



LEAVE A LASTING LEGACY: MAKE TEAMSTEPPS STICK

AHA Team Training Monthly Webinar

July 10, 2019

RULES OF ENGAGEMENT

- Audio for the webinar can be accessed in two ways:
 - Through the phone (*Please mute your computer speakers)
 - Through your computer
- A Q&A session will be held at the end of the presentation
- Written questions are encouraged throughout the presentation and will be answered during the Q&A session
 - To submit a question, type it into the Chat Area and send it at any time during the presentation

UPCOMING TEAM TRAINING EVENTS

Courses

Registration for 2019 TeamSTEPPS Master Training Courses continues with summer and autumn courses. View our [course schedule](#) to learn more and register.

New! *TeamSTEPPS Master Training Course for Outpatient Care*

Nov 6-7 | Durham, NC

Do you struggle with teamwork and communication in your medical office or outpatient setting? Sign up today for a TeamSTEPPS Master Training Course specific to outpatient care. These tools can create a common language and way of doing business that can make care coordination all the easier. [Learn more and register.](#)

CONTACT INFORMATION

Web: www.aha.org/teamtraining

Email: TeamTraining@aha.org

Phone: 312-422-2609

TODAY'S PRESENTERS



Joe Carlucci, PT, MS, MBA, FAB

Executive Director of Physical Sports Medicine
Patient Safety Officer
Stanford Health Care – Valley Care



Missy Malkin, BSN, RN-BC

Medical/Surgical Clinical Nurse Educator
Stanford Health Care – Valley Care

Poll: Who's in the house??

- ▶ MDs
 - Direct pt care staff
 - Administrative
- ▶ RN
- ▶ Non-nursing staff
- ▶ Non-clinical
- ▶ Other

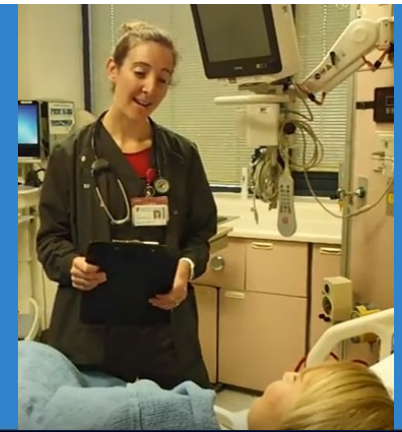


Poll: TeamSTEPPS History

- ▶ Currently in your organization:
 - Do not have a TeamSTEPPS program in place
 - TeamSTEPPS program in place 2 years or less
 - TeamSTEPPS program in place 5 years or less
 - TeamSTEPPS program in place 10 years or less
 - TeamSTEPPS program in place greater than 10 years

Objectives

- ▶ To identify those in your organization who will support and add value to the next generation of safety professionals
- ▶ To identify and mitigate barriers to continuing TeamSTEPPS as an organizational philosophy
- ▶ To provide strategies to continue the legacy of TeamSTEPPS at your organization



