Pre-TeamSTEPPS Implementation Checklist

This checklist is a self-guided tool comprised of best practices to prepare your team for TeamSTEPPS implementation. These items are meant to be a list of suggestions rather than requirements. The items you complete and the order in which you complete them are at your discretion.

	Executive Support	**Notes**
☐	Secure C-suite approval for training costs and education hours required for staff training (2-day Master Training and abbreviated staff training of approximately 2-4 hours of TeamSTEPPS Essentials).	
☐	Share a TeamSTEPPS Executive Briefing with C-Suite or other designated leaders to provide an overview of the tools and methodology.	
☐	Determine C-suite commitment to long-term accountability structures (e.g., alignment with credentialing, job descriptions, performance reviews, etc.).	

Key Stakeholders   **Notes**

☐ Identify the primary audience(s) for TeamSTEPPS training and implementation. Be sure to consider:
- *What audience would be ready and willing to implement?*
- *What work area has the biggest "felt need" or opportunity for improvement?*
- *Are there significant barriers (e.g., leadership transition, surveys, etc.) to implementation and if so, how will they be addressed?*

☐ Select who will attend the Master Training Course. Your Master Trainers should be an interprofessional mix of formal or informal leaders, and will have one or more of the following responsibilities:
- *Role model behaviors*
- *Provide ongoing coaching*
- *Teach TeamSTEPPS Essentials courses or tool-specific trainings*
- *Assist in developing the implementation plan*
- *Support or serve as a member on the Change Team*

Engagement   **Notes**

☐ Develop process for unit or service line leader engagement and accountability.

☐ Hold targeted conversations with affected unit or service line leaders and key stakeholders.

☐ Develop plan to socialize the upcoming changes with targeted audience.

Goals and Measurement   **Notes**

☐ Discuss the following with key stakeholders:
- *What is the organizational and/or departmental "why" for pursing TeamSTEPPS?*
- *What advantages and strengths are already in place?*
- *What challenges or obstacles do you anticipate?*
- *Assess exposure to/history with TeamSTEPPS? (e.g., previous service line implementation, staff or providers with previous TeamSTEPPS training)*

☐ Determine the overarching or long-term goals of the TeamSTEPPS program.

☐ Identify potential *process* (direct) outcomes you wish to impact through TeamSTEPPS. Consider both quantitative and qualitative data collected. Process measures are the specific steps in a process that should be followed to meet standards of care. Some examples may include the number of structured handoffs used, length of patient wait times, time to intubate, etc.

☐ Identify potential *clinical* (indirect) outcomes you wish to impact through TeamSTEPPS. Consider both quantitative and qualitative data collected. Outcome measures reflect the impact of the health care service or intervention. Some examples of metrics may include mortality rates, readmissions rates, surgical site infection rates, etc.

☐ Provide baseline data on existing measures to track change or improvement in the targeted outcomes. Aim to leverage current data streams rather than introduce new collection processes.

Resources to Share

About TeamSTEPPS and AHA Team Training – Flyer
This shareable summary provides a high-level snapshot of TeamSTEPPS and ways we support health care professionals looking to improve the quality and safety of patient care.

AHA Team Training – About Us and TeamSTEPPS – Video
Learn more about the American Hospital Association's Team Training Program, featuring TeamSTEPPS in this 3-minute video.

Have questions or need support?

Email us – TeamTraining@aha.org