

**USING TEAMSTEPPS™ TO REDUCE  
ERRORS:  
*Creating a Culture of Patient Safety***

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Training, LLC



# Learning Objectives

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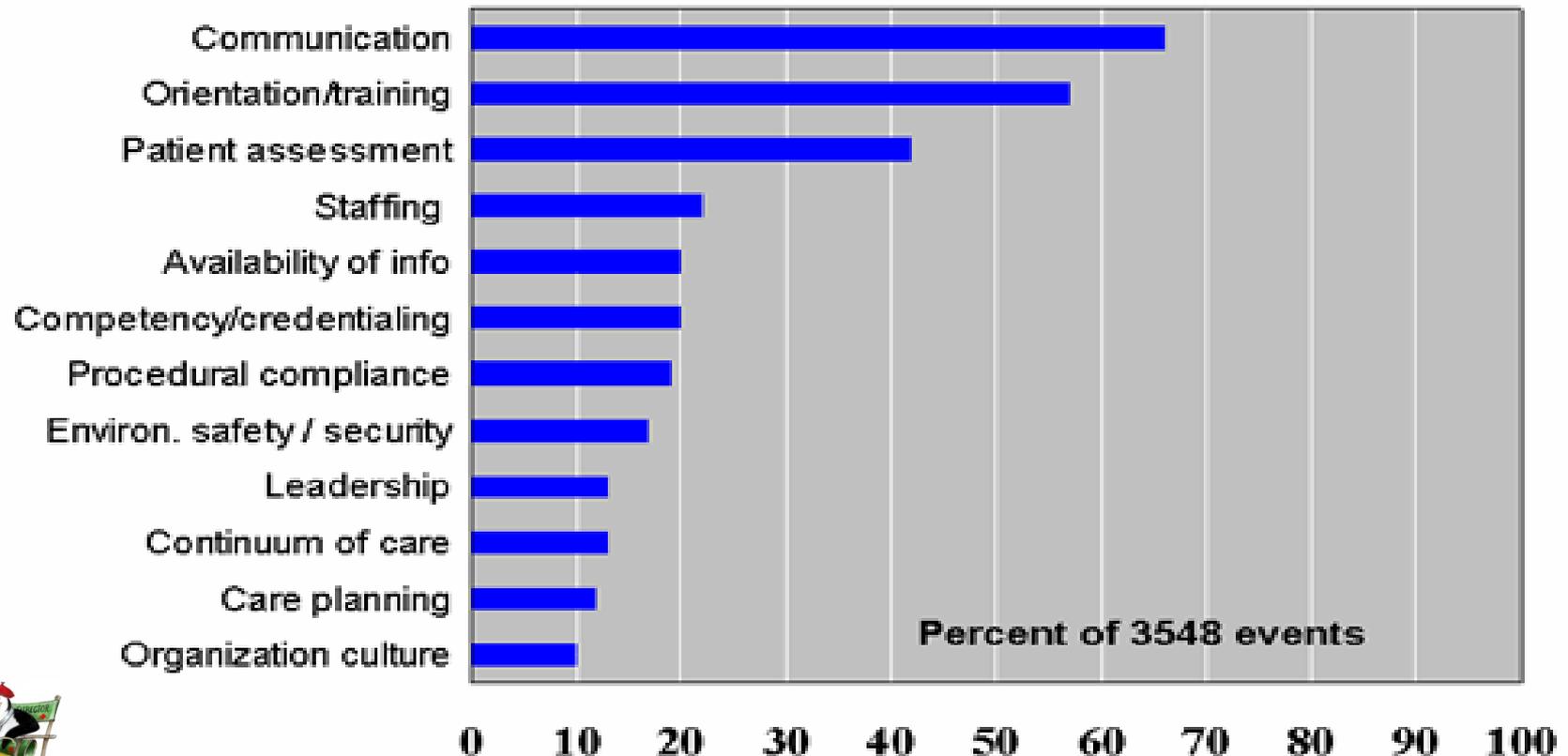
1. Show the **sense of urgency** for improved communication and other teamwork skills in healthcare settings
2. Discuss the **evidence that supports teamwork** as an error reduction strategy and culture change solution
3. Show case studies of the **impact of TeamSTEPPS** on patient, provider and staff outcomes and organizational culture

# Joint Commission Sentinel Events

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## Root Causes of Sentinel Events

(All categories; 1995-2005)



# Why Teamwork?

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- Reduce clinical errors
- Improve patient outcomes
- Improve process outcomes
- Increase patient satisfaction
- Increase staff satisfaction
- Reduce malpractice claims

