



Introducing an effective, efficient and accredited way to bring critical patient safety knowledge and skills to your facility from the world's only authorized provider of TeamSTEPPS online learning. Our comprehensive patient safety learning platform consists of over 17 patient safety courses designed by healthcare professionals using the latest safety practices.

## Patient Safety Online Learning Course Catalog

### *Recommended For*

#### **Patient Safety & Quality Leaders**

##### **TeamSTEPPS® e-Guide to Action**

**Duration: 0.5 hour/.1 CEU and Certificate of Completion**

This course is intended to provide leaders with the concepts of the TeamSTEPPS (Strategies and Tools to Enhance Performance and Patient Safety) Initiative. The content in this course will provide the key principles and competencies required to enable healthcare organizations to adopt these evidence-based principles, tools and strategies to improve patient safety.

##### **Disruptive Clinician Behavior**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

This course defines disruptive clinical behavior and actions associated with this type of behavior. It also discusses the impact disruptive behavior can have on an organization, including patient safety and teamwork, and how to use preventative measures to improve relationships between members of the healthcare team. Joint Commission Sentinel Alert 40 and Leadership Standards are addressed.

##### **Creating a Patient Safety Culture**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

The course provides a pathway to achieve a culture of patient safety in any healthcare organization. Addresses learning related to Joint Commission Sentinel Alert 40 and 43 and Leadership Standards.

### *Recommended For*

#### **Trainers/Coaches**

##### **TeamSTEPPS e-Fundamentals**

**Duration: 2 hours/.25 CEU and Certificate of Completion**

This course is intended for coaches, trainers and champions. TeamSTEPPS e-Fundamentals can be blended with additional TeamSTEPPS instructor-led courses to produce internal Master Trainers. The focus of TeamSTEPPS is to improve quality and patient safety by focusing on specific skills supporting team performance principles, including training requirements, behavioral methods, human factors, and cultural change.

#### **Coaching for Success**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

This course discusses the importance of coaching for healthcare professionals. Coaching competencies, coaching types, and learning environments are all useful for transforming leaders into effective coaches. The GROW coaching model is explained and demonstrated in a series of healthcare scenarios. The outcomes of using an effective coaching method are identified.

### *Recommended For*

#### **Frontline Staff**

##### **TeamSTEPPS: e-Essentials**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

This course is designed to provide all healthcare practitioners both clinical and non-clinical with the essential evidence-based knowledge, tools and strategies used by high performing teams to reduce medical errors and improve team performance.

##### **TeamSTEPPS Refresher**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

The TeamSTEPPS™ Refresher provides experienced TeamSTEPPS-trained practitioners with a focused review and practice of the skills, tools, and strategies of expert teams. Error-reducing team behaviors will be reinforced and refreshed.

##### **Patient-safe Handoffs**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

This course provides the necessary knowledge, skills, and tools to conduct successful transitions in patient care between one caregiver to another (hand-offs) in all healthcare organizations and settings. The course incorporates standards for Joint Commission National Patient Safety Goal 2e.

##### **Team Communication Events**

**Duration: 1 hour/.15 CEU and Certificate of Completion**

This course defines briefs, huddles, and debriefs and identifies the function of these events in high quality healthcare. The importance of each event and its placement within the framework of high performing teams is discussed. The roles and responsibilities of team members during each event are also discussed.

# Other Available Patient Safety and Teamwork-related Courses

## Blood-borne Pathogens

**Duration: 2 hours/Certificate of Completion**

This course describes blood-borne pathogens and defines associated terminology. It also discusses signs, symptoms, and treatments of the most commonly encountered blood-borne diseases, their methods of transmission, ways to prevent exposure to blood-borne pathogens, and beneficial actions following any incidental exposure.

## Conflict Resolution

**Duration: 1 hour/Certificate of Completion**

This course defines conflict and conflict resolution. It identifies conflict sources and their components. It discusses workplace conflicts and identifies problem-solving tools and techniques used to resolve them. Communication skills for managing and resolving conflict are presented.

## Cross-Cultural Communication

**Duration: 2 hours/Certificate of Completion**

This course discusses various cultural perspectives, and the skills and abilities needed to them in the workplace and society.

## Ethics and Ethical Behavior

**Duration: 2 hours/Certificate of Completion**

This course discusses the importance of ethics and ethical behavior in an organization, and describes norms of ethical behavior. It defines attributes of an effective code of ethics, identifies personal values that influence decision making, and outlines the steps of ethical decision-making. This course also discusses ways to influence and sustain ethical behavior, and defines the benefits of ethical behavior in the workplace and identifies the risks and consequences of unethical behavior.

## Reading Prescription Labeling

**Duration: 1 hour/Certificate of Completion**

This course discusses the importance of reading and understanding prescription drug labeling. It describes label components and the significance of each. It also defines federal label guidelines.

## Sexual Harassment Awareness

**Duration: 1 hour/Certificate of Completion**

This course familiarizes personnel with sexual harassment in the workplace. It discusses the legal definition of sexual harassment; recognition of, and understanding how to handle and prevent sexual harassment in the workplace; and the procedure for filing a sexual harassment complaint.

## Stress Management

**Duration: 1 hour/Certificate of Completion**

This course familiarizes personnel with stress management techniques. It identifies the difference between reactions to real sources of stress and reactions to symbolic sources of stress. This course identifies the sources and significance of stress and effective methods for managing stress to improve personal health and job performance.

## Time Management

**Duration: 1 hour/Certificate of Completion**

This course discusses the principles of time management. It highlights time management myths, outlines the symptoms of poor time management, and provides methods for utilizing good time management practices.

