



AHA Team Training

Utilizing Team-Based Care and TeamSTEPPS to
Strengthen and Support Today's Interprofessional
Workforce

January 10, 2024

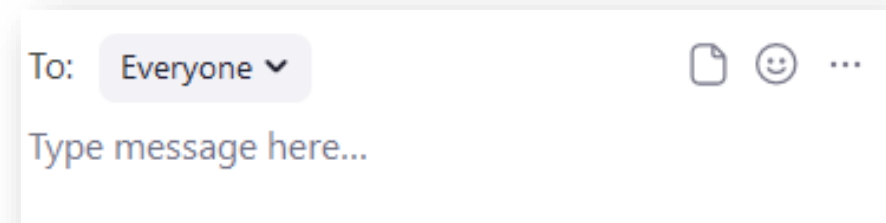


AHA CENTER FOR HEALTH

INNOVATION

Rules of Engagement

- **Audio for the webinar can be accessed in two ways: 1) through your computer speakers or 2) dialing in by phone – *listen only mode***
- **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

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.
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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

- [In-person TeamSTEPPS Master Training](#) – *registration open!*
 - 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
- Virtual TeamSTEPPS Master Training from April 18-June 6 – *registration coming soon*

Webinars

- February 14: [TeamSTEPPS in Action: Implementation Stories from Across the Continuum](#)
- March 13: [The Fundamentals of Strategic Planning and Successful TeamSTEPPS Implementation](#)

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



Chris DeRienzo, MD
Senior Vice President and Chief Physician Executive
American Hospital Association



Objectives

Understand the importance of how an interprofessional team can utilize TeamSTEPPS to improve staff satisfaction, retention, and ultimately patient safety

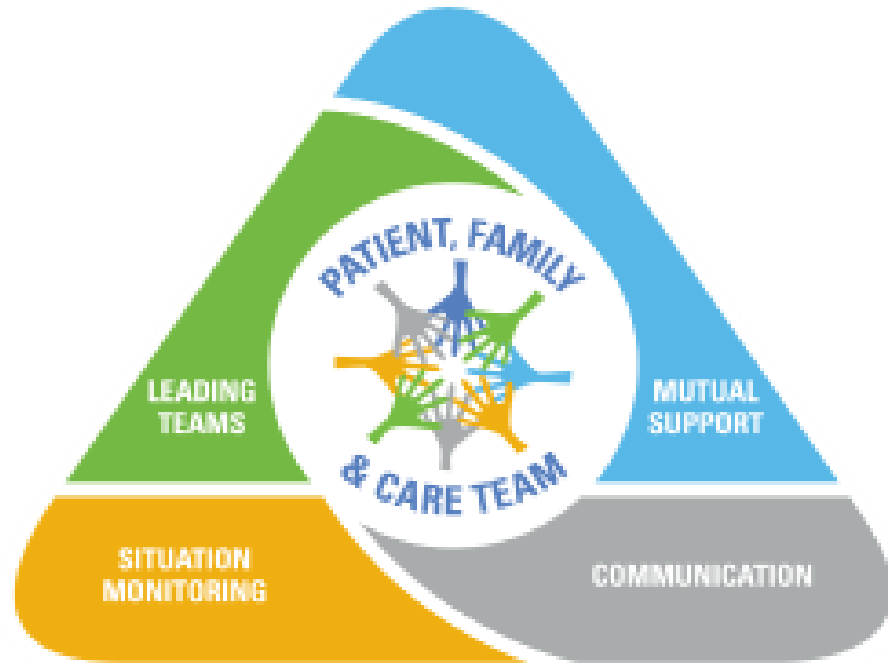
Describe how AHA Team Training's TeamSTEPPS curriculum has been enhanced to address the global changes in health care and workforce challenges

Discuss the various roles an interprofessional team has when implementing TeamSTEPPS



Moderated Discussion

Utilizing team-based care and TeamSTEPPS to strengthen and support the interprofessional workforce



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AHA Team Training TeamSTEPPS Curriculum

Preview on how AHA's TeamSTEPPS Master Trainer curriculum has been enhanced to support interprofessional teams