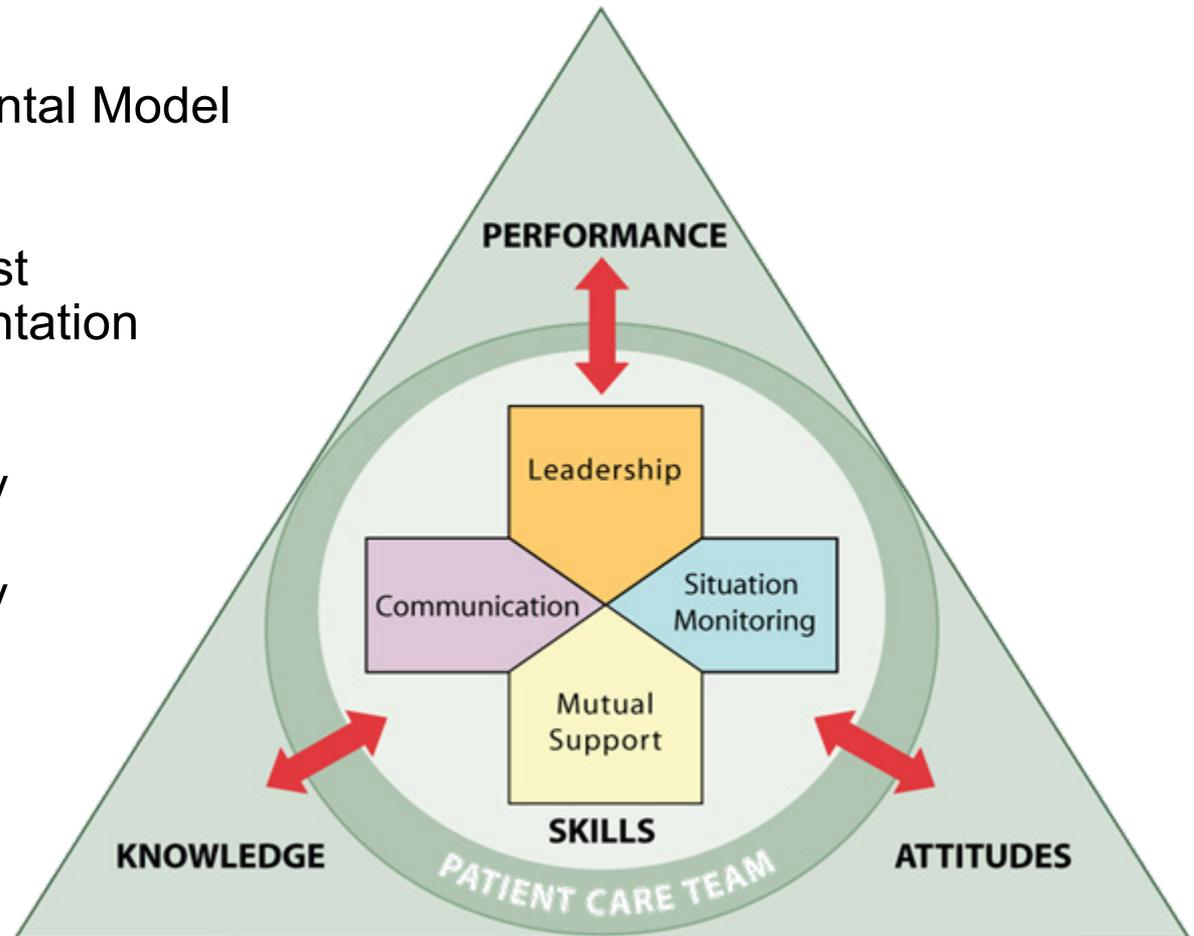


*Shift to a Culture of Safety*

# TeamSTEPPS™ Outcomes

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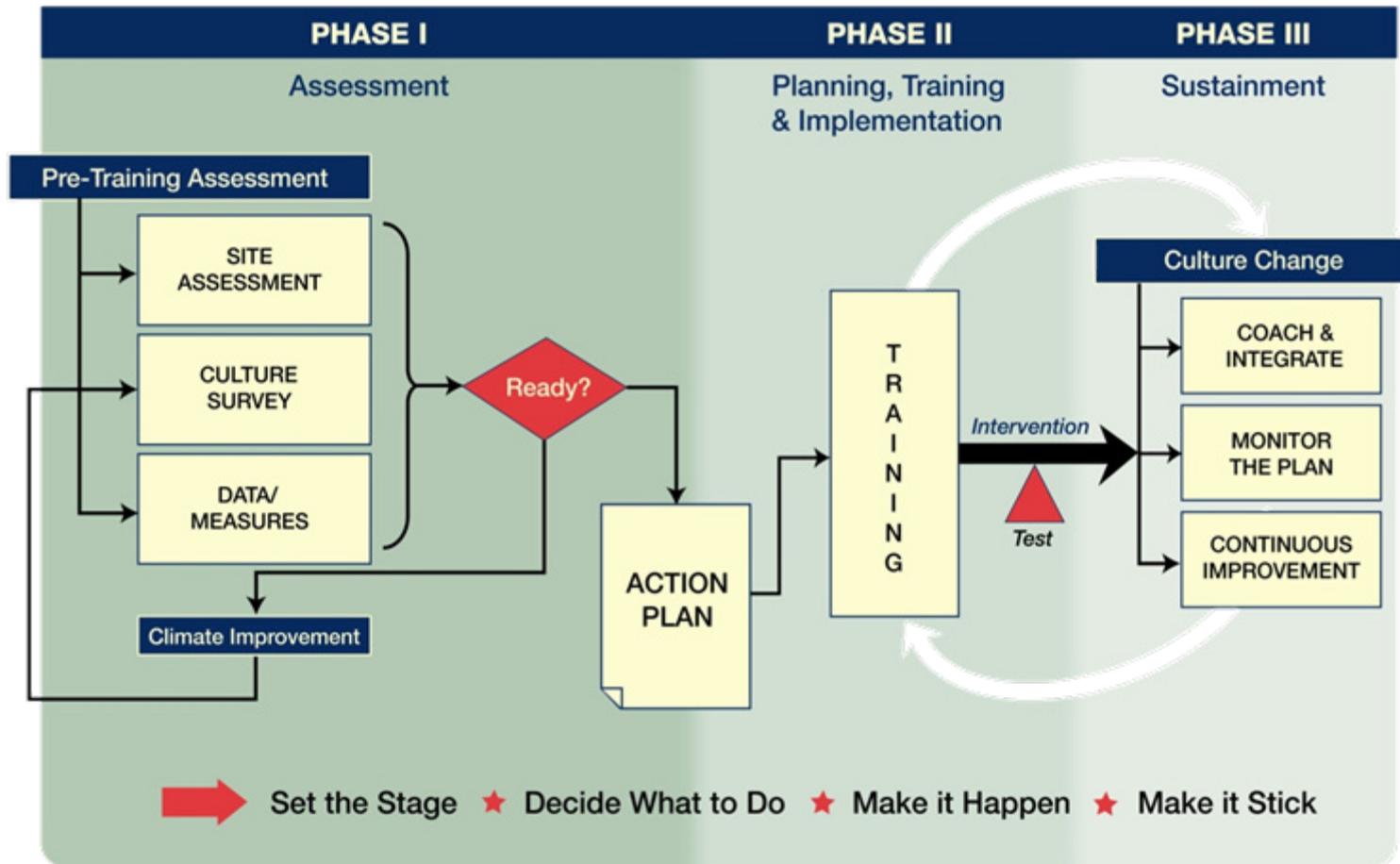
- **Knowledge**
  - Shared Mental Model
  
