



## AHA Team Training

# What's Data Got to Do With It? Why Data is "Mission Critical" to Your TeamSTEPPS Success

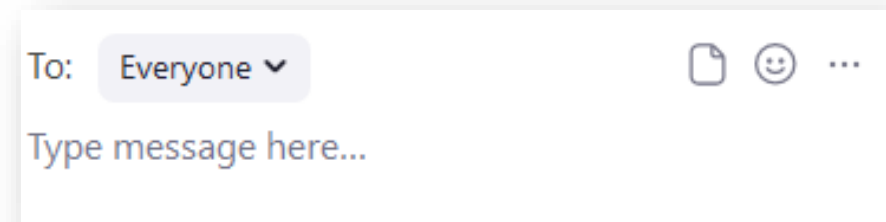
December 13, 2023



# Rules of Engagement

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- **Audio for the webinar can be accessed in two ways:**
  - Through your computer
  - Or through the phone (\*Please mute your computer speakers)
- **Q&A session will be held at the end of the presentation**
  - Written questions are encouraged throughout the presentation
  - To submit a question, type it into the Chat Area and send it at any time
- **Other notable Zoom features:**
  - This session is being recorded, the chat will not be included in the recording
  - Utilize the chat throughout the webinar. To chat everyone, make sure your chat reflects the picture below:



# Continuing Education Credit

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To receive 1.0 CE credit hour for this webinar, you must:

- **Create a Duke OneLink account.** You only need to create an account once – you may use it for all future webinars. Instructions will be chatted in and/or you may find them in your registration confirmation email.
  - Step 1: Register for a OneLink account
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- Text **TACQEX** to (919) 213-8033 after 1:00 pm ET today – 24-hour window

In support of improving patient care, the Duke University Health System Department of Clinical Education and Professional Development is accredited by the American Nurses Credentialing Center (ANCC), the Accreditation Council for Pharmacy Education (ACPE), and the Accreditation Council for Continuing Medical Education (ACCME), to provide continuing education for the health care team.



# Upcoming Team Training Events

## **Courses & Workshops**

- [Virtual Master Training Course](#): January 18-March 7
- [In-person TeamSTEPPS Master Training](#) – *registration opens tomorrow*
  - March 25-26 at UCLA, Los Angeles, CA
  - April 8-9 at Northwell Health, New Hyde Park, NY
  - April 22-23 at MetroHealth, Cleveland, OH
  - April 24-25 at Houston Methodist, Houston, TX
  - May 21-22 at Tulane, New Orleans, LA
  - June 11-12 at the American Hospital Association, Chicago, IL

## **Webinars**

- January 10, 2024 - [Utilizing Team-Based Care and TeamSTEPPS to Strengthen and Support Today's Interprofessional Workforce](#)



# Upcoming Team Training Events Cont.

## *Custom TeamSTEPPS Advisory Services at Your Organization*

### TeamSTEPPS Master Training Course

Using a train-the-trainer model, **we give you the foundational tools** and concepts, and train your staff through this **two-day training** program. You will gain a team of Master Trainers ready to teach others in your organization.

### Comprehensive TeamSTEPPS Programs

**We help you along the way.** After delivery of the two-day Master Training course, we continue to work with your team for **3-6 months**, building the internal capacity to hardwire TeamSTEPPS throughout your organization.

[Learn More »](#)

“Our relationship with the TeamSTEPPS faculty and the on-site trainings were both phenomenal. **They did a great job of meeting us where we were** and customized a program that really helped us gain clarity about the problem we’re trying to solve.”

– **Melissa Riffe-Guyer**  
Executive Director,  
Culture Cone Health

# Today's Presenters



**Rhonda Fischer, RN,  
BSN, CEN**  
*Team Training Clinical  
Program Lead*  
American Hospital  
Association



**Tonya Martino, RN, BSN, ND**  
Clinical Director of Team  
Performance  
WWAMI Institute for  
Simulation in Healthcare  
(WISH), University of  
Washington



