

**USING TEAMSTEPPS™ TO REDUCE
ERRORS:**
Creating a Culture of Patient Safety

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Training, LLC



Learning Objectives

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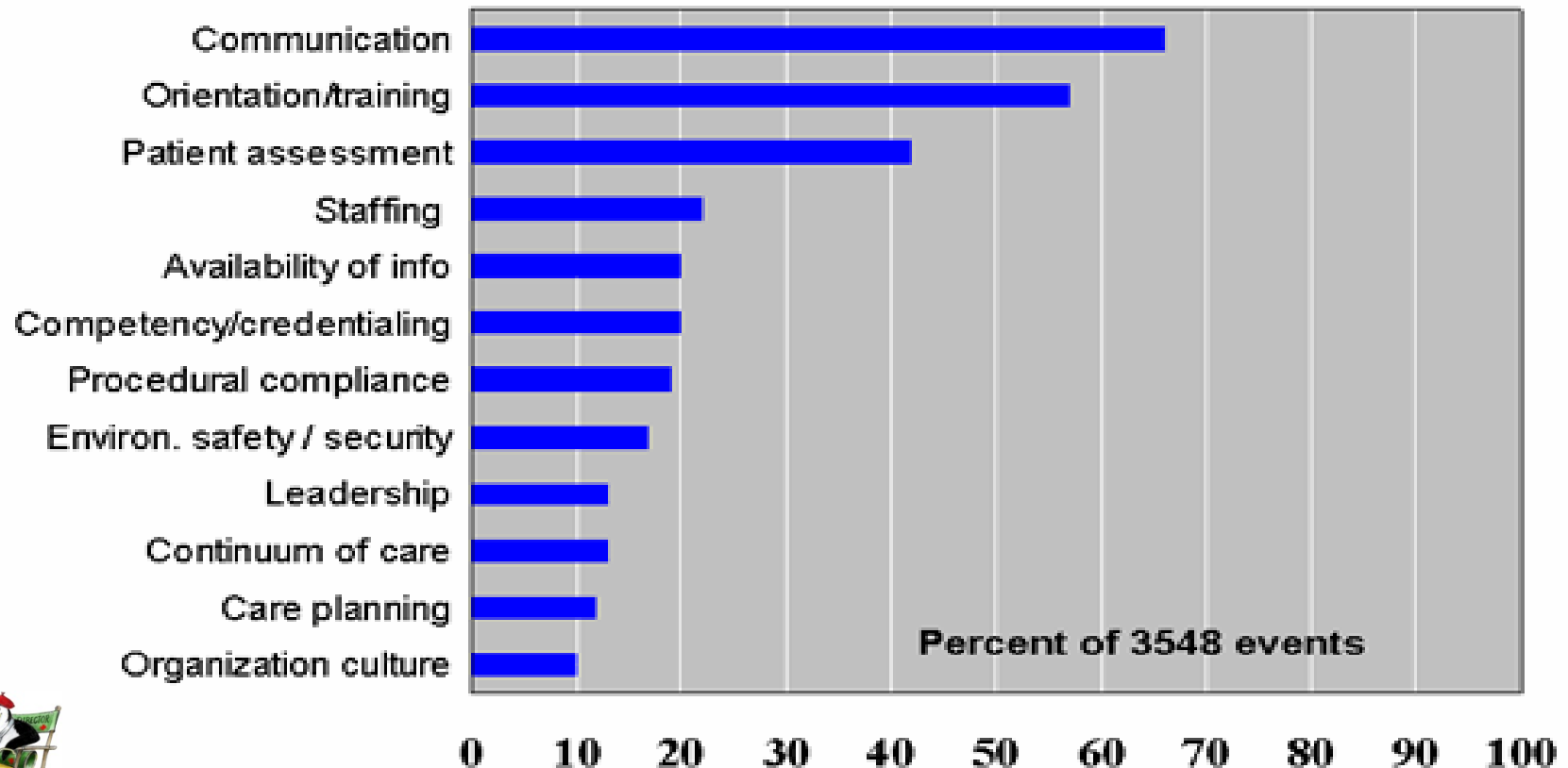
1. Show the **sense of urgency** for improved communication and other teamwork skills in healthcare settings
2. Discuss the **evidence that supports teamwork** as an error reduction strategy and culture change solution
3. Show case studies of the **impact of TeamSTEPPS** on patient, provider and staff outcomes and organizational culture

Joint Commission Sentinel Events

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Root Causes of Sentinel Events

(All categories; 1995-2005)



Why Teamwork?

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- ❑ Reduce clinical errors
- ❑ Improve patient outcomes
- ❑ Improve process outcomes
- ❑ Increase patient satisfaction
- ❑ Increase staff satisfaction
- ❑ Reduce malpractice claims