The TeamSTEPPS Bunch

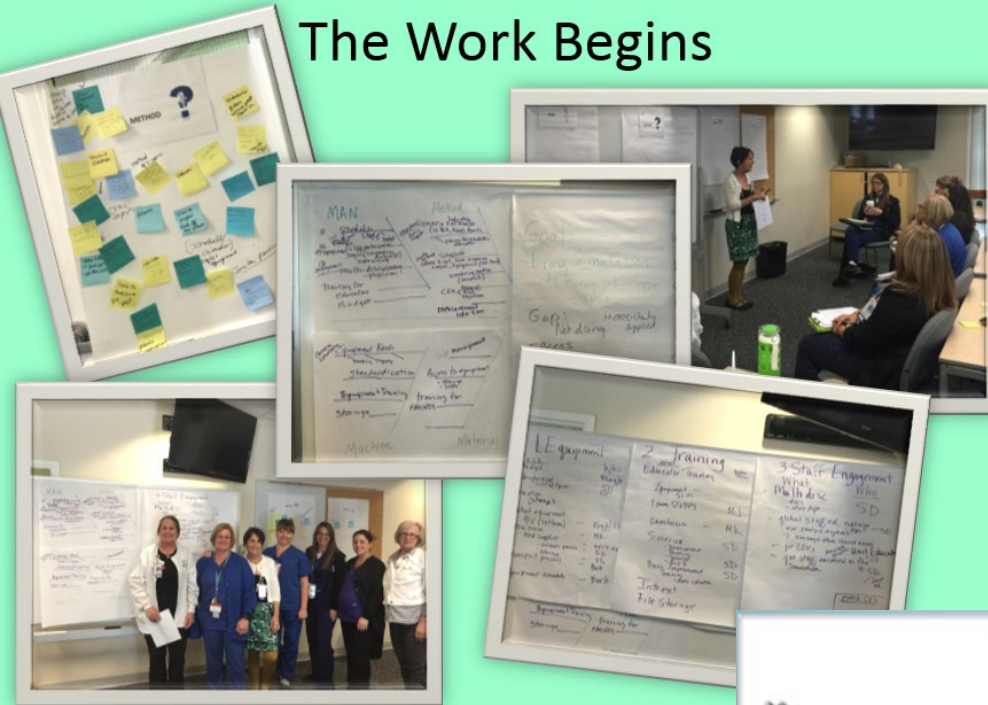


SHC VC's TeamSTEPPS Journey

- ▶ Adopted by Maternal Child department in 2010
- ▶ Goal: provide team training to clinical staff
- ▶ Initially RN and lab staff received training during Massive Transfusion simulations
 - TeamSTEPPS program became very robust with documented performance improvement outcomes
 - TeamSTEPPS concepts and education was imbedded into practice resulting in enhanced teamwork on the unit
- ▶ Needed a good sustainability plan and spread throughout organization

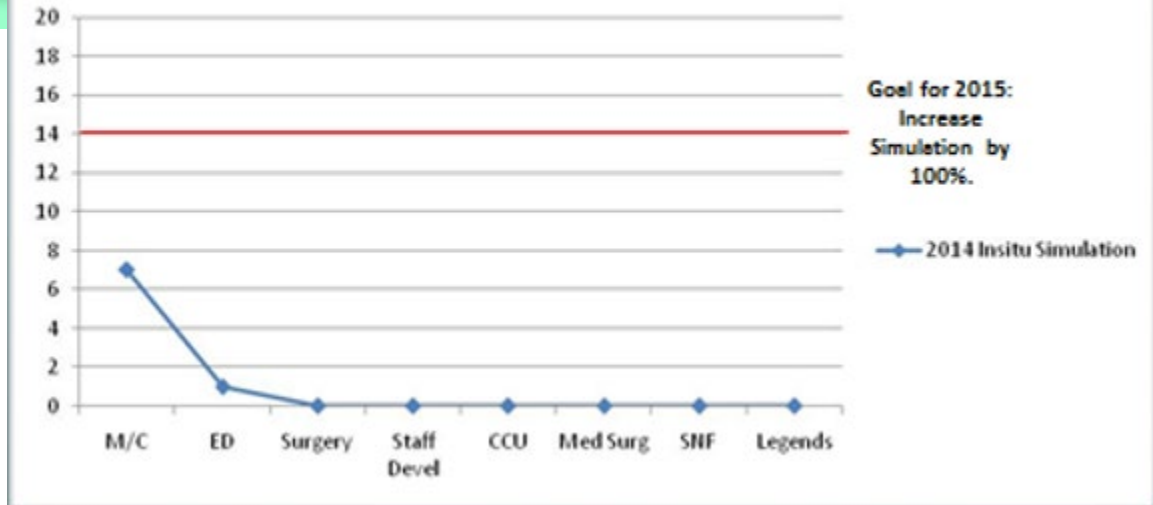
On the Road to Sustainability

The Work Begins



- ▶ Director of Maternal Child became Chief Nursing Officer (CNO)
- ▶ Incorporating Team Training was ValleyCare Safety Plan and CNO's 2015 Strategic Plan
- ▶ Educator group performed gap analysis on why simulation not taking place on all nursing units
 - 2015 Goal: to increase in-situ simulations with TeamSTEPPS refresher by 100% on all nursing units