**Stacy Norton, MD,  
FACOG**  
*Chief-of-Staff*  
Houston Methodist  
Willowbrook



# Data...Why it Matters

TeamSTEPPS journeys start with WHY

- Personal
- Organizational

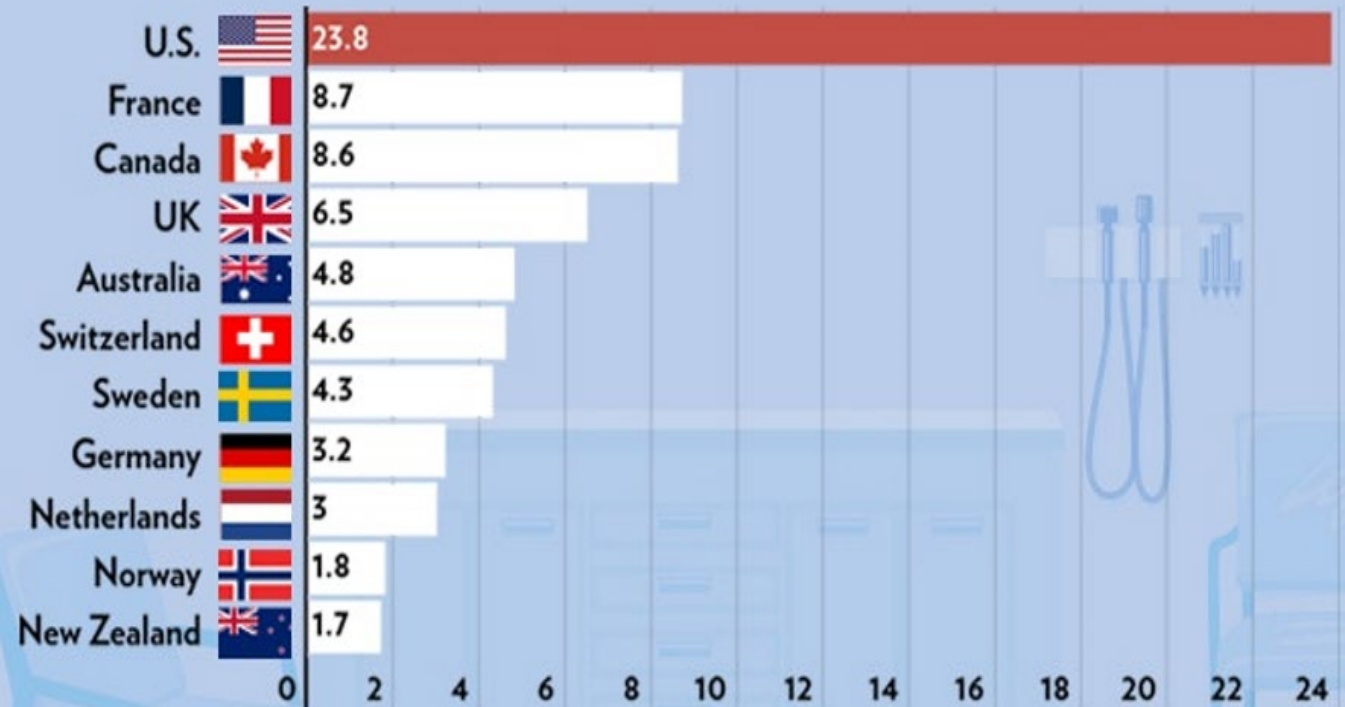




# Data...creates a sense of urgency

MATERNAL  
MORTALITY 2020:  
United States  
vs.  
Other Developed  
Nations

## Maternal Mortality in the U.S. Far Outstrips That of Other Industrialized Nations



\*Deaths per 100,000 live births

Source: <https://www.cdc.gov/nchs/data/hestat/maternal-mortality/2020/maternal-mortality-rates-2020.htm>

