



## AHA Team Training

# Shrinking the Change: An Innovative TeamSTEPPS Implementation Plan for Success and Sustainability

July 13, 2022



AHA CENTER FOR HEALTH

**INNOVATION**

# Upcoming Team Training Events

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## ***Courses & Workshops***

### **In-person [TeamSTEPPS Master Training Courses](#)**

- September 29-30 at Duke
- October 17-18 at Northwell Health
- October 27-28 at UCLA
- November 9-10 at Houston Methodist
- December 6-7 at Tulane

### **Virtual [TeamSTEPPS courses and workshops](#)**

- Managing Conflict in Health Care: September 7-28
- TeamSTEPPS Master Training: September 22-November 17
- TeamSTEPPS for Change Leaders & Champions: October 6-November 17

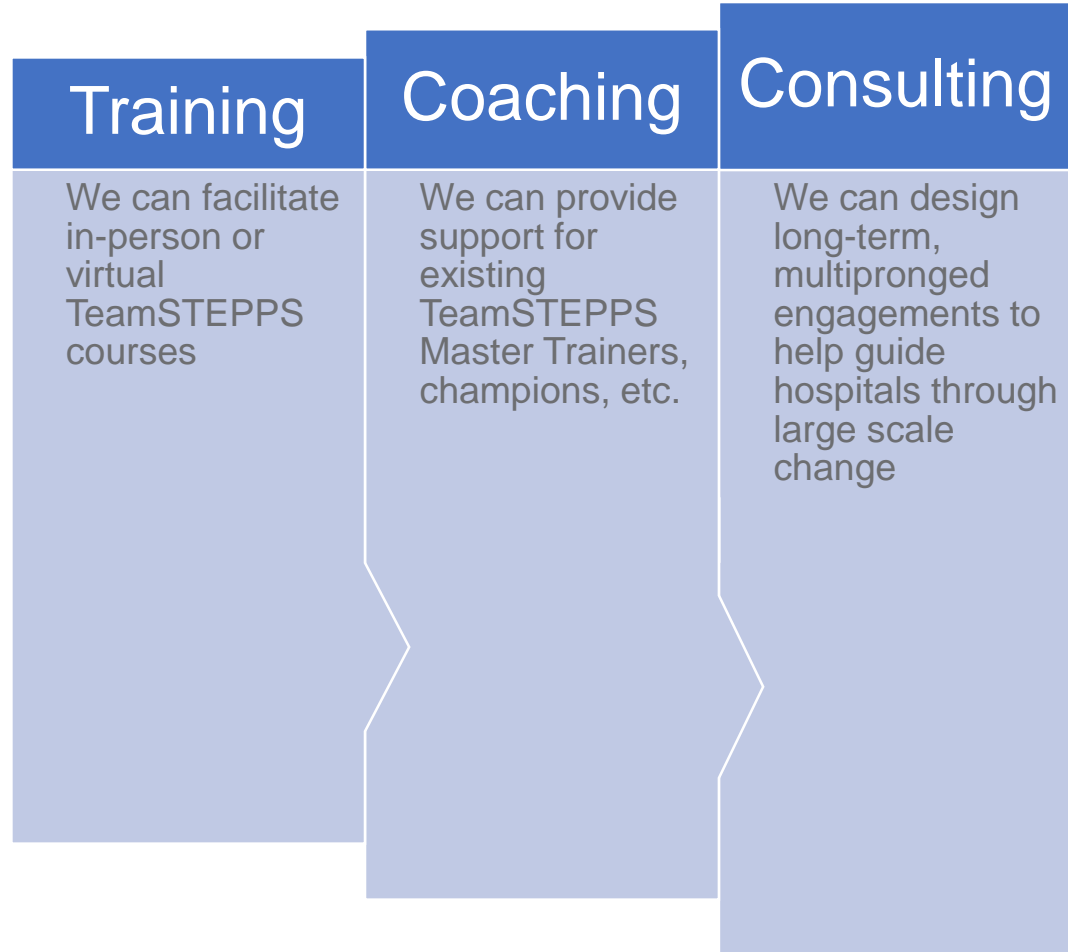
## ***Webinars***

[Healthy Aging: Creating Age-Friendly Health Systems](#) – August 10 at 12 pm CT

# Custom Trainings

***Empower your team and improve patient safety with solutions tailored to fit.***

Tell us more about what you're looking for by filling out our [custom training request form](#) and we'll be in touch shortly.



