



LifeWings Partners LLC

LifeWings Saves Lives!

LifeWings Partners is the industry leader in using aviation safety, leadership, team building, and human factors tools to reduce patient-harming medical errors and improve safety and quality.

Who We Are:

LifeWings Partners LLC is a team of physicians, nurses, pilots, former astronauts, physician executives, and insurance experts that have adapted, for use in healthcare, the same teamwork training concepts and safety tools that have made commercial aviation so safe and reliable.

By implementing for healthcare organizations the training and safety tools from aviation and other high reliability organizations, LifeWings has improved the safety, quality, and profitability of over 75 clients, representing more than 30,000 physicians, nurses, staff, and administrators.

Our clients include hospitals, clinics, ASC, insurance carriers, and hospital management companies. Hospital departments trained include Perioperative Services, Surgical Services, Trauma, Emergency Medicine, Cath Labs, Lab services, OB/GYN, Labor Delivery, Day Surgery, Intensive Care Units, Sterile Processing, Family Practice, Executive Staff, and Plant Services.

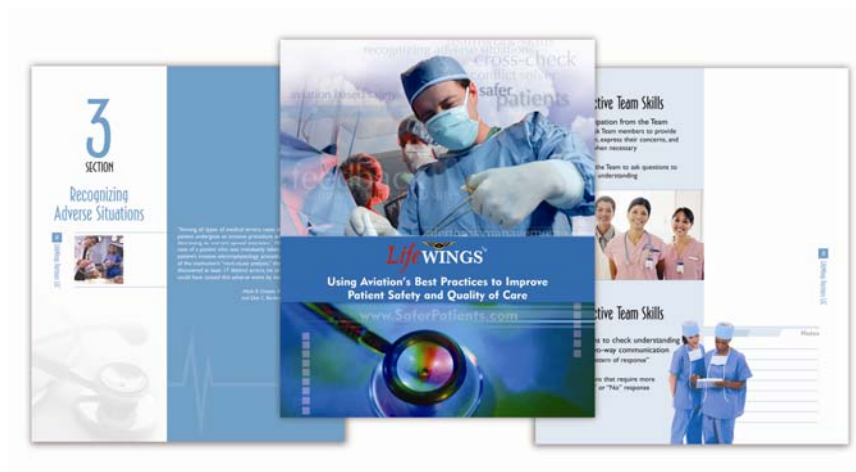




What We Do:

LifeWings workshops are interdisciplinary, case-study based, and experiential. They are relentlessly packed with proven, practical, easy, do-it-now skills and tools to improve the performance of your teams. Healthcare institutions using our programs have seen and reported:

- Improvement in rate of wrong surgeries;
- Improvement in attitudes;
- Improvement in pre-procedure antibiotic administration;
- Improvement in observed to expected mortality with patients with risk of mortality less than 10%;
- Improvement in employee satisfaction;
- Reduction in surgical counts errors;
- Improvements in OR turnaround times;
- Reduction in nurse turnover;
- Reduction in nurse-physician occurrence reports;
- Improvement in patient satisfaction survey results;
- Improvement in adherence to diabetes treatment protocols; and
- Reduction in time-to-train for new hires.





LifeWings Methodology

Our technical approach includes the following five phases providing for a systematic, repeatable, and scalable implementation:

Leadership Development and Organizational Structure: Creates the required organizational structure to support the “system changes” and training initiatives needed.

Customized Skills–Based Training: Provides the healthcare team with error–catching team skills and behaviors, to catch and detect slips, trips and lapses before they become significant, patient–harming or fatal mistakes.

Hardwired Safety ToolsSM (procedures, protocols, checklists): Create “systems” that encourage, support, and require the use of the error–catching teamwork skills. Tools “hardwire” the team and communication behaviors into daily operations and support and reinforce behavioral change.

Comprehensive Measurement Program: Ensures the institution really does reap the rewards of improved workplace performance in terms of reduced error, improved efficiency, lower turnover, and improved patient safety.

Lifetime Results: Equips your personnel with the tools and skills to continue to provide training and conduct Hardwired Safety Tools implementation to internally maintain the program.

What Our Clients Are Saying About LifeWings:

“The communication techniques and practice, action plan, and tools were beneficial. I now have the information, tools, knowledge and skill to ‘hardwire’ our cultural change. This LDI is more than a conceptual framework. It’s very practical and shows you how to achieve the ‘hard stuff’ of getting the program implemented.”

Shelly Schwedhelm, RN
Director, Preoperative and Emergency Serv.
Nebraska Medical Center

“This course should be taught at all levels of training (Med school, internship, residency), and reinforced at the hospitals which we practice.”

Jim Loveless, MD
Summit Medical Center

“Excellent seminar. Valuable techniques on how to communicate with staff and encourage their input.”

David Freemon, MD