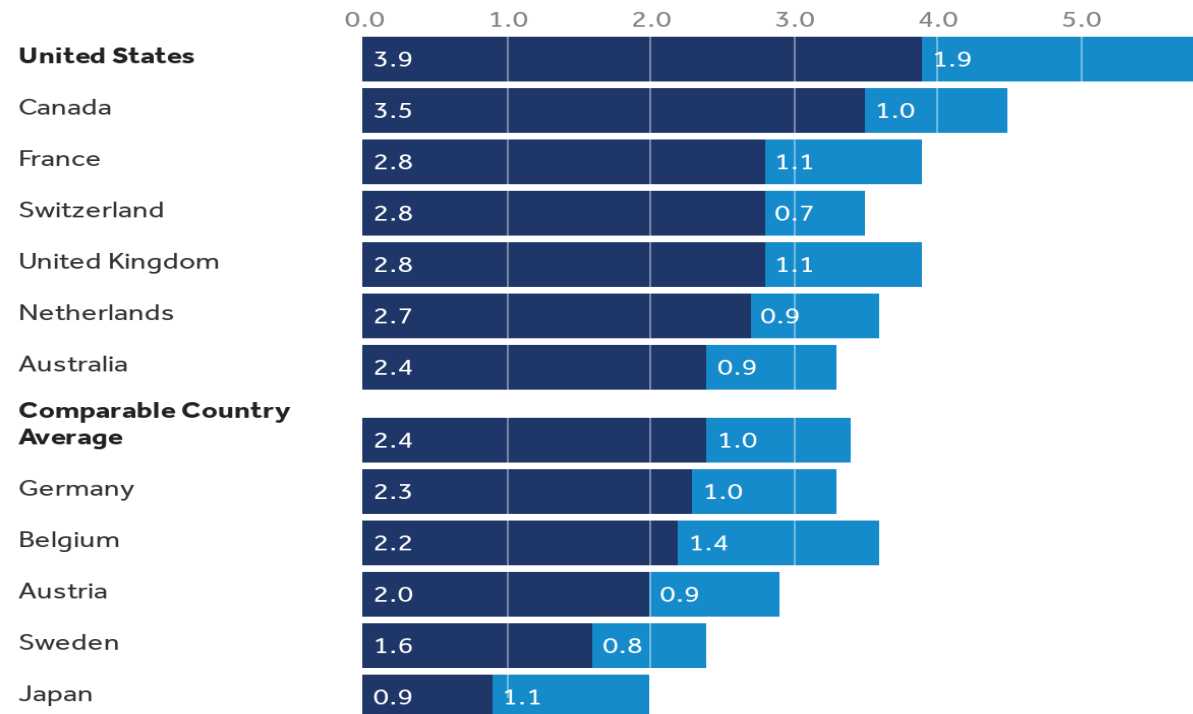


# Data...creates a call to action

## NEONATAL MORTALITY 2020: United States vs. Other Developed Nations

Neonatal and postneonatal mortality rates (deaths per 1,000 live births), by country, 2017

