

TeamSTEPPS® Master Training

Program Dates

Tuesday, September 24, 2019- 8 a.m. to 4:30 p.m.

Wednesday, September 25, 2019 – 8 a.m. to 4:30 p.m.

MHA Conference Center at Executive Park | Burlington, MA

CMEs/CEUs will be applied for

To register, please visit www.mhalink.org/education

TeamSTEPPS® Faculty: *Karyn Baum, M.D., MS.Ed., MHA*
Prof., Medicine & Chief Medical Officer,
University of Minnesota Medical Center

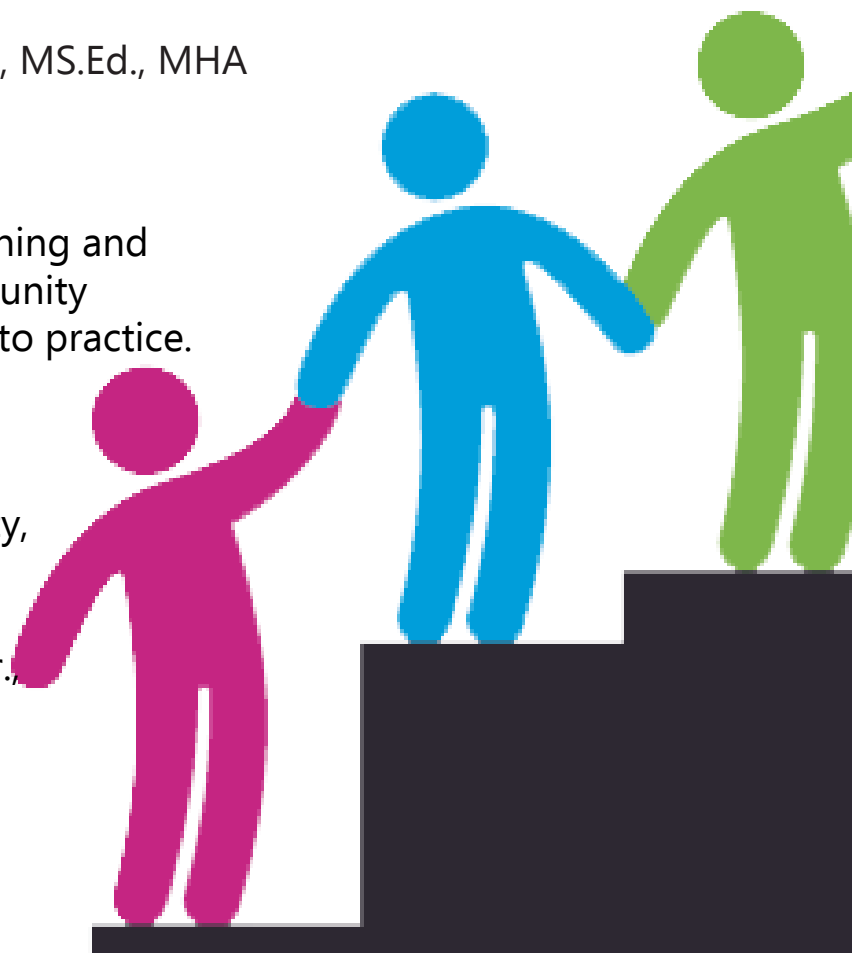
Introductory Conference Call to foster learning and to ensure organizations have every opportunity to put meaningful TeamSTEPPS training into practice.

Conference Call Faculty:

Yvonne Cheung, M.D., MPH, CPPS, Chair, Dept. of Quality & Safety, Mount Auburn Hospital

Constance Crowley-Ganser, MS, RN, Sr. Dir., HC Qlty. & Patient Safety, Beth Israel Deaconess Hospital-Needham

Date TBD



TeamSTEPPS® Master Training

Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®) is an evidence-based set of tools, aimed at optimizing patient outcomes by improving communication and teamwork skills among healthcare professionals. **The Master Training Course is a 2-day, in-person course with a train-the-trainer approach.** This approach educates participants on the TeamSTEPPS® Fundamentals content, provides them with resources for training others, and ensures that they gain the knowledge and training required to implement and coach the behaviors needed to achieve positive results. The course is taught by—and produces—Master Trainers.

Day 1: TeamSTEPPS® Fundamentals

8:00 a.m. REGISTRATION

8:30 a.m. Welcome

Kirsten Singleton, Executive Director, Center for Education & Professional Development, Massachusetts Health & Hospital Association

8:40 a.m. **Icebreaker**

Karyn Baum, M.D., MS.Ed., MHA, Professor of Medicine and Interim Chief Medical Officer, University of Minnesota Medical Center (Dr. Baum will teach all modules and classes over the two-day course.)

9:00 a.m. **Module 1 – Introduction**

10:15 a.m. BREAK

10:30 a.m. **Module 2 – Team Structure**

11:15 a.m. BREAK

11:30 a.m. **Module 3 – Leadership**

12:20 p.m. BREAK for LUNCH

1:10p.m. **Module 4 – Situation Monitoring**

1:45 p.m. BREAK



Day 1: TeamSTEPPS® Fundamentals (Con't.)

2:00 p.m. **Module 5 – Mutual Support**

2:45 p.m. BREAK

2:55 p.m. **Module 6 – Communication**

3:35 p.m. **Implementation Session #1**

4:20 p.m. **Wrap Up / Plan for Day #2**

Day 2: Change Management and Implementation

8:00 a.m. REGISTRATION

8:30 a.m. **Review of Day #1 Goals, Q&A**
Karyn Baum, M.D., MS.Ed.,MHA

9:00 a.m. BREAK

9:15 a.m. **Change Management: How to Achieve a Culture of Safety**

10:30 a.m. BREAK

10:45 a.m. **Coaching Workshop**

12:00 p.m. BREAK for LUNCH

1:00 p.m. **Measurement Tools**

1:30 p.m. **Implementation Planning #2**

3:30 p.m. **Next Steps**



Karyn Baum, MD, MEd, MHA is professor of medicine, adjunct professor in the school of public health, and interim chief medical officer for the University of Minnesota. In addition to overseeing inpatient hospital operations at the 900-plus bed University hospital, she teaches quality improvement for the executive Masters in Healthcare Administration program at the university.

She has had numerous educational roles at the medical school, including course director, membership on the educational council, and special assistant to the dean. Dr. Baum specializes in quality improvement with a special interest in teamwork as a means to improve healthcare quality and safety.

Dr. Baum was also the director of the Minnesota TeamSTEPPS® regional training center from 2011-2017, and has overseen the certification of more than 2,000 master trainers from around the world. She is also one of the founding board members for the Minnesota Alliance for Patient Safety, a statewide non-profit devoted to helping healthcare provide safe care in every setting. She has published and presented on quality, safety, and value-based medicine throughout the world. Dr. Baum continues to work as a hospitalist at the University of Minnesota Medical Center-Fairview.