



Introduction

Welcome to TeamSTEPPS[®] 2.0

The Agency for Healthcare Research and Quality (AHRQ) has developed TeamSTEPPS 2.0. TeamSTEPPS was developed by AHRQ and the Department of Defense (DoD) as a teamwork system that offers a powerful solution to improving collaboration and communication within your institution. Teamwork has been found to be one of the key initiatives within patient safety that can transform the culture within health care. Patient safety experts agree that communication and other teamwork skills are essential for the provision of quality health care and for the prevention and mitigation of medical errors and of patient injury and harm. Provided as a flexible training kit, TeamSTEPPS 2.0 is an evidence-based program aimed at optimizing performance among teams of health care professionals, enabling them to respond quickly and effectively to whatever situations arise. This curriculum incorporates more than 30 years of scientific research that has been conducted on teams and team performance.

The TeamSTEPPS 2.0 Instructor Manual is designed to help you develop and deploy a customized plan to train your staff in teamwork skills and lead a medical teamwork improvement initiative in your organization from initial concept development through sustainment of positive changes. Contained within the materials are comprehensive curricula and instructional guides, including short case studies and videos illustrating teamwork opportunities and successes.

The Fundamentals Course provides instruction on the core teamwork skills, along with strategies and tools. Additional materials focus on change management, coaching, measurement, and implementation. Supporting materials include a pocket guide, DVD, and evaluation tools.

We are certain that you will find TeamSTEPPS 2.0 to be a valuable and essential resource in your efforts to make the delivery of health care safer for all patients and to establish a strong and lasting culture of safety within your organization.