





TeamSTEPPS® Introduction

Video Discussion

- How are residents harmed as a result of medical errors?
- How can we prevent medical errors?
- What are the solutions?

*...Improved teamwork and communications...
Ultimately, a culture of safety*

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TeamSTEPPS® Introduction

Objectives

- Describe the TeamSTEPPS training initiative
- Explain resident safety in your nursing home
- Describe the impact of errors and why they occur
- Describe the TeamSTEPPS framework
- State the outcomes of the TeamSTEPPS framework

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TeamSTEPPS® Introduction

Teamwork Is All Around Us

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Introduction

Evolution of TeamSTEPPS

Curriculum Contributors

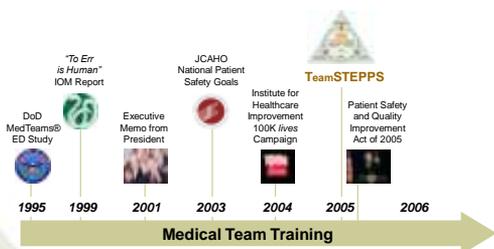
- Department of Defense
- Agency for Healthcare Research and Quality
- Research Organizations
- Universities
- Medical and Business Schools
- Quality Improvement Organizations
- Nursing Homes
- Hospitals—Military and Civilian, Teaching and Community-Based
- Healthcare Foundations
- Private Companies
- Subject Matter Experts in Teamwork, Human Factors, and Crew Resource Management (CRM)

TeamSTEPPS®

Team Strategies & Tools to Enhance Performance & Patient Safety

“Initiative based on evidence derived from team performance...leveraging more than 25 years of research in military, aviation, nuclear power, business and industry...to acquire team competencies”

Patient Safety Movement



TeamSTEPPS®

The Components of Resident Safety



Based on Navigation & Flow of Evidence Performance of Resident Safety

TeamSTEPPS®

Course Agenda

- Module 1—Introduction
- Module 2—Team Structure
- Module 3—Leadership
- Module 4—Situation Monitoring
- Module 5—Mutual Support
- Module 6—Communication
- Module 7—Summary—Pulling It All Together

Based on Navigation & Flow of Evidence Performance of Resident Safety

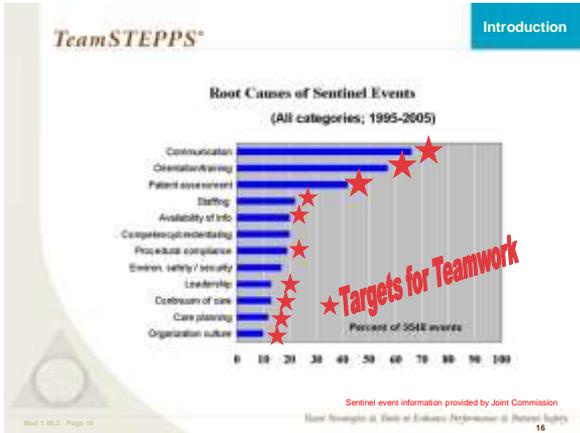
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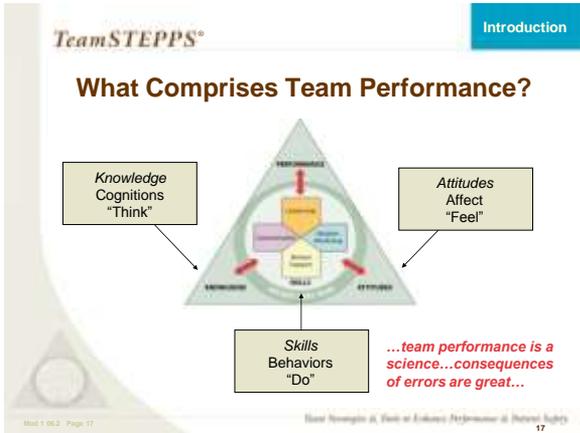
Introductions and Exercise: Magic Wand

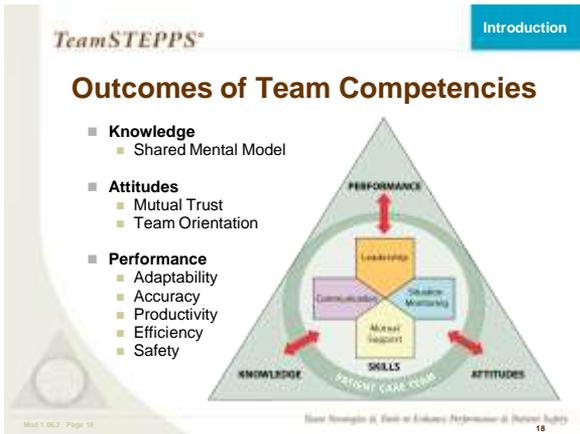
If I had a "*Magic Wand*" and could make changes within my unit or facility ***in the areas of resident quality and safety...***



Based on Navigation & Flow of Evidence Performance of Resident Safety







TeamSTEPPS® Introduction

Teamwork Actions

- Recognize opportunities to improve resident safety
- Assess your current organizational culture and supporting components of resident safety
- Identify a teamwork improvement action plan by analyzing data and survey results
- Design and implement an initiative to improve team-related competencies among your staff
- Integrate TeamSTEPPS into daily practice

"High-performance teams create a safety net for your healthcare organization as you promote a culture of safety."

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TeamSTEPPS® Introduction

Supplemental Instructor Slides

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TeamSTEPPS® Introduction

Train-the-Trainer/Coach Session Agenda

- Module 1—Introduction
- Module 2—Team Structure
- Module 3—Leadership
- Module 4—Situation Monitoring
- Module 5—Mutual Support
- Module 6—Communication
- Module 7—Summary—Putting It All Together
- Change Management: How to Achieve a Culture of Safety
- Coaching Workshop
- Implementation
 - Course Management
 - Developing a Teamwork Improvement Action Plan
- Practice Teaching Session

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Teamwork Encompasses CRM

DoD has led the way in team research and innovations

- Non-Health Care
 - Combat Information Centers
 - Joint Forces Operations
 - Emergency Management Communities
 - Army Special Forces
 - Tank, Submarine, and Air Crews
- Health Care
 - ED, OR, L&D, ICU, Dental, Nursing Home
 - Whole Hospital
 - Combat Casualty Care



...striving to be a high-reliability health care system...

Background: U.S. Army Aviation

- Army aviation crew coordination failures in mid-80s contributed to 147 aviation fatalities and cost more than \$290 million
- The vast majority involved highly experienced aviators
- Failures were attributed largely to crew communication, workload management, and task prioritization



U.S. Navy Breakthroughs: Tactical Decisionmaking Under Stress (TADMUS)

- Cross-Training
- Stress Exposure Training
- Team Coordination Training (CRM)
- Scenario-Based Training and Simulation
- Team Leader Training
- Team Dimensional Training
- Team Assessment



U.S. Air Force CRM History

- Mid to late 80s, AF bombers and heavy aircraft started CRM training
- In 1992, Air Combat Command developed Aircrew Attention Management /CRM Training
- By 1998, CRM deployed uniformly across the AF
- Steady decline in human factors based mishaps since CRM training deployed
- AF Medical Service adapted training, rolled out in 2000



Eight Steps of Change



John Kotter

Roadmap to a Culture of Safety