



AHA Team Training

Sustaining Teamwork Excellence: Leveraging TeamSTEPPS for Long-Term Success

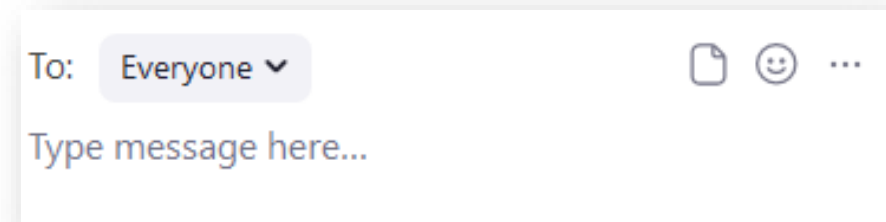
November 13, 2024



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:



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- **Text FOFPUQ 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

- [In-person TeamSTEPPS Master Training](#)
 - December 5-6 at UCLA
 - 2025 course dates coming soon!

Webinars

- [Enhancing Patient Safety: Understanding and Leveraging a Unit Safety Score for Improved Outcomes](#) – December 11

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 Presenter



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

Today's Objectives

Understand how to build leadership support and accountability to maintain long-term engagement

Recognize the importance and impact of teamwork culture on sustainment efforts

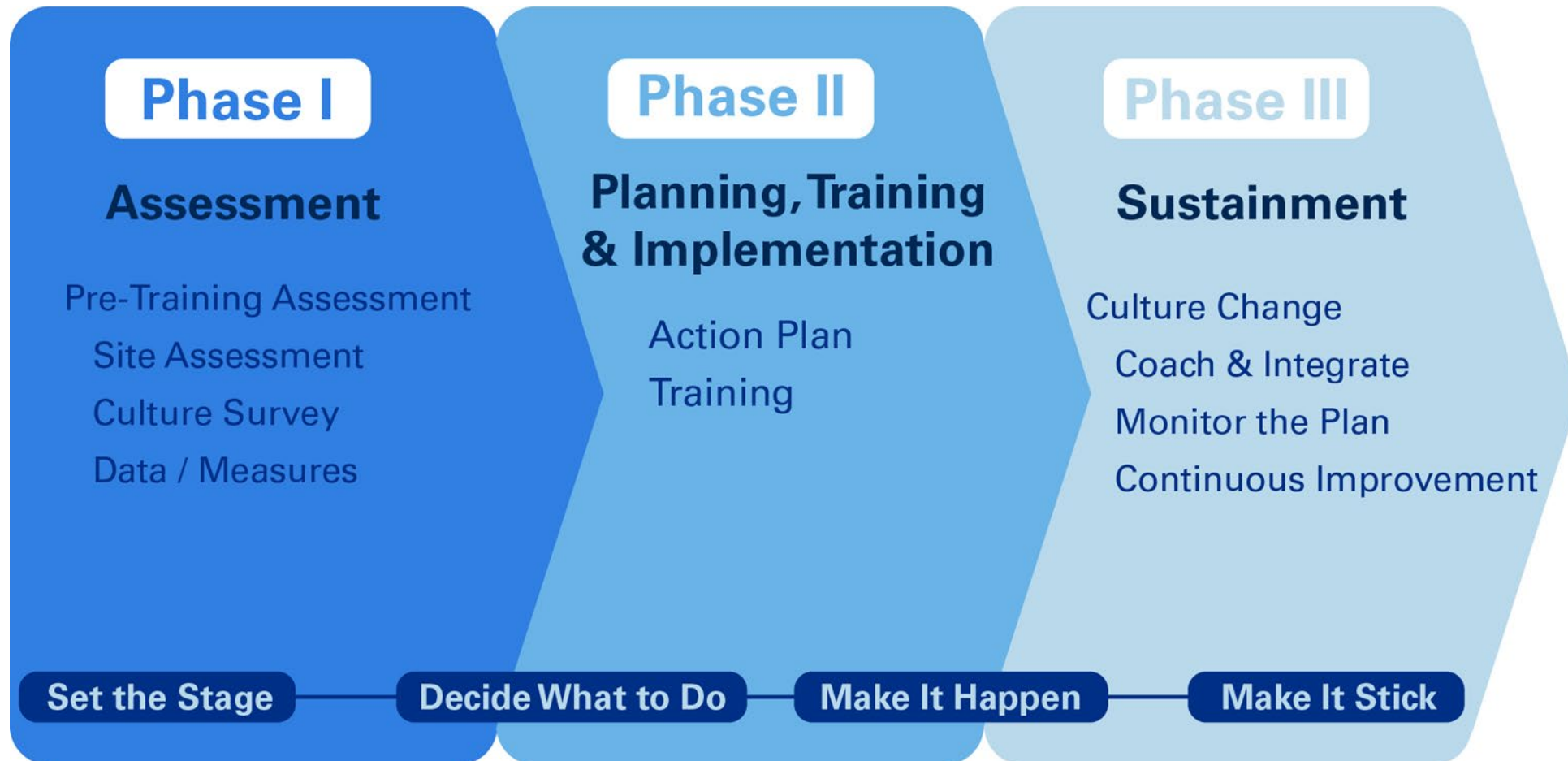
Explore long-term strategies for sustaining TeamSTEPPS across organizations

Sustainability Inquiry

In the chat, please let us know what **YOUR BIGGEST** challenge is when sustaining TeamSTEPPS at your organization.



