Upcoming Team Training Events

Courses & Workshops

In-person TeamSTEPPS Master Training Courses
- September 29-30 at Duke
- October 17-18 at Northwell Health
- October 27-28 at UCLA
- November 9-10 at Houston Methodist
- December 6-7 at Tulane

Virtual TeamSTEPPS courses and workshops
- Managing Conflict in Health Care: September 7-28
- TeamSTEPPS Master Training: September 22-November 17
- TeamSTEPPS for Change Leaders & Champions: October 6-November 17

Webinars

Healthy Aging: Creating Age-Friendly Health Systems – August 10 at 12 pm CT
Custom Trainings

**Empower your team and improve patient safety with solutions tailored to fit.**

Tell us more about what you’re looking for by filling out our [custom training request form](#) and we’ll be in touch shortly.
Today’s Presenter

Stacey DeMaranville, MSN, RN
Pierce Region Nursing Director
Family & Midwifery Birthing Centers
St. Joseph Medical Center & St. Elizabeth Hospital
Virginia Mason Franciscan Health
Today’s Objectives

Identify innovative and interactive training models for an interprofessional team

Demonstrate how developing a 30-60-90 day plan is an effective way to address resistance while creating alignment when implementing TeamSTEPPS

Discuss how frontline ownership is integral to a successful TeamSTEPPS implementation plan
Let’s Start With A Poll

What is your experience with TeamSTEPPS?
- First Time Learner
- Some Basic Knowledge
- Attended Training
- Implemented TeamSTEPPS
Let’s Start With A Poll

If you were to implement TeamSTEPPS, what would your role be?
  - Executive Sponsor or Senior Leadership
  - Project Manager or Project Leader
  - Part of the Change Team (Planning and Implementing)
  - Frontline Champion
Why TeamSTEPPS?
What Is TeamSTEPPS

Team Strategies and Tools to Enhance Performance and Patient Safety

• Joint development by the Agency for Healthcare Research and Quality (AHRQ) and the Department of Defense in the mid-2000
• Improve collaboration and communication within a team
• Key driver for patient safety resulting in reduced harm

https://www.aha.org/center/team-training
## Breaking Down The Skills

<table>
<thead>
<tr>
<th>100 Level Skills</th>
<th>200 Level Skills</th>
<th>300 Level Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request</td>
<td>Huddle</td>
<td>CUS</td>
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<tr>
<td>Call-Out</td>
<td>Debrief</td>
<td>Two-Challenge</td>
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<td>Cross-Check</td>
<td>Handoff</td>
<td>Rule</td>
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<tr>
<td>Check-Back</td>
<td>Shared Mental Model</td>
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<td>SBAR</td>
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<tr>
<td>Brief</td>
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Multidisciplinary Change Team

- Representation from each clinical area and discipline
- Committed to the planning and implementation
  - Attend bi-weekly meetings for planning and implementation and monthly follow-up meetings for sustaining
  - Become a Master Trainer and participation in staff training sessions
  - Be a super-user of the tools during patient care
- Utilize a 30-60-90 Day Plan outlining each step needed and who was responsible
  - Track our progress
  - Quickly identify barriers that needed additional support
Shrink The Change

30-60-90 Day Plan
Monthly Change Team Meetings
Check In and Update

Nov/Dec 2019/Jan 2020
updated 1/27/2020

What is the specific problem, challenge or opportunity for improvements that will be the target of the TeamSTEPPS Initiative?

Consistent communication between all roles within the Women and Children’s division.

a Destination Postcard based on your identified problem, challenge or opportunity:

60 Days
Continue with Tools of the Month
Reward and Recognize
Plan for TFO questionnaire repeat Report results to stakeholders

Training the TeamSTEPPS 100 level communication tools.

30 Days
90 Days

Check the critical moves for the 30/60/90-day implementation regarding this problem, challenge or opportunity for improvements:

<table>
<thead>
<tr>
<th>30 Days</th>
<th>60 Days</th>
<th>90 Days</th>
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<tbody>
<tr>
<td>Schedule of Tools of the Month nSTEPPS Wall</td>
<td>Continue with Tools of the Month Reward and Recognize</td>
<td>Plan for TFO questionnaire repeat Report results to stakeholders</td>
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<td>nSTEPPS Wall</td>
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<tr>
<td>Action needs to occur to accomplish the above plan, and who is responsible for overseeing completion?</td>
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</table>

Standard communication for roll-out of the month (who, how, when).