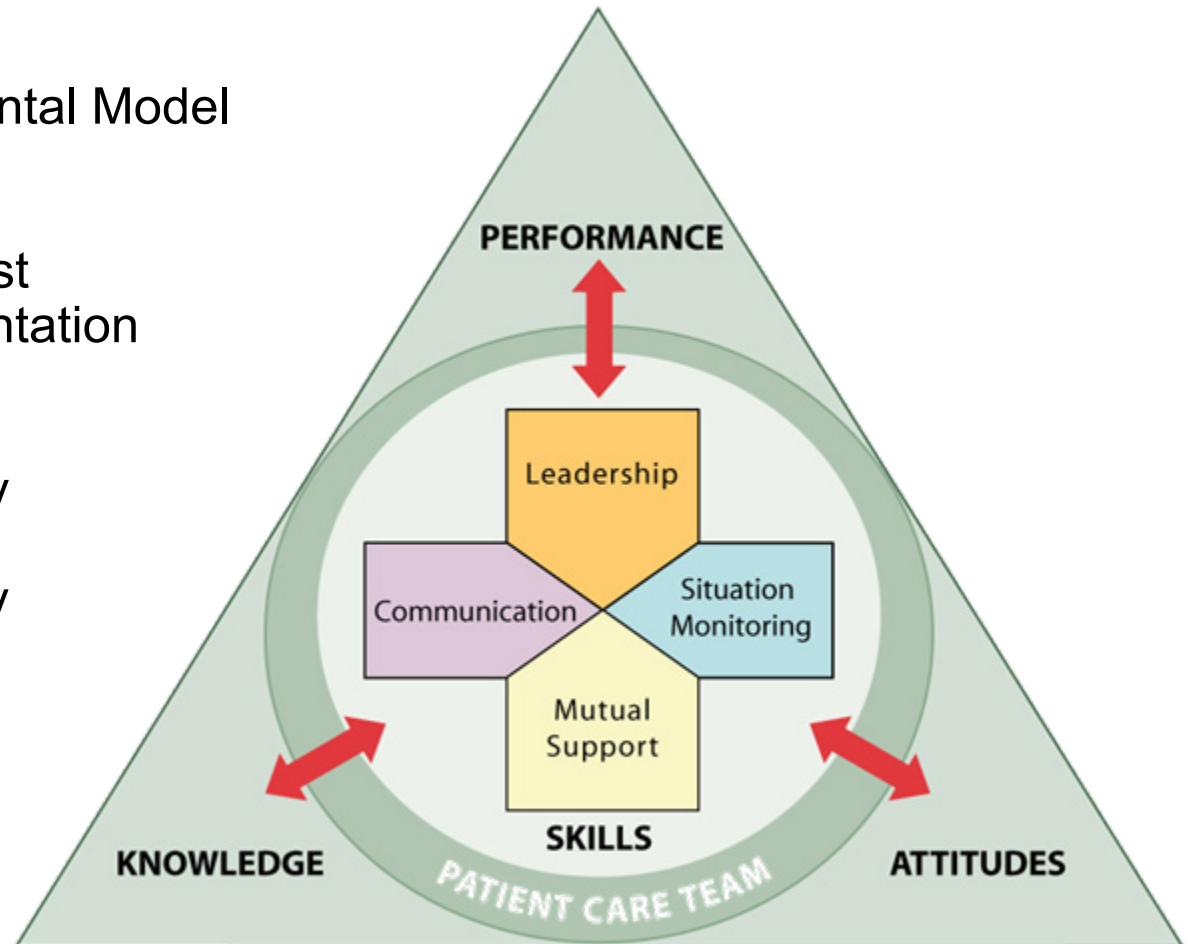


Shift to a Culture of Safety

TeamSTEPPS™ Outcomes

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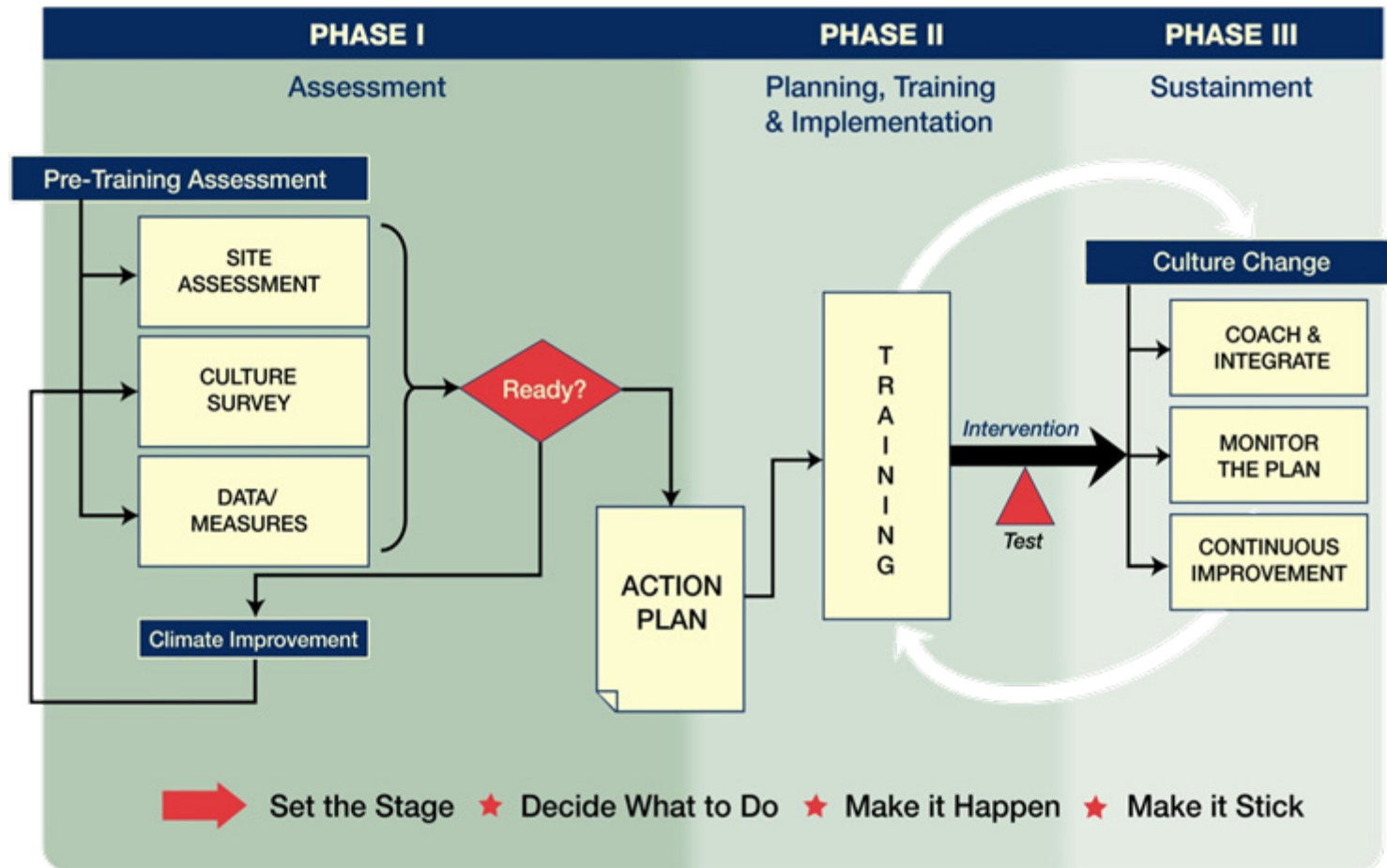
- **Knowledge**
 - Shared Mental Model
- **Attitudes**
 - Mutual Trust
 - Team Orientation
- **Performance**
 - Adaptability
 - Accuracy
 - Productivity
 - Efficiency
 - Safety



