

Certified Healthcare Transporter- Level I Instructor Training

Earn training certification to deliver Impact Training Corporation Healthcare Frontline Worker Curriculum for Transporter, Food Services, Security, EVS, & Supply Chain

*Impact Training
Corporation*

*...the workforce development
specialists for today's demanding
healthcare environment*

Hosted by Ochsner Health System and its Brent House Hotel
1512 Jefferson Highway
New Orleans, Louisiana 70121
March 5-6, 2018



What is an ITC Certified Healthcare Transporter (CHT)?

A **Certified Healthcare Transporter** is a hospital based, patient transporter who has achieved proficiency in all competencies outlined in the performance based, 3-book course endorsed by the *National Association of Healthcare Transport Management* (www.nahtm.org). Those books are **CHOICES: Ethics for the Workplace, Course I; Strategic Skill Building for Transporters, Course II; Technical Skills Training, Course III**. The curriculum was developed by Impact Training Corporation (ITC) in partnership with NAHTM.

What is a Level I CHT Instructor?

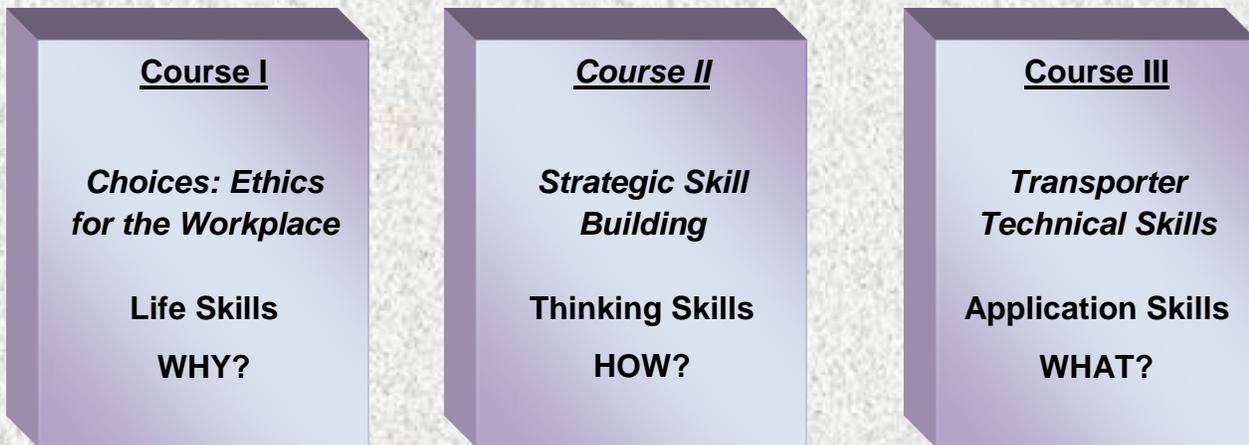
A *Level I CHT Instructor (Level I)* has successfully completed the *Level I CHT Instructor* training session. The typical *Level I* has a managerial role within, or over, a hospital-based transport department or may be employed in the education department of a healthcare organization. To attain this distinction, the *Level I* candidate who attends the rigorous 2-day course learns what comprises the 3-book curriculum, methodologies to deliver the curriculum as well as strategies to implement and engage staff. Each 8 - hour day will pass quickly as the training session engages the participant in many “hands-on” activities and discussions.

Those who earn a *Level I CHT Instructor* designation will be empowered to train transporters in the three certification courses. The *Level I* provides ongoing skills evaluation gained by transporters throughout the training and makes recommendations for national certification awards to ITC.

What is a Certified Instructor in Nutrition/Food Services, EVS, Security, and Supply Chain?

