



North Carolina Center  
Hospital Quality and Patient Safety

## Leading the Healthcare Team: Developing Your Control Presence North Carolina TeamSTEPS™

January 13, 2010

6:00 - 8:00 PM

WakeMed Cary Hospital Conference Center

1900 Kildaire Farm Road

Cary, NC 27518

January 14, 2010

6:00 - 8:00 PM

Duke Raleigh Hospital

3400 Wake Forest Road

Raleigh, NC 27609

January 16, 2010

8:00 - 10:00 AM

UNC Health Care, NC Cancer Hospital

101 Manning Drive

Chapel Hill, NC 27599

### OVERVIEW

TeamSTEPS™ is an evidence-based system aimed at optimizing patient outcomes by improving communication and other teamwork skills among healthcare professionals. It was developed by the Department of Defense Patient Safety Program in collaboration with the Agency for Healthcare Quality and Research (AHRQ) and is based on over 20 years of research and lessons learned from the application of teamwork principles in high reliability organizations.

The Joint Commission reported that communication errors are the most common sentinel events in US hospitals. There are numerous studies in the medical literature describing the importance of team training, especially in high acuity areas, to improve communication and reduce medical errors. Several reports show a relationship between team behaviors and patient outcomes. The Joint Commission promotes teamwork through a focus on coordination of care and support of healthcare professionals. "Teams whose members have experience working together know each other's strengths and weaknesses, can better support each other and compensate for each other - even under extreme stress and fatigue conditions." Professional societies acknowledge the need for effective teamwork in our complex healthcare environment. Most clinicians have little team skills training and are not sure of how to lead a team effectively. This course gives ideas and tools for the clinician to lead a team and improve their teamwork and communication skills. Using TeamSTEPS™ principles and selected successful practices from other high stakes industries and professions, this course prepares clinicians to "step outside the comfort zone" and develop a "control presence" to effectively lead a healthcare team.

### FACULTY

Susan Hohenhaus, MA, RN, FAEN

Sue Hohenhaus is President and owner of Hohenhaus & Associates, Inc., Wellsboro, PA, a consulting firm specializing in patient safety management and clinical human factors.

She is an internationally recognized expert in patient safety strategies, particularly in pediatric emergency care and teamwork initiatives, serving as a national lead instructor for TeamSTEPS™. She has 29 years experience as staff nurse, administrator and educator and served in a public policy role as NC's first state director for Emergency Medical Services for Children. Sue has published extensively and is a section editor for the *Journal of Emergency Nursing*, as well as the author of "Pediatric Update" in ENA's member newsletter *Connections*.



### LEARNING OBJECTIVES

- Identify the need for healthcare leadership development.
- Enhance situational awareness skills.
- Develop an appropriate assertive style.
- Recognize opportunities to implement techniques in the healthcare setting.

### COURSE CREDIT

This workshop has been developed in full compliance with the Accreditation Council for Continuing Medical Education (ACCME) "Essential Areas and Standards for Commercial Support."

### CME Credit

The Wake Area Health Education Center designates this educational activity for a maximum of 2.0 AMA PRA Category 1 credits™. Physicians should claim credit commensurate with the extent of their participation in the activity.

**Accreditation Statement:** This activity has been planned and implemented in accordance with the Essentials and Standards of the North Carolina Medical Society through the joint sponsorship of Wake Area Health Education Center and the North Carolina Hospital Association. The Wake Area Health Education Center is accredited by the NCMS to provide continuing medical education for physicians.

**Disclosure:** WAKE AHEC adheres to ACCME Essential Areas and policies regarding industry support of continuing medical education. Commercial support for the program and faculty relationships within the industry will be disclosed at the activity. Speakers will also state when off-label or experimental drugs or devices are incorporated in their presentations.

### Additional Credit

Other health professionals will receive Wake AHEC CEUs and a certificate of attendance from an AMA PRA Category 1™ activity. These certificates are accepted by the NC Boards for physician assistants, nurse practitioners, nurses, pharmacists, and respiratory therapists. License requirements are subject to change. Wake AHEC recommends that participants contact their licensing boards for specific questions.

Wake Area Health Education Center will provide 0.2 Continuing Education Units (2 Contact Hours) to participants upon completion of this activity.

### TARGET AUDIENCE

Physicians, Physician Assistants, CRNAs and Nurse Practitioners in high risk hospital settings including emergency medicine, surgery, labor and delivery and other similar settings.

### REGISTRATION

Fee: \$40

No vouchers accepted.

Fee includes credit and a light meal.

Register: To register visit [www.wakeahec.org](http://www.wakeahec.org)

Confirmation will be provided with parking directions.

**Cancellation and Refund Policy:** No vouchers or refunds will be issued. Substitutes are encouraged.

*\*Registering for this program authorizes the NC Quality Center to take pictures to be used for Quality Center publications, website, and presentations.*

**Inclement Weather:** Call 919-350-8547 for the inclement weather schedule.

**ADA Statement:** Wake AHEC is fully committed to the principle of equal educational opportunities for all individuals and does not discriminate on the basis of any characteristic protected by federal or state law. If you require any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to participate in this program, please call Kim Jeffries at 919-350-0469 no later than ten business days before the program.

# Wake AHEC

Educating present and future healthcare providers

Part of the North Carolina AHEC Program