

TeamSTEPPS® 2.0 for Long-Term Care Implementation Planning

Key Principles of Implementation

- The Implementation Guide is based on the principle of improving resident safety and quality of care by improving health care team processes.
- Key activities include:
 - Identifying a recurring problem or opportunity for improvement
 - Developing a flowchart or map of the process
 - Studying the process to identify risk points
 - Implementing interventions aimed at eliminating the risk points
 - Testing the intervention
 - Sustaining positive changes

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TeamSTEPPS® 2.0 for Long-Term Care Implementation Planning

10 Steps of Implementation Planning

1. Create a Change Team
2. Define the problem, challenge, or opportunity for improvement
3. Define the aim(s) of your TeamSTEPPS intervention
4. Design a TeamSTEPPS intervention
5. Develop a plan for testing the effectiveness of your TeamSTEPPS intervention
6. Develop an implementation plan
7. Develop a plan for sustained continuous improvement
8. Develop a communications plan
9. Develop a TeamSTEPPS Implementation Plan timeline
10. Review your TeamSTEPPS Implementation Plan with key stakeholders and modify according to input

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Describe the Targeted Unit/Department/Work Area

Key Actions:

- Describe the targeted unit, department, or work area
- Unit/Department/Work area name
- Size in terms of number of beds or admissions
- Number of staff by profession

Name of targeted unit, department, or work area:

Size of unit, department, or work area:

Number of staff within unit, department, or work area:

- Registered Nurses:
- Licensed Practical Nurses:
- Certified Nurses Aides:
- Other:

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Step 1: Create a Change Team

Key Actions:

- Select a multidisciplinary Change Team
- Ensure representation from different leadership levels
- Ensure at least one member has completed TeamSTEPPS Master Training
- Ensure one member has experience in performance improvement

Team Member	Role	TeamSTEPPS Trained?

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Step 2: Define the Problem or Opportunity for Improvement

Key Actions:

- Review unit/department/work area performance and safety data
 - Incident reports
 - AHRQ Nursing Home Survey on Patient Safety
 - Clinical process and outcome measures
- Ask frontline staff
- Conduct the Magic Wand exercise
- Refer to the teamwork issue you identified on the TeamSTEPPS Implementation Worksheet as a starting point, if applicable

What existing information will you review?

- 1.
- 2.
- 3.

What new information will you collect?

- 1.
- 2.
- 3.

What are the main problems and opportunities?

- 1.
- 2.
- 3.

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Example: Problem Definition

Problem:

Suboptimal communication among nurses and dietary staff

Team Process:

- What: Communication of critical information about the residents' dietary needs and restrictions for the day
- Who: All nursing staff, dieticians, and activities staff
- When: At the start of each nursing shift
- Where: At the shift change meeting

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Step 3: Define the Aims of TeamSTEPPS Intervention

Key Actions:

- Develop one to three measurable aims
 - What do you hope to achieve?
 - Who will be involved?
 - When and where will the improvements occur?
- Consider including team process, team outcome, and clinical outcome aims

Team Process Aim(s)

- 1.
- 2.
- 3.

Team Outcome Aim(s)

- 1.
- 2.
- 3.

Clinical Outcome Aim(s)

- 1.
- 2.
- 3.

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Step 4: Design a TeamSTEPPS Intervention

Key Actions:

- Flowchart or map the process during which the target problem/challenge/opportunity occurs
- Identify risk points
- Determine which TeamSTEPPS tools or strategies would work best to eliminate the process risk points
- State what tools and strategies will be implemented; who will use them, when and where
(Refer to your responses on the TeamSTEPPS Implementation Worksheet, if applicable)
- Evaluate your TeamSTEPPS intervention for potential benefits and negative effects

List the risk points you intend to address

- 1.
- 2.
- 3.

List the TeamSTEPPS tools and strategies that will be implemented

- 1.
- 2.
- 3.

List the order in which the tools and strategies will be implemented

- 1.
- 2.
- 3.

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Step 5: Develop a Plan for Testing Your TeamSTEPPS Interventions

Key Actions:

- Identify who on your Change Team will be responsible for data collection, analysis, and presentation (generation of graphs and charts)
- Identify a measure and define target ranges for that measure
- Measure before and after you implement TeamSTEPPS
- Consider Kirkpatrick's taxonomy when selecting measures

Who is responsible?

At what level will you measure and what measures will you use?

1. Level I Reactions
2. Level II Learning
3. Level III Behavior
4. Level IV Results

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Step 6. Develop an Implementation Plan

Key Actions:

- Determine who needs to be trained on what TeamSTEPPS skills and by when
- Develop a training plan for each audience
- Determine if refresher training is required
- Create training timelines

Who will attend the training sessions?

What skills will you train?

When will the training sessions occur and for how long?

Where will the sessions occur?

How will you train (method of presentation, tools, supplies)?

What are the logistics to consider?

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Determine How Coaches May Be Used

Key Actions:

- Determine whether coaches will be used to facilitate sustainment
- If coaches will be used, determine:
 - How many are needed
 - When and how they will be trained
 - How they will be used
 - Expectations for the role of coaches

Will coaches be used?

If Yes:
Number required:

When will coaches be trained?

How will coaches be trained?

How will coaches be used?

What are the expectations for the role of coaches?

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Step 7: Develop a Sustainment Plan

Key Actions:

- For your monitoring plan, determine:
 - Measures and target outcomes
 - Data source (e.g., existing QI database)
 - Resources required (money, time, equipment, personnel, expertise)
 - Person(s) responsible for implementation and oversight
- Determine how data from your monitoring plan will be used to continually improve processes and performance

Identify Components of a Monitoring Plan:

1. Measures and Targeted Outcomes
2. Data Sources
3. Resource Requirements
4. Individual Responsible

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Step 8: Develop a Communications Plan

Key Actions:

Develop a communication plan:

- Identify goals for communication with this group. What do you want to achieve?
- Who will receive the information?
- What information will you communicate?
- When and how often will you communicate?
- How will you communicate (e.g., reports, presentations, emails)?

Who are the stakeholders?

- 1.
- 2.

What do you want to achieve?

- 1.
- 2.

What information will you communicate?

- 1.
- 2.

When will you communicate?

- 1.
- 2.

How will you communicate?

- 1.
- 2.

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Step 9. Develop an Implementation Plan Timeline

Step	Lead	Completion Date	Resources Required
1. Identify the Change Team			
2. Define the Main Problems			
3. Define TeamSTEPPS Aims			
4. Describe the Intervention			
5. Develop a Test Plan			
6. Develop an Implementation Plan			
7. Develop a Monitoring Plan			
8. Develop a Communication Plan			

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Change Team Meetings

Purpose	Lead	Meeting Date

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Step 10: Review Your Plan With Key Stakeholders

Key Actions:

- Identify stakeholders who could contribute significantly to the Implementation Plan
- Ask key stakeholders to review your Action Plan and to provide input
- Modify your Action Plan based on their input, if needed

Who are the key stakeholders that need to review the plan?


- 1.
- 2.
- 3.
- 4.
- 5.

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TeamSTEPPS Implementation Planning Exercise

- Break into working groups by unit, department, or work area, or by best alignment of common issues
- Develop your Action Plan based on the 10-step process
- Be ready to present and discuss your Action Plan with the larger group



EXERCISE

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