TeamSTEPPS Phases



Influencing Change



Sustainability Poll

What has been or do you think will be your biggest challenge in making TeamSTEPPS sustainable?

- A. Making the undesirable desirable
- B. Harnessing peer pressure
- C. Designing rewards/demanding accountability
- D. Planning, scheduling and creating ongoing trainings



Sustainment Considerations

- When planning for sustainment, you will want to consider 4 questions:
 - How are you going to create **time** for *ongoing* training and support?
 - How are you going to **fund** the work of sustainment?
 - How are you going to hold people **accountable** for alignment?
 - How are you going to create **front-line driven change**?



Planning, Training and Implementation through the lens of Sustainability

Planning

- Ongoing Executive level support
- Master Trainer Expectations and Leadership Musts
- Design Rewards/Deliver on Accountability

Training/Education

- Ensure training completion
- Ongoing education
- Yearly Refreshers
- New staff onboarding

Implementation

- Building (and keeping) Engagement/Ownership
- Identifying Interventions
- How will we know we're on track/successful

Strategies for Sustainable Success:

PLANNING

Planning

- Ongoing Executive level support
- Master Trainer Expectations *and* Leadership Musts
- Design Rewards/Deliver on Accountability

PLANNING:

Ensure *Ongoing* Executive Level Support



- Funding the work of sustainment
 - Training and coverage hours
 - Resources, supplies, “fun-raisers”
 - Change team meetings
 - Budget or productivity variance
- The accountability factor
 - Physician and nurse leaders

PLANNING:

Develop Master Trainer & Leadership *Expectations*





Planning: Design *Rewards &* Deliver on *Accountability*

What are some potential ways you could reward or recognize people's efforts with TeamSTEPPS ?

Who holds the keys of accountability? Will that vary by discipline? What processes will you put in place to support accountability?



Planning:

Leadership Action Items for Sustainment:

- Walk your talk
- Show gratitude
- TeamSTEPPS Rounding



Strategies for Sustainable Success: Training & Education

Training/Education

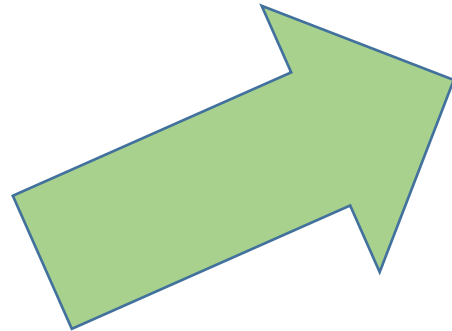
- Ensure training completion
- Ongoing education
- Yearly Refreshers
- New staff onboarding

Training & Education:

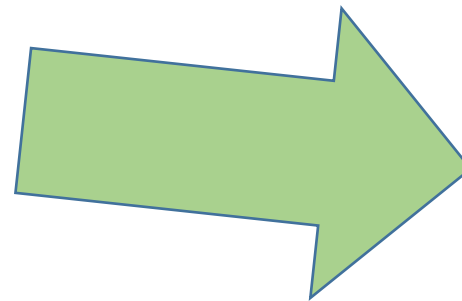
Sustainment Strategy: *Ongoing Training*

Training/Education

- Ensure training completion
- Ongoing education
- Yearly Refreshers
- New staff onboarding
- 60/40 Rule



