



The National Association of Healthcare Transport Management
& Impact Training Present:

- **Certified Healthcare Transporter (CHT)
Instructor Training**
- **May 19-20, 2024**

Pre-Conference Training in association with the
32nd Annual NAHTM Conference, May 21-23,
at the Drury Plaza Hotel Orlando, Florida



CERTIFIED HEALTHCARE TRANSPORTER Instructor Training

Healthcare Transporters serve a vital role on the Environment of Care team. Attaining the NAHTM national certification supports superior and safe performance as well as an earned national credential for the Transporter. ITC's staff training model develops in-house CHT curriculum delivery capability resulting in improved professionalism, increased patient satisfaction and patient safety, and lower employee turnover rates. Additionally, ITC-trained Instructors earn a credential: **Certified CHT Instructor**.

The course consists of **two** days of 8-hour interactive sessions.

8:30 am - 5:30 pm

**For hotel reservations, call (407)-560-6111
Use conference rate group code #10057897**

Registration Deadline: May 3, 2024

What is a NAHTM / 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. Those 3 books are *CHOICES: Ethics for the Workplace*; *Strategic Skill Building for Healthcare Transporters*; and *Technical Skills Training for Healthcare Transporters*. The curriculum was developed by Impact Training Corporation (ITC) in partnership with NAHTM to establish a national certification and to improve on-the-job performance.

What is a CHT Instructor?

A CHT Instructor has successfully completed the two-day CHT Instructor training. The typical CHT Instructor has some type of leadership role within, or over, a hospital-based Transport Department, or may be employed in human resources training, or other leadership areas of a healthcare organization.

To attain the CHT Instructor credential, the candidate who attends the rigorous 2-day training course successfully learns the following: 1) in-depth knowledge of the contents of the 3-course program; 2) methodologies to deliver the curriculum virtually or in person; 3) strategies to implement the program; and 4) how to best engage trainees. Two 4-hour sessions each day engage participants in multiple interactive activities and discussions. The training is focused on curriculum content, methodology, delivery, and implementation strategies.

Those who earn a **CHT Instructor credential** will be certified to train Healthcare Transporters in the customized curriculum endorsed by NAHTM, and upon completion of the 3-book course, to make recommendations for national certification awards for their successful Healthcare Transporters to NAHTM. Additionally, certified CHT Instructors are able to deliver similar ITC customized curriculum in other front line healthcare disciplines.

What Topics do the 3 Books Address?

Choices: Ethics for the Workplace

This first book fosters development of life and inter-personal skills geared toward success in the workplace. Additionally, 8 job modules address topics including: self-esteem, recognition of obsessive/compulsive behaviors, courtesy, emotional maturity, conscientiousness, trustworthiness, long term job commitment, and safe job performance. (An additional module, *Choices for Healing from Trauma* is also available.)

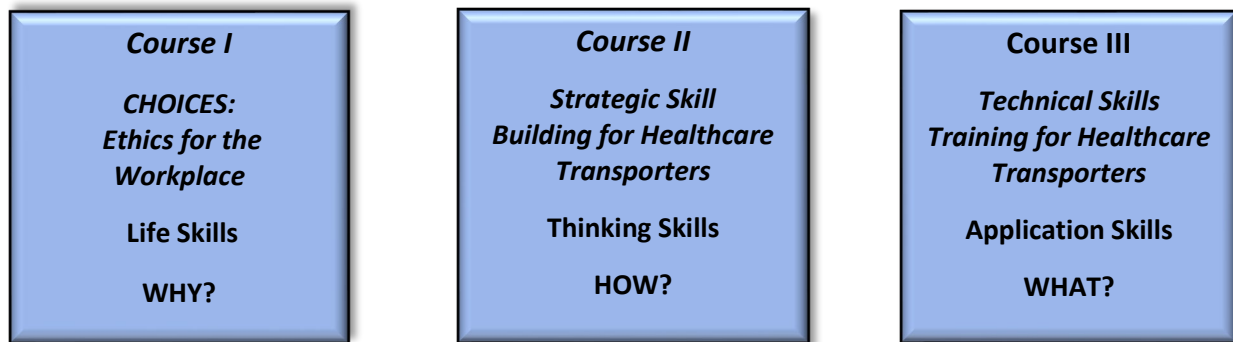
Transporters will learn by reading easy-to-understand material and completing exercises, as well as through engaging peer discussion groups. The outcome of this book's completion is a more secure, self-assured Healthcare Transporter—better equipped to focus on the needs of patients, co-workers, and expectations of their supervisors. Hospitals frequently report that this course “profoundly changes lives” of their front line employees.