Closed Loop Communication- SBAR

Update the TeamSTEPPS board with tools in BC, NICU, Peds- Done

Update template card for “I saw ... Use ... or easy recognition in a fun design

- TeamSTEPPS highlight report in “Reminders, Changes and What’s Coming”- Template made, will start with first week of the month publications in Dec.

60 Days
90 Days

Step 1 – Continue to update the TeamSTEPPS board with current tools in Birth Center, NICU and Peds SBAR in mid-Dec

Step 2 – Select Recognition cards to highlight successes at LIP and Nursing Dept Meetings- Done

Step 3 – Continue with TeamSTEPPS highlight report in “Reminders, Changes and What’s Coming” format Done

Step 4 – Create value in TeamSTEPPS tools (example: daily briefing compliance in each unit)-

- Safety Event Reports regard communication-6 for the 1a months before implementation
- Daily Briefing compliance-6
- Future goal- Inform received makes a d
30-60-90 Day Plan

TeamSTEPPS Implementation Plan
30/60/90 Overview

What is the specific problem, challenge or opportunity for improvements that will be the target of the TeamSTEPPS Initiative?

Develop a Destination Postcard based on your identified problem, challenge or opportunity:

What are the critical moves for the 30/60/90 day implementation regarding this problem, challenge or opportunity for improvement?

<table>
<thead>
<tr>
<th>30 Days</th>
<th>60 Days</th>
<th>90 Days</th>
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</table>

What specific action needs to occur to accomplish the above plan, and who is responsible for overseeing completion?

<table>
<thead>
<tr>
<th>30 Days</th>
<th>60 Days</th>
<th>90 Days</th>
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<tbody>
<tr>
<td>Step 1</td>
<td>Step 1</td>
<td>Step 1</td>
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<tr>
<td>Step 2</td>
<td>Step 2</td>
<td>Step 2</td>
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<tr>
<td>Step 3</td>
<td>Step 3</td>
<td>Step 3</td>
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</tbody>
</table>
Data Driven Actions

- TeamSTEPPS® Team Perception Questionnaire (TPQ) from AHRQ administered to the 300 members of VMC’s W&C Services
- 109 responses from all areas of the division

https://www.ahrq.gov/teamstepps/instructor/reference/teampercept.html
Information regarding patient care is explained to patients and their families in lay terms.

Team members verbally verify information that they received from one another.

Team members use common terminology when communicating with each other.

When communicating with patients, team members allow enough time for questions.

Team members relay relevant information in a timely manner.

Team members seek information from all available sources.

Team members follow a standardized method of sharing information when handing off patients.
Team members effectively anticipate each other’s needs.

Team members monitor each other’s performance.

Team members exchange relevant information as it becomes available.

Team members continuously scan the environment for important information.

Team members share information regarding potential complications (e.g. patient changes, bed availability).

Team members meets to reevaluate patient care goals when aspects of the situation have changed.

Team members correct each other’s mistakes to ensure that procedures are followed properly.
Team members resolve their conflicts, even when the conflicts have become personal.

When team members have a concern about patient safety, they challenge others until they are sure the concern has been heard.

Team members advocate for patients even when their opinion conflicts with that of a senior member of the department / unit.

Feedback between team members is delivered in a way that promotes positive interactions and future change.

Team member caution each other about potentially dangerous situations.

Team members request assistance from fellow staff when they feel overwhelmed.

Team members assist fellow staff during high workload.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
30-60-90 Day Plan for Implementation

• Focus on 100 and 200 level TeamSTEPPS skills
• Ross taught the Change Team Members how to teach these skills to our division
• Scheduled 10 classes in October 2019
  o Dyad teaching partners
  o Online sign up for the mandatory class
  o Multidisciplinary attendees
  o 12-25 participants per class is ideal
Let the Fun Begin

- 2 hour Sessions
- Agenda
  - Core TeamSTEPPS tools
  - Three Team Tower exercises (Legos)
  - Review of TPQ results
- Discussion on Plans to Implement
- Attendance Success
  - W&C Staff 94%
  - LIP 88%
Follow Up

• TPQ post-implementation was planned for second quarter 2020
  o COVID-19 delayed the survey until July 2020, 9 months after the launch
  o Fewer and less diverse responses than our pre-survey but valid information
• Change Team repeated the process to create data driven priorities
• Developed next 30-60-90 day plans
  o TeamSTEPPS Basics
  o TeamSTEPPS 300
Information regarding patient care is explained to patients and their families in lay terms.

Team members verbally verify information that they received from one another.

Team members use common terminology when communicating with each other.

When communicating with patients, team members allow enough time for questions.