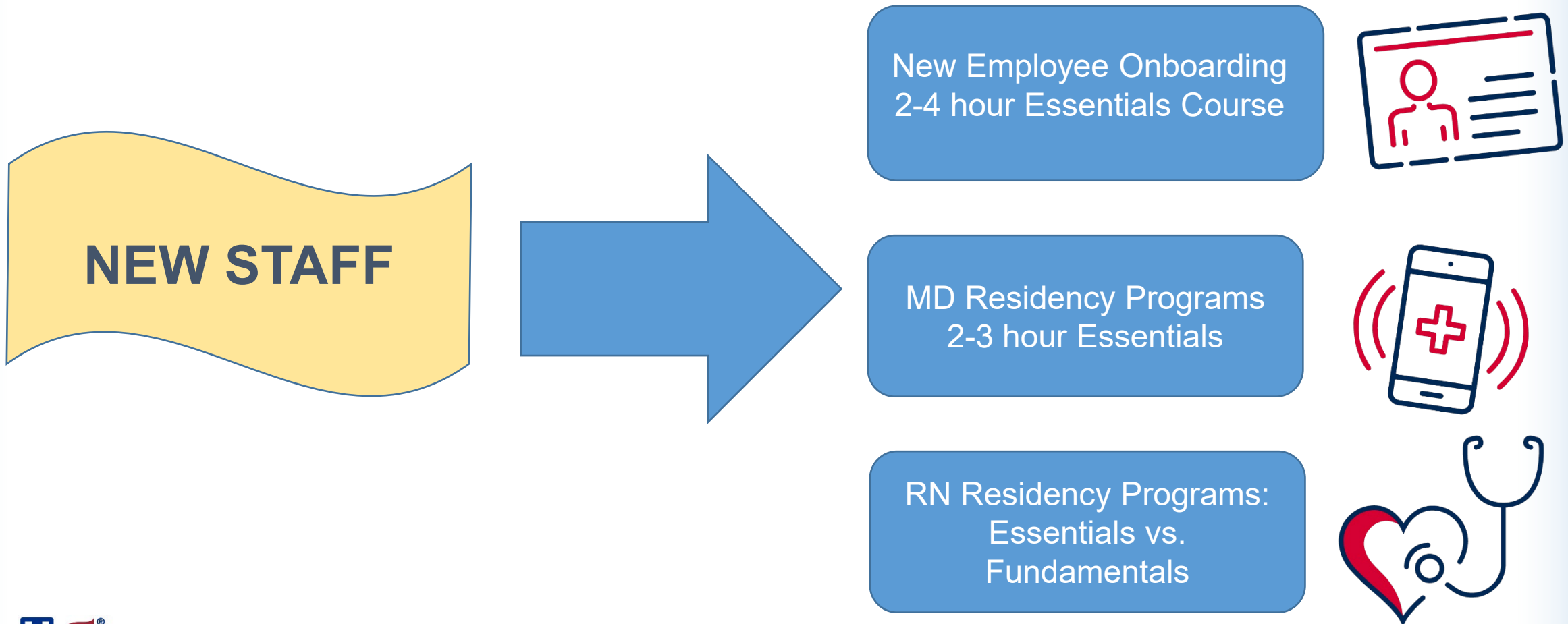
Look back before looking ahead



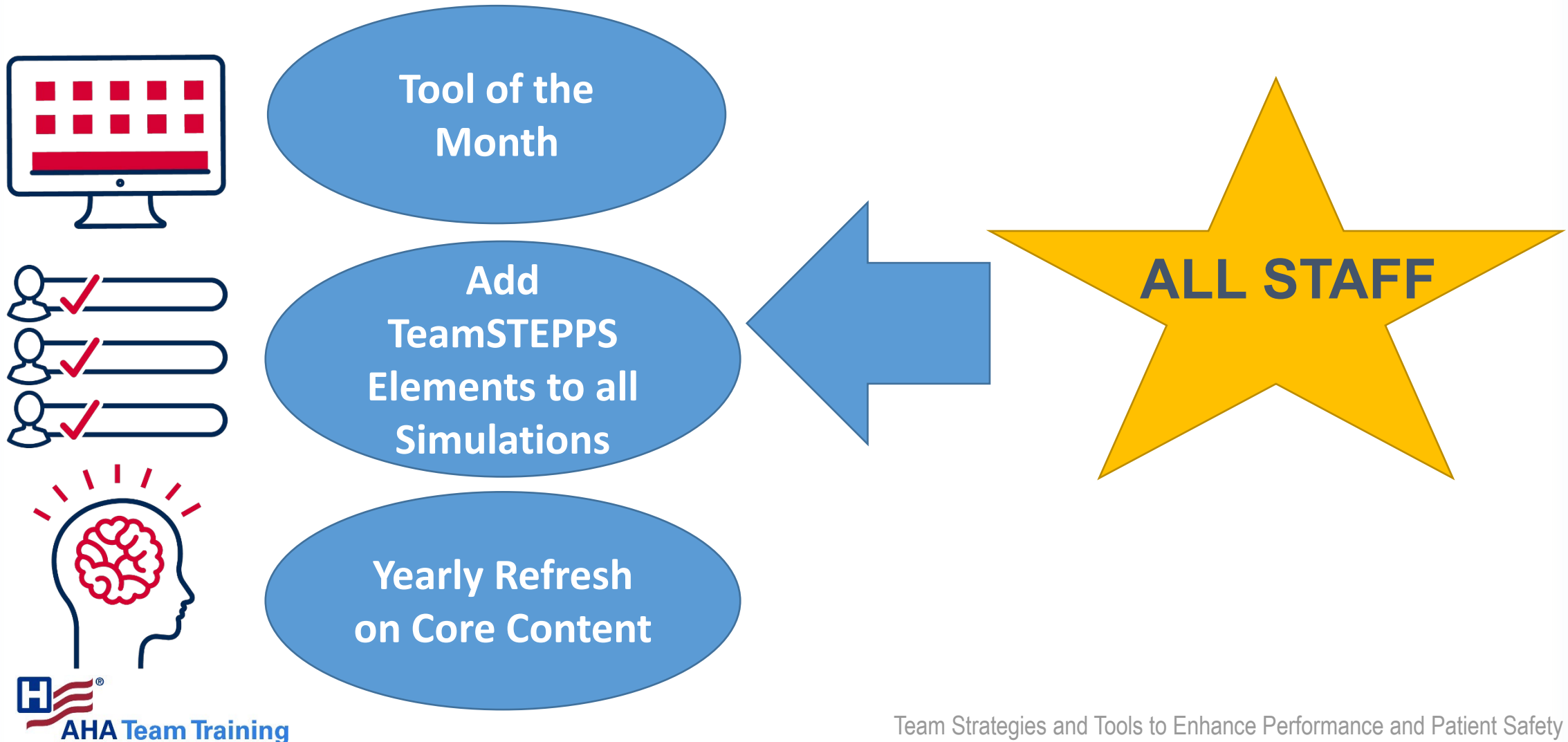
Get a finger on the pulse of knowledge transfer and engagement