■ Neonatal ■ Postneonatal



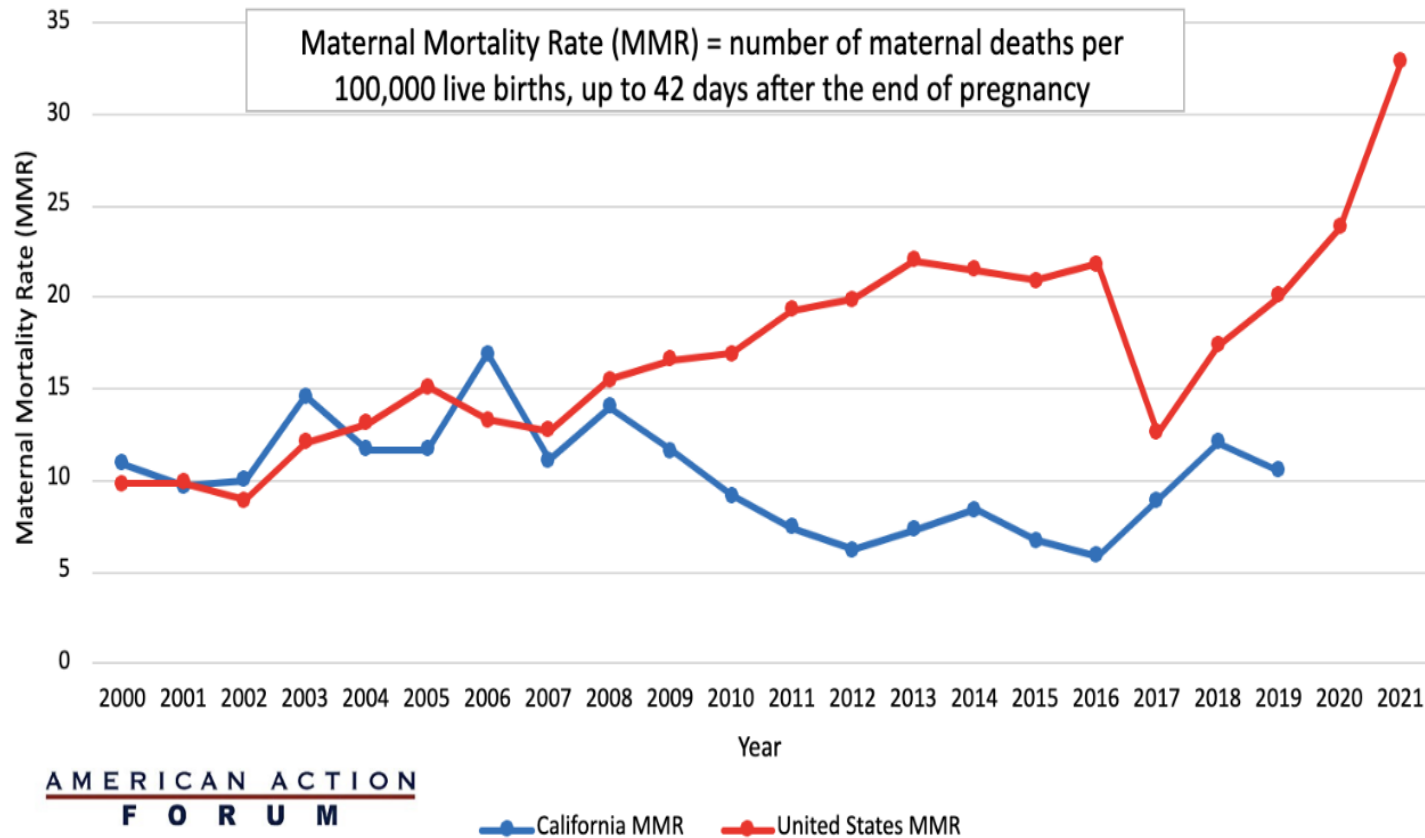
Note: Some 2017 data for Japan and Belgium estimated using 2016 data

Source: KFF analysis of OECD data

# Data...drives change that *inspires*

## California Maternal Quality Care Collaborative

### United States vs. California Maternal Mortality Rate



Established in 2006 by Stanford University School of Medicine and the State of California

Multi-stakeholder organization committed to ending preventable M&M and racial disparities

