

TeamSTEPPS® for Diagnosis Improvement

Thursday, September 29, 2022 ■ 8:00 a.m. to 4:00 p.m.

*Continental breakfast, sign and registration will be from 8:00 to 8:30.
The program will begin at 8:30. Lunch will be provided.*

TeamSTEPPS® for Diagnosis Improvement is designed to meet the needs of three unique groups:

1. Teams and individuals familiar with TeamSTEPPS® training who want to learn about specific ways to improve diagnosis using TeamSTEPPS®
2. Teams and individuals familiar with the diagnostic process and diagnostic errors who want to learn more about team-based methods to improve diagnosis
3. Teams and individuals who are not familiar with either diagnostic errors or TeamSTEPPS® but are increasingly aware of patient safety issues and are curious about how to address them.

Note: TeamSTEPPS® training, train the trainer or master trainer experience are not required

Program Overview:

This inaugural course, developed by the MedStar Health Institute for Quality and Safety, for the Agency for Healthcare Research and Quality (AHRQ), is being offered in person at the Maryland Patient Safety Center (MPSC). The course is intended to raise diagnostic safety awareness, introduce the concept of a broad multidisciplinary diagnostic team that includes non-clinicians and patients and their families, and provide assessment and training tools to support efforts to reduce diagnostic harm. The course consists of customizable modules that can be utilized to meet the needs of your team and course facilitator.

Objectives:

- Define diagnostic error and its importance as a patient safety issue.
- Explain the impact of provider communication breakdowns on diagnostic error.
- Describe TeamSTEPPS® and how it can be an important and appropriate intervention to reduce diagnostic error.
- Utilize the materials presented in the course to support your department and organizational efforts to reduce diagnostic harm.

Registration Fee:

MPSC Members: **FREE** ■ Non-Members: \$299

ABOUT THE FACULTY

Kisha Jezeel Ali, PhD, MS

Dr. Kisha Jezeel Ali is a Research Scientist at the MedStar Institute for Quality and Safety. Dr Ali helped to develop the TeamSTEPPS® for Diagnosis Improvement Resource for the Agency for Healthcare Research and Quality and has taught the TeamSTEPPS® Master Trainer course in the US and internationally. She has technical expertise in study design methodology, evaluation, implementation science, content development, and training clinical teams. Her work is in patient safety and quality improvement, with a focus on improving rural healthcare.

Ishrat Rafi, MD, MPH

Dr. Ishrat Rafi is an obstetrician-gynecologist in Baltimore, Maryland and is affiliated with St. Agnes Hospital-Baltimore. She received her medical degree from Howard University College of Medicine and completed her residency at University of Southern California in OB/GYN. She has been in practice for more than 20 years. Dr. Rafi is a Master TeamSTEPPS® Trainer and has implemented TeamSTEPPS® principles with teams at St. Agnes Hospital. She brings actual clinical experiences, leadership and educational principles to this program that will allow the participant to anticipate challenges and employ successful strategies for implementation of the concepts of TeamSTEPPS® to your organization.

TO REGISTER

<https://MarylandPatientSafety.org/education/>

410.540.9210