- **Attitudes**
  - Mutual Trust
  - Team Orientation
  
- **Performance**
  - Adaptability
  - Accuracy
  - Productivity
  - Efficiency
  - Safety



Source: AHRQ Team Strategies and Tools to Enhance Performance and Patient Safety

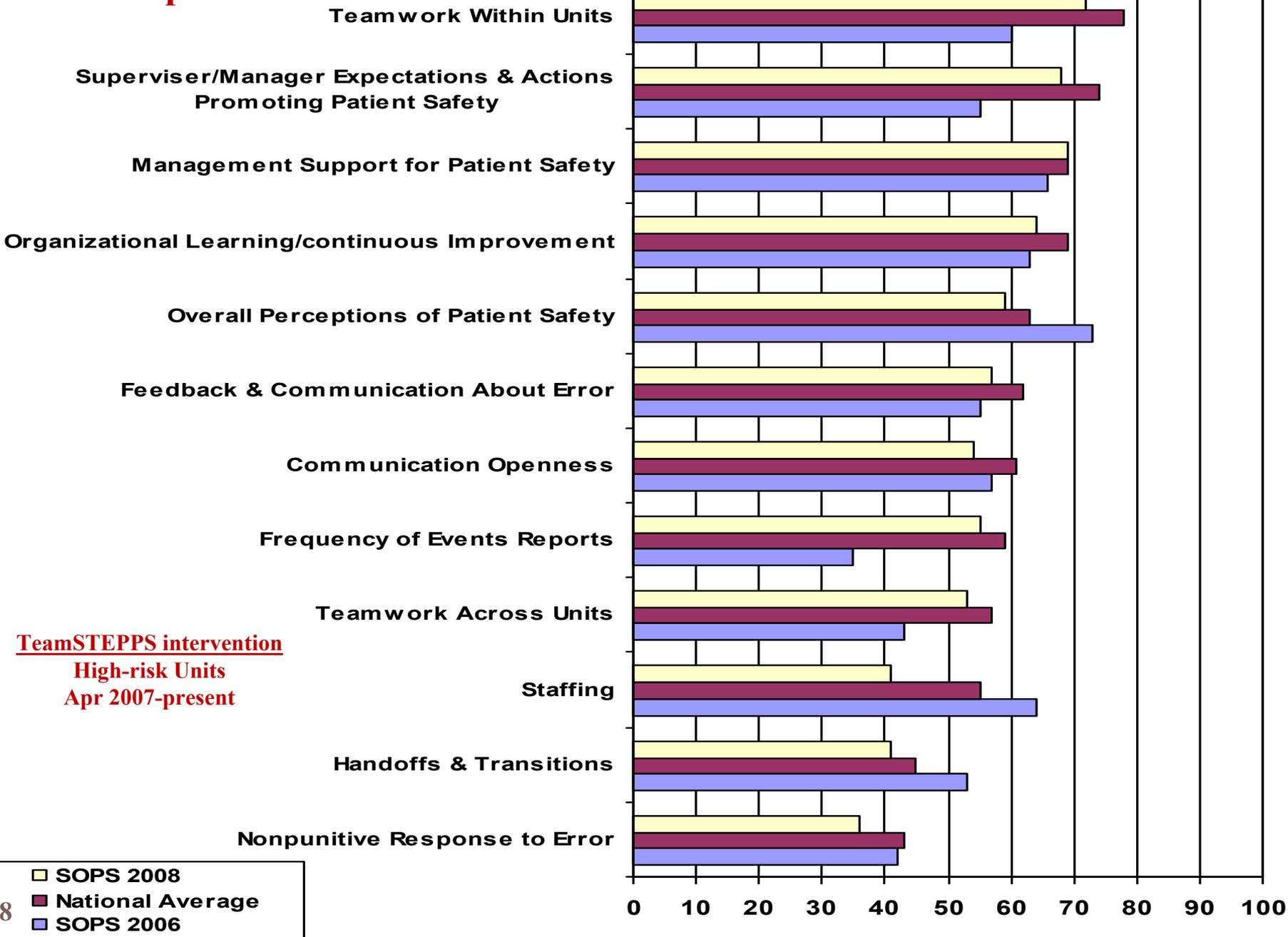
# Creating a Culture of Safety

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Source: AHRQ Team Strategies and Tools to Enhance Performance and Patient Safety

