

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



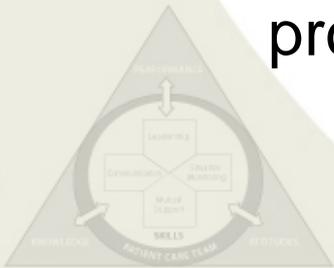
Master Trainer Course vs. Individual Modules

	Office-Based Care Cohort	Office-Based Care Individual Modules
CE Accreditation	Yes	Yes
TeamSTEPPS Master Trainer Certificate	Yes	No
Minimum Completion Time	As little as 30 days	Approximately 1 hour each
Maximum Completion Time	Within 120 days	Unlimited
Cost	Free	Free
Includes Webinar Recordings	Yes	No
Ask Experts Questions via Email	Yes	Yes
Access "Frequently Asked Questions"	Yes	Yes



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.



Discussion

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/>