Role of TeamSTEPPS Master Trainers



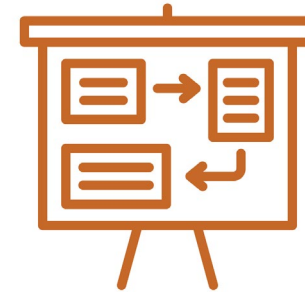
Role model behaviors



Ongoing just-in-time coaching



Teaching courses



Assist in developing implementation plan



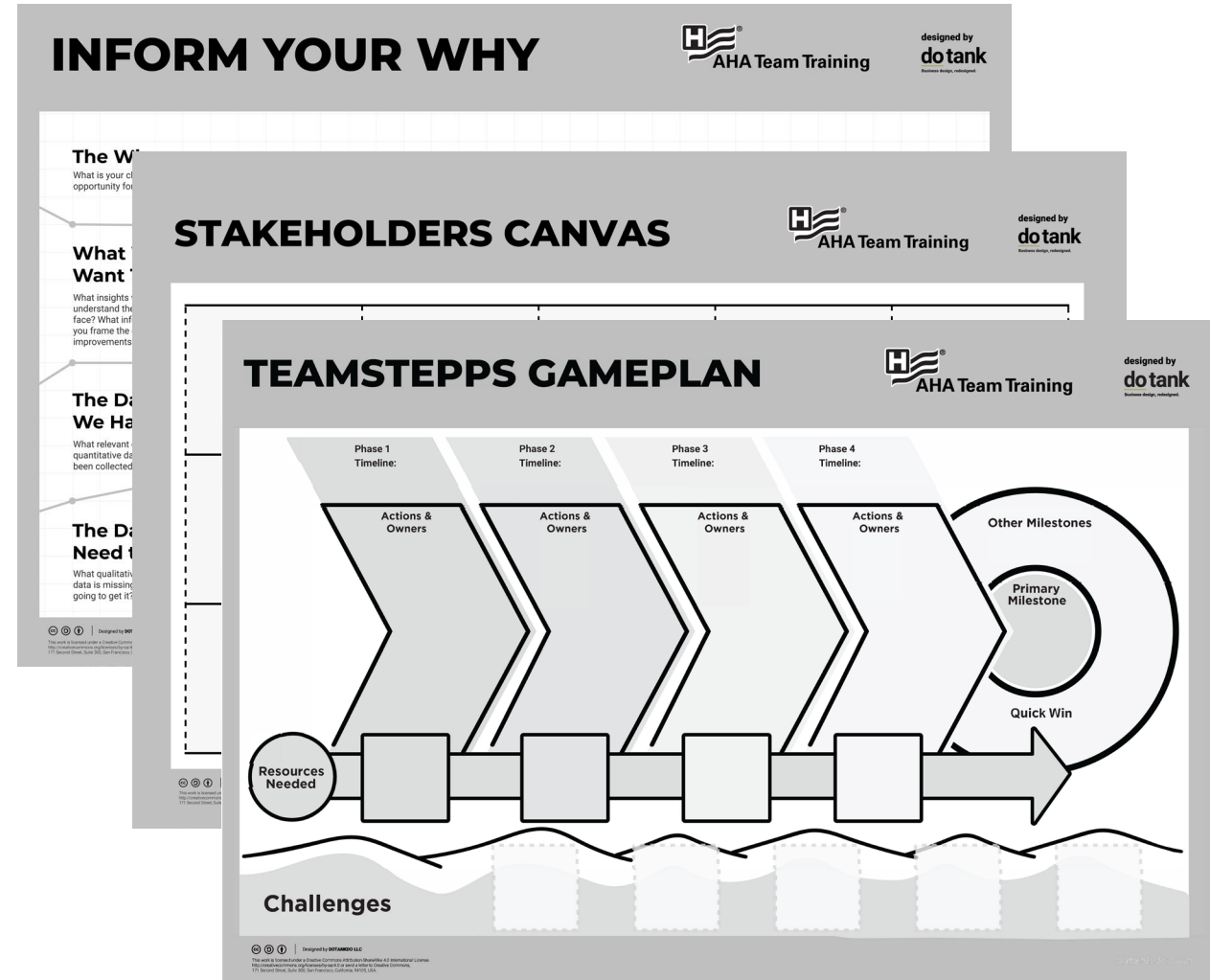
Support or serve as a member on the Change Team

Considerations When Selecting Master Trainers

1. Formal and informal leaders
2. Interprofessional (not just RNs and MDs)
3. Will serve in one or more of the Master Trainer roles



Our Curriculum Supports Interprofessional Teams: Human-Centered Design Thinking



Our Curriculum Supports Interprofessional Teams: Psychological Safety

- Trust and empowerment are requisite for healthy interprofessional teams.
- Psychological safety is foundational to trust, empowerment and mutual support.
- Psychological safety will level-set speak up culture in briefs, huddles and debriefs



Our Curriculum Supports Interprofessional Teams: By Creating a Map for Consistency and High Reliability

- TeamSTEPPS tools:
 - Structure reproducibility through predictable processes
 - Decrease the noise through shared language
 - Drive out variation through tools based on best practice



Key Takeaways

TeamSTEPPS creates a strong culture of collaboration that the team-based care model needs to thrive

TeamSTEPPS provides tactical strategies for overcoming teamwork and communication challenges and strengthening the interdisciplinary workforce

AHA curriculum supports interprofessional teams by incorporating human centered design and culturally relevant solutions for creating high reliability

Final Reminders

- **Evaluation**

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

- **Continuing Education**

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Questions? Stay in Touch!

www.aha.org/teamtraining

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