

## Center Objectives:

- ⇒ Provide education in the science of safety and quality to a broad cross-section of multidisciplinary healthcare providers
- ⇒ Support the development of a culture of safety and the implementation of patient safety and quality programs through collaboration, networking, coaching, and the dissemination of knowledge, tools, and strategies
- ⇒ Support the development of valid measurement of outcomes, processes, and culture
- ⇒ Advance the understanding of patient safety through clinical research, using the academic resources of a research university-based health system
- ⇒ Cultivate partnerships with individuals and groups within the local community and across the U.S. to further patient safety and quality efforts



## To Register:

<http://cmetracker.net/DUKE/Courses.html>

## Training Location:

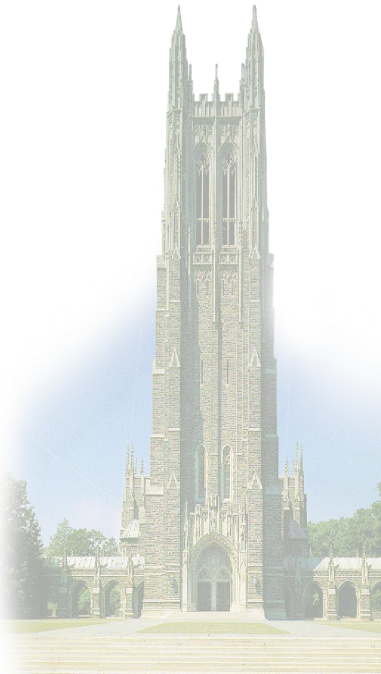
**The R. David Thomas Executive  
Conference Center**

on Duke University's West Campus

### Directions to the Thomas Center:

<http://www.fuqua.duke.edu/admin/rdtc/directions.html>

**For More Information:**  
[Kelli.Anderson@duke.edu](mailto:Kelli.Anderson@duke.edu)



## Patient Safety Center

**Karen Frush, BSN, MD**

Chief Patient Safety Officer

**Pamela B. Edwards, EdD, MSN, RN**

Associate CNO, Education, DUHS

**Katherine Grichnik, MD**

Associate Dean, CME

**Kathryn Andolsek, MD, MPH**

CME Advisor

**Dori Sullivan, PhD, RN**

Associate Dean for Academic Affairs Duke  
University School of Nursing

**Pamela Bivens, MA**

Center Administrator

**Duke University Health System**

DUMC Box 2718

Durham, NC 27710

Main Number: 919-668-3749

**DUKE MEDICINE PATIENT SAFETY CENTER**



**Patient Safety Center**

**Education in the  
Science of Safety  
and Quality  
for  
Healthcare  
Professionals**

Fall 2009

Course Offerings

Cultural Competency in Health Care

TeamSTEPPS™ Train-the-Trainer

TeamSTEPPS™ Essentials

Physician Leadership in Patient Safety and Quality

Delivering Safe and Reliable Health Care

Integrated Patient Safety and Quality: Developing a High Performing Patient Safety Culture

"This activity has been approved for AMA PRA Category 1 Credit(s)™"

**Cultural Competency in Health Care**—4-Hour workshop on diversity and cultural competency, with didactic and interactive content including role play and coaching. Initial target audience: Graduate Medical Education (GME), practicing clinicians. Future target audience: Schools of Nursing (SoN) and Medicine (SoM).

**TeamSTEPPS™ Essentials**—3-Hour workshop for clinical individuals or teams and administrative individuals and team, providing a high level overview of teamwork concepts and skills. Includes brief overview of implementation planning.

**TeamSTEPPS™ Train-the-Trainer**—2-Day workshop for trainers or clinical teams, with didactic and interactive content, covering key teamwork skills and implementation strategies. Includes visits to clinical units using TeamSTEPPS™ and implementation tracking and follow-up.

**Physician Leadership in Patient Safety & Quality**—1-Day workshop in comprehensive patient safety and quality improvement methods for physician leaders. Includes developing and assessing patient safety culture, reliable design, PDSA improvement cycles, patient safety strategies and structure, teamwork and leadership. Also for leads in the School of Medicine, GME and clinical practice.

**Delivering Safe and Reliable Health Care (Multidisciplinary Teams)**—2-Day workshop in comprehensive patient safety and quality improvement knowledge, skills and planning. Primarily didactic with interactive breakout groups for application of concepts. Includes developing and assessing patient safety culture, reliable design, PDSA improvement cycles, patient safety strategies and structure, teamwork and leadership. Target audience: multidisciplinary clinical teams, GME, graduate nursing students, other trainees and faculty.

**Integrated Patient Safety & Quality: Developing a High Performing Patient Safety Culture**—E-learning modules followed by a 1-day interactive action-based workshop integrating Just Culture, Teamwork, Communication, Cultural Competency in Medicine, Transparency and Disclosure, Quality Improvement Methodology.

**TeamSTEPPS™** : Team Strategies and Tools to Enhance Performance and Patient Safety.



Course Logistics & Fees

**Cultural Competency in Health Care**—Friday, September 11, 2009, 8:00—NOON, Executive Classroom—Faculty, Philippa Strelitz, PhD, Texas State University, \$500 (Incl. Course, Lodging & Meals)/\$250 (Incl. Course & Lunch).

**TeamSTEPPS™ Essentials**—Friday, September 11, 2009, 1:00—4:00, Glaxo Classroom—Faculty, DUHS Staff, \$500 (Incl. Course, Lodging & Lunch)/\$250 (Incl. Course & Lunch).

**TeamSTEPPS™ Train-the-Trainer**—Thursday-Friday, September 24—25, 2009, 8:00—5:00, Bellsouth Classroom—Faculty, DUHS Staff, \$1,000 (Incl. Course, Lodging & Meals); \$500 (Incl. Course & Lunch).

**Physician Leadership in Patient Safety & Quality**—Wednesday, November 4, 2009, 8:00—5:00, University Classroom, Faculty, Allan Frankel, MD and Michael Leonard, MD, \$900 (Incl. Course, Lodging & Meals)/\$650 (Incl. Course & Lunch).

**Delivering Safe & Reliable Health Care (Multidisciplinary Teams)**—Thursday – Friday, November 5-6, 2009, 8:00—5:00, Bellsouth Classroom—Faculty, Allan Frankel, MD and Michael Leonard, MD, \$1,700 (Incl. Course, Lodging & Meals); \$1,250 (Incl. Course & Lunch).

**Integrated Patient Safety and Quality: Developing a High Performing Patient Safety Culture**—TBD.