

**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

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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

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**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

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### 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




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### 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**



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### 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



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### 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.

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### 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

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### Team Structure Video

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**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?



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### 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?



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