

## TeamSTEPPS®

# MASTER TRAINING COURSE

**May 4 and 5, 2023 ■ 8:00 am to 4:00 pm**

### In-Person Training

**Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®)** is an evidence-based set of teamwork tools, aimed at optimizing patient outcomes by improving communication and teamwork skills among health care professionals. Maryland Patient Safety Center is offering the Master Training 2-day 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. This course is taught by—and produces—Master Trainers.

### Registration Requirements

A full team of three individuals is required; partial teams will not be able to register. Registration requires the following information for each of your three or more team members: Name, Organization Name, Address, Phone, Email, Credentials, and position within the organization.

### Pre-Work

The pre-work is designed to help you prepare for the 2-day onsite Master Training course. Furthermore, responses from your team's pre-work will provide the faculty with key insight as to the needs of the class. Completing the pre-work will not only help you garner more from the training, but will also help the faculty leverage their resources and expertise to tailor the curriculum to your needs. It is appropriate for your team to work together on this assignment and have one person submit it on the team's behalf. Instructions on how to upload your pre-work will be forthcoming.

*Upon successful completion of the TeamSTEPPS® Master Training course, attendees will receive a Certificate of Completion.*

### TO REGISTER

**MPSC Members: \$300**

**Non-Members: \$600**

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

### ABOUT THE SPEAKERS

#### Ishrat Rafi, MD

Dr. Ishrat Rafi is an OB/GYN in Balt., MD and is affiliated with Ascension St. Agnes Hospital. 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 and is a Master TeamSTEPPS® Trainer. 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 to your organization.

#### Cathy O'Boyle, BSN, MSN, RN

Cathy O'Boyle is the Performance Improvement Coordinator for OB/GYN at Ascension St. Agnes Hospital. Cathy has more than 30 years of healthcare experience, holding clinical, quality, patient safety and education roles in nursing. Cathy has served as hospital lead on several perinatal safety collaboratives, was instrumental in implementing TeamSTEPPS® in the Perinatal Center and Perioperative Services, and led TeamSTEPPS® training at Ascension St. Agnes Hospital for ten years.

#### Tenille Cox, MSN, RNC-OB, C-EFM

Tenille Cox is the Performance Improvement Manager/ Regulatory Specialist for the Department of Quality, Risk and Safety at MedStar Franklin Square Medical Center. Tenille has over 10 years of experience leading quality and patient safety initiatives to improve patient outcomes. As a TeamSTEPPS Master Trainer, Tenille has provided clinical teams with the tools and strategies needed to enhance team communication and improve clinical practice. Tenille has a passion for facilitating physiological safety and a “just culture” atmosphere amongst clinal teams and has been able to successful achieve this with the implementation of TeamSTEPPS principles. Tenille’s objective is to provide others with the education and resources needed to successfully integrate TeamSTEPPS concepts into their organization.