Training & Education:

Sustainment Strategy: *Ongoing Training*



Sustainment Strategy: *Ongoing Training*



Monthly Skills Calendar

Month	Core Competency	Skill Focus	Skills Resource Center Area
November	Leading Teams	HUDDLE	
December	Leading Teams	Brief & Debrief	
January	Communication	SBAR	(Situation, Background, Assessment, Requisition/Recommendation)
February	Communication	Call Out & Check Back	
March	Mutual Support	CUS	(Concerned, Uncomfortable, Safety/Serious Issue)
April	Situation Monitoring	I'M SAFE	(Illness, Medication, Stress, Alcohol, Fatigue, Eating)
May	Mutual Support	DESC	Describe, Express Concern, Suggest, Consequences
June	Situation Monitoring	Shared Mental Model	
July	Situation Monitoring	STAR	
August	Communication	Handoff	(approved by C-Suite as Metro Standard)



TeamSTEPPS MARCH SKILLS REMINDER

Foam In & Foam Out- or Wash Your Hands ALWAYS



I'm **C**oncerned, I'm **U**ncomfortable, this a **S**afety issue -- please ensure your hands are clean before we work together.

C concerned
U uncomfortable
S safety Issue

STOP THE LINE

Strategies for Sustainable Success: Implementation

Implementation

- Building (and keeping) Engagement/Ownership
- Identifying Interventions
- How will we know we're on track/successful

Implementation Sustainment Strategy:

The 60/40 Rule of Culture Change



- Less than 40% engaged - go back, push the "re-do" button.
- 40-60% engaged -you've got traction. Reinforce, capitalize on wins, mitigate losses.
- >60% trained/engaged = critical mass for cultural transformation. Resistors will "slide in" or "slide off"

Implementation Sustainment Strategy: Build and Keep Ownership

- Make TeamSTEPPS HOW you do *all* your work
- Embed TeamSTEPPS tools into your current processes
 - Safety Huddles & Daily Briefings
 - Email report outs or requests
 - Newsletters
 - TeamSTEPPS “Meeting Moment”



Implementation Sustainment Strategy: Create a TeamSTEPPS Change Teams



- Set department specific vision and keep it out in front for staff
- Implement Tool of the Month and other sustainment activities
- Identify problem areas/barriers and implement TeamSTEPPS strategies to address them
- Work with leadership to develop a data strategy

Implementation Sustainment Strategy: Deploy TeamSTEPPS Champions



- TeamSTEPPS Champions are an essential element of sustainable success
- Champions move the learner from information to *transformation*

Implementation Sustainment Strategy: **Action STEPPS for Leaders**

Champions Need:

- Equipping
- Empowerment
- Encouragement
- Engagement from leaders



Implementation Sustainment Strategy: **Show me the Data!**

- A perpetual “Quick Win” strategy
- A plan for continuous Quality Improvement – measure!
- Keep data transparent and visual
- Have a way to capture and communicate successes



Implementation Sustainment Strategy:

Read it, write it, share it!

- Have a TeamSTEPPS communication plan
- Publish your success:
 - Professional journals
 - [TeamSTEPPS Success Stories](#)
 - Local publications



Questions?

Enter them in chat!

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

Email: teamtraining@aha.org • Phone: (312) 422-2609