Source: AHRQ Team Strategies and Tools to Enhance Performance and Patient Safety

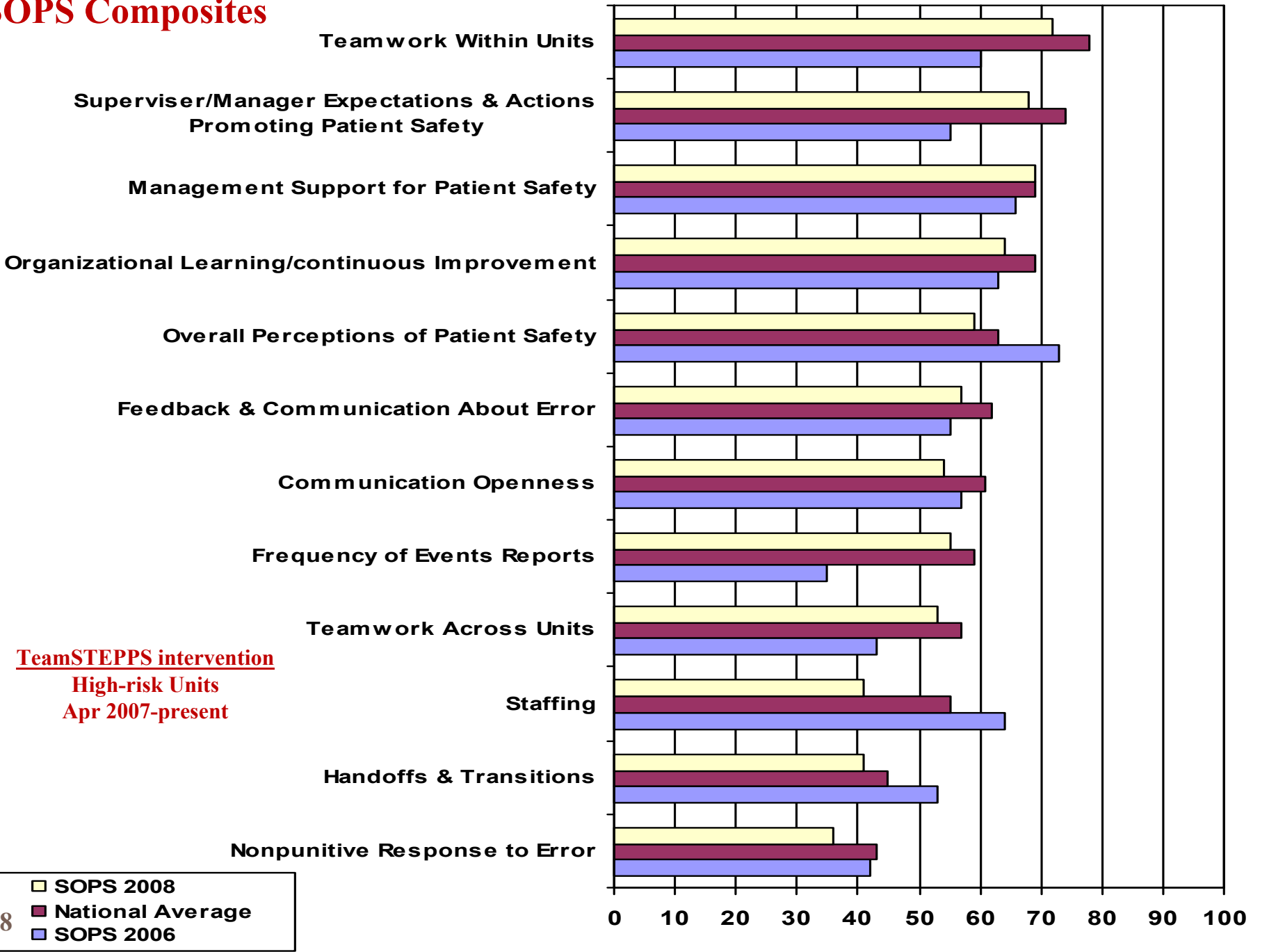
Creating a Culture of Safety

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Source: AHRQ Team Strategies and Tools to Enhance Performance and Patient Safety

