



The Maryland Patient Safety Center presents:

Coaching your Team to Improve Patient Safety

November 29, 2023 • 1:00pm to 3:00pm

LIVE ZOOM WEBINAR

Program Overview:

Coaching is an effective way to influence and improve team performance. The effective use of coaching can achieve several positive outcomes including positively impacting leadership development and workplace culture. Effective coaches play a critical role in the success of a team through modeling the desired behaviors; observing and providing feedback to staff using the those behaviors; providing opportunities to practice what has been learned and exhibited; and facilitating sustained motivation for the behavior changes. Because coaches work directly with staff in day-to-day situations, they can help identify and remove barriers to the adoption of desired team behaviors. This webinar will provide participants with strategies and tools to be an effective coach to improve team performance.

Learning Objectives:

By the end of the course the participant will be able to:

1. Define coaching in a healthcare environment.
2. List the benefits of coaching.
3. Identify the characteristics of an effective coach.
4. Demonstrate coaching steps when providing feedback to a team.
5. Utilize an observation tool to improve team performance.

About the Speaker:



Bonnie DiPietro serves as the Vice President of Operations at the Maryland Patient Safety Center (MPSC). In this role Bonnie has successfully led and facilitated many of MPSC's patient safety collaboratives. Additionally, she serves as the clinical resource, quality expert and lead on many of the Center's initiatives and projects. Bonnie has more than 40 years of healthcare experience, holding executive, clinical, educational, and administrative nursing positions throughout the Baltimore-Washington metropolitan area.

Bonnie holds both a Master of Science degree in Nursing Administration and a Bachelor of Science in Nursing degree from the University of Maryland. She is certified in advanced nursing administration through the American Nurses Association credentialing center and is a fellow of the American College of Healthcare Executives.

Program Fee:

Non-members: \$98

Maryland Patient Safety Center members: **FREE**

To Register:

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

Contact Maryland Patient Safety Center:

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