Has seen a 65% decline in maternal mortality between 2006 and 2016

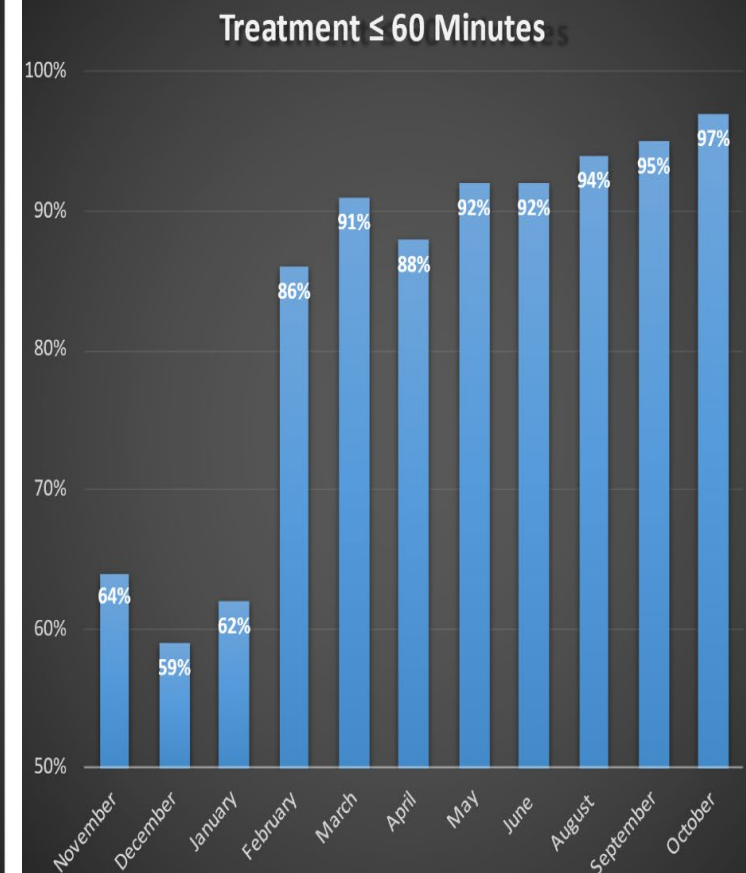
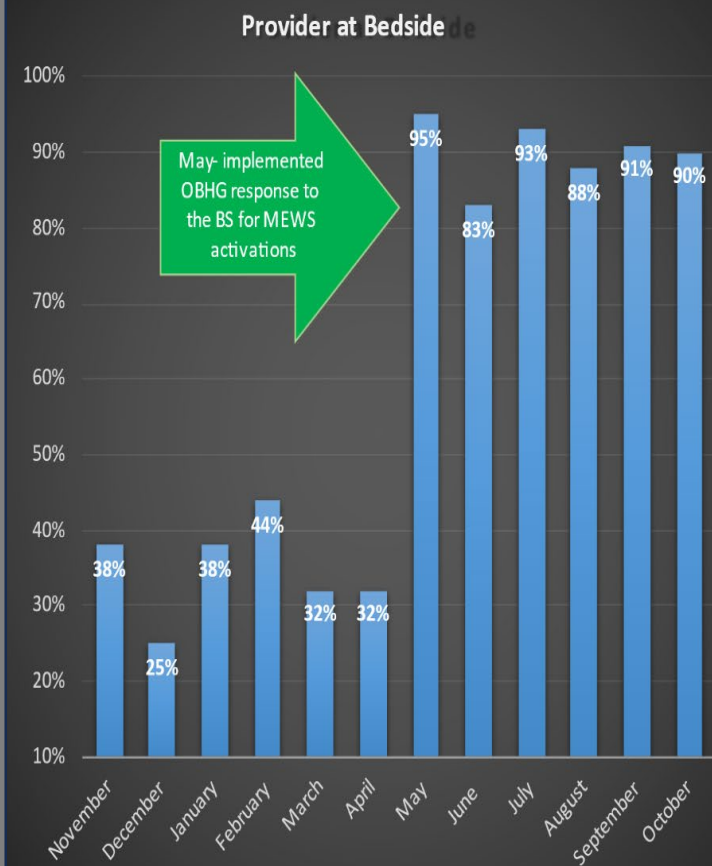
# The Magic of TeamSTEPPS and Data

