Title:
TeamSTEPPS Training Improves Teamwork

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**Session Title:**
Exploring Interprofessional Teamwork

**Slot:**
D 01: Saturday, 18 March 2017: 9:00 AM-9:45 AM

**Scheduled Time:**
9:00 AM

**Keywords:**
Improved teamwork, TeamSTEPPS and huddle/de-briefing

**References:**


**Abstract Summary:**

TeamSTEPPS was implemented in the Emergency Department and Operating Room. Eventually the entire hospital will be educated in TeamSTEPPS. Everyone in each department is required to attend the trainings. The hospital identified a requirement for improved teamwork within and between departments. Improved teamwork increases patient satisfaction and quality of care.

**Learning Activity:**

<table>
<thead>
<tr>
<th>LEARNING OBJECTIVES</th>
<th>EXPANDED CONTENT OUTLINE</th>
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<tbody>
<tr>
<td>The learner will be able to define TeamSTEPPS and its use in the department.</td>
<td>Learner will be given an in depth explanation of the TeamSTEPPS concept and how it will be utilized in their department.</td>
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<td>The learner will be able to define a &quot;huddle&quot; and it's importance after a stressful case.</td>
<td>Learner will participate in simulated &quot;huddles&quot; and learn how important huddles are to retain knowledge, work better together as a team and reduce stress.</td>
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**Abstract Text:**

“TeamSTEPPS® is an evidence-based teamwork system aimed at optimizing patient care by improving communication and teamwork skills among health care professionals, including frontline staff. It includes a comprehensive set of ready-to-use materials and a training curriculum to successfully integrate
teamwork principles into a variety of settings” (AHRQ, 2016). The hospital identified a requirement for improved teamwork within and between departments. Improved teamwork increases patient satisfaction and quality of care. "It helps you train your staff in teamwork skills and lead a medical teamwork improvement initiative in your organization from initial concept development through to sustainment of positive changes” (AHRQ, 2016). After completion of TeamSTEPPS training, the employees will be able to describe the use of TeamSTEPPS to enhance patient safety, recognize the connection between communication and medical error, define Chain of Command, describe proper utilization of Chain of Command and identify tools and strategies for effective teamwork. Furthermore, they will be able to describe how mutual support affects team processes/outcomes, discuss strategies to enhance communication such as Briefing and Debriefing, demonstrate timely briefing/debriefing and describe the connection between communication and patient safety. “In order to make an improvement, transfer of learning (TOL) must occur. In other words, employees must be able to apply new knowledge and skills to their working practice and environment in order to improve ways of working” (John, 2015, p. 41). TeamSTEPPS has proven to be a valuable learning tool. This week the Emergency Department quality statistics were calculated. Through the quality calculations from previous patient’s comments, it has been proven that TeamSTEPPS implementation improved teamwork between the nurses and doctors. One of the questions asked to former patients is “How do you perceive the teamwork between healthcare providers?” In October and November (after implementation of TeamSTEPPS), the rating on this question improved dramatically. It was exciting for everyone to actually see the proof that TeamSTEPPS works.