

# Custom Advisory Services

Empower Your Team | Improve Patient Outcomes

Now more than ever, communication and teamwork training can play a vital role in improving staff satisfaction and patient outcomes. We deliver budget-conscious, seamlessly integrated team training solutions customized to your challenges and designed to build internal capacity for lasting impact. Invest in your workforce by bringing AHA Team Training on-site to your organization.





TeamSTEPPS® is a customizable solution to help reach your organization’s workforce and patient safety goals. Utilizing this evidence-based methodology, AHA Team Training can partner directly with your organization to improve communication and teamwork, transforming your team of experts into an expert team. Whether you’re launching your first TeamSTEPPS program or reigniting previous efforts, we collaborate with you to build sustainable solutions that maximize your resources and deliver measurable results.

## Why Work With AHA Team Training?

### Trusted Partner

We are a pioneer of the original TeamSTEPPS program. Our interprofessional faculty are your clinical and non-clinical peers who have been using and teaching TeamSTEPPS for years.

### Tailored Content

Our custom training programs are not one size fits all. We collaborate with you and your team to develop a customized training solution based on your needs and challenges.

### Long-Lasting Change

Our unique method of training and support will create ownership among your team to drive growth and sustainability across your organization.

The faculty was excellent. They did a great job of assessing our needs and meeting with us before each visit. In between visits, they really made sure that they **tailored the program to meet our needs.**

– **Linda Stevens, DNP, RN-BC, CPHQ, CSPHP**  
Director, Nursing Quality & Safety, UW Health

**Our partnership with the AHA has been phenomenal.** From the very beginning when we first met the TeamSTEPPS faculty, we clicked right away. It felt as if we’ve always known them. They understood our needs and supported us in making the program our own. They’ve been wonderful partners.

– **Tammy Lowe Yoast**  
Executive Director, Critical Care  
Riverside University Health System

We had previously attempted to rollout the TeamSTEPPS tools and training with limited success. **Thanks to AHA’s expertise, we were able to reignite our journey.** They were partners not only in training but also in planning and generating the buzz we needed to achieve our goals.

– **Bret Barrett, MSN, NP**  
Director of Patient Safety,  
Torrance Memorial Health



## What Can TeamSTEPPS Do For You?



### 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>2</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>

<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.

In 2025, **87% of Team Training participants reported feeling "confident" or "very confident" in executing their TeamSTEPPS action plan** after engaging with AHA Team Training.



## Custom TeamSTEPPS Advisory Services Packages

AHA Team Training is the only national organization with an extensive network of interprofessional team training experts who are matched with your organization based on your unique challenges and organizational characteristics. Our experts develop and implement customized team training solutions to build capacity for sustainable culture change within your organization.

### TeamSTEPPS Master Training Course

**BASIC**

Using a proven train-the-trainer model, your staff participate in an engaging **two-day course** that equips them with the foundational tools and concepts of TeamSTEPPS. You will gain a team of Master Trainers prepared to teach others in your organization.

### Comprehensive TeamSTEPPS Programs

**ADVANCED**

After delivering the two-day Master Training course, we provide ongoing support for **3-6 months** (or longer) to strengthen internal capacity and provide strategies that ensure long-term, sustainable success.

**BASIC**

## TeamSTEPPS Master Training Course Overview

Using a train-the-trainer model, our **two-day course** provides up to 50 participants with the **foundational TeamSTEPPS tools** and principles. By the end of the training, your team will be equipped as Master Trainers, ready to teach others and begin applying TeamSTEPPS tools into daily practice.

### Included:

- **Expert Faculty:** Led by an interprofessional team with deep expertise in both curriculum delivery and real-world implementation across clinical and non-clinical settings.
- **Comprehensive Resources:** Access to all training materials and implementation tools.
- **Participant Support:** Full registration support, CE credit and a certificate of completion.

“AHA Team Training helped us **build teamwork, improve communication and even boosted morale among the team.** They provided guidance on how to move forward and spread the skills. They followed up to ensure we continued to make progress.”

– **Khalid Almoosa, M.D.**  
Chief Medical Officer,  
Memorial Hermann Health System



**ADVANCED**

## Comprehensive TeamSTEPPS Programs Overview

**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 and sustain** TeamSTEPPS throughout your organization.

### Included:

- **Strategic Planning & Customization:** Extended time to tailor training and implementation strategies to your organization's unique needs and clinical settings.
- **Ongoing Coaching & Support:** Regular planning and coaching calls to guide implementation and address emerging challenges.
- **On-site Implementation and Sustainment Support:** Resources and workshops designed to work TeamSTEPPS into the fabric of your organization and drive sustainable success.

Check out examples of two of our most popular options:  
3-month and 6-month programs on the next page.

## Getting Results



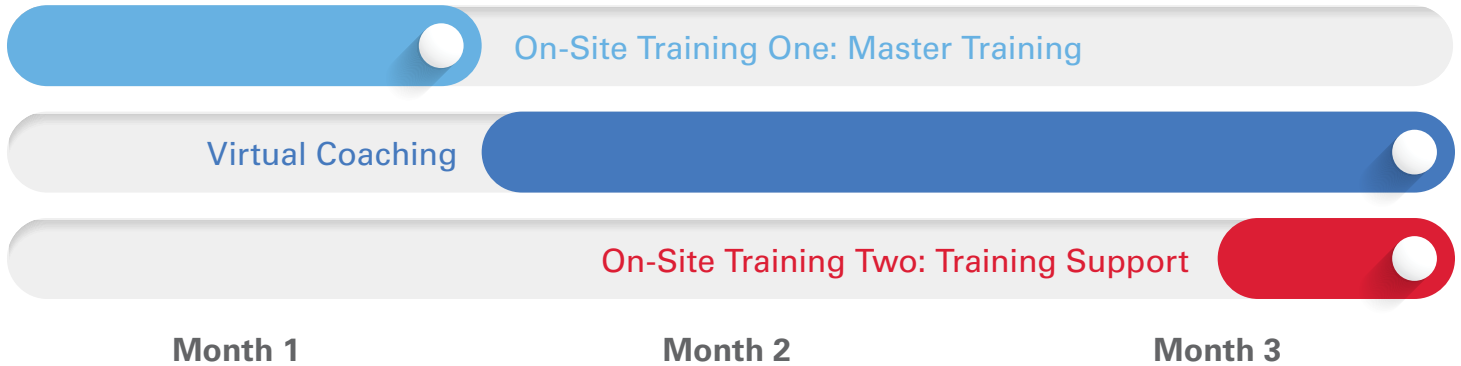
AHA Team Training partnered with a large, acute-care hospital for a multi-month engagement — here's what happened:

- After training 82% of Emergency Department staff, **94% of surveyed team members reported improved teamwork** in the ED.
- Implementing TeamSTEPPS in the ED led to **measurable improvements:**
  - **29% faster** door-to-EKG times
  - **31% reduction** in door-to-Cath Lab times





## Sample 3-Month Program



### On-Site Training One: TeamSTEPPS Master Training Course *(In-person)*

Up to 50 participants are trained as MasterTrainers across two days, allowing participants to experience and learn the tools while developing the skills to train, implement and coach at their hospital or health system.

### Coaching *(Virtual)*

Faculty will meet with the new Master Trainers biweekly to check in on progress, help troubleshoot and consult on their TeamSTEPPS training and/or implementation program.

### On-Site Training Two: TeamSTEPPS Training Support *(In-person)*

Faculty will come back for another two-day trip to prep the new Master Trainers, co-facilitate 4-hour TeamSTEPPS Essentials courses and/or meet with leadership.

“We chose the TeamSTEPPS program to help us improve our communication in Labor and Delivery. The TeamSTEPPS tools have been relatively easy to fold into our practices without creating additional work, which is really important, especially in the current environment. **As a result of this program, we have seen positive cultural changes that promote open communication.**”

– **Stefka E. Fabbri, M.D.**  
Obstetrics/Gynecology, Denver Health



## Sample 6-Month Program



### On-Site Training One: TeamSTEPPS Master Training Course *(In-person)*

Up to 50 participants are trained as Master Trainers across two days, allowing participants to experience and learn the tools while developing the skills to train, implement and coach at their hospital or health system.

### Coaching *(Virtual)*

Faculty will meet with the new Master Trainers biweekly to check in on progress, help troubleshoot and consult on their TeamSTEPPS training and/or implementation program.

### On-Site Training Two: TeamSTEPPS Training Support *(In-person)*

Faculty will come back for another two-day trip to prep the new Master Trainers, co-facilitate 4-hour TeamSTEPPS Essentials courses and/or hold strategy sessions with leadership.

### Coaching *(Virtual)*

Faculty will meet with the Master Trainers biweekly to check in on progress, help troubleshoot and consult on their TeamSTEPPS presentation and/or implementation program.

### On-Site Training Three: Implementation and Sustainability Support *(In-person)*

After achieving quick wins, this training provides targeted support for Master Trainers and leaders as they expand TeamSTEPPS across the organization and put long-term sustainment strategies into motion.

## A FEW OF OUR PAST CLIENTS

Banner University Medical Center  
Bozeman Health  
CarolinaEast Medical Center  
Community Hospital Association  
Community Hospital of the Monterey Peninsula  
Crouse Health  
Denver Health  
Goryeb Children's Hospital  
Hospital Sisters Health System  
Hospital Sisters Health System - Eastern Wisconsin Division  
Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.  
Lake Health  
Lee Health System  
Luminis Health  
Memorial Hermann Health System  
Montefiore Medical Center  
Morristown Medical Center  
Moses Cone Hospital - Cone Health  
Navajo Area Indian Health Service  
Nebraska Hospital Association  
New York-Presbyterian – Westchester  
NewYork-Presbyterian Alexandra Cohen Hospital  
for Women and Newborns  
North Dakota Hospital Foundation  
North Shore – Edward -Elmhurst Health  
Northwestern Medicine Central DuPage Hospital  
NYC Health + Hospitals  
Redlands Community Hospital  
Richmond University Medical Center  
Riverside University Health System  
SSM Cardinal Glennon Children's Hospital  
Stamford Hospital  
Stanford Health Care  
Sturdy Health  
The Jewish Hospital - Mercy Health  
Torrance Memorial Medical Center  
TriState Health  
UC Irvine  
UCSF Health  
UNC Hospitals  
UnityPoint Health - Meriter  
UW Health University Hospital  
VA Palo Alto Health Care  
WellSpan Health



Are you ready to  
bring TeamSTEPPS  
to your organization?  
Contact us to get  
more information,  
including a custom  
implementation  
roadmap and proposal!

**For more information:**

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