

TeamSTEPPS[®] 2.0 for Long-Term Care
Team Strategies and Tools to Enhance Performance and Patient Safety

AHRQ
 Agency for Healthcare Research and Quality
 Improving Healthcare in the 21st Century

DHA
 Department of Health & Human Services

TeamSTEPPS[®] 2.0 for Long-Term Care Introduction


Introductions

Mod 1 LTC 2.0 Page 2

Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS[®] 2.0 for Long-Term Care Introduction

Teamwork Exercise #1



EXERCISE

Mod 1 LTC 2.0 Page 3

Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

Day 2 – Coach, Implement, Sustain

Mod 1, LTC 2.0, Page 7 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

Master Training Materials

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

Mod 1, LTC 2.0, Page 8 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

Sue Sheridan Video

Mod 1, LTC 2.0, Page 9 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

Video Discussion

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

Mod 1, LTC 2.0 Page 10 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

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

Mod 1, LTC 2.0 Page 11 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

Patient Safety Movement & Team Training

1995 1999 2001 2003 2004 2005 2006 2007 2008 2011

Medical Team Training

Mod 1, LTC 2.0 Page 12 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS[®] 2.0 for Long-Term Care Introduction

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 ($\rho = .38$)

Mod 1, LTC 2.0 Page 13 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS[®] 2.0 for Long-Term Care Introduction

What Makes Up Team Performance?

Mod 1, LTC 2.0 Page 14 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS[®] 2.0 for Long-Term Care Introduction

Outcomes of Team Competencies

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

Mod 1, LTC 2.0 Page 15 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

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)

Mod 1, LTC 2.0 Page 16 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

Evidence That TeamSTEPPS Works

| | |
|---|--|
| <ul style="list-style-type: none"> ■ Thomas & Galla (2013) ■ Systemwide implementation ■ Pre- and post-TeamSTEPPS training results: <ul style="list-style-type: none"> ■ 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 | <ul style="list-style-type: none"> ■ Howe (2014) ■ Certified nurse aide implementation ■ Pre- and post-TeamSTEPPS training results: <ul style="list-style-type: none"> ■ Improved scores on several Quality of Life survey subscales ■ Enhanced perceived empowerment of the certified nurse aides |
|---|--|


Mod 1, LTC 2.0 Page 17 Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care Introduction

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?



Mod 1, LTC 2.0 Page 18 Team Strategies & Tools to Enhance Performance & Patient Safety
