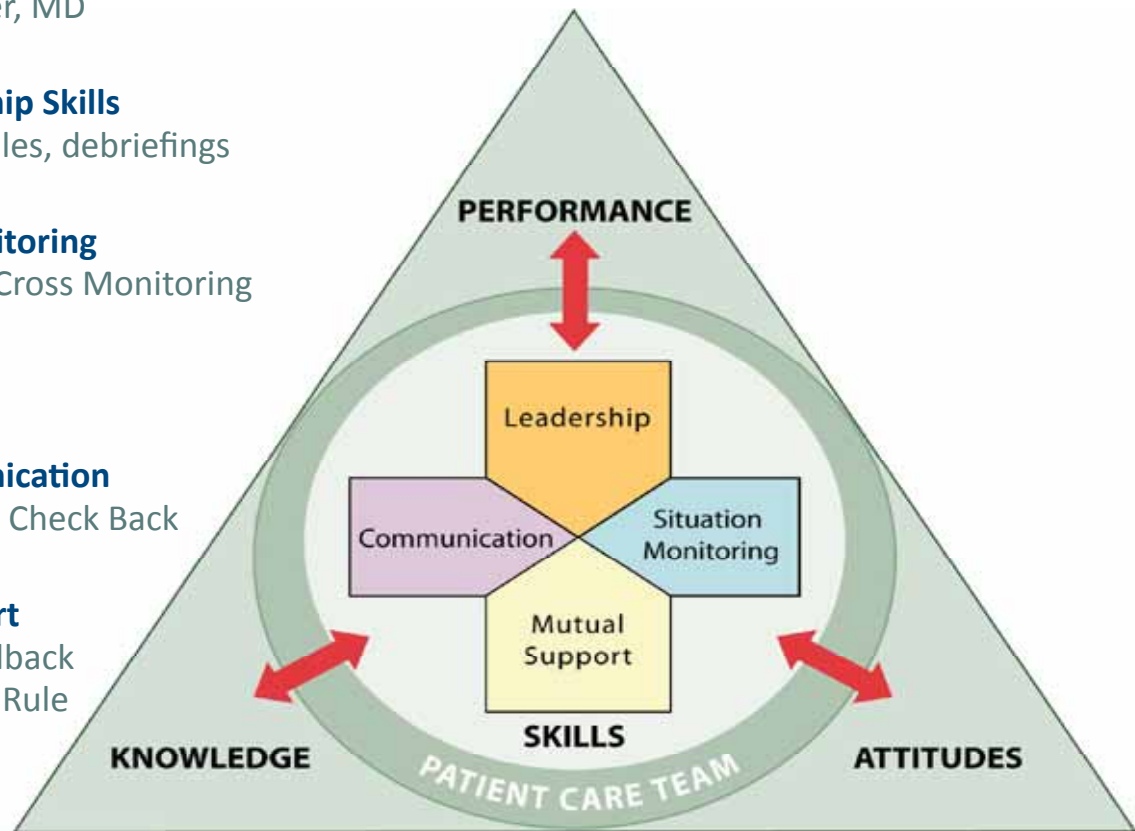
10:00 am **Team Communication**  
SBAR, Call Out, Check Back

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:

Saturday, October 10, 2009

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Saturday, October 31, 2009

### 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