Team members relay relevant information in a timely manner.

Team members seek information from all available sources.

Team members follow a standardized method of sharing information when handing off patients.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information regarding patient care is explained to patients and their</td>
<td>15</td>
<td>40</td>
<td>2</td>
<td>12%</td>
<td>9</td>
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<tr>
<td>families in lay terms.</td>
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<td></td>
<td></td>
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<tr>
<td>Team members verbally verify information that they received from one</td>
<td>14</td>
<td>40</td>
<td>10</td>
<td>10%</td>
<td>2</td>
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<tr>
<td>another.</td>
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<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Team members use common terminology when communicating with each other.</td>
<td>22</td>
<td>40</td>
<td>10</td>
<td>6%</td>
<td>4</td>
</tr>
<tr>
<td>When communicating with patients, team members allow enough time for</td>
<td>23</td>
<td>38</td>
<td>4</td>
<td>32%</td>
<td>3</td>
</tr>
<tr>
<td>questions.</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Team members relay relevant information in a timely manner.</td>
<td>14</td>
<td>50</td>
<td>3</td>
<td>29%</td>
<td>1</td>
</tr>
<tr>
<td>Team members seek information from all available sources.</td>
<td>15</td>
<td>40</td>
<td>2</td>
<td>12%</td>
<td>9</td>
</tr>
<tr>
<td>Team members follow a standardized method of sharing information when</td>
<td>16</td>
<td>35</td>
<td>10</td>
<td>6%</td>
<td>4</td>
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<tr>
<td>handing off patients.</td>
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2020 Communication
Team members effectively anticipate each other’s needs.

Team members monitor each other’s performance.

Team members exchange relevant information as it becomes available.

Team members continuously scan the environment for important information.

Team members share information regarding potential complications (e.g. patient changes, bed availability).

Team members meets to reevaluate patient care goals when aspects of the situation have changed.

Team members correct each other’s mistakes to ensure that procedures are followed properly.

2020 Situation Monitoring

Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

27%  10%  12%  6%  2%
Team members resolve their conflicts, even when the conflicts have become personal.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
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<tbody>
<tr>
<td>7</td>
<td>29</td>
<td>20</td>
<td>10</td>
<td>10</td>
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</table>

When team members have a concern about patient safety, they challenge others until they are sure the concern has been heard.

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<thead>
<tr>
<th>Strongly Agree</th>
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<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>39</td>
<td>1</td>
<td>3</td>
<td>3</td>
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Team members advocate for patients even when their opinion conflicts with that of a senior member of the department/unit.

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<th>Disagree</th>
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<tbody>
<tr>
<td>11</td>
<td>38</td>
<td>3</td>
<td>2</td>
<td>2</td>
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Feedback between team members is delivered in a way that promotes positive interactions and future change.

<table>
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<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>9</td>
<td>33</td>
<td>19</td>
<td>4</td>
<td>1</td>
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</table>

Team member caution each other about potentially dangerous situations.

<table>
<thead>
<tr>
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<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>19</td>
<td>42</td>
<td>5</td>
<td>5</td>
<td>5</td>
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Team members request assistance from fellow staff when they feel overwhelmed.

<table>
<thead>
<tr>
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<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tbody>
<tr>
<td>19</td>
<td>31</td>
<td>13</td>
<td>3</td>
<td>3</td>
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</table>

Team members assist fellow staff during high workload.

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<tr>
<td>29</td>
<td>29</td>
<td>8</td>
<td>8</td>
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</table>
TeamSTEPPS Basics and 300 Level Training

- WC Division TeamSTEPPS Basics Courses
  - Change Team Taught
  - In Person Education with Legos
  - Sustaining Education for New Hires

- 300 Level Training
  - Hybrid Class-FBC Skills Day and Zoom
  - Focused on CUS & 2 Challenge Rule
  - Hardwiring the need for Mutual Support
What Didn’t Work

- Destination Postcards Mailed to WC staff
- Bingo Challenge for Using the Tools
- TeamSTEPPS Boards on the Inpatient Units
- Taking the Success of the WC pilot & Launching TeamSTEPPS Across the Hospital
Key Takeaways

- Utilizing a 30-60-90 day plan helps shrink the change making it manageable, engaging for frontline staff and supports a multidisciplinary approach
- Data driven priorities for training strategies provides measurable outcomes for success
- Ensuring a multidisciplinary Change Team builds engagement while ensuring representation from each unique discipline
Questions?
Questions? Stay in Touch!

www.aha.org/teamtraining
Email: teamtraining@aha.org • Phone: (312) 422-2609