

Southeastern Pennsylvania Association for Healthcare Quality

Fall, 2011 Conference

*“Implementing Team STEPPS By Developing
Communication and Situational Monitoring Skills”*

Date:

Wednesday, December 14, 2011

Place: ECRI Institute

**5200 Butler Pike
Plymouth Meeting, PA 19462-1298, USA**

Driving Directions:

<https://www.ecri.org/About/Visiting/Pages/default.aspx>

Who should attend?

- **Quality Management Professionals**
- **Utilization/Care/Case Management Professionals**
- **Risk Management Professionals**
- **Medical Staff Management Professionals**
- **Physicians**
- **Health Information Professionals**
- **Other Healthcare Professionals**

COURSE OBJECTIVES:

Upon completion of the presentation, the participant will be able to:

Describe the standards of effective communication and strategies for information exchange (SBAR, Handoff, I Pass the Baton).

Discuss the importance of communication.

Recognize the connection between communication and medical error.

Identify barriers, tools, strategies, and outcomes to communication.

Identify the concepts of situation monitoring, cross monitoring, situation awareness, and shared mental models.

Discuss the components of the STEP process to support situation monitoring.

Identify some strategies to help cultivate shared mental models among teams.

Recognize potential barriers to success and identify tools and strategies to overcome them.

Recognize human error concepts related to slips, lapse, human error and system design.

Conflict of Interest:

There is no conflict of interest on the part of the presenters/speakers, or anyone involved in planning/preparing this educational activity.

Program Speakers:

Charlotte Huber, RN, MSN

Charlotte Huber, RN, MSN is a Senior Patient Safety Analyst and Consultant for the ECRI Institute. She is the Project Manager for several PSO clients and collaboratively works with PSOs, healthcare systems, regulatory and accrediting agencies, patient safety and quality organizations, and reviews and analyzes incidents, serious events, and unsafe conditions submitted through the ECRI Institute PSO patient safety reporting system. Charlotte brings over 30 years of healthcare experience with a varied background in inpatient and outpatient clinical care settings including telemetry, medical/surgical, behavioral health, staff development, nursing management, performance improvement, and patient safety program

development with the primary focus on prevention to maximize patient health and facilitate practice change. Charlotte researches, authors, and reviews articles for the ECRI Institute E-Alerts, ECRI Institute PSO Navigators, Pennsylvania Patient Safety Advisories and has written for various publications including the Pennsylvania Medical Society, Nursing2008, American Journal of Nursing, the Institute for Safe Medication Practices, and others. She has also worked at the Institute for Safe Medication Practices and provided clinical data analysis for the Pennsylvania Patient Safety Authority. Charlotte is a master trainer in Team STEPPS. Charlotte received her Associates Degree in Nursing from Hahnemann College of Allied Health Professions in 1977, Bachelor's degree in Nursing from Temple University in 2002, and her Master's degree in Nursing from Drexel University in 2006.

Franchesca J. Charney, RN, BS, MSHA, CPHRM, CPHQ, CPSO, FASHRM

Fran Charney is the Director of Educational Programs for the Pennsylvania Patient Safety Authority in Harrisburg, PA. Fran dedicates herself daily to the safety of patients and healthcare providers in the state of Pennsylvania.

Fran has written numerous professional journal articles and has participated in several speaking engagements for organizations such as Institute of Healthcare Improvement (IHI), HOSPICE, Hospital and Healthsystem Association of Pennsylvania (HAP), American Society of Healthcare Risk Management (ASHRM), Department of Defense medical Command etc. Fran has testified before the Commonwealth Legislative Committee for the 100K lives program. Fran's participation in the Color of Safety Initiative along with several other Pennsylvania hospitals won a HAP Innovation Award and Patient Safety Achievement Award. Fran also serves as faculty for the patient safety curriculum for ASHRM and has completed the HERT Patient Safety Leadership Fellowship in 2009.

