Introduction to TeamSTEPPS 2.0 for Long-Term Care

Team Strategies and Tools to Enhance Performance and Patient Safety

Introductions

Teamwork Exercise #1
Objectives

- Describe the TeamSTEPPS Master Trainer course
- Describe the impact of errors and why they occur
- Describe the TeamSTEPPS framework
- State the outcomes of the TeamSTEPPS framework

Course Agenda

**Day 1:**
- Module 1—Introduction
- Module 2—Team Structure
- Module 3—Communication
- Module 4—Leading Teams
- Module 5—Situation Monitoring
- Module 6—Mutual Support
- Module 7—Pulling It All Together

**Day 2:**
- Change Management: How To Achieve a Culture of Safety
- Coaching Workshop
- Measurement
- Implementation Planning
Day 2 – Coach, Implement, Sustain

Master Training Materials
- Instructor Manual
- Course Management Guide
- Instructor guides
- Course slides
- Measurement tools
- Online Resources
- Customizable materials
- Videos

Sue Sheridan Video
**Video Discussion**

- What breakdowns in teamwork did you observe in the two stories?
- How can we prevent errors?

**Barriers to Team Performance**

- Inconsistency in team membership
- Lack of time
- Lack of information sharing
- Hierarchy
- Defensiveness
- Conventional thinking
- Varying communication styles
- Conflict
- Lack of coordination and followup
- Distractions
- Fatigue
- Workload
- Misinterpretation of cues
- Lack of role clarity

**Patient Safety Movement & Team Training**

- Joint Commission National Patient Safety Goals
- TeamSTEPPS National Implementation Program Begins
- National Implementation of CUSP
- Medical Team Training

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**TeamSTEPPS 2.0 for Long-Term Care**

**Introduction**

- Video Discussion
- Barriers to Team Performance
- Patient Safety Movement & Team Training

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TeamSTEPPS
Team Strategies & Tools to Enhance Performance & Patient Safety
- Based on more than 30 years of research and evidence
- Team training programs have been shown to improve attitudes, increase knowledge, and improve behavioral skills
- Salas, et al. (2008) meta-analysis provided evidence that team training had a moderate, positive effect on team outcomes (p = .38)

Introduction

What Makes Up Team Performance?

Knowledge Cognitions "Think"

Attitudes Affect "Feel"

Skills Behaviors "Do"

Outcomes of Team Competencies

Knowledge
- Shared Mental Model

Attitudes
- Mutual Trust
- Team Orientation

Performance
- Adaptability
- Accuracy
- Productivity
- Efficiency
- Safety

Leadership
- Effective Communication
- Situation Monitoring
- Mutual Support
- Professionalism

Patient Care Team
- Knowledge
- Skills
- Attitudes
High-Performing Teams

Teams that perform well:
- Hold shared mental models
- Have clear roles and responsibilities
- Have clear, valued, and shared vision
- Optimize resources
- Have strong team leadership
- Engage in a regular discipline of feedback
- Develop a strong sense of collective trust and confidence
- Create mechanisms to cooperate and coordinate
- Manage and optimize performance outcomes

(Salas, et al., 2004)

Evidence That TeamSTEPPS Works

- Thomas & Galla (2013)
  - Systemwide implementation
  - Pre- and post-TeamSTEPPS training results:
    - Significant improvement in HSOPS scores on Feedback and Communication-About Error, Frequency of Events Reported, Hospital Handoffs and Transitions, and Teamwork Across Units
    - Incremental changes evident through reduction of nosocomial infections, falls, birth trauma, and other incidents
- Howe (2014)
  - Certified nurse aide implementation
  - Pre- and post-TeamSTEPPS training results:
    - Improved scores on several Quality of Life survey subscales
    - Enhanced perceived empowerment of the certified nurse aides

Applying TeamSTEPPS Exercise

Please answer the following question on your TeamSTEPPS Implementation Worksheet, which we will continue to complete at the end of each of the Fundamentals Course modules:

- What is the resident safety issue your nursing home is facing that is linked to a problem with teamwork?