2014 In Situ Simulation

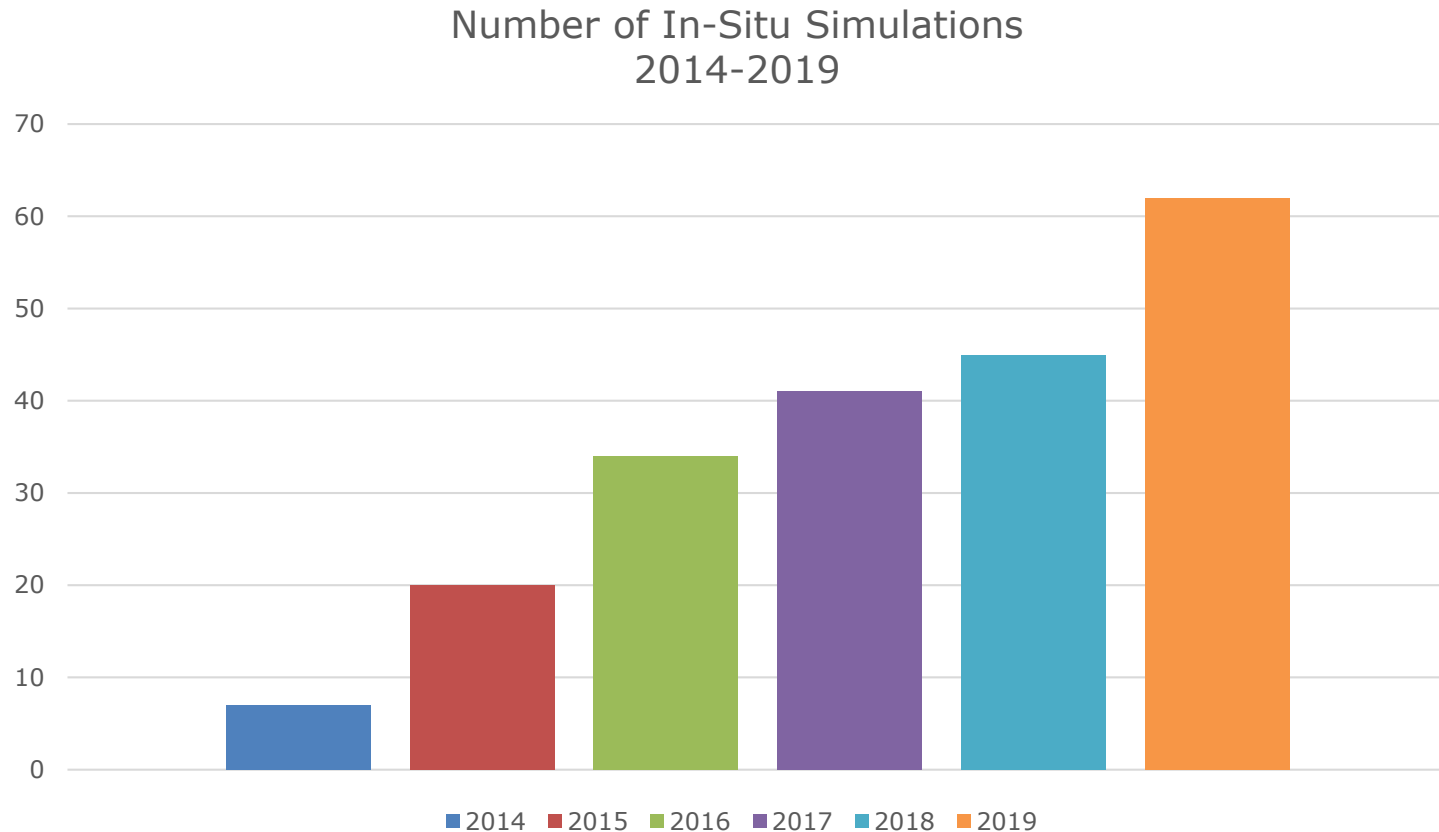


Increase in In-Situ Simulations

- 2015: 20 sims
- 2016: 34 sims
- 2017: 41 sims

- 2018: 45 sims
- Projected 62 sims in 2019 (Jan – May: 26)

- ▶ Reasons for success:
 - Organizational Goal
 - Created more consistent training schedule



Who's Your "Joe"?