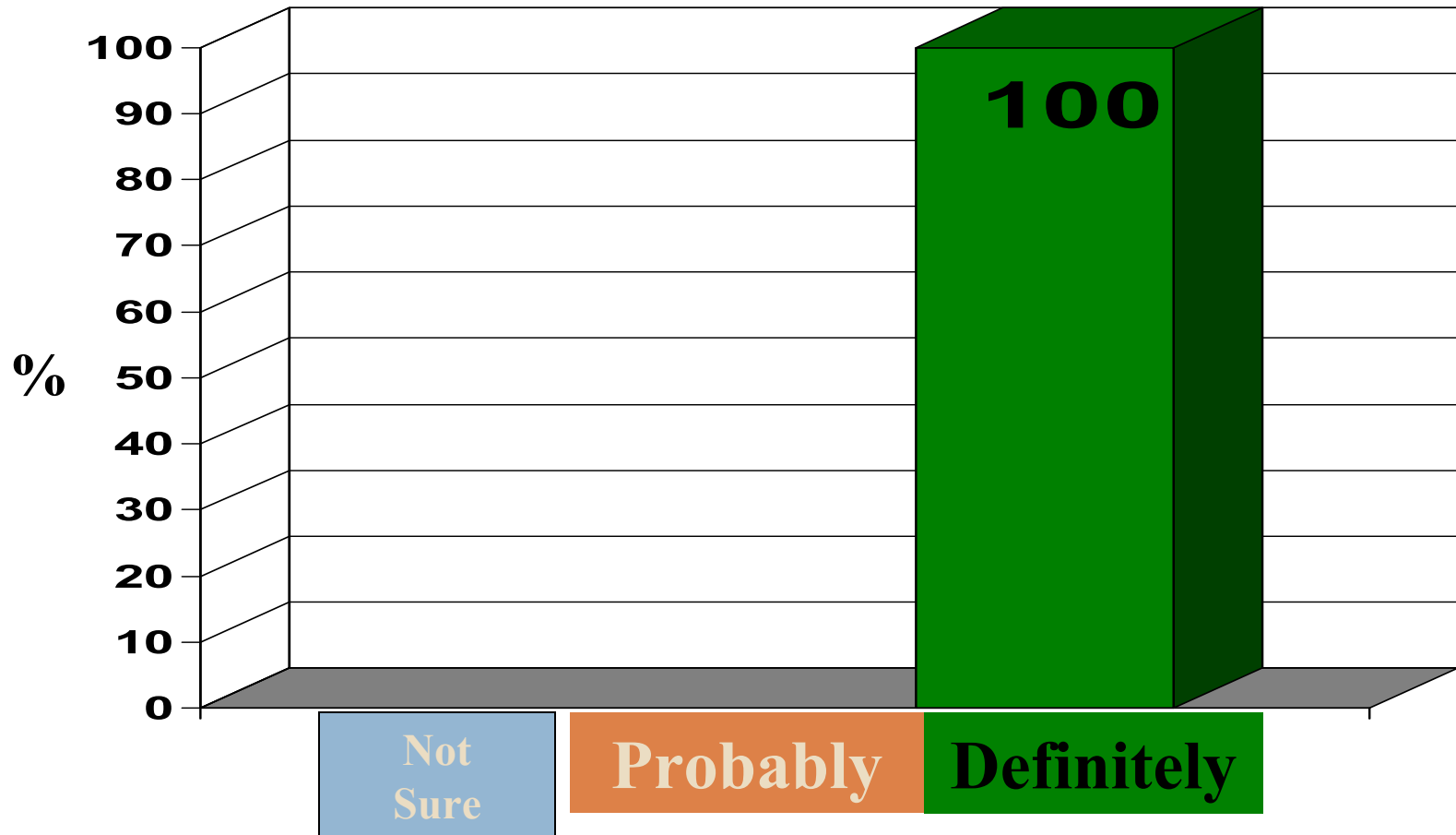
SOPS Composites



TeamSTEPPS intervention
High-risk Units
Apr 2007-present

Would you recommend this course to your colleagues?

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Transfer safe practices to patients