# SOPS Composites

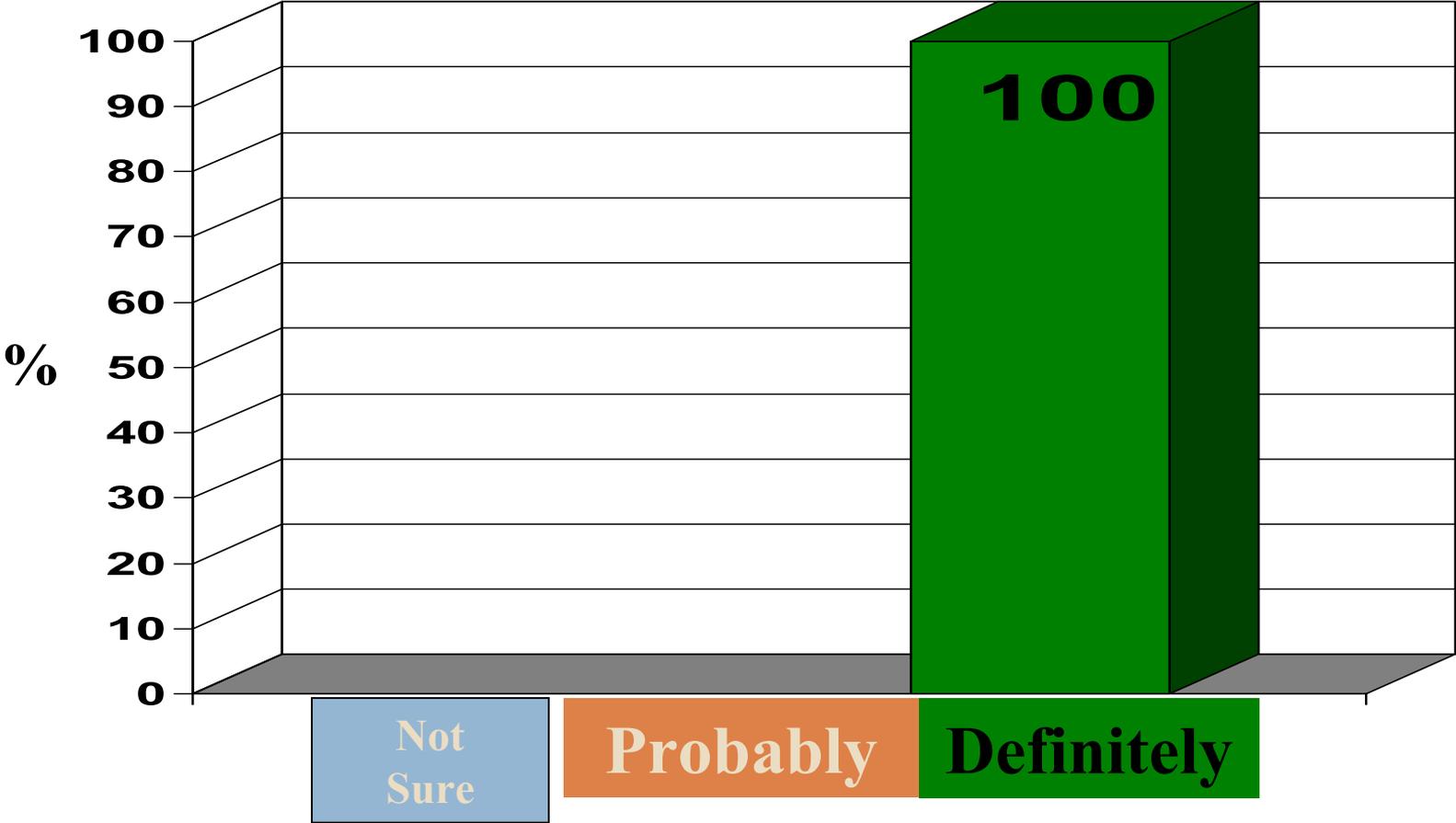


TeamSTEPPS intervention  
 High-risk Units  
 Apr 2007-present

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- SOPS 2008
- National Average
- SOPS 2006

