



# *TeamSTEPPS*

Strategies and Tools to Enhance Performance  
and Patient Safety:

# National Implementation

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Agency for Healthcare Research and Quality  
Advancing Excellence in Health Care • [www.ahrq.gov](http://www.ahrq.gov)

PATIENT  
SAFETY



## Health Care and Teamwork

- Communication failures account for the overwhelming majority of adverse events
- Medical care is complex and human performance has inherent limitations
- Effective teamwork can prevent mistakes
- Embedding evidence-based training and team behaviors can enhance safety

Leonard, Graham, & Bonacum, 2004

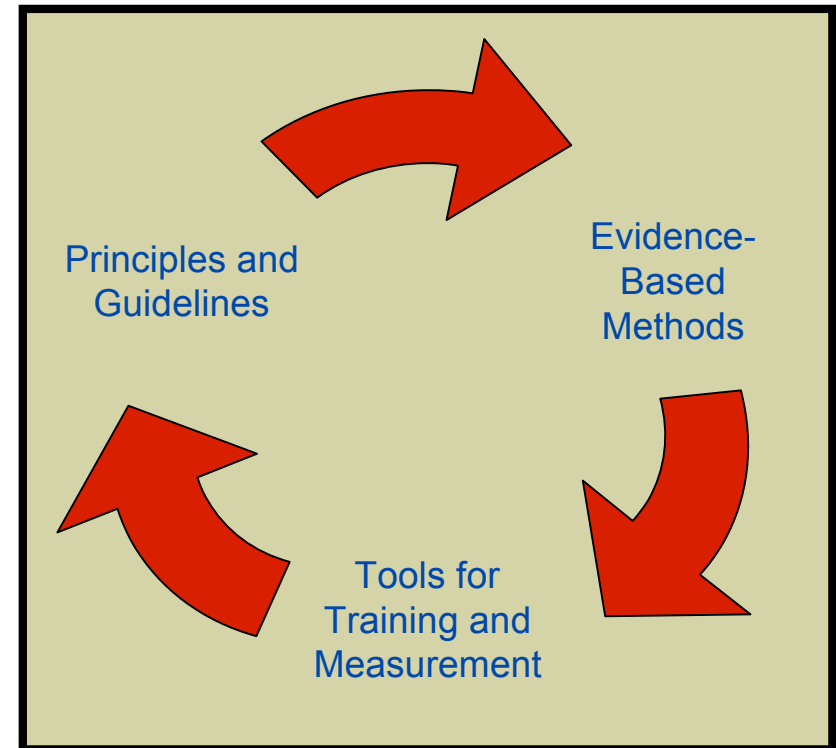
- Team training has a positive impact on work force retention

Pronovost in press Leonard, Graham in press

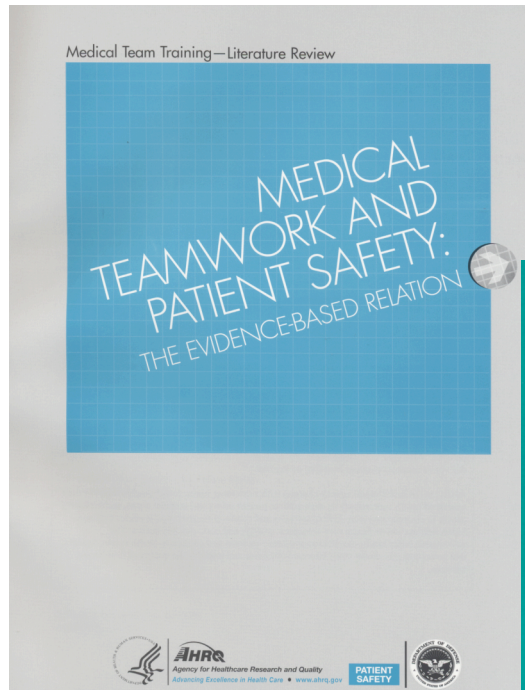


## AHRQ/DoD Initiatives

- Activities began in 2002
- AHRQ issued PSO Task Order Contract to American Institutes of Research (AIR)
- Expert Panel
- Comprehensive Literature Review
- Case Study Analysis
- Journals/Articles
- Presentations
- Clinical Measures of Teamness (RAND evaluation contract Mod)
- Medical Team Training Curriculum  
*TeamSTEPPS*
- Edited Handbook



