

TeamSTEPPS Acknowledgements Project Sponsors Jim Battles, PhD (AHRQ) Heidi King, MS (DoD) Project Team Health Research & Educational Trust (HRET) Barb Edson (Project Director) Chris Hund (Project Manager) IMPAQ International David Baker (Team Lead)

Team Strategies & Tools to Enhance Performance & Patient Safe

TeamSTEPPS Master Training Two-day training course Train-the-trainer approach Prepares you to serve as a TeamSTEPPS Master Trainer by Providing instruction on TeamSTEPPS tools and strategies Providing an opportunity to develop and plan your TeamSTEPPS implementation Prepares you to serve as a leader for implementing TeamSTEPPS within your organization

TeamSTEPPS Upcoming TeamSTEPPS Events Monthly Webinars Scheduled through September 2014 Topics, speakers, and registration information will be posted on the website Annual Conference June 11-12, 2014 in Minneapolis, MN Call for presenters has been released January 10, 2014 due date

TeamSTEPPS Help Line (312) 422-2609 Or email: AHRQTeamSTEPPS@aha.org TransStrategies & Tools to Enhance Performance & Patient Sufety

| TeamSTEPPS | | Team Training in Healthcare & TeamSTEPPS at JHU | | | |
|---|--|---|--|--|--|
| Rules | Rules of Engagement | | | | |
| | Written questions are encouraged throughout the presentation and will be answered during the Q&A session | | | | |
| A Q&A session will be held at the end of the presentation | | | | | |
| The lines will open for call-in questions during the Q&A session | | | | | |
| | | | | | |
| | Team Strategies & Tools to Enhance Perfo | rmance & Patient Safety | | | |

TeamSTEPPS Today's Webinar Presenters Michael Rosen, PhD and Sallie J. Weaver, PhD Assistant Professors, Department of Anesthesiology and Critical Care Medicine and Armstrong Institute for Patient Safety and Quality, Johns Hopkins University School of Medicine

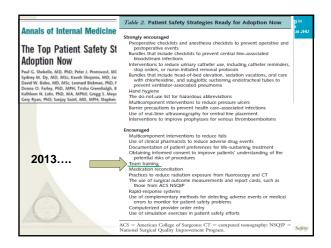
TeamSTEPPS Goals of this Webinar Provide a review of the current state of team training in healthcare Discuss TeamSTEPPS' role in the current state of team training in healthcare Share examples of the implementation of TeamSTEPPS at Johns Hopkins

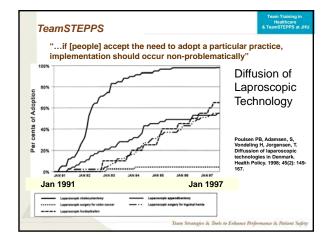
| TeamSTEPPS | Team Training in Healthcare & TeamSTEPPS at JHU |
|------------|---|
| | m-Training Science: here are We Now? |
| | Sallie J. Weaver, PhD Assistant Professor Dept. of Anesthesiology & Critical Care Medicine, & Armstrong Institute for Patient Safety and Quality, Johns Hopkins University School of Medicine |
| | Team Strategies & Tools to Enhance Performance & Patient Safety |

| TeamSTEPPS | | Team Training in Healthcare & TeamSTEPPS at JHU | |
|---|--|---|--|
| Dis | closures | | |
| Portions of my work are funded by:ARHQ | | | |
| The Johns Hopkins Institute for Clinical & Translational Research | | | |
| Veterans Administration | | | |
| ■ VHA, Inc. Foundation | | | |
| No other relationships to disclose | | | |
| | | | |
| | Team Strategies & Tools to Enhance Perfs | rmance & Patient Safety | |

TeamSTEPPS Thought Question How are you integrating elements of what we know from the science of team-training into your implementation of TeamSTEPPS? (or how might you be planning to)

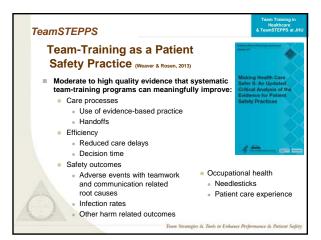
| TeamSTEPPS | | Team Training in Healthcare & TeamSTEPPS at JHU | | | |
|---|--|---|--|--|--|
| "It has become necessary to develop medicine as a cooperative science; the clinician, the specialist, and the laboratory workers uniting for the good of the patient, each assisting in elucidation of the problem at hand, and each dependent upon the other for support." | | | | | |
| | -William J. Mayo, Cor speech at Rush Me | dical College 1910 | | | |
| | Team Strategies & Tools to Enhance Perfo | rmance & Patient Safety | | | |