## MEWS: HYPERTENSION

Maternal Level Survey  
coming August 2023

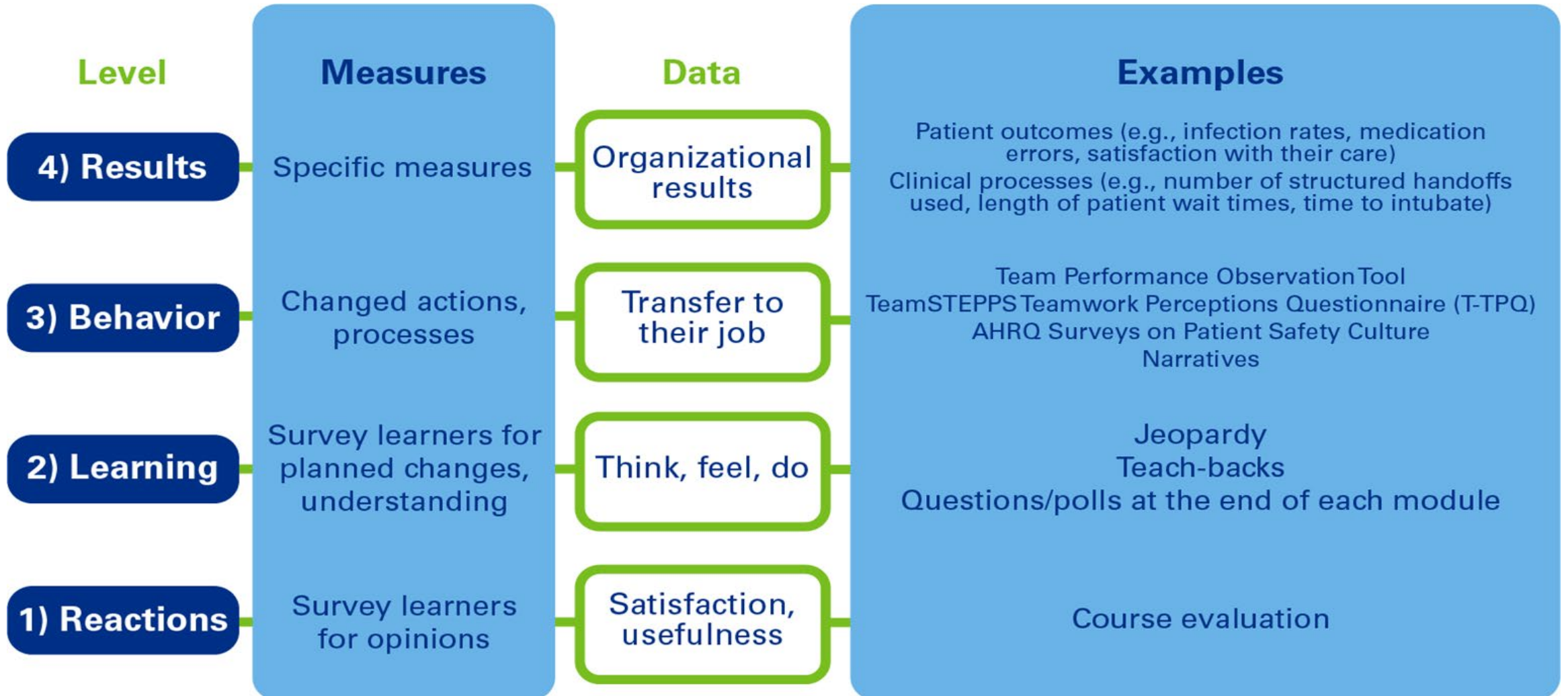
April Review SBAR with  
all L+D Nursing staff

April and May  
SBAR simulation with  
nurses and OBHG





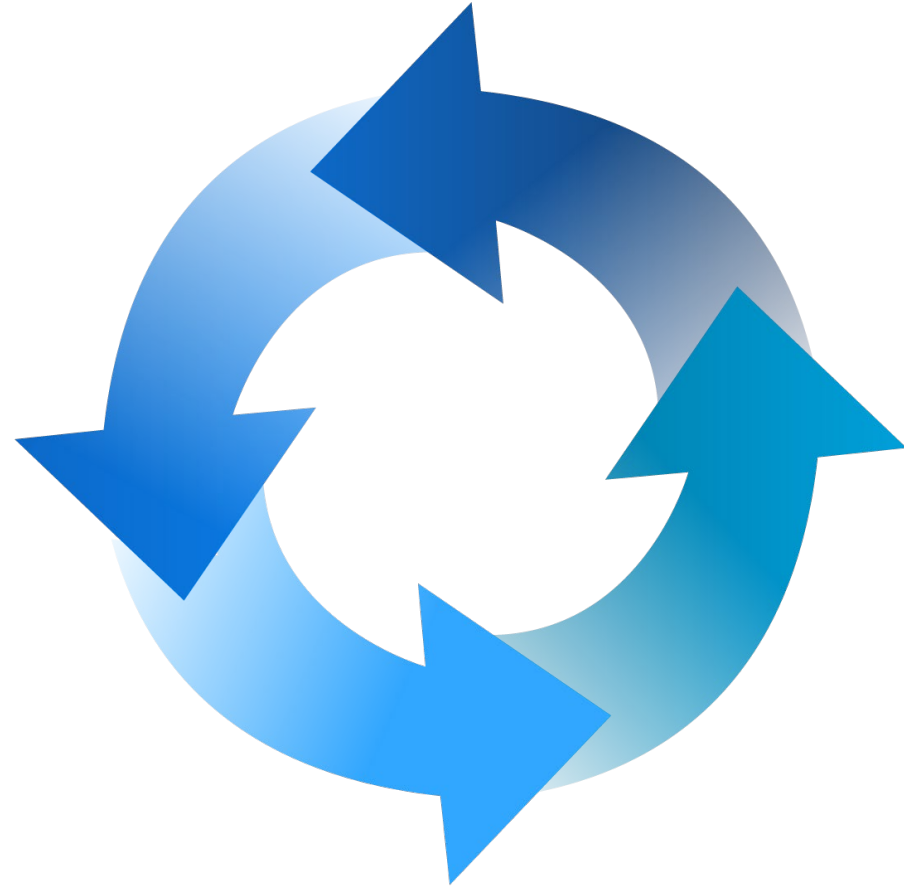
# How to Measure - Kirkpatrick



# Two types of measures used in health care

1 Outcome Measures

2 Process Measures



Outcome measures are “high-level clinical or financial outcomes”.