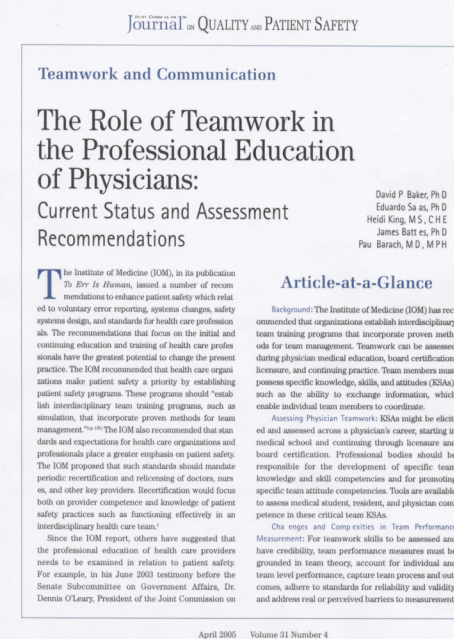
## Collaboration Products



Relevant Evidence  
Teamwork in  
Healthcare



Teamwork  
&  
Simulation



Teamwork in  
Professional  
Education

## **Need for Public Domain Curriculum and Support Materials**

- Dueling Team Training in DoD elsewhere in Healthcare
- Training materials not readily available
- Materials developed by DoD not in Public Domain
- Need to get evidence base into practice
- Need to focus on actual training not development of materials





## FLEXTRA Kit

- A model for the development of resource materials to support instructor-delivered in service training and faculty development
- Contains
  - Instructors/Leader's Guide
  - Camera ready materials for handouts
  - Presentation materials (PowerPoint slides & videos)
  - Evaluation instruments

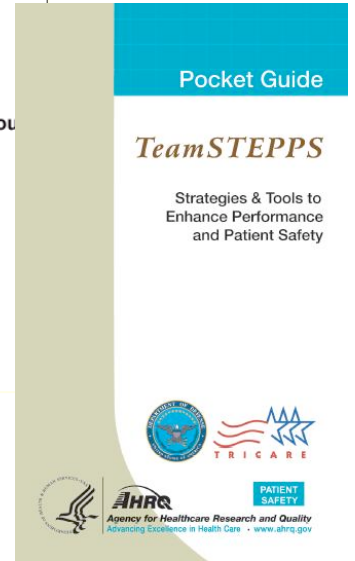
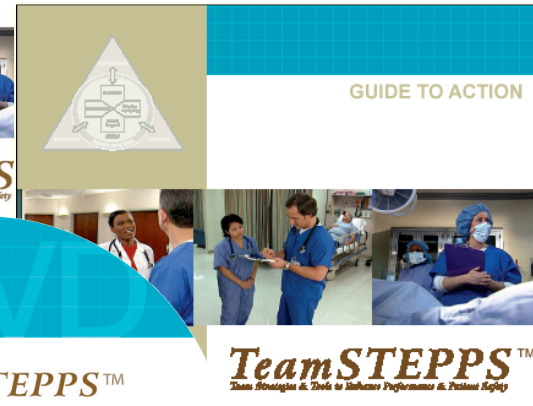
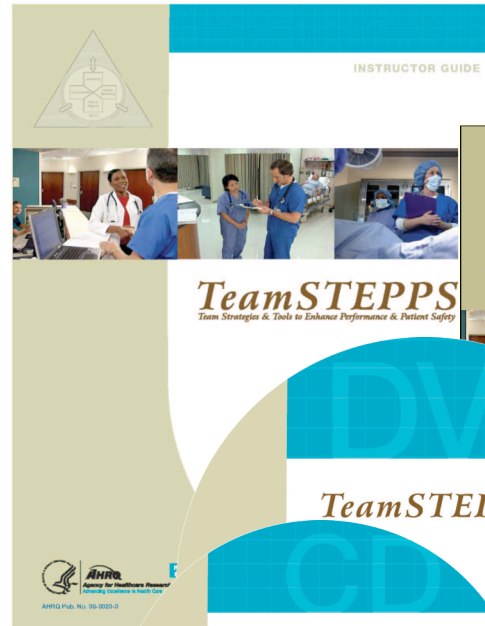


Battles JB, Sheridan MM The FLEXTRA Kit: a model for instructor support materials. *J Biocommunication*; 1989;6;3;1-13.



# TeamSTEPPS

Team Strategies & Tools to Enhance Performance & Patient Safety



## What Are Ways to Successfully Implement and Sustain a Shift in a Culture of Safety?

- A strong communication campaign
- Visible support of senior leadership
- Institution of metrics both baseline and ongoing to showcase improvement over time
- Publicize, celebrate, and cultivate your successes and short-term wins
- Integrate your team improvement intervention into existing processes for long-term sustainment





## Putting TeamSTEPPS Into Practice

- Engage in team events - briefs, huddles, and debriefs
- Communicate with team members using structured elements to exchange key information regarding the patient SBAR, Call-out, Check-back
- Populate your SBAR with information gathering during STEP
- Handoff using I PASS the BATON or expanded-SBAR
- Document activities, plan, and outcomes
- Maintain a shared mental model (including backup support and resolving conflict, when necessary)
- When possible, incorporate patient in his/her care process



