



**Thursday, May 25, 2017
2:00 – 3:00 p.m. CT**

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If you have questions, contact:
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TeamSTEPPS® Long-Term Care Communication Module

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.

Objectives:

1. Describe the importance of communication
2. Recognize the connection between communication and medical error
3. Define communication and the standards of effective communication
4. Describe strategies for information exchange
5. 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 many years of experience working in nursing homes and has more than 20 years' experience in healthcare. Tammy is a Lean Six Sigma Green Belt and TeamSTEPPS® Master Trainer. She is a strong advocate for quality and safety in healthcare.



Janet Endorf-Olson, BSN, RN, CPHQ, LSSGB, is the Director of Quality Improvement and Compliance Manager for CIMRO of Nebraska, a member of the Great Plains Quality Innovation Network (GPQIN). She is a Registered Nurse and has worked in healthcare quality improvement since 1989. Janet is a certified TeamSTEPPS® Master Trainer, is 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.



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