Strategic Skill Building for Healthcare Transporters

This second book focuses on the applied cognitive strategies (thinking skills) that underlie competent job performance. The sessions are designed using actual job materials and scenarios from Healthcare Transporters' job tasks. Topics address critical job areas: communicating with peers, supervisors, and other hospital departments; following procedural directions; recognizing alternate conditions on the job and responding appropriately; prioritizing actions; and predicting outcomes. This book promotes consistent and reliable quality job performance, responsible decisions, and intrinsic customer service skills. Evaluation of outcomes is performance-based.

Technical Skills Training for Healthcare Transporters

This third book demonstrates a wide range of equipment and transport safety protocols that are compliant with the Joint Commission's National Patient Safety Goals and Environment of Care mandates. The experienced Healthcare Transporter may simply review these core job tasks and then demonstrate the required, appropriate performance of specified competencies. A new Healthcare Transporter may need more time to master the technical skills presented in this third book. The outcome is a highly skilled, self-confident, reliable Healthcare Transporter able to achieve national certification.



What Current Level I CHT Instructors are saying about the CHT Program

All good things! Those who have certified their Healthcare Transporters and other front line employees in other key hospital disciplines are very much impressed with the difference in their staff's performance and productivity. Many hospital leaders who supervise CHTs report that other leaders and executives in their respective organizations have also identified significant improvements in job performance.

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, former Director Patient Transport, Cape Fear Valley Health System, Fayetteville, NC

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, former Director of Patient Transport, The Johns Hopkins Hospital, Baltimore, MD

CHT Instructor Class- Ochsner- Shreveport LA



The CHT program offered through Impact Training Corp. has been a valuable resource for my organization. Our Certified Healthcare Transporters meet and exceed the quality and safety standards of facility, every patient, every time. They are widely recognized on our campus as the first contact for lifting and transferring assistance.

Moira Croteau, CHT Instructor & Supervisor Patient Transport and Environmental Services, Cheshire/Dartmouth, Keene NH

I wanted to let you know how much I enjoyed being able to be a part of the training. Empowering others and helping them to realize their potential is something that I feel deeply passionate about. I am certain that your curriculum and the opportunity that it offers to Frontline Staff has already had a tremendous effect on the lives of many, and I am honored to have been chosen to be a part of this.

Kristy Gaudet, R.T., Radiology Supervisor, Ochsner St. Anne General Hospital, New Orleans, LA

Preferred payment method is by check, payable to: *Impact Training*

Alternate payment via PayPal available March 16-May 3. Call or email ITC for process details.

(Note: If using PayPal, please add \$25 handling fee to total amount submitted.)

Please send completed registration form (and check if using this form of payment) to:

Impact Training at 110 Egret Point, Savannah, GA 31405

912-844-0007

impacttr@comcast.net

Payment must be made prior to training delivery.

COURSE AND MATERIAL FEES:

_____ @ \$1075.00 Registration fee per participant = \$ _____
(Includes one Instructor Guide--\$600 retail value--plus supplemental training materials—slide decks, assignments, etc.)

_____ @ \$310.00 (Set of 3 Participant Books) ****REQUIRED** = \$ _____
**Participants have urged ITC to require that new trainees purchase this participant set of books because it significantly enhances the training experience.

_____ @ \$200.00 (Refresher Course for a previously certified CHT Instructor) = \$ _____

TOTAL FEES = \$ _____

REQUIRED Registration Information for each Attendee: (Please submit form to ITC at address listed above.)

- Full Name: _____
- Title: _____
- Hospital / Institution: _____
- Address: _____
- City / State / Zip: _____
- Phone #: _____ Supervisor: _____
- E-Mail: _____ Referred By: _____

Registration after **May 3, 2024 requires a \$100 LATE FEE to cover express shipping of materials.**