Fran began her career in 1980 as a registered nurse working in the ICU, OR and PACU units of hospitals in New Jersey and Pennsylvania. In 1985 she went to Holy Spirit Health System as an OR Unit Coordinator and in 2000 was promoted to the Director of Risk Management and Patient Safety Officer. She left Holy Spirit in October 2008, to accept the position of Director of Educational Programs for the Pennsylvania Patient Safety Authority.

Fran is an RN with a Bachelor's of Science Degree and a Master Degree in Healthcare Administration. Her certifications include, Certified Profession in Healthcare Risk Management (CPHRM), Certified Patient Safety Officer (CPSO), Certified Professional in Healthcare Quality (CPHQ) and a Fellow in the American Society of Healthcare Risk Management (FASHRM). Fran has served as President of the Central PA Association of Health Care Risk Management (CPAHRM), sits on the PA Medical Society Executive Council on Patient Advocacy, Patient Safety Advisory Group and Committee for Quality and Care Management for HAP. Fran has been accepted as a Population Health Associate for the Health Policy Forum for Jefferson School of Population Health. She is a certified trainer in Just Culture and a master trainer in Teamstepps. Fran has also furthered her knowledge in Healthcare Risk Management by achieving certificates in Health Care Law and ASHRM Barton and Patient Safety Curriculums.

COURSE CONTENT OUTLINE:

7:30-8:15	Registration
8:15-8:30	Introductions
8:30-10:00	Communication- Effective communication, SBAR, Call out, Check back
10:00-10:15	Break
10:15-11:15	Communication – Handoff, I Pass the Baton, Challenges. Barriers
11:15-12:15	Communication Implementation Exercise
12:15 – 1:00	Lunch
1:00- 2:15	Situation Monitoring – Situation and Cross Monitoring , STEP. Situation awareness
2:15 – 2:30	Break
2:30- 3:15	Situation Monitoring – Shared Mental Model, Barriers, Tools, Strategies, Human error
3:15 -4:15	Situation Monitoring Implementation Exercise
4:15 -4:30	Wrap up and Evaluation

CONTINUING EDUCATION CREDITS:

Certificates of Attendance and Continuing Education Contact Hours will be awarded at the end of the Program on December 14 2011 upon receiving an evaluation from each attendee.

This activity will be submitted to the National Association of Healthcare Quality for CPHQ CE credit. The program content has been submitted for 6.0 clock hours to the State Board of Examiners of Nursing Home Administrators.

HANDOUTS FOR CONFERENCE WILL BE POSTED ON THE WEBSITE HOME PAGE AND THE EVENT PAGE FOR DOWNLOADING BEGINNING December 5, 2011

REGISTRATION INFORMATION

Registration – Participants are encouraged to register early. Email confirmation will be sent to each participant, **if you supply your email address below**. Registration will be guaranteed only with receipt of funds. On-site registration will be made with payment on a first come, first serve basis, if there are openings. If you need further information please call 877-346-6180: Toni Daly (7843).

Cancellation: All cancellations must be made in writing, by mail or fax (610) 265-3909. A \$ 10.00 processing fee will be charged for cancellations. No refunds will be provided for cancellations post-marked or faxed less than 14 days prior to the date of the workshop.

REGISTRATION FORM: (*please print*) Work address Home address

Name & Professional Credentials: _____

Job Title: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

License Number: _____ State: _____

CPHQ Number: _____

Telephone Number: (_____) _____ **E-mail:** _____

PLEASE Check if you prefer **NOT** to have your name and contact information published in the Registrant List.

Conference Fee (select one): (Registration Due on, or before, December 9, 2011)

Member \$ 70.00

Non-member \$ 95.00 (includes membership)

Register:

Online: Online registration and payment may be completed via the www.spahq.org website

Toni Daly 877-346-6180 x7843

c/o 630 Freedom Business Center, Suite 116. King of Prussia, PA. 19406

Note: If Faxing or mailing registration form, please go to website and register and pay online thru Regonline.

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