# Would you recommend this course to your colleagues?



# Transfer safe practices to patients

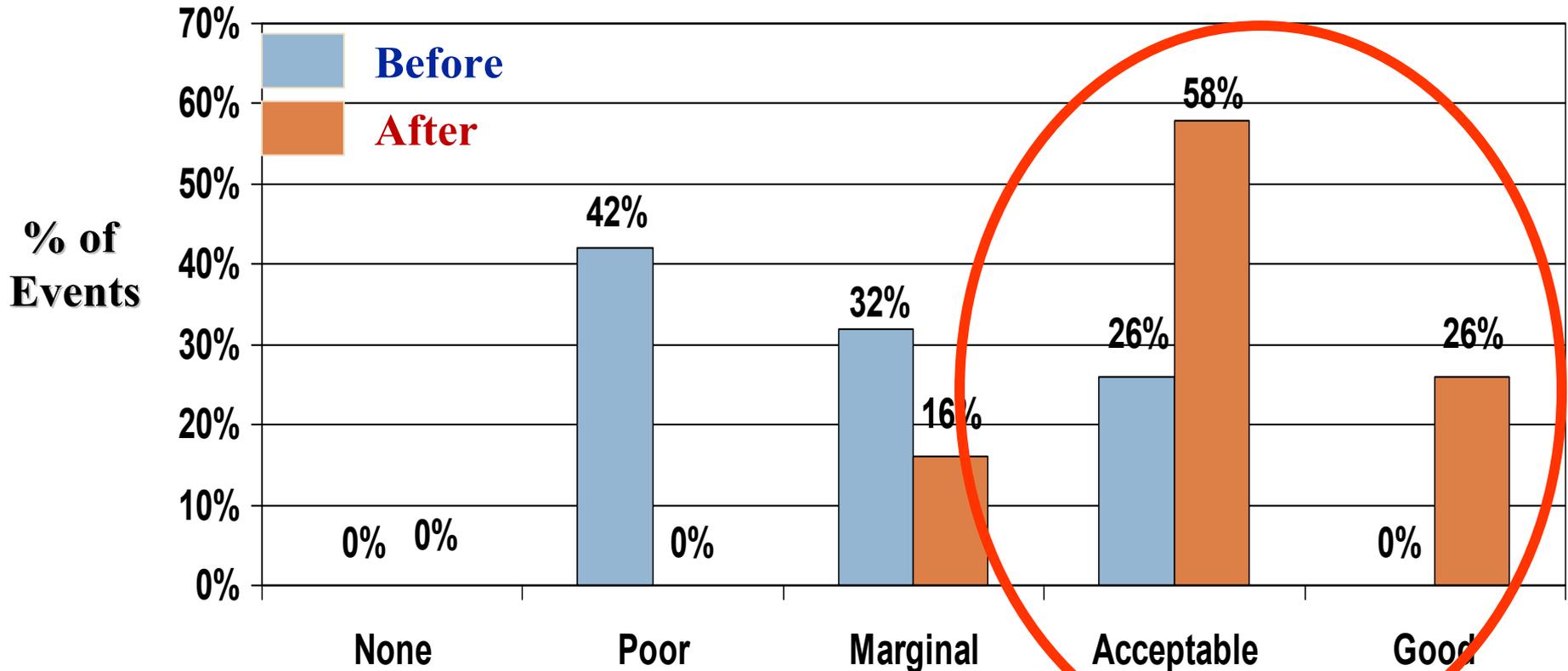
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Post-TeamSTEPPS Training Questions	DoD
1. The training was well-organized.	94.00%
2. The training content (case studies, videos, demonstrations, etc.) was appropriate for my unit.	88.70%
3. Training prepared me to work effectively in my clinical (administrative) duties.	81.80%
4. Training was an effective use of my time.	78.60%
5. Training will help my unit improve patient safety.	81.90%
6. I am confident that I can perform the tasks that were trained.	92.60%
7. I am confident that I understood the training content.	96.00%
8. I am confident that I can use the knowledge that I learned in my unit.	90.40%
9. As a result of this training, I feel more confident about my ability to work effectively in a team.	82.50%
10. I will apply the TeamSTEPPS™ principles that I have learned in my training in my work environment.	89.60%
11. The TeamSTEPPS™ tools seem easy to use.	88.00%
12. Use of the TeamSTEPPS™ skills will facilitate stronger leadership, and better mutual support, situation monitoring, and communication in my work environment.	85.80%

# Improvement in Overall Teamwork

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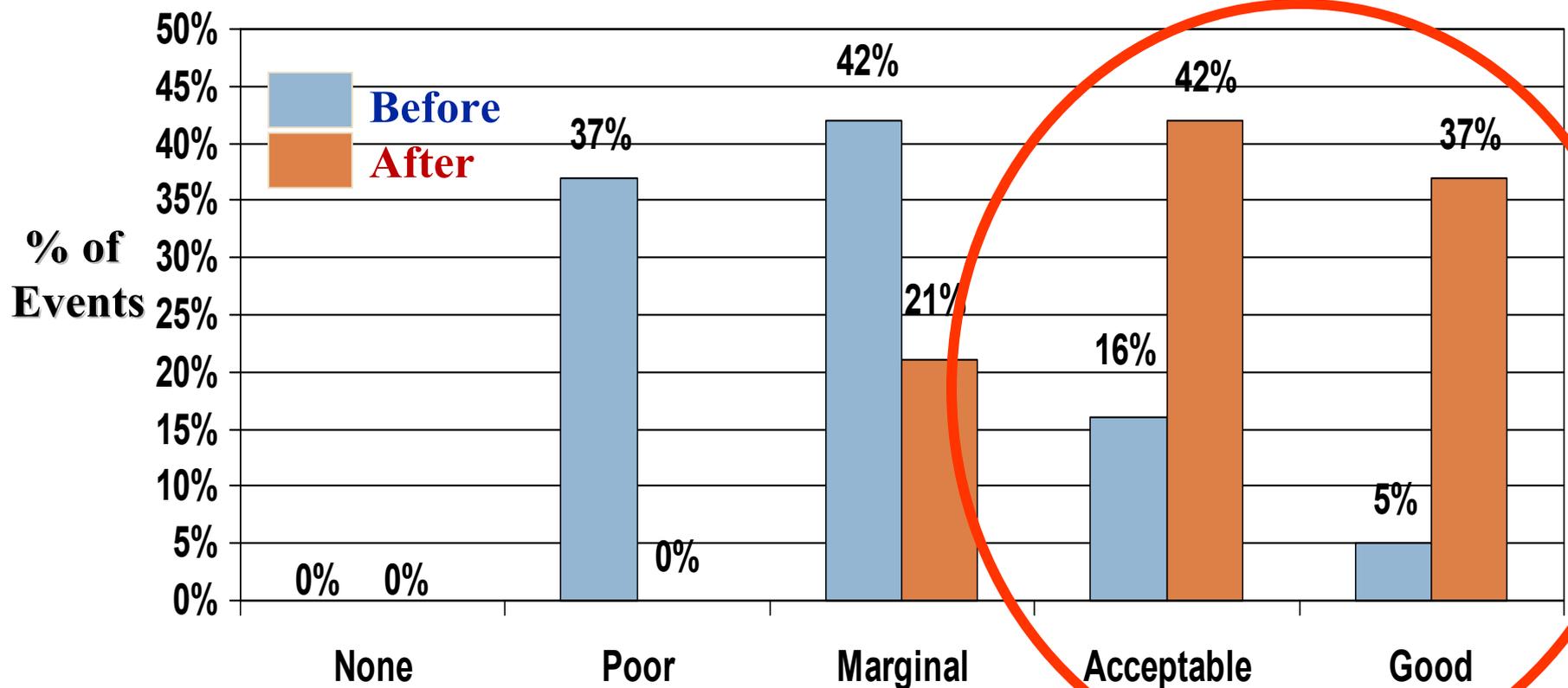
**(p < 0.01)**