# Today's Presenter

**Stacey DeMaranville, MSN, RN**

Pierce Region Nursing Director

Family & Midwifery Birthing Centers

St. Joseph Medical Center & St. Elizabeth Hospital

Virginia Mason Franciscan Health



# Today's Objectives

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Identify innovative and interactive training models for an interprofessional team

Demonstrate how developing a 30-60-90 day plan is an effective way to address resistance while creating alignment when implementing TeamSTEPPS

Discuss how frontline ownership is integral to a successful TeamSTEPPS implementation plan

# Let's Start With A Poll

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What is your experience with TeamSTEPPS?

- First Time Learner
- Some Basic Knowledge
- Attended Training
- Implemented TeamSTEPPS

# Let's Start With A Poll

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If you were to implement TeamSTEPPS, what would your role be?

- Executive Sponsor or Senior Leadership
- Project Manager or Project Leader
- Part of the Change Team (Planning and Implementing)
- Frontline Champion

# University of Washington | Valley Medical Center





# Why TeamSTEPPS?

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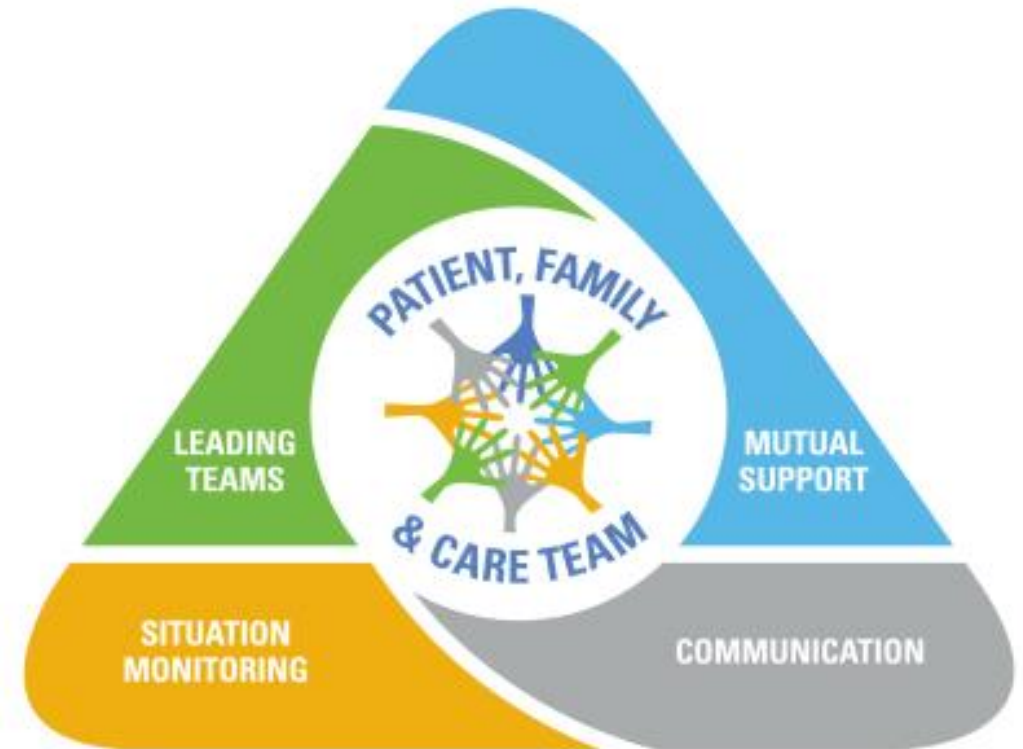
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# What Is TeamSTEPPS

## Team Strategies and Tools to Enhance Performance and Patient Safety

- Joint development by the Agency for Healthcare Research and Quality (AHRQ) and the Department of Defense in the mid-2000
- Improve collaboration and communication within a team
- Key driver for patient safety resulting in reduced harm



# Breaking Down The Skills

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<u>100 Level Skills</u>	<u>200 Level Skills</u>	<u>300 Level Skills</u>
Request	Huddle	CUS
Call-Out	Debrief	Two-Challenge Rule
Cross-Check	Handoff	
Check-Back	Shared Mental Model	
SBAR		
Brief		

# Multidisciplinary Change Team

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- Representation from each clinical area and discipline
- Committed to the planning and implementation
  - Attend bi-weekly meetings for planning and implementation and monthly follow-up meetings for sustaining
  - Become a Master Trainer and participation in staff training sessions
  - Be a super-user of the tools during patient care
- Utilize a 30-60-90 Day Plan outlining each step needed and who was responsible
  - Track our progress
  - Quickly identify barriers that needed additional support

# Shrink The Change

## 30-60-90 Day Plan

Monthly Change Team Meetings

Check In and Update

Nov/Dec 2019/Jan 2020

updated 1/27/2020

What is the specