



## TeamSTEPPS Workshop

### LOCATION & DATES

Tuesday, April 18, 2023  
LHA Conference Center  
Baton Rouge

Thursday, April 20, 2023  
Willis-Knighton Eye Institute  
Shreveport

Each Session:  
8:00 a.m. – 3:30 p.m. Central

**Please select location and session on registration form.**

### WHO SHOULD ATTEND

CNOs, DONs, quality staff, department managers, educators, physicians, and any frontline staff who support and believe in teamwork and excellent patient care

### CONTINUING EDUCATION

**Nursing:** Up to 5.0 contact hours will be awarded for this offering by the Louisiana Hospital Association for complete attendance and evaluation of the program. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing – CE Provider #39.

### SHRM Certification:

Credits hours applied for

**Other Participants** will receive, upon completion of workshop and evaluation, a certificate documenting the completed continuing education/clock hours.

### [EDUCATION CALENDAR](#)

### [HOTEL WITH LHA GROUP RATE](#)

### OVERVIEW

TeamSTEPPS® is an evidence-based teamwork system aimed at optimizing patient care by improving communication and teamwork skills among healthcare professionals, including frontline staff. This interactive workshop is designed to equip participants with tools and activities to strengthen stressed teams, as well as take a deeper dive into the processes of improving team communication. It includes a comprehensive set of ready-to-use materials and a training curriculum to successfully integrate teamwork principles.

### PROGRAM OBJECTIVES

Upon completion of this program, participants will be able to:

- Describe the impact of errors and why they occur;
- Discuss the benefits of team structure and how it can impact hospital culture;
- Describe how communication affects team processes and outcomes;
- Identify different types of team leaders and the tools for leading teams;
- Define a shared mental model and how it is cultivated;
- Identify tools to facilitate mutual support and conflict resolution; and
- Demonstrate the role of a coach and how to implement effective coaching through simulation exercises.

### TOPICS COVERED:

- Introduction to TeamSTEPPS and Team Structure;
- Communication Including Simulation Exercises Focusing on SBAR, Hand Off, and Teach-Back;
- Leading Teams Including Simulation Exercises Focusing on Brief, Huddles, and Debrief;
- Situational Monitoring and Mutual Support Including Simulation Exercises Focusing on I'm Safe, CUS, Feedback and Task Assistance; and
- Change Management.

### AGENDA

8:00 a.m.	Registration
8:30 a.m.	Welcome & Introductions
8:45 a.m.	Ice Breaker
9:00 a.m.	Introduction & Team Structure
9:45 a.m.	Break
10:00 a.m.	Communication: Simulation Exercises
11:00 a.m.	Lunch
12:00 p.m.	Leading Teams: Simulation Exercises
1:00 p.m.	Situation Monitoring & Mutual Support: Simulation Exercises
2:00 p.m.	Break
2:15 p.m.	Change Management: Simulation Exercises
3:15 p.m.	Closing



## TeamSTEPPS Workshop

### MEET YOUR FACULTY:

**Aimee Cloyd, BSN, RN, is the Vice President of Quality Improvement & Member Services at the Louisiana Hospital Association (LHA).** She joined the LHA in September 2022 and plays a key role in the Association's quality improvement and patient safety efforts as well as education. One of her primary roles is developing opportunities for nurse leaders, including providing guidance and support to the Louisiana Organization for Nursing Leadership. Cloyd, a veteran quality improvement expert with 17 years of experience, has worked with many of the LHA hospitals' quality teams in her role of Manager of Healthcare Innovation at Blue Cross Blue Shield of Louisiana. Cloyd received her Bachelor of Science in Nursing from the University of Louisiana Monroe and is a Lean Six Sigma Black Belt.

**Michelle Smith, CPHQ, is the Quality Program Manager at the LHA Foundation.** She joined the LHA Foundation in February 2012 and currently serves as the Project Director for the Hospital Quality Improvement Contract and the LHA Foundation Quality Improvement Initiative. In her role, she manages the day-to-day quality program activities including planning, developing, and coordinating initiatives for successful program implementation. Smith is a GE Certified Lean Six Sigma Green Belt, has the Certified Professional in Healthcare Quality designation, and has been a TeamSTEPPS Master Trainer since 2012.

**Lynn Barrett, RN, BSN, CPHQ, is the Quality Improvement Specialist at the LHA Foundation.** Lynn Barrett has more than 30 years of experience in healthcare, having specialized in critical care, infection prevention, and quality improvement. She rejoined the LHA Foundation in 2016 and plays a key role in providing guidance and leadership in the development, implementation, and facilitation of performance improvement initiatives for hospitals around the state. Barrett has held a certification in infection control and has current certifications in Wound Care, GE Certified Lean Six Sigma Green Belt, and the Certified Professional in Healthcare Quality designation. She has been a TeamSTEPPS Master Trainer since 2013.

**Myra Foley, BA, RN, CIC, WCC, CPHQ, is the Quality Improvement Specialist at the LHA Foundation.** She joined the LHA Foundation's quality team in April 2017. Her 30-year nursing career in Louisiana has spanned a variety of venues including the medical/surgical floor, behavioral health, the operating room, education, and infection prevention. Her certifications include Certified Infection Preventionist, Wound Care, GE Certified Lean Six Sigma Green Belt, and the Certified Professional in Healthcare Quality designation. Foley has been a TeamSTEPPS Master Trainer since 2016.



## TeamSTEPPS Workshop

Please select one location/session to attend, each session is a repeat of the information.

- **Tuesday, April 18, 2023, Baton Rouge**  
Register Online: <https://lhaonline.org/Event.aspx?EventKey=M2304001>
  - LHA Conference Center, 2334 Weymouth Drive, Baton Rouge
- **Thursday, April 20, 2023, Shreveport**  
Register Online: <https://lhaonline.org/Event.aspx?EventKey=M2304002>
  - Willis-Knighton Eye Institute, 2611 Greenwood Road, Shreveport  
Meeting in the 1st Floor Auditorium

### PRICE:

- Hospital Member: Complimentary Registration
- Associate/Corporate & Attorney Member: \$250 (Per Person/Session Rate)  
(2023 dues must be up to date to qualify for this discounted rate.)
- Non-Member Hospital: \$400 (Per Person/Session Rate)

---

### REGISTRATION:

Registrations are accepted online only, and VISA, Master Card, Discover, and American Express are accepted. Email confirmations will be sent to registrant upon completion of registration. Program material and access information are not meant to be shared with anyone other than registered participants. This is intellectual property of the speakers and as such, is intended only for those who registered and participate in the seminar. Sharing of this information with others within your organization will result in an additional registration fee.

### CANCELLATION POLICY:

Individuals who cancel **more than seven business days prior to a scheduled event** will be charged a cancellation fee of \$50 per person. Written notice of the cancellation must be emailed to [marthur@lhaonline.org](mailto:marthur@lhaonline.org). No refunds will be issued for cancellations received **within seven business days of the event or for no-shows**.

### SUBSTITUTION POLICY:

Registrants who are unable to participate in an LHA educational event are permitted, and encouraged, to have an eligible substitute; however, written notice of the substitution must be emailed to [marthur@lhaonline.org](mailto:marthur@lhaonline.org) **at least seven business days in advance of the event**. The substitution option is not available if written notification is received by the LHA less than seven business days prior to the scheduled program.

### ACCOMODATIONS:

Please contact the LHA if you have a disability that may require special accommodations for this educational opportunity. The LHA is committed to ensuring full accessibility for all registrants.

LHA Code #M2304001 (Baton Rouge)

LHA Code \$M2304002 (Shreveport)