# Improvement in Leadership

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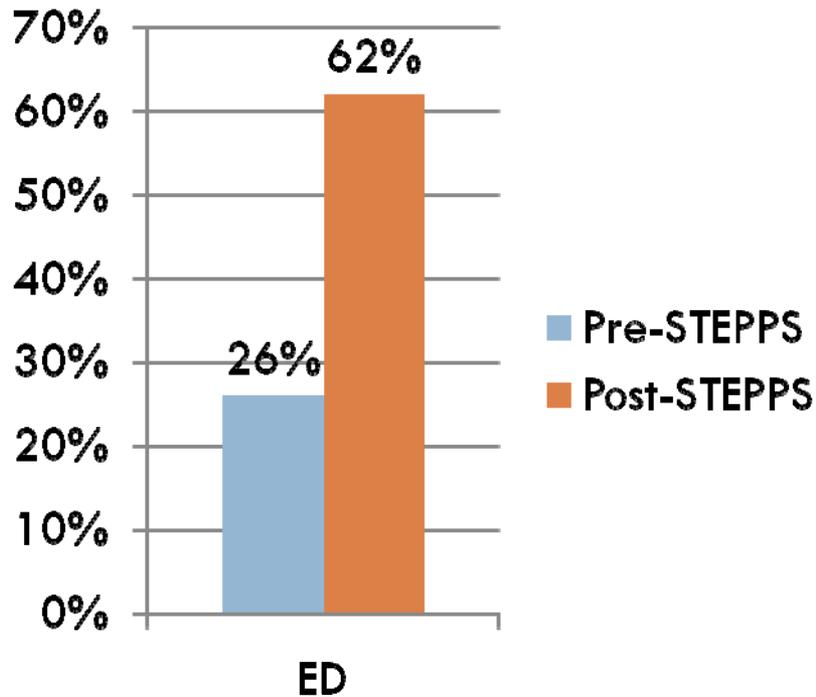
**(p < 0.01)**



