



# AHA Team Training



Transform Your Team of Experts into an Expert Team with

## TeamSTEPPS® from AHA Team Training

**TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety)** is an evidence-based, proactive approach for addressing challenges in health care delivery, promoting a culture of safety and meeting the needs of today's health care workforce.

This methodology is based on decades of experience and lessons learned from high reliability organizations such as military, aviation and nuclear power operations. These teamwork tools and skills have been proven to enhance communication efficiency, foster staff well-being, support culture change, and ultimately, improve patient outcomes.

### TeamSTEPPS Principles & Tools

#### LEADING TEAMS

Direct and coordinate, assign tasks, motivate team members, facilitate optimal performance

- Brief
- Huddle
- Debrief

#### SITUATION MONITORING

Develop common understanding of the team environment, apply strategies to monitor performance, maintain a shared mental model

- Cross-Monitoring
- I'M SAFE
- STAR
- STEP

#### MUTUAL SUPPORT

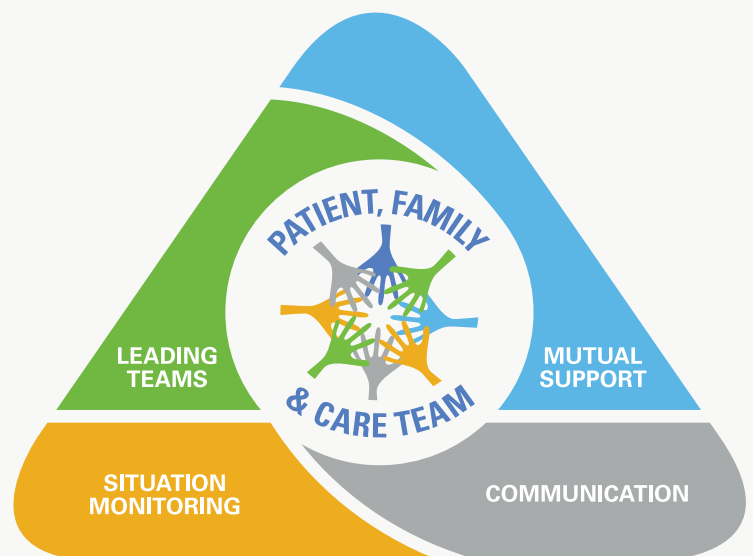
Anticipate and support team members' needs, provide feedback, advocate for the patient by voicing concerns

- Task Assistance
- Advocacy and Assertion
- DESC Script
- Formative Feedback
- CUS
- Two-Challenge Rule

#### COMMUNICATION

Effectively exchange information among team members

- Closed Loop Communication
- SBAR
- Call-Out
- Teach-Back
- IPASS



## Why TeamSTEPPS?

### Positive change in behaviors

TeamSTEPPS training at a hospital system in New Jersey was associated with increased trust and empathy among team members. Team members reported individual role empowerment and stronger cohesion within the team.<sup>1</sup>

### Cost Savings

A team-based program integrated behavioral health into every patient visit and saved a hospital system \$13 million per year.<sup>12</sup>

### Increased patient satisfaction

After efforts to improve interdepartmental teamwork at a Nashville health system, overall patient experience scores increased from a baseline of 64.41 to 79.71 one year later.<sup>3</sup>

### Process efficiencies

TeamSTEPPS was associated with improved operating room efficiency, boosting on-time first start rates by 21% and decreasing mean case time by 12.7 minutes.<sup>4</sup>

### Improved Outcomes

TeamSTEPPS was implemented on a Women's Health unit and saw a significant decrease in length of stay and the mortality index.<sup>5</sup>

### Enhanced staff satisfaction

An evaluation of a TeamSTEPPS implementation in an ICU found that teamwork improved and nurses planning to stay increased from 58% to 89% over 2 years' time.<sup>6</sup>

## How AHA Team Training Can Help!

AHA Team Training spearheaded the original TeamSTEPPS National Implementation program in collaboration with the Agency for Healthcare Research and Quality (AHRQ) from 2011 to 2017. Building on this foundation, AHA Team Training has continued actively spreading TeamSTEPPS across the health care continuum. Our ongoing commitment has solidified our position as a frontrunner in bringing this methodology to the field. We have a variety of educational offerings and free resources to support today's interprofessional workforce. Whether your team is small or large, clinical or non-clinical, TeamSTEPPS and AHA Team Training can help!



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<sup>1</sup> Terregino, C.A., Jagpal, S., Parikh, P., Pradhan, A., Weber, P., Michaels, L., Nicastro, O., Escobar, J., & Rashid, H. (2023). Critical care teamwork in the future: the role of TeamSTEPPS® in the COVID-19 pandemic and implications for the future. *Healthcare (Basel)*, 11(4):599.

<sup>2</sup> 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.

<sup>3</sup> Carlson, B., Graham, R., Stinson, B., & LaRocca, J. (2022). Teamwork that affects outcomes: a method to enhance team ownership. *PXJ*, 9(2):94-98.

<sup>4</sup> Weld, L.R., Stringer, M.T., Ebertowski, J.S., Baumgartner, T.S., Kasprenski, M.C., Kelley, J.C., Cho, D.S., Tieva, E.A., & Novak, T.E. (2015). TeamSTEPPS improves operating room efficiency and patient safety. *Am J Med Qual*, 31(5):408-14.

<sup>5</sup> 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.

<sup>6</sup> Krivanek, M.J., Dolansky, M.A., Goliat, L., & Petty, G. (2020). Implementing TeamSTEPPS to facilitate workplace civility and nurse retention. *JNPD*, 36(5):259-265.