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Some examples of metrics for outcome measures include mortality rates, readmissions rates, and surgical site infection rates



**Process measures** are “the specific steps in a process that lead - either positively or negatively - to a particular outcome metric.”



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Examining the **ED LOS metric**, you might determine that a **lengthy delay** in radiology reads impacts the speed of diagnosis and discharge.

This process measure helped identify a concrete **opportunity** for improvement



# No Need to Reinvent the Wheel!!

1. What is it you are already measuring?
  - Decision to incision?
  - Infection rates?
  - Provider notification times?
2. Add a TeamSTEPPS tool
  - Huddle
  - SBAR
3. Measure the “before and after” picture
  - Process measure
  - Outcome measure

# Show me the Evidence! Quantitative (numbers)



## Quantitative Examples

- \* Statistics on health outcomes, incidence, mortality, morbidity
- \* Dashboards, survey results, research data
- \* Reputation: hospital ranking
- \* Financial impact: health care costs, lost revenue



# Show me the Evidence!

## Qualitative (narrative)



## Qualitative Examples

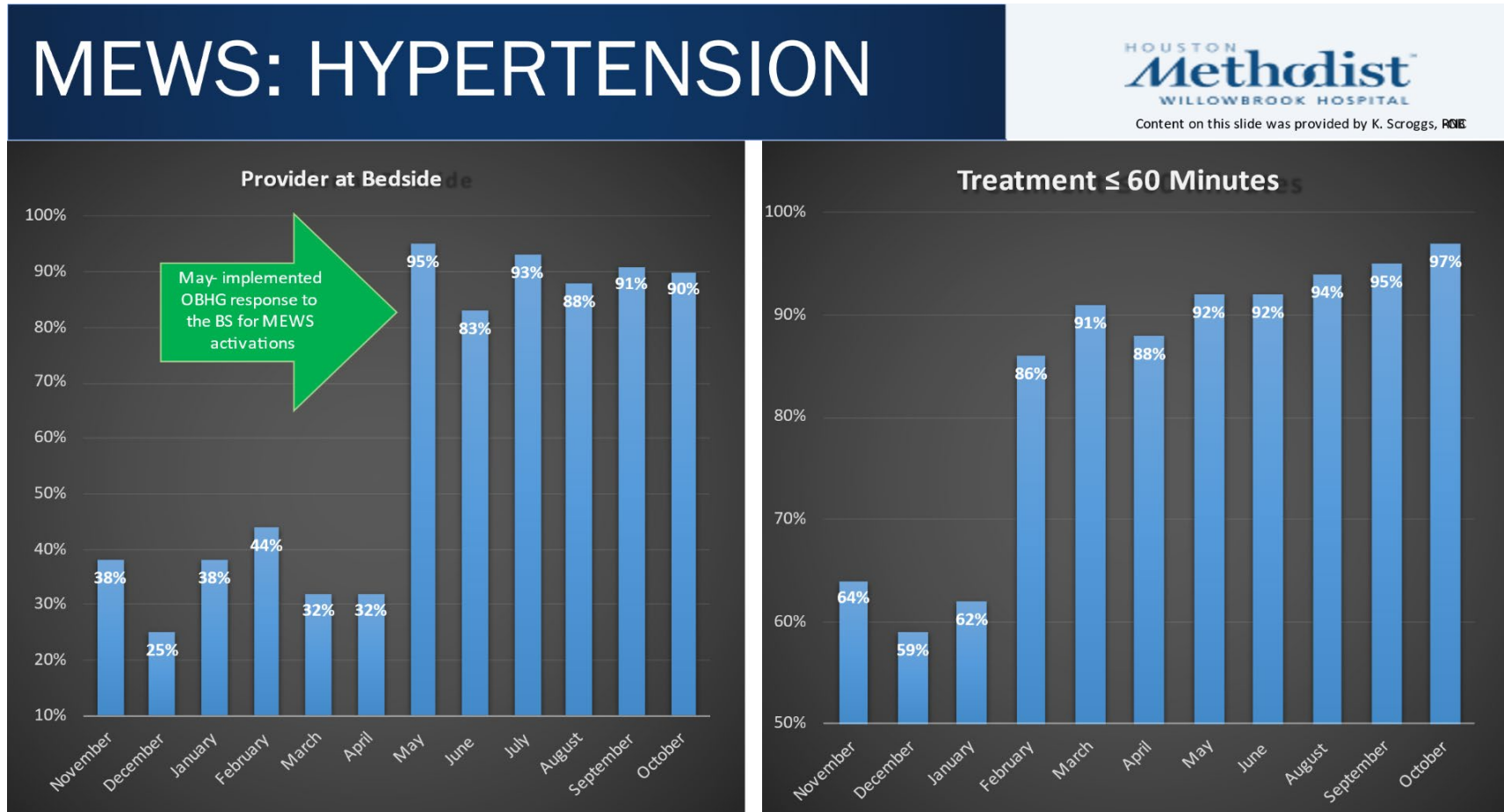
- \* Example case studies and stories
- \* Testimonials (written, video)
  - Patients and families (social, emotional)
  - Peers (wellness, burnout)
- \* Themes analyzed from survey comments