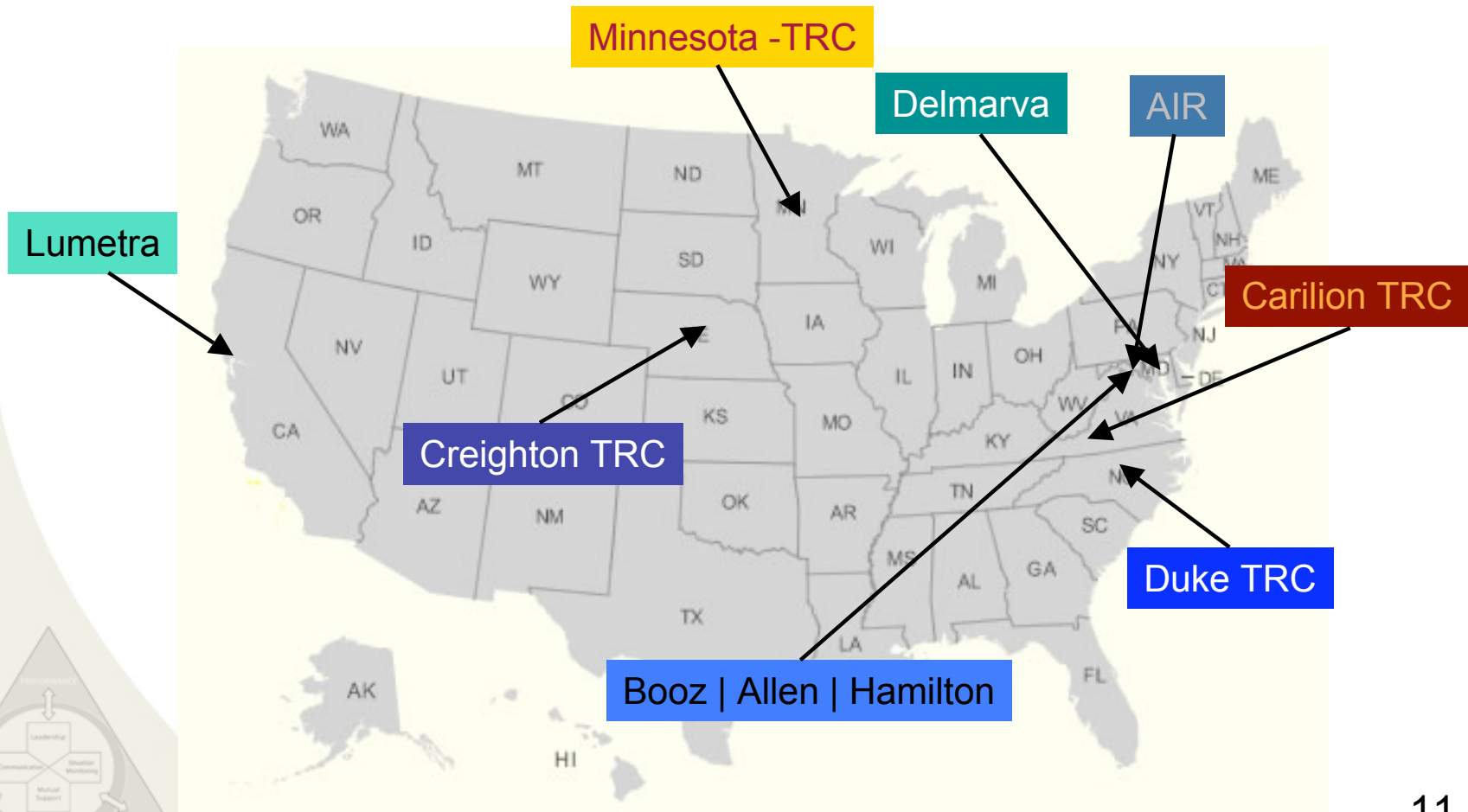
## National Implementation Project

- Goals:
  - Create a national infrastructure to support the adoption of TeamSTEPPS
    - Quality Improvement Organizations
    - Patient Safety Improvement Corps
  - Make training available to early adopters!
    - ACTION Partners
    - Academic Medical Centers
    - Others
  - Spread TeamSTEPPS





# National Implementation Team





## Role of a TRC

- Provide a Team Resource Center where training can be conducted
- Serve as a living lab where training is given
- Trainees can take from the lessons learned at Creighton because of our rollout
- After training our staff serves as expert resources for all those trained in this program
- 79 Master Trainers trained at Creighton thus far.



## Program Progress

- Trained over 500 Master Trainer
- Who trained 5,000 trainees to date



## Find More Information

- For more information about TeamSTEPPS, the TeamSTEPPS National Implementation Project or to find out if your organization is eligible to receive Master Trainer training preparation under the TeamSTEPPS National Implementation Project, please email us at [TeamSTEPPScontact@air.org](mailto:TeamSTEPPScontact@air.org)
- <http://teamstepps.ahrq.gov/index.htm>

