



TeamSTEPPS™

Team Strategies & Tools to Enhance Performance & Patient Safety

Enhancing Safety for Patients with Limited English Proficiency Train-the-Trainer Instructor Guide





Slide



SESSION TIME:

4 hours, not including breaks



MATERIALS:

- Flash drive or CD with training materials
- Pens
- Train-the-Trainer handouts
- Prework (brought in by participants)

- Experience pretraining evaluation questionnaires as intended for students (15 minutes)
- Experience the module as intended for students (60 minutes)
- Experience posttraining evaluation questionnaires as intended for students (15 minutes)

~ Break – 15 minutes ~

- Debrief on teaching points and areas for customization (15 minutes)
- Implementation planning – phases I and II (55 minutes)

~ Lunch – 45 minutes ~

- Implementation planning – phase III (25 minutes)
- Practice teaching parts of the module (40 minutes)
- Wrap-up and Q&A and evaluation (15 minutes)

LEARNING OBJECTIVES:

1. Understand the evidence on patient safety risks to LEP patients
2. Assemble the most appropriate and effective care team for LEP patients
3. Identify and raise patient communication issues
4. Use the site readiness assessment to customize training and implementation plans
5. Develop an implementation plan
6. Develop the ability to teach Objectives 1–3