The way to get started is to quit talking and begin doing.

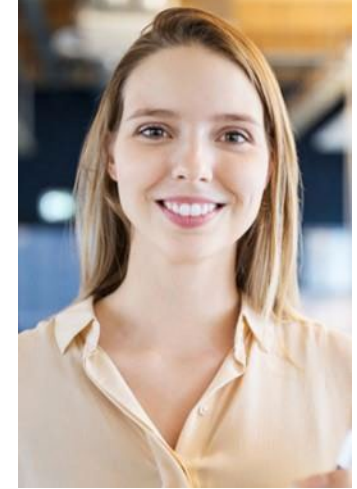
*Walt Disney*

# The world needs more stories like *this one*...





# What's Your Data Story?



Prepare to inform...engage...*inspire*

# Implementation Snapshots

## A healthy dose of TeamSTEPPS Inspiration

### TEMPLATE

The purpose of these case studies or "snapshots" is to feature an institution's success story when it comes to implementing a particular TeamSTEPPS tool, training strategy and/or deployment in a unit, department, or hospital. Snapshots will be shared on AHA Team Training's Mighty Network.

#### Instructions

- 1) Write approximately 1-2 paragraphs per section.
- 2) Submit to [TeamTraining@aha.org](mailto:TeamTraining@aha.org).  
*Images are encouraged. Please attach any images you would like to include when you submit your content including your organization's logo.*
- 3) AHA Team Training will edit and give you the opportunity to review and approve the final snapshot.



**Organization Name**

City, State

#### Situation

What is your organization's "why" for implementing TeamSTEPPS? Describe the challenge/opportunity for improvement.

Click or tap here to enter text.

#### Background

Provide brief information surrounding your organization, staff, previous TeamSTEPPS implementations, etc. Share any relevant data that led you to identify the challenge/opportunity for improvement and the decision to implement TeamSTEPPS.

Click or tap here to enter text.

#### Action

What was your training and implementation approach? What unit/department(s) did you target? What was your training format or length?

Click or tap here to enter text.

#### Results & Recommendations

What were your measurable results? Did you move the needle on a particular quality measure? Do you have either specific data or stories to share? Describe the results of your TeamSTEPPS project and their impact on patients, staff, processes and workflows, outcomes, etc. Talk about any pivots or lessons learned in the process. Do you have any recommendations for other teams hoping to achieve your same results?

Click or tap here to enter text.



# Share *your* TeamSTEPPS Journey with us!

[Complete our interest form](#)  
and a TeamSTEPPS  
representative will reach out  
with next steps for sharing!



# Final Reminders

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- **Evaluation**

- Please complete the evaluation form that appears on your screen once the webinar ends

- **Continuing Education**

- Create a Duke OneLink account if you have not done so
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**Questions? Stay in Touch!**

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