



Inova Health System

TeamSTEPPS has been instrumental in fostering Inova Health System's mandate to provide high-reliability, high-value, person-centered and seamless care. Investment in formal and standardized TeamSTEPPS training has led to an environment of respect, trust and accountability among care team members.

Background

- A five-hospital health system with ambulatory services in Northern Virginia and Metro Washington D.C.
- Introduced TeamSTEPPS training in 2014, first focused on clinical care teams and using a varied curriculum at Inova's five hospitals.
- In 2018, adopted a systemwide training approach and required TeamSTEPPS training for onboarding all employees and providers.

Approach & Goals

- Creating an environment committed to zero harm.
- Creating a culture of psychological safety that empowers all employees.
- Promoting effective teamwork in a complex health care environment.

Actions Taken

- Centralized TeamSTEPPS training and faculty in the system office of patient safety to standardize curriculum and monthly training.
- Created training in the form of a 90-minute mandatory virtual workshop as part of all new employees' onboarding, including clinical and non-clinical staff and providers.
- Increased TeamSTEPPS adaptation and visibility across the organization in daily operations by using tiered huddles, providing access to tools and continuing safety improvement work.
- Aligned TeamSTEPPS with safety culture survey results and action plans.

Positive Outcomes

- Safety culture survey results improved year over year, surpassing national benchmarks for overall percent positive response.
- 2021 and 2023 showed consistently strong performance in all safety culture domains with 4 of the 10 exceeding national benchmarks; many domains are close to or exceed the 75th percentile in performance.

Recommendations

- Team training should be mission critical to the organization's mission for safe and reliable care.
- Embedding a standardized training program and making TeamSTEPPS visible in daily operations will lead to improved teamwork and patient outcomes.

For detailed information, visit: www.aha.org/center/team-training