



Reducing Healthcare-Acquired Conditions in Nursing Homes

TeamSTEPPS® Long-Term Care Communication Module

Thursday, May 25, 2017 • 1–2 p.m. MT, Noon–1 p.m. PT

Communication is the lifeline of a well-functioning team. The TeamSTEPPS® LTC Communication Module provides strategies and tools to improve the effectiveness of communication and promote sharing of information. Improving the quality of information exchange decreases communication-related errors.

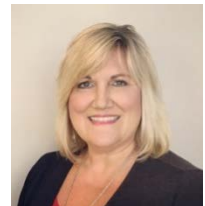
Webinar Objectives

Participants will be able to:

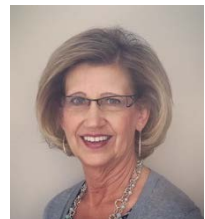
- Describe the importance of communication
- Recognize the connection between communication and medical error
- Define communication and the standards of effective communication
- Describe strategies for information exchange
- Identify barriers, tools, strategies and outcomes to communication

Presenters

Tammy Baumann, RN, LSSGB, is a quality improvement advisor with the Great Plains Quality Innovation Network (GPQIN). Previously, Tammy was the director of nursing in a critical access hospital. Tammy has more than 20 years' experience in health care, many of them in nursing homes. Tammy is a Lean Six Sigma Green Belt and TeamSTEPPS® Master Trainer. She is a strong advocate for quality and safety in health care.



Janet Endorf-Olson, BSN, RN, CPHQ, LSSGB, is the director of quality improvement and compliance manager for CIMRO of Nebraska, a member of GPQIN. She is a registered nurse and has worked in health care quality improvement since 1989. Janet is a certified TeamSTEPPS® Master Trainer and a Certified Professional in Healthcare Quality (CPHQ) and earned her Lean Six Sigma Green Belt certification. Her background includes clinical experience in critical care nursing, facilitation of clinical process improvement teams, consultation in Lean thinking, and management; all with an emphasis in delivery of high quality, cost effective services.



To Participate *(Please join the event 15 minutes prior to the start time.)*

1. Click or copy and paste this URL to your web browser: <https://qualitynet.webex.com>
This should bring you to the QualityNet e-University webpage
2. Locate the event by date, then click "Join" (located to the right of the event title)
3. Enter your name and email address as prompted
4. Enter the password: **Team**
5. The automatic system set-up should start at this point. If a dialogue box appears, click "Run."
Please note, the automatic system set-up does take a few minutes to complete.
6. Dial in to the teleconference:
 - Teleconference Number: 1-888-896-0862 Access Code: 44270527

If you have trouble accessing the meeting, please call the Ventech Helpline at 571-598-1988.

Questions?

Contact Lisa Barton at LBarton@healthinsight.org or 503-382-3912.

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