

**Team Structure**

AHRQ  
National Center for Healthcare Research and Quality  
Improving Excellence in Health Care

DHA  
Department of Health Services

TeamSTEPPS<sup>®</sup> 2.0 for Long-Term Care

---

---

---

---

---

---

---

---

TeamSTEPPS<sup>®</sup> 2.0 for Long-Term Care Team Structure

**Objectives**

- Discuss benefits of team structure in teamwork
- Define a “team”
- Identify the role of residents and their families as part of the care team
- Describe the components and composition of a multi-team system

Mod 2.LTC 2.0 Page 2 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

TeamSTEPPS<sup>®</sup> 2.0 for Long-Term Care Team Structure

**Team Structure**

- Teamwork cannot occur in the absence of a clearly defined team
- Understanding a team’s structure and how multiple teams interact is critical for implementation planning

PERFORMANCE

KNOWLEDGE

ATTITUDES

SKILLS

Leadership

Communication

Situation Monitoring

Mutual Support

PATIENT CARE TEAM

Mod 2.LTC 2.0 Page 3 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

*TeamSTEPPS*<sup>®</sup> 2.0 for Long-Term Care Team Structure

### What Defines a Team?

Two or more people who interact dynamically, interdependently, and adaptively toward a common and valued goal, have specific roles or functions, and have a time-limited membership




Mod 2.LTC 2.0 Page 4 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

*TeamSTEPPS*<sup>®</sup> 2.0 for Long-Term Care Team Structure

### Exercise: Teams and Teamwork

Write down the names (or positions) of the people in your immediate unit, department, or work area who contribute to successful resident care.



**EXERCISE**



Mod 2.LTC 2.0 Page 5 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

*TeamSTEPPS*<sup>®</sup> 2.0 for Long-Term Care Team Structure

### Partnering With the Resident

**Strategies for involving residents in their care**

- Include residents in care planning
- Conduct handoffs at the resident's bedside
- Provide residents with tools for communicating with their care team
- Involve residents in key committees
- Actively enlist resident participation



Mod 2.LTC 2.0 Page 6 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

*TeamSTEPPS® 2.0 for Long-Term Care* Team Structure

### Care Team Responsibilities

**Embrace residents and their families as valuable and contributing partners in resident care**

- Listen to residents and their families
- Assess residents' preference regarding involvement
- Ask residents about their concerns
- Speak to them in terms they understand
- Allow time for residents and families to ask questions
- Ask for their feedback
- Give them access to relevant information
- Encourage residents and their families to proactively participate in resident care

Mod 2.LTC 2.0 Page 7 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

---

---

*TeamSTEPPS® 2.0 for Long-Term Care* Team Structure

### Resident and Family Responsibilities

- Provide accurate resident information
- Comply with the prescribed plan of care (e.g., schedule and attend appointments as directed)
- Ask questions and/or voice any concerns regarding the plan of care
- Monitor and report changes in the resident's condition
- Manage family members
- Follow instructions of the care team

Mod 2.LTC 2.0 Page 8 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

---

---

*TeamSTEPPS® 2.0 for Long-Term Care* Team Structure

### Multi-Team System (MTS) for Resident Care

Mod 2.LTC 2.0 Page 9 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### A Core Team is...

A group of care providers who work interdependently to manage a set of assigned residents from point of assessment to disposition

MTS

Resident

CORE TEAM

COORDINATING TEAM    ANCILLARY & SUPPORT SERVICES

ADMINISTRATION

*Core Team members have the closest contact with the resident!*

Mod 2.LTC 2.0 Page 10      Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### A Contingency Team is...

A time-limited team formed for emergent or specific events and composed of members from various teams

MTS

Resident

CORE TEAM

COORDINATING TEAM    ANCILLARY & SUPPORT SERVICES

ADMINISTRATION

CONTINGENCY TEAMS

Mod 2.LTC 2.0 Page 11      Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### A Coordinating Team is...

A team comprising those work area members who are responsible for managing the operational environment that supports the Core Team

MTS

Resident

CORE TEAM

COORDINATING TEAM

ADMINISTRATION

CONTINGENCY TEAMS

Mod 2.LTC 2.0 Page 12      Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### Ancillary and Support Services provide...

**Ancillary Services** provide direct, task-specific, time-limited care to residents.

**Support Services** provide indirect service-focused tasks which help to facilitate the optimal health care experience for residents and their families.

The diagram is a pyramid structure. At the top is 'Resident' under the 'MTS' label. Below it is the 'CORE TEAM'. To the right, an arrow points from the 'CORE TEAM' to 'CONTINGENCY TEAMS'. Below the 'CORE TEAM' is a larger yellow trapezoid labeled 'ANCILLARY & SUPPORT SERVICES'. At the base is a yellow rectangle labeled 'ADMINISTRATION'.

Mod 2.LTC 2.0 Page 13 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### The Role of Administration is to...

- Establish and communicate vision
- Develop policies and set expectations for staff related to teamwork
- Support and encourage staff during implementation and culture change
- Hold teams accountable for team performance
- Define the culture of the nursing home

The diagram is similar to the first one but includes a 'COORDINATING TEAM' box on the left side of the 'ANCILLARY & SUPPORT SERVICES' layer. The 'ADMINISTRATION' box at the base is larger and encompasses both the 'COORDINATING TEAM' and 'ANCILLARY & SUPPORT SERVICES'.

Mod 2.LTC 2.0 Page 14 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### Team Structure Video

Mod 2.LTC 2.0 Page 15 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### Team Structure Video Analysis

- What members of the following teams were involved in the scenario?
  - Core team
  - Coordinating team
  - Contingency team
  - Ancillary and support services
- Where did the breakdowns occur between the components of this multi-team system?
- What could the individuals involved in this scenario have done differently to produce a better outcome?



Mod 2.LTC 2.0 Page 16 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---

**TeamSTEPPS® 2.0 for Long-Term Care** Team Structure

### Applying TeamSTEPPS Exercise

1. Who are the members of the team experiencing a teamwork issue?
2. Which team or teams within your multi-team system are experiencing the teamwork issue? Which team or teams interact with or are otherwise affected by the team(s) experiencing the issue?



Mod 2.LTC 2.0 Page 17 Team Strategies & Tools to Enhance Performance & Patient Safety

---

---

---

---

---

---

---

---