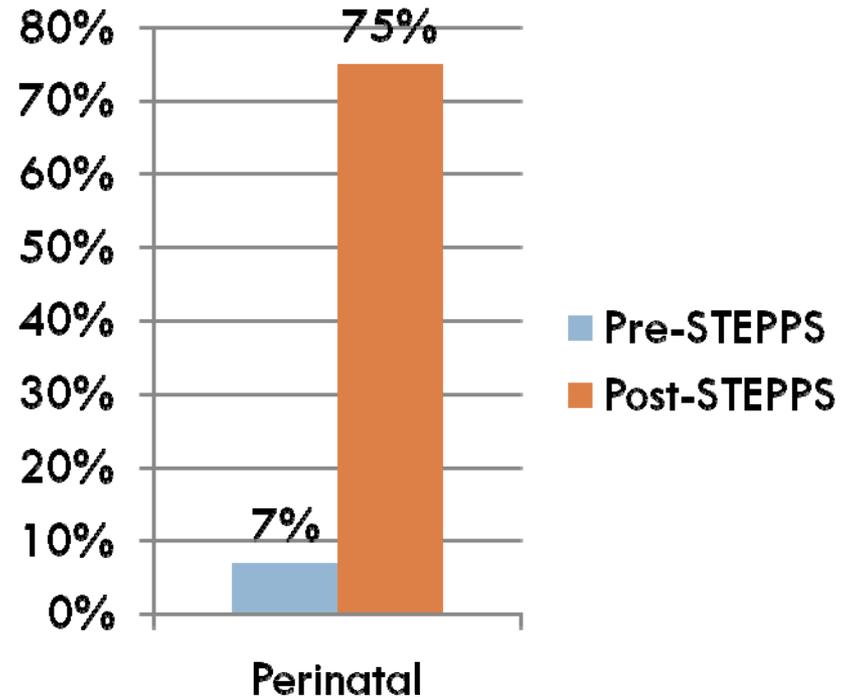
# Patient Satisfaction Improvement

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## Emergency Department



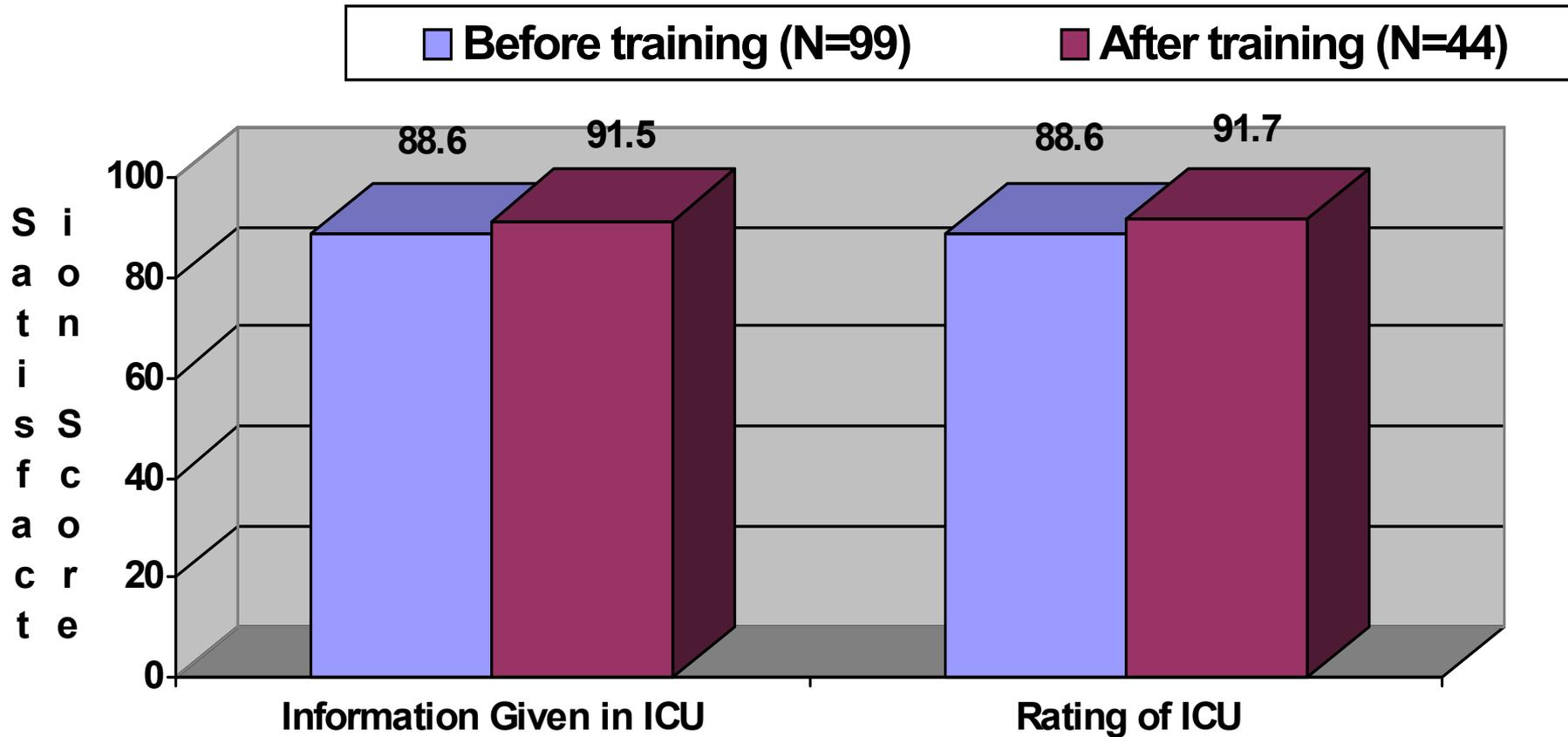
## Perinatal Unit



Source: Selected Catholic Healthcare Partners Facilities, using Press-Ganey Percentiles

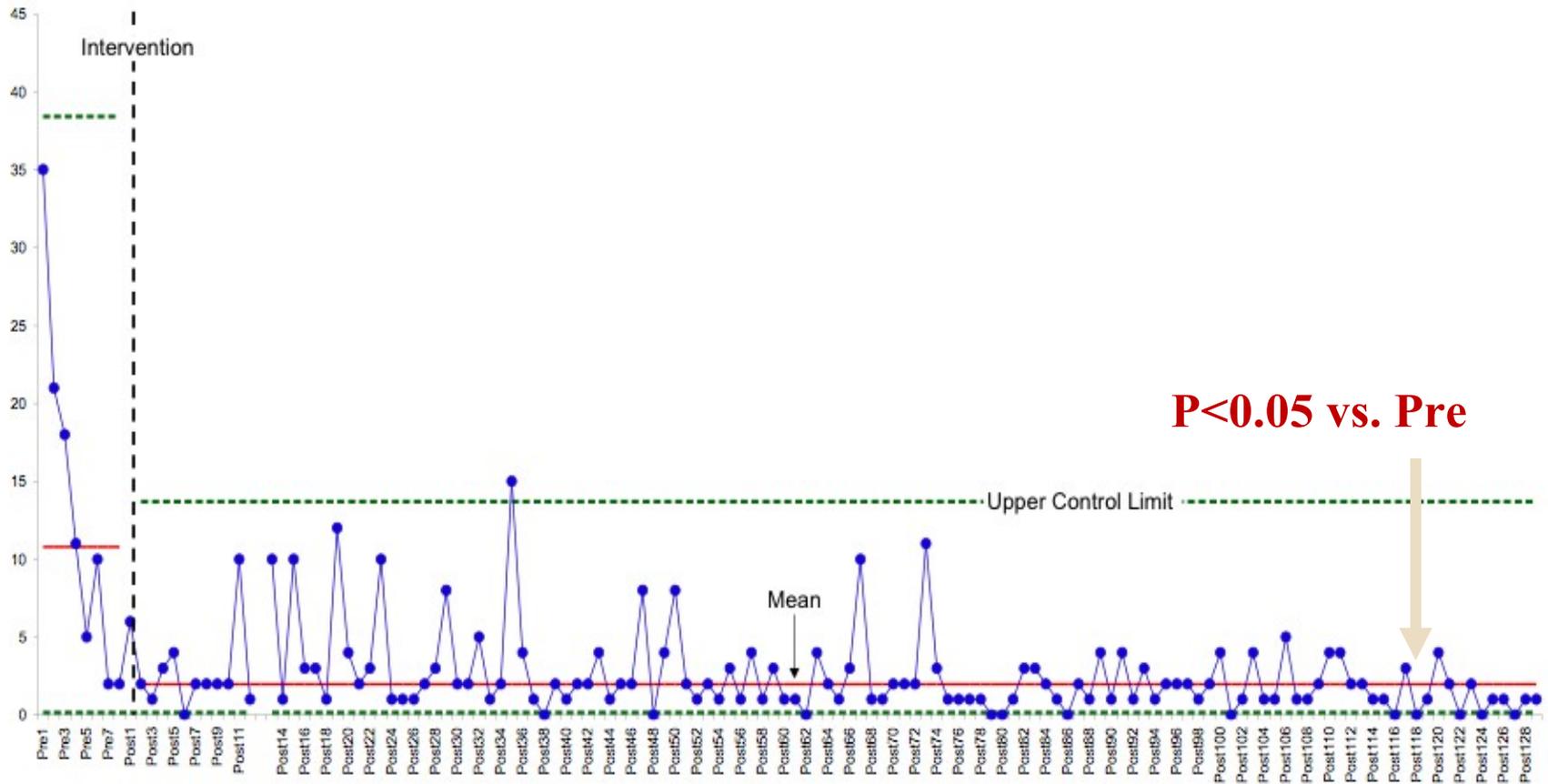
# Specific patient satisfaction score before and after team training

