WHAT IS TeamSTEPPS?

TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety) is designed to help health care professionals improve patient safety and quality through effective communication and teamwork skills. The genesis of the material comes from the airline industry in the 1970s and ‘80s as well as safety movements in high-risk industries like nuclear power and the military. The Agency for Healthcare Research and Quality (AHRQ) and the U.S. Department of Defense developed TeamSTEPPS specifically for health care organizations in the mid-2000s. Health care teams that communicate effectively and have mutual support reduce the potential for error, resulting in enhanced patient safety and improved performance.

From 2011-2017, the American Hospital Association (AHA) managed AHRQ’s National Implementation of TeamSTEPPS. With the federal program having ended in September 2017, the AHA is dedicated to supporting the movement in the form of AHA Team Training.

TeamSTEPPS COMPETENCIES AND TEAMWORK TOOLS

TeamSTEPPS curriculum is based on a framework of four core competencies.

LEADING TEAMS
Direct and coordinate, assign tasks, motivate team members, facilitate optimal performance.
- Brief
- Huddle
- Debrief

SITUATION MONITORING
Develop common understandings of team environment, apply strategies to monitor team members’ performance, maintain a shared mental model.
- STEP
- I’M SAFE checklist
- Cross-monitoring

MUTUAL SUPPORT
Anticipate other team members’ needs through accurate knowledge, shift workload to achieve balance during periods of high workload or stress.
- Two-challenge Rule
- DESC Script
- CUS

COMMUNICATION
Effectively exchange information among team members, regardless of how it is communicated.
- SBAR
- Check-back
- Call-out
- Handoff

Learn more at www.aha.org/teamtraining
AHA TEAM TRAINING PROGRAM COMPONENTS

The AHA Team Training program has five elements to help foster the continued use and spread of tools to transform health care through better teamwork and communication.

COURSES
CONSULTING AND COACHING
NATIONAL CONFERENCE
COMMUNITY SUPPORT
INNOVATION

ABOUT AHA TEAM TRAINING

Teams working with the American Hospital Association’s Team Training program have improved communication and teamwork in their organizations through courses, webinars, an annual national conference, and community support and engagement.

OUR VISION
A society of healthy communities who partner together through teamwork and communication to reach their highest potential for health.

OUR MISSION
To foster a TeamSTEPPS movement that transforms teams of experts into expert teams. AHA Team Training educates, convenes, and shapes hospitals, health systems, and other related organizations to provide better team-based care.

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