- ▶ Role at the hospital
- ▶ Personal TeamSTEPPS journey
 - Not just nursing or doctors
 - Storytelling
 - Consistency
 - Tenure
 - Relationships
- ▶ Value of Safety/Quality Involvement



Identify Key Stakeholders

▶ Leadership

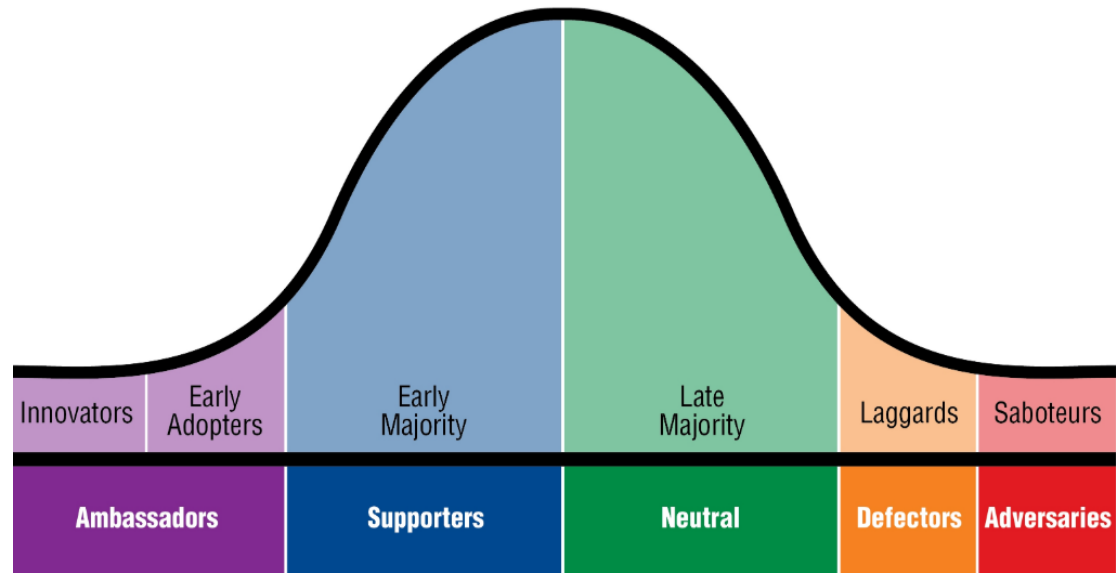
- Patient Safety Office
- Physician Champions

▶ Influencers

- Presenters
- Educators
- Charge Nurses

▶ Project Facilitator

- Non-clinical admin assistant



Senior Buy-In Ownership and ROI

▶ Our justifications:

- TJC SEA 57 – “The essential role of leadership in developing a safety culture”
- TJC SEA 58 – “Inadequate hand-off communication”
- Culture of Safety survey results
- Event Reporting

Elephant in the Room - MDs

- ▶ “Do the physicians have to take TeamSTEPPS?”



Strategies for Awareness

- ▶ Strength of your bench

- ▶ Training

- Who

- When

- ▶ Spread the word



Content of TeamSTEPPS

- ▶ Restricted guidelines on what could be presented
- ▶ Goal: concepts are easy to implement but now want to put a “title” to what we are doing to make it relatable to staff
 - Real stories from patient reporting events
 - More interactive (use different activities, videos)
- ▶ Use TeamSTEPPS language in meetings, on nursing units, in staff conversations
 - In turn, staff will start using terminology without realizing it

Simulations

- ▶ Simulation was best tool to incorporate TeamSTEPPS concepts into clinical events
- ▶ Identify patient scenarios with opportunities for improvement
- ▶ Organizational Initiatives and industry standards
- ▶ Most nursing units conducting full spectrum simulations
 - ▶ SBAR simulations
 - ▶ Falls, medical situations, codes
- ▶ Other Educational Opportunities