ITC's Certified Healthcare for Transporters (CHT) is a national certification. The same adult learning research base of the CHT curriculum is used for other ITC frontline healthcare positions. In fact, all training courses begin with *CHOICES: Ethics for the Workplace* and then diverge into department-specific content in the second book, *Strategic Skill Building*. The third book, *Technical Skills Training*, also is content-specific to each discipline. While these healthcare frontline worker materials are not yet national certifications, they contain the same principles and strategies as the national transporter certification materials. Therefore, instructors trained in one discipline (e.g. Transporter), have acquired the skills necessary to successfully deliver any of the ITC healthcare frontline curriculum. The only exception is the technical piece (book three, which is what departments normally teach to new hires—how to do the job) requires a trainer skilled in the technical processes of the discipline being taught. Hospital systems such as Cape Fear Valley, Ochsner Health, and The Johns Hopkins Hospital are currently providing their own certification credential for the additional frontline disciplines.

What Topics do the 3 Books Address?



Choices: Ethics for the Workplace

This course focuses on and fosters development of life and inter-personal skills geared toward success in the workplace. Eight modules address topics such as 7 reasons why people leave jobs and self-esteem. Your staff will learn by reading the easy-to-understand material and completing the exercises, as well as through extremely effective peer discussion groups and role playing. Trainees learn not only from reading the material and doing the exercises, but also from effective peer discussions and role-playing activities. The outcome of this course is a more secure, self-assured employee who is better equipped to focus on the needs of the patient and their co-workers. Hospitals frequently report that this course “*profoundly changes lives*” of frontline workers.

Strategic Skill Building for Transporters

This course focuses on the applied cognitive strategies (thinking skills) that underlie competent job performance. The sessions are designed around actual job materials and scenarios from the frontline employees’ job tasks. Topics address critical job areas such as communicating with peers, supervisors, and other hospital communities / departments, following procedural directions, recognizing alternate conditions on the job and responding appropriately, prioritizing actions, and predicting outcomes. This course fosters consistent and reliable quality job performance as well as intrinsic customer service skills. Each frontline discipline has its own Book 2 which is built on the specific requirements of that discipline and teaches concepts using scenarios from that discipline.

Technical Skills Training for Transporters

This course demonstrates a wide range of equipment and transport safety protocols that are compliant to the Joint Commissions’ *National Patient Safety Goals* and *Environment of Care* mandates. The experienced patient transporter will spend the least amount of time on this course material, but the new transporter will require more time to master the technical skills. The outcome will be a highly skilled transporter! Again, Book 3 is built on the specific requirements and job tasks of each healthcare frontline discipline and teaches the skills and concepts required for competency in that specific discipline; therefore, Book 3 of each discipline is unique to that discipline.

Visit www.impacttrainingcorp.com or NAHTM.org, “Certifications” tab, for more information

For Specific Information: Contact Ruthann Walsh, ITC, ImpactTr@comcast.net

What are Current Level I CHT Instructors saying about “CHT”?

All good things! Those who have certified their transport staff are much impressed with the difference in performance and productivity. Many report that others in their respective organizations have also seen a difference!

I recently heard...and I quote this... from a Service Line Director when referring to the move to our expanded Pavilion Tower..."No other staff will transport my patients except my Nursing Staff and the (certified) Transporters." WOW...to know we are included within a select team is a win-win situation.

Frank Campbell, Director Patient Transport, Cape Fear Valley Health System, Fayetteville, NC

Note: Frank just certified 16 transporters, bringing the total of CHTs at Cape Fear to 65!

"Impact Training's Choices: Ethics for the Workplace made profound changes in the lives of our employees."

--Donna Hoke, Director of Education & Training, St. Josephs/Candler Hospital, Savannah, GA

I learned more about them and where they are coming from so our relationships are better. The information is easy for them to recall and use in everyday experiences. We are very excited about how well it went...my first time teaching anything...the manual was very user friendly.

Lori Gangewere, Patient Transport Manager, Wellmont Health System, Bristol, TN

The material has really affected some of their lives in an eye opening way. One person said to me, "The material in this book has opened up my eyes to questions I have had most of my life."

Alexis Shaw, Supervisor Radiology Transport-Spectrum Health, Grand Rapids, MI

Impact Training's Certified Healthcare Transporter Program is perfect for entry-level employees who may not have attended college to gain the level of education and skills required to be successful in today's workforce.

