TeamSTEPPS®

Introducing TeamSTEPPS® for Office-Based Care Online

Ric Ricciardi, Ph.D., N.P.
Richard.Ricciardi@ahrq.hhs.gov
Brigetta D. Craft, D.N.P., M.S.N., RN
bcraft@reingold.com

March 5, 2018
Questions To Be Answered

- Why implement TeamSTEPPS in an office setting?
- How is TeamSTEPPS useful?
- What is involved in the TeamSTEPPS for Office-Based Care Online Course?
- How do I get involved in the course?
AHRQ Activities as Lead Federal Patient Safety Agency

- Understand causes of harms associated with health care: why it occurs, how to prevent it.
- Apply knowledge to accelerate patient safety improvement in all care settings.
- Prevent healthcare-associated infections, reduce antibiotic resistance.
- Improve communication and engagement among providers, between clinicians and patients.
- Build system capacity to address safety issues.
The Importance of Working Together in Teams

- Care delivered by teams is **safer** and leads to **better outcomes**.
- However, teams don’t form naturally; they must be created, nurtured, and supported.
- Commitment to core values and common goals is crucial.
AHRQ’s Flagship Team Training Program

- In-person training sessions attended by nearly 6,200 master trainers
- 37,000 people trained by master trainers
- Materials translated into more than 20 languages
- More than 200,000 online sessions in past 6 months
TeamSTEPPS for Office-Based Care

- Evidence-based teamwork system
- Ready-to-use materials and curriculum
- Composed of four teachable and learnable skills:
  - Communication
  - Leadership
  - Situation Monitoring
  - Mutual Support
The Master Trainer Course

- Has no fee
- Uses train-the-trainer model so you will be:
  - Equipped to teach others.
  - Ready to implement and coach.
- Helps you become familiar with TeamSTEPPS tools and methodology
- Focuses on the medical office, primary care, and ambulatory care
## TeamSTEPPS

### Master Trainer Course vs. Individual Modules

<table>
<thead>
<tr>
<th></th>
<th>Office-Based Care Cohort</th>
<th>Office-Based Care Individual Modules</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE Accreditation</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>TeamSTEPPS Master Trainer Certificate</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Minimum Completion Time</td>
<td>As little as 30 days</td>
<td>Approximately 1 hour each</td>
</tr>
<tr>
<td>Maximum Completion Time</td>
<td>Within 120 days</td>
<td>Unlimited</td>
</tr>
<tr>
<td>Cost</td>
<td>Free</td>
<td>Free</td>
</tr>
<tr>
<td>Includes Webinar Recordings</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Ask Experts Questions via Email</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Access &quot;Frequently Asked Questions&quot;</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Continuing Education Credit

A leading model designed to improve interprofessional collaborative practice, Joint Accreditation (JA) is awarded from three accrediting bodies in the field of accreditation:

- Accreditation Council for Continuing Medical Education (ACCME)
- Accreditation Council for Pharmacy Education (ACPE)
- American Nurses Credentialing Center (ANCC)

Most allied health professions and other nonclinical professions can use JA continuing education credit.
What To Expect in the Cohort

- Fundamentals (Modules 1-7)
- Supplemental (Modules 8-11)
- Post-training teach-back sessions
- Webinars that include a variety of advanced applications of TeamSTEPPS
TeamSTEPPS Enrollment

- Enrollment is open through October 2018, with the possibility of extension.
- Currently, 2 learning groups (cohorts) are open; there will be 6 more cohorts between March and October 2018.
- Individuals can register; if a team wants to participate, each team member completes his or her own prework documents.
Is TeamSTEPPS for Office-Based Care of interest to your group?
Connect With TeamSTEPPS and AHRQ

- AHRQ to follow up with recording and promotional language
- Questions re TeamSTEPPS for Office-Based Care: OBC-Questions@tslms.org
- Register on the site: www.tslms.org
- Sign up for AHRQ’s Patient Safety Listserv: https://psnet.ahrq.gov/issues
- Join AHRQ’s TeamSTEPPS LinkedIn page: https://www.linkedin.com/showcase/ahrq-teamstepps/