



AHA Team Training featuring TeamSTEPPS®

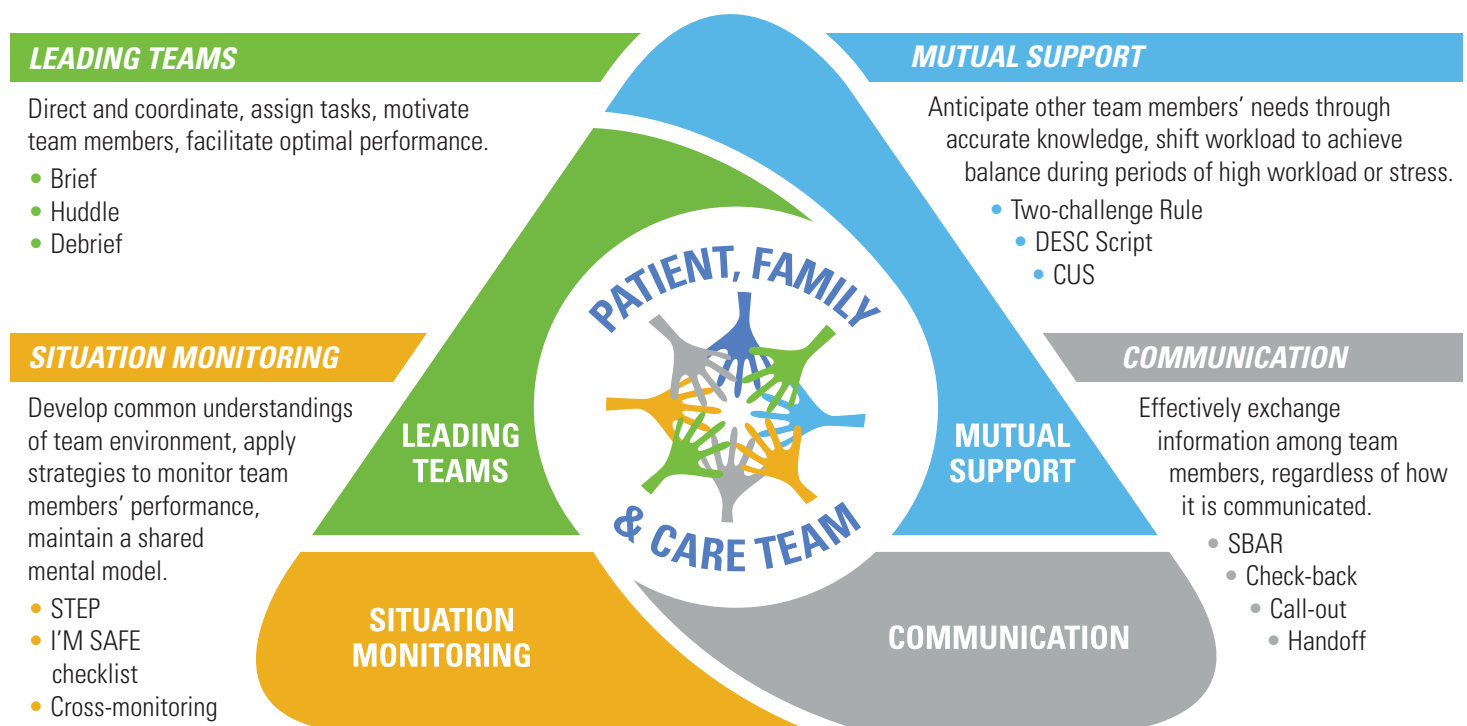
What is TeamSTEPPS?

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. It is an evidence-based set of tools and a training curriculum to successfully integrate communication and teamwork principles into any health care system.

TeamSTEPPS is based on decades of experience and lessons learned from high reliability organizations such as military operations, aviation and nuclear power. The Agency for Healthcare Research and Quality and the U.S. Department of Defense developed TeamSTEPPS in the mid-2000s. From 2011-2017, the American Hospital Association (AHA) managed the National Implementation of TeamSTEPPS. After the federal program ended in September 2017, the AHA committed to continuing their support of the TeamSTEPPS movement and AHA Team Training was officially launched.

TeamSTEPPS Principles & Tools

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



Why TeamSTEPPS?

The cost of implementing TeamSTEPPS is minimal compared to the savings surrounding outcomes and satisfaction. Many studies have found that teamwork training can lead to a stronger culture of safety through:



Positive change in behaviors

Adoption of team strategies was higher with teamwork education, with up to 31 percent of staff adopting teamwork behaviors.¹



Process efficiencies

At a Level I Trauma Center, the time from arrival to CT scanner and the operating room were decreased significantly after TeamSTEPPS training.³



Cost savings

A team-based program integrated behavioral health into every patient visit and saved a hospital system \$13 million per year.²



Improved outcomes

TeamSTEPPS was implemented on a Woman's Health Unit and saw a significant decrease in length of stay and the mortality index.⁴



Increased patient satisfaction

HCAHPS survey scores improved after a New York hospital implemented TeamSTEPPS.⁵



Enhanced staff satisfaction

After implementation of TeamSTEPPS tools in an OR, employee satisfaction increased by 19% and perceptions of safety climate increased from "good" to "outstanding."⁶

About AHA Team Training

AHA Team Training, as part of the American Hospital Association, strives to transform teams of experts into expert teams, helping them improve processes and outcomes as well as patient and staff satisfaction. We partner with interprofessional faculty currently working in the field that understand real life challenges and know the opportunities for success.



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 team training movement that transforms teams of experts into an expert team. AHA Team Training educates, convenes and shapes hospitals, health systems and other related organizations to provide better team-based care.

AHA Team Training Program Components

The AHA Team Training program has six elements to help foster the continued use, spread and transformation of team training and TeamSTEPPS.



Get started at aha.org/teamtraining or
email teamtraining@aha.org for more information.

¹ Jones, K.J., Skinner A.M., High R., & Reiter-Palmon R. (2013). A theory-driven, longitudinal evaluation of the impact of team training on safety culture in 24 hospitals. *BMJ Qual Saf*, 22(5), 394-404.

² Reiss-Brennan, B., Brunisholz, K.D., Dredge, C., Briot, P., Grazier, K., Wilcox, A., Savitz, L., & James, B. (2016). Association of integrated team-based care with health care quality, utilization, and cost. *JAMA*, 316(8), 826-834.

³ Capella, J., Smith, S., et al. (2010). Teamwork training improves the clinical care of trauma patients. *J Surg Educ*, 67(6), 439-443.

⁴ Borckardt, J.J., Annan-Coultas, D., Catchpole, K., Wise, H., Mauldin, M., Ragucci, K., Scheurer, D., & Kascak, K. (2020). Preliminary evaluation of the impact of TeamSTEPPS® training on hospital quality indicators. *J Interprof Educ Pract* 18.

⁵ Agency for Healthcare Research and Quality. (2015). New York Hospital Uses AHRQ Resources to Improve Patients' Experience of Care. <https://www.ahrq.gov/news/newsroom/case-studies/201514.html>

⁶ Leonard M., Graham S., Bonacum D. (2004). The human factor: the critical importance of effective teamwork and communication in providing safe care. *Qual Saf Health Care*, 13 Suppl 1, i85-90.