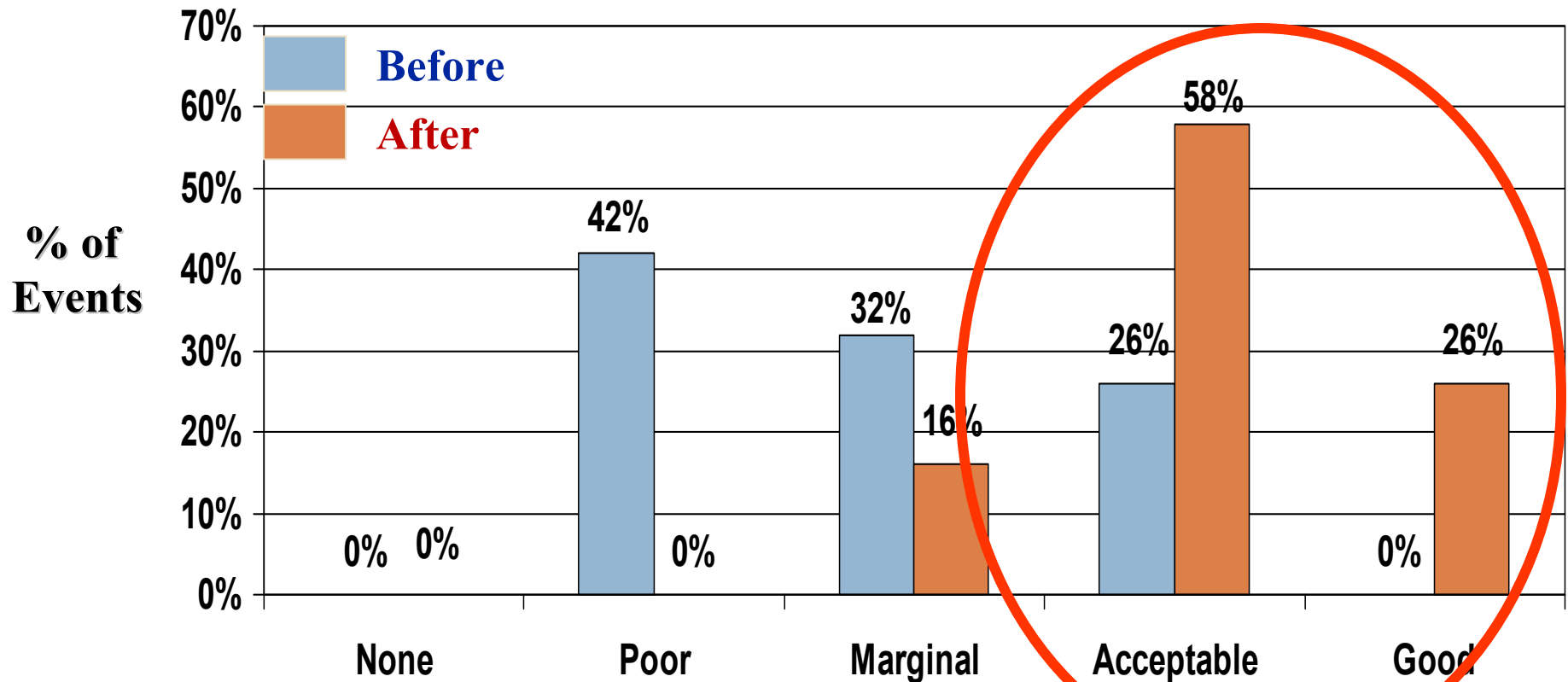
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Post-TeamSTEPPS Training Questions	DoD
1. The training was well-organized.	94.00%
2. The training content (case studies, videos, demonstrations, etc.) was appropriate for my unit.	88.70%
3. Training prepared me to work effectively in my clinical (administrative) duties.	81.80%
4. Training was an effective use of my time.	78.60%
5. Training will help my unit improve patient safety.	81.90%
6. I am confident that I can perform the tasks that were trained.	92.60%
7. I am confident that I understood the training content.	96.00%
8. I am confident that I can use the knowledge that I learned in my unit.	90.40%
9. As a result of this training, I feel more confident about my ability to work effectively in a team.	82.50%
10. I will apply the TeamSTEPPS™ principles that I have learned in my training in my work environment.	89.60%
11. The TeamSTEPPS™ tools seem easy to use.	88.00%
12. Use of the TeamSTEPPS™ skills will facilitate stronger leadership, and better mutual support, situation monitoring, and communication in my work environment.	85.80%

Improvement in Overall Teamwork

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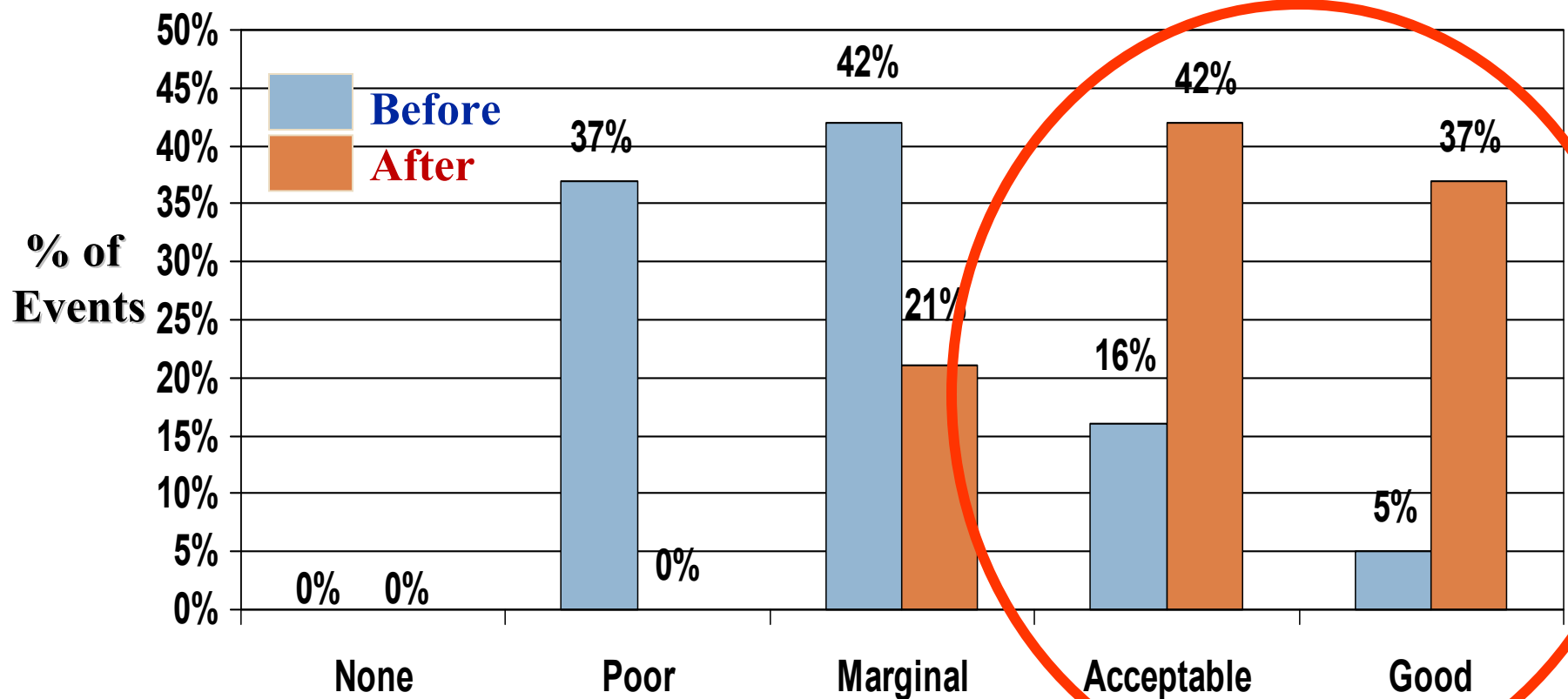
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Improvement in Leadership