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# Critical Lab Draw Time Improved

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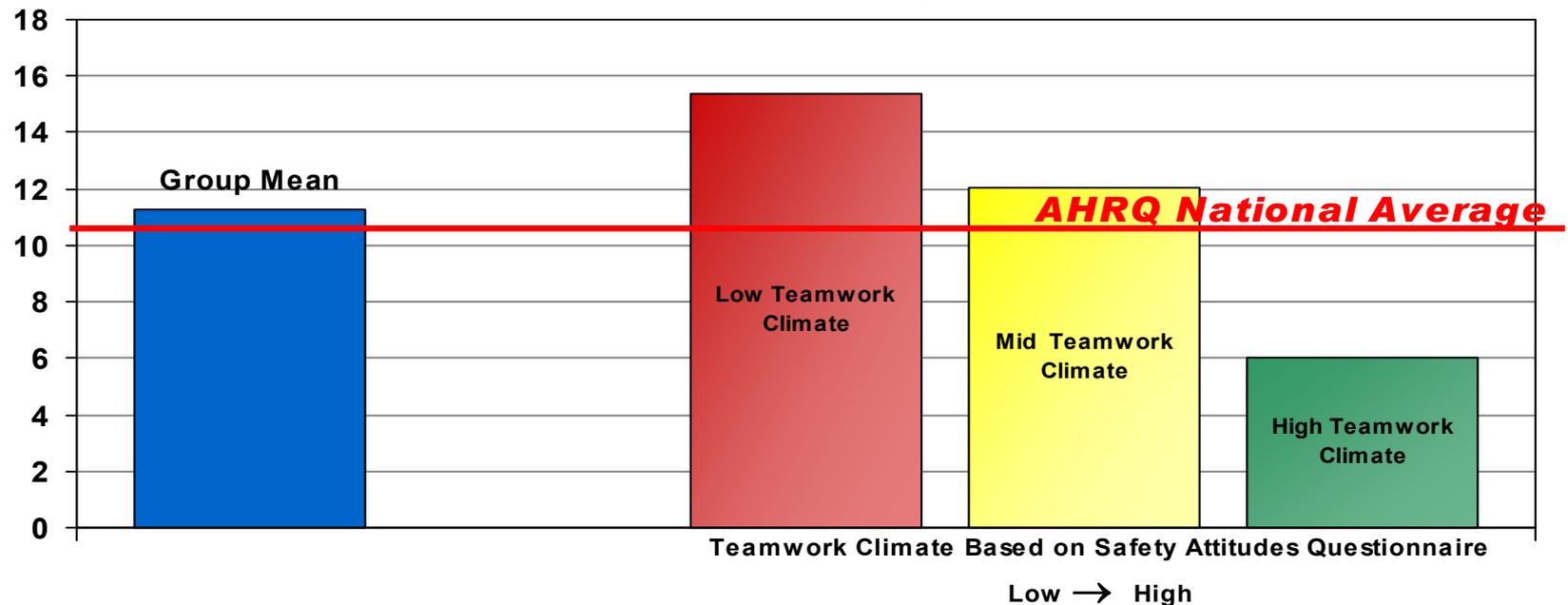


# Impact on SCIP and Never Events?

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## **OR Teamwork Climate and Postoperative Sepsis Rates**

(per 1000 discharges)



**(Sexton, 2006) Johns Hopkins**

# Lessons Learned

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- ▣ Need Internal Champions for Change to Occur
- ▣ Customize to Care Setting & Processes
- ▣ Coach behaviors using evidence-based tools
- ▣ Build consensus/buy-in/ownership
- ▣ Repeat, reinforce and seek feedback
- ▣ Measured dosing of new team skills

# Eliminating the Barriers to Team Effectiveness

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## BARRIERS

- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Follow-Up with Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

## TOOLS and STRATEGIES

- Brief
- Huddle
- Debrief
- STEP
- Cross Monitoring
- Feedback
- Advocacy and Assertion
- Two-Challenge Rule
- CUS
- DESC Script
- Collaboration
- SBAR
- Call-Out
- Check-Back
- Handoff

## OUTCOMES

- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Patient Safety!!*