Chester Wortham, Director of Patient Transport, The Johns Hopkins Hospital, Baltimore, MD

Staff reports that CHT training has

*...learned to relieve stress
...to handle situations calmly
...helped me learn how to conduct myself in the workplace
...to be more open minded...to take my job more seriously
...helped me become a better transporter
... helped me find my goals...how to accomplish them*

Ethel Perryman, Transport manager, University Health Systems, San Antonio, TX

CHT Instructors Say:

- *"Wonderful training program. Thank you!"*
- *"... relevant, well presented, clear, concise explanations with references"*
- *"This program is very exciting....it can change lives!"*
- *"...structured process...materials were clear and concise and support is available"*
- *"Everything was great!"*
- *"Class was everything I expected!"*
- *"...answered all my questions...met my concerns."*
- *"I have a wealth of new information".*
- *"Thank you for the wonderful, enjoyable, and very informative training...coming from the hearts...well-seasoned with grace and perseverance."*

Certified Transporters Say:

- *"I have learned to relieve stress...to handle situations calmly."*
- *"It helped me learn how to conduct myself in the workplace."*
- *"It helped me find my goals...how to accomplish them.*
- *"The material in this book has opened up my eyes to questions I have had most of my life!"*

COURSE AND MATERIALS FEES

_____ @ \$ 950.00 Registration fee per participant = \$ _____
(Includes one set of Instructor Guides in area selected)

_____ @ \$200.00 (Refresher Course for Certified Level I Trainers) = \$ _____

_____ @ \$277.00 (Set of 3 Participant Manuals -optional) = \$ _____

_____ @ \$350.00 optional extra Instructor Guide; (\$600 if purchased after training) = \$ _____

DEADLINE TO RSVP February 15, 2018 TOTAL FEES = \$ _____

Payable by check or PayPal at www.impacttrainingcorp.com
If using PayPal, please add \$25.00 per each item selected above and you will need to send your registration separately to Impact Training.

**DEADLINE TO RSVP:
Feb 15, 2018**

Preferred method of payment is by check, made payable to Impact Training Corporation
Send registration form/check to:

**Impact Training Corporation
110 Egret Point
Savannah, GA 31405
ImpactTr@comcast.net
912.844.0007
www.impacttrainingcorp.com**

Registration Form

**ITC's Certified Healthcare for Transporters Instructor Training
March 5 – 6, 2018, 8:30 a.m. to 5:00 p.m., New Orleans, LA
Hosted by Ochsner Medical Center at its adjacent Brent House Hotel**

- Name: _____
- Title: _____
- Hospital / Institution: _____
- Address: _____
- City / State / Zip: _____
- Phone #: _____ Emergency Contact _____
- E-Mail: _____ Referred By: _____
- Are you currently a member of NAHTM? ___ Yes ___ No
- Area of Greatest Interest (select one): *
___ CHT ___ EVS ___ Nutrition/Food Service ___ Security ___ Supply Chain ___ Other

***Note: Trainers will be certified to deliver all ITC frontline healthcare curriculum and receive one Instructor Guide; they must identify one area in which they have strong technical knowledge, a comfort level teaching that knowledge, and then select that area (above) in order to receive the appropriate Instructor Guide (e.g. CHT for Transporter)**

Hotel Accommodations

Note: Each Trainee is responsible to reserve and pay for his/her own housing accommodations.



BRENT HOUSE Hotel
1512 Jefferson Highway
Adjacent to Ochsner Med Ctr
New Orleans, Louisiana 70121
www.brenthouse.com



The Brent House Hotel, located in the premier medical destination of the Gulf South region, offers lodging to the general public with an emphasis on serving the needs of Ochsner Health System's patients and their families. Ochsner is southeast Louisiana's largest non-profit, academic, multi-specialty healthcare system. Brent House, adjacent to Ochsner Medical Center, is the location for the ITC Instructor Training.

Reservations:

Call **504.835.5411** for reservations and request:

“Ochsner’s Impact Training Class” for group rates of **\$139/\$149** per room

Cut-off date: February 5, 2018. After that date, if available, rooms at standard hotel rates

Should rooms not be available after Feb. 5, please communicate with ITC for other options:

ImpactTr@comcast.net or 912.844.0007