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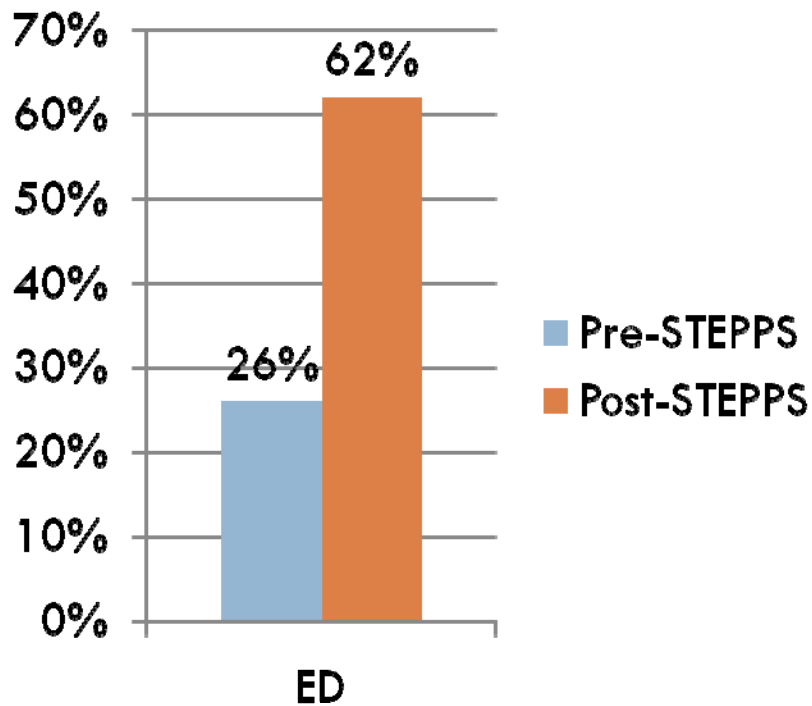
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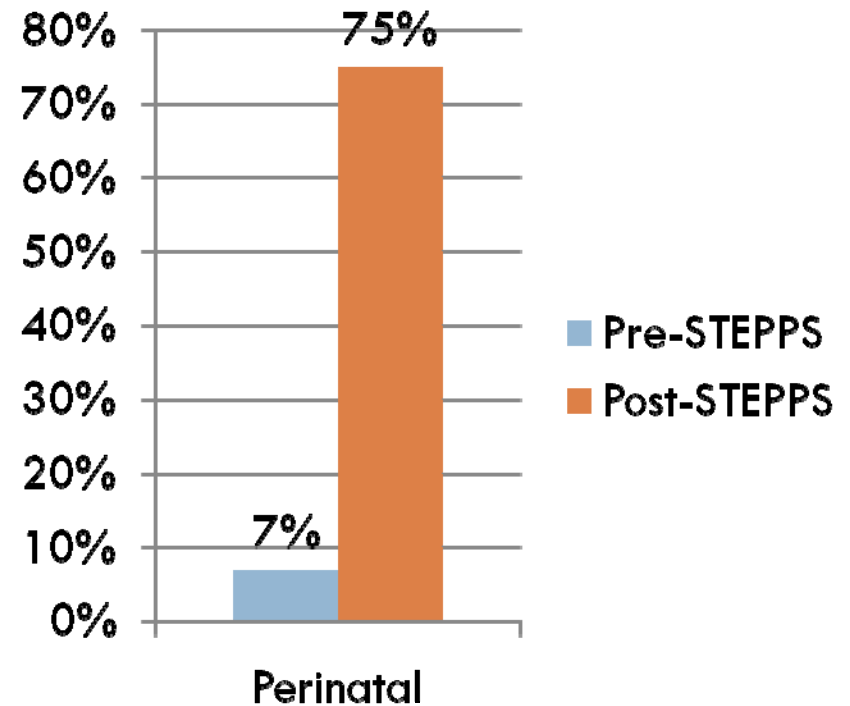
Patient Satisfaction Improvement

