



TeamSTEPPS for Quality Improvement and Patient Safety

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Patient Safety: the Final Frontier

- Team Strategies and Tools to Enhance Performance and Patient Safety
- This program goes where no program has gone before.
 - ▶ Beyond evaluation and improvement of systems
 - ▶ Beyond quality improvement models
 - ▶ Beyond human factors and crew resource management

To Err is Human

- The IOM Report published in 2000 recommended interdisciplinary team training to increase patient safety and quality healthcare delivery.
 - The greatest factor in the occurrence of errors, near misses, and other incidents is “communication.”
 - Poor
 - Hesitant
 - Absent
 - Unwelcome

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Our Experience with Healthcare Partners

Quality Improvement Through:

- Problem/Process Analysis
- Use of QI Models for Improvement
- Organizational Culture Assessment and Change
- Collaborative and Consultative Facilitation
- Sharing of Tools and Resources

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Multidisciplinary Teams

The vehicle for all these helpful interventions is usually a team of healthcare workers at various levels of professionalism, with various agendas.

- Physicians are not taught team work in Med School
- Nursing education lacks assertiveness training
- Executives are concerned for the bottom line
- Patients/families are sometimes not listened to

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Reliability and Perfection: What our Collaborative Partners Tell Us

The barrier in getting past 95% to 100%

- Requires more physicians to “buy in”
- Requires leadership to drive the program
- Requires accountability of individuals
- *Requires effective teams in the everyday environment*

We have not had a program, a process, resources or tools to help them with these barriers, *until now.*

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TeamSTEPPS™ Program

Attributes

- Designed by the DoD and AHRQ
- Research-based, field-tested in Military Health
- Comprehensive Toolkit (Plug and Play) of videos, exercises, and didactic materials
- Built-in Adaptability: individual modules and tools can be pulled out and used independently
- A “Train the Trainer” model for rapid dissemination

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Based on Four Core Competencies

- Team Leadership
- Situation Monitoring
- Mutual Support
- Communication

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TeamSTEPPS™ Teaches Teamwork

Communication Techniques

- ▶ SBAR (*Situation, Background, Assessment, Recommendation*)
- ▶ DESC script (*Describe, Express, Suggest, Consequences. Use this to resolve conflict.*)
- ▶ Task Assistance (*Communicate how much time you have and how you can help. Look for opportunities to give and receive Task Assistance.*)
- ▶ CUS (*voice Concern, Uncomfortable, Safety*)
- ▶ Feedback (*It's a gift! Look for opportunities to give specific positive feedback.*)

Barriers We Are Facing

- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Conflict
- Fatigue

Tools for Overcoming the Barriers

- **Brief and Debrief** (*Share information as soon as possible, in a concise manner, when you've identified a potential problem.*)
- **Huddles** (*quick, short, informal meeting to "touch base," "check in"*)
- **STEP** (*Status of Patient, Team members, Environment, Progress*)
- **Cross Monitoring** (*"I've got your back." and "If you think it - say it."*)
- **Advocacy and Assertion** (*Stand up for what is "right" in a respectful manner.*)
- **Two Challenge Rule** (*You are responsible to voice concern at least two times.*)
- **Handoff** (*transfer of information along with authority & responsibility for follow-up*)

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TeamSTEPPS™ Applicability

- **Patient Safety**
 - ▶ Surgical Care Improvement
 - ▶ HAI Control and Prevention
 - ▶ Medical Error Reduction
 - ▶ Medication Safety
 - ▶ Nursing Home Culture Change
- **Care Coordination**
 - ▶ Reducing Re-hospitalization
 - ▶ Transition Collaboration

And much more !

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TeamSTEPPS™ Outcomes

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