Measurement

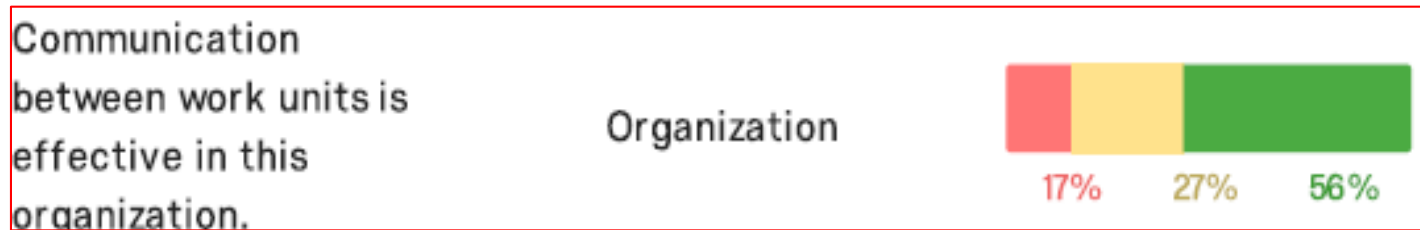
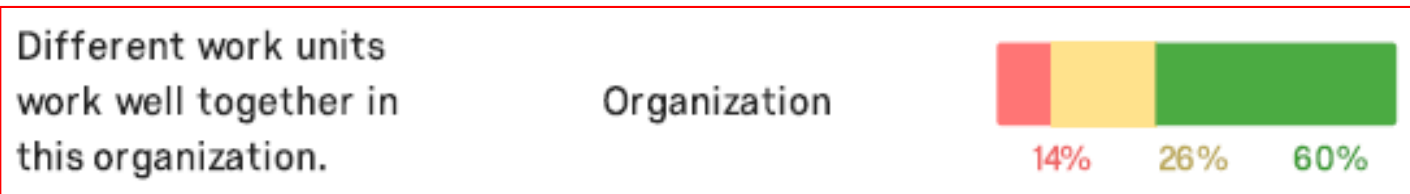
- ▶ Current State

 - Attendance

 - Course evaluations

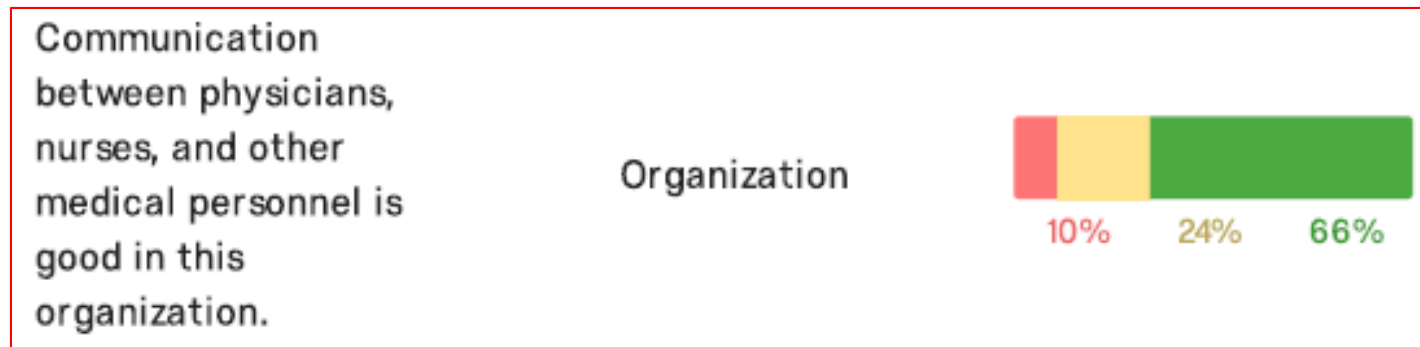
 - ▶ Pre/Post Test

- ▶ 2018 Culture of Safety Survey



Distribution

Unfav Neutral Fav



What Are Our Next STEPPS?

- ▶ Leadership refresher course
- ▶ Distinct refresher course for current employees
- ▶ More Master trainers
 - Determine core needs?
 - What is organizational need?
 - What is departmental need?
- ▶ Non-clinical staff
- ▶ Physician engagement
- ▶ Internal measurement tool



Takeaways

- ▶ Find those key stakeholders that see value
- ▶ Find your “Joe’s”
- ▶ Spreading the word – staff reference and use TeamSTEPPS terms/concepts
- ▶ Evolve program to meet organizational needs (i.e leadership, measurement, initiatives)



Thank you for your attention!

We welcome your questions and comments:

▶ Joe Carlucci, *PT, MS, MBA, FAB*

– jcarlucc@stanfordhealthcare.org

▶ Missy Malkin, *BSN, RN-BC*

– mmalkin@stanfordhealthcare.org

QUESTIONS?

Stay in touch!

Email teamtraining@aha.org
Visit www.aha.org/teamtraining



AHA TEAM TRAINING
TeamSTEPPS® available
from AHA Team Training

LEARN MORE



AHA Education