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Emergency Department



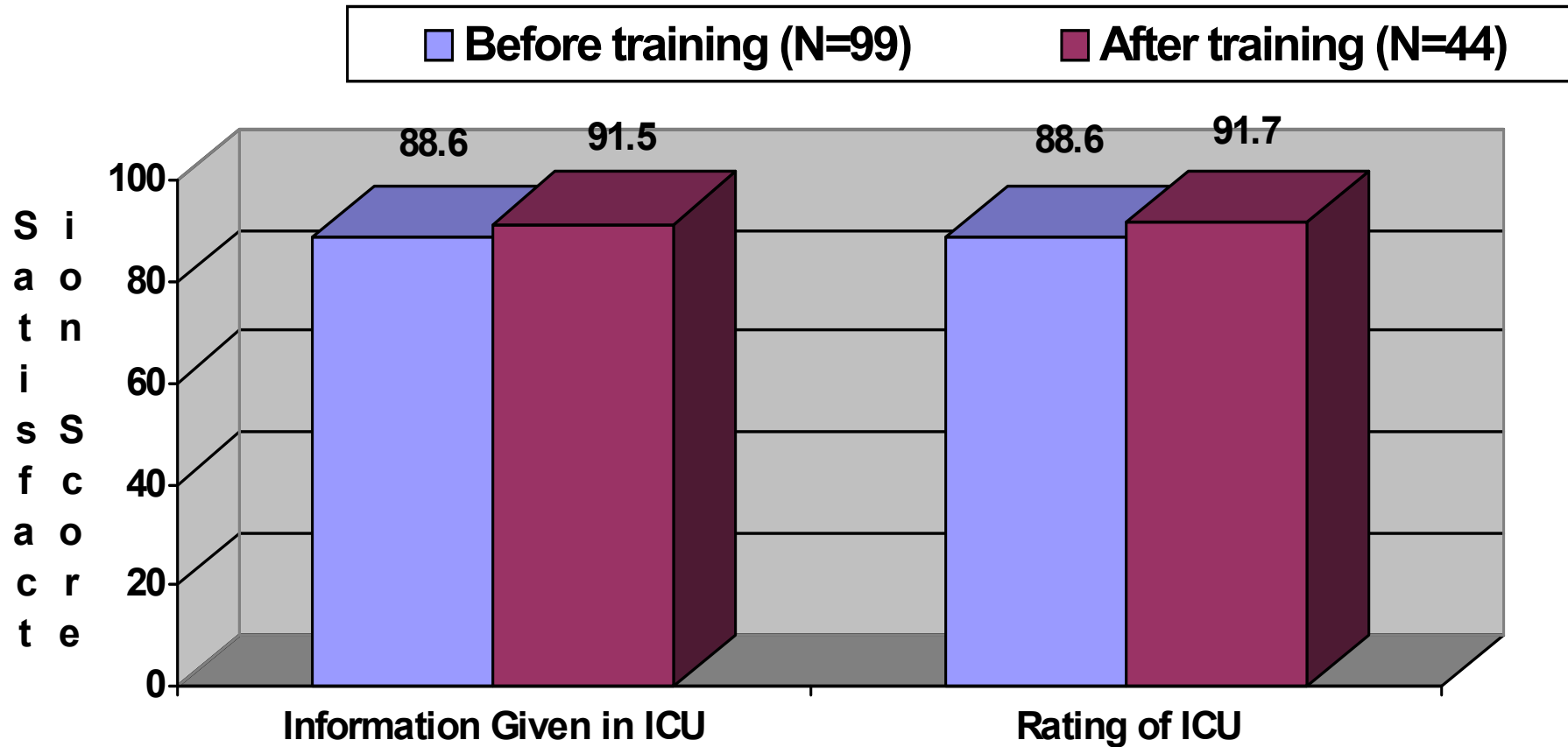
Perinatal Unit



Source: Selected Catholic Healthcare Partners Facilities, using Press-Ganey Percentiles

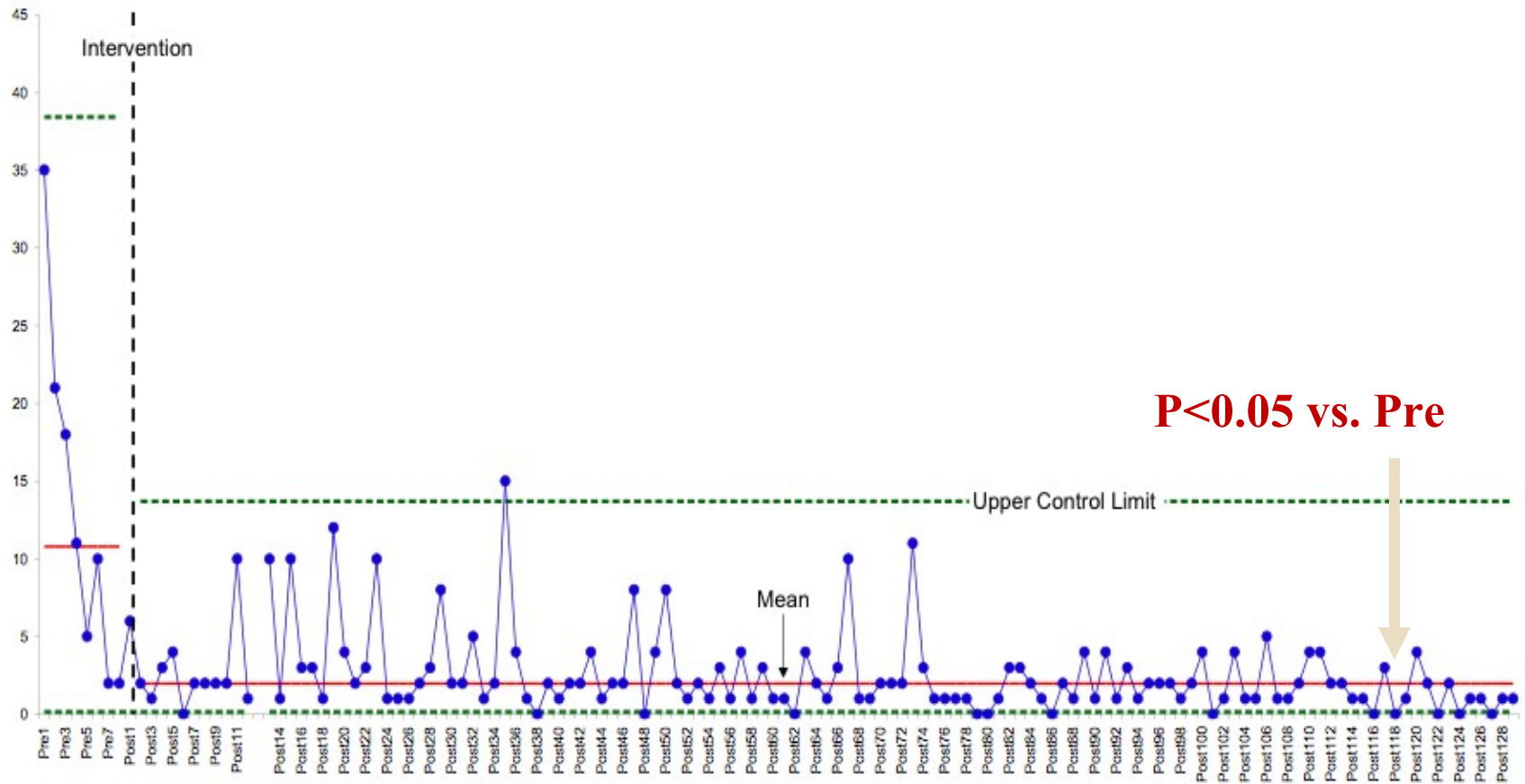
Specific patient satisfaction score before and after team training

