

TeamSTEPPS for Patients: Achieving Authentic Partnerships Through Shared Language

Program Overview

In a time where many of us struggle to effectively operationalize Patient and Family engagement, this session explores using TeamSTEPPS as shared language for partnership and safety. This session will begin with a foundational overview of the core TeamSTEPPS concepts and tools. Tiffany Christensen will then translate those tools into patient and family engagement strategies for the outpatient, inpatient and ED setting. As with all of Christensen's work, this session will pull together patient activation, patient safety and patient and family engagement in an effort to move authentic partnership from a goal to reality.

Program Objectives

At the completion of this program, the participants will be able to:

- Participants will develop a foundational knowledge of the core TeamSTEPPS concepts and specific tools and strategies to improve communication and teamwork and reduce the chance of medical error.
- Participants will discuss how to apply the tools and strategies in patient and family engagement scenarios.
- Participants will develop and discuss using a SMART Goal to begin the process of using shared language as a strategy to create authentic teams in healthcare.

About the Speaker

Tiffany Christensen approaches her work from the perspective of a life-long patient and a professional patient advocate. She is a TeamSTEPPS Master Trainer, a Respecting Choices Advance Care Planning Instructor, an APPEAL certificate recipient, and the co-creator of her own workshop series for developing and advancing Patient Advisory Councils. Tiffany is a nationally recognized public speaker and the author of three books exploring advocacy, end of life planning and partnership strategies in healthcare. Tiffany served as a patient advocate at Duke Hospital working primarily in the area of Oncology and also worked as the Program Coordinator for Duke Medicine's Patient Advisory Council Expansion Program. Currently, Tiffany is the Patient and Family Engagement Specialist at the NC Quality Center working on operationalizing Patient and Family Engagement best practices across North Carolina. Nationally, Tiffany works with organizations on starting or improving their Patient and Family Advisory Council Programs, addressing burnout with PFE strategies and using TeamSTEPPS for Patients.

Who Should Attend

This activity has been designed to meet the educational needs of Hospital administrators, quality leaders, clinicians, patient experience coordinators and other key staff who may have a role in patient experience and safety, policy setting and PFAC implementation.



WEBINAR

DATE/TIME

Friday
July 22, 2016

1:00 PM - 2:00 PM

REGISTER
NOW

PROGRAM FEE

Webinar connection for MHEI Members: \$175

Webinar connection & CD recording of
the webinar for MHEI Members: \$250

Webinar connection for Non-MHEI Members: \$300

Webinar connection & CD recording of
the webinar for Non-MHEI Members: \$375

Registration fee covers one connection per registration.
Multiple participants can view the webinar. Payment must be received
before connection instructions will be sent

REGISTER

To register, please visit MHEI.org.

Questions? Contact Kelly Heacock,
Program Coordinator:

410.796.6239

kheacock@mhei.org



maryland healthcare
education institute
6820 Deerpath Rd.,
Elkridge MD 21075
410.796.6239 (p)
www.mhei.org