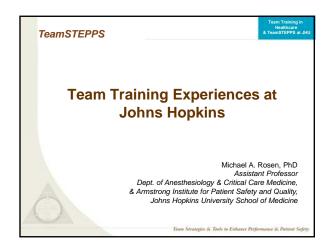


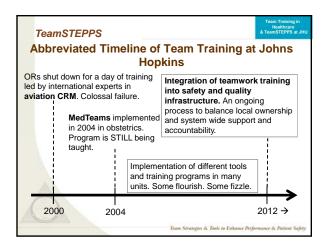
| | Annals of Internal Medicine | Supplement | Team Training in Healthcare & TeamSTEPPS at JHI |
|---|--|--|---|
| | Promoting a Culture of Safety as a Patien A Systematic Review | An Alba | |
| | Sallin J. Wissers, Ph.D; Lina H. Lubonkoi, Ph.D; Ramer F. Wilson, MS; Elszbeth R, Ph. and Sydney M. Oy. MD, MSc | ds, MPH, Katheyn A. Martimez, Ph.O. MPH; | |
| | ■ 3,679 articles → 33 stud | ies included (reported in | 35 papers) |
| | ■ 57% = Multi-faceted inte | rventions | |
| | 60% included team-traini | ing | |
| | 24% included executive | walkrounds | |
| | 24% included compreher | nsive unit based safety progr | am (CUSP) |
| | ■ 72% significantly improv | ved safety culture surve | y scores |
| | 11 studies also reported | patient outcomes | |
| | ■ 55% sig. improvement | | |
| | Rates of reported err | ors resulting in pt. harm (Absto | ss et al., 2011) |
| 1 | Rates of RRS activat | tions that resulted in codes (D | onahue, 2011) |
| 4 | Adverse outcomes (R | tiley, et al., 2011) | |
| | | Team Strategies & Tools to Enhance | Performance & Patient Safety |

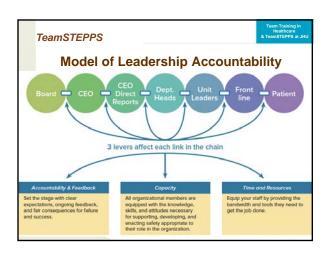
TeamSTEPPS What We Know Team-training can improve patient safety, but... Implementation strategy matters Sustainment/continuous improvement strategy matters Context matters Trees Strategio & Tools to Enhance Performance & Putient Sujery

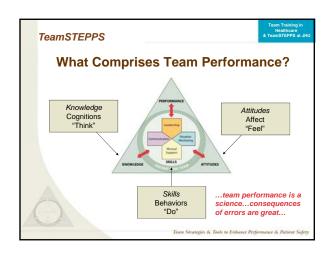


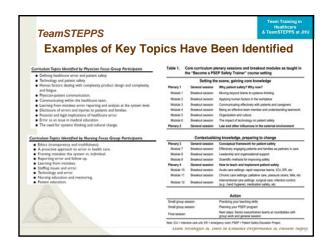
TeamSTEPPS Programs That Demonstrate Such Effects Share Several Characteristics... Systematic, mindful approach to implementation Train-the-trainer is common model Part of the "big picture" Woven into fabric of organization's or team's approach to improvement Leadership and peer support Time to participate for both implementation team and all team members Investment in transferring training into practice Coaching Frontline focused & implementation team focused support Training plus... Support tools & reminders Structures that reinforce good teamwork (e.g., briefings & debriefings as an organizational habit)

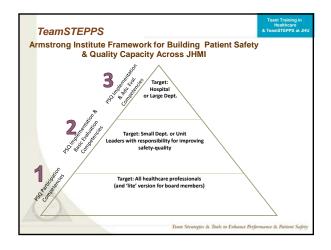


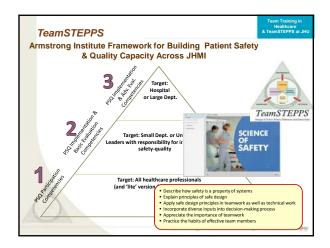


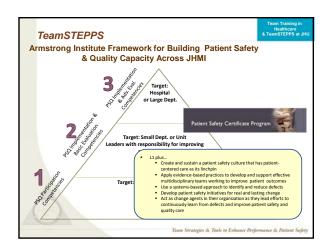


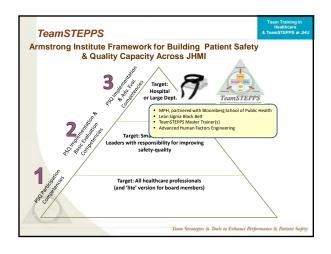




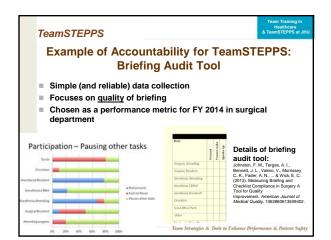








TeamSTEPPS Integrating TeamSTEPPS with Accountability Systems Structural approaches Do you have a team of Master Trainers? Enough to support your training needs? Do you have dedicated training time for TeamSTEPPS? What proportion of staff have received training? Is TeamSTEPPS integrated with orientation? Process approaches Targeting TeamSTEPPS related process metrics for improvement E.g., the quality of pre-operative briefings



| | TeamSTEPPS | | Team Training in Healthcare & TeamSTEPPS at JHU |
|---|---|--|---|
| | , | Summary | |
| | | effective way to <u>build car</u> in your organization? | <u>pacity</u> |
| | How do you <u>create accountability</u> for TeamSTEPPS implementation and good team behavior? | | |
| How do you <u>allocate time and resources</u> for implementing and sustaining TeamSTEPPS? | | | |
| | | Team Strategies & Tools to Enhance Perfo | rmance & Patient Safety |