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Critical Lab Draw Time Improved

15

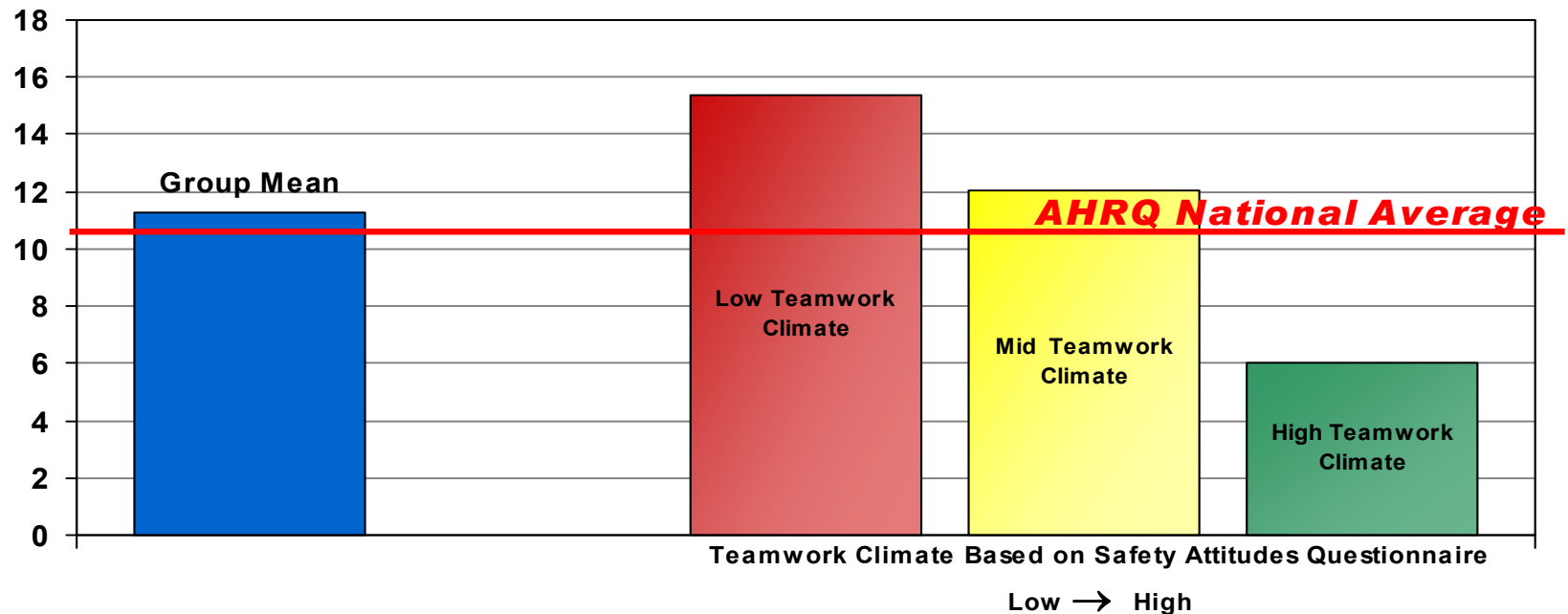


Impact on SCIP and Never Events?

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OR Teamwork Climate and Postoperative Sepsis Rates

(per 1000 discharges)



(Sexton, 2006) Johns Hopkins

Lessons Learned

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- ▣ Need Internal Champions for Change to Occur
- ▣ Customize to Care Setting & Processes
- ▣ Coach behaviors using evidence-based tools
- ▣ Build consensus/buy-in/ownership
- ▣ Repeat, reinforce and seek feedback
- ▣ Measured dosing of new team skills

Eliminating the Barriers to Team Effectiveness

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BARRIERS

- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Follow-Up with Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

TOOLS and STRATEGIES

Brief
Huddle
Debrief
STEP
Cross Monitoring
Feedback
Advocacy and Assertion
Two-Challenge Rule
CUS
DESC Script
Collaboration
SBAR
Call-Out
Check-Back
Handoff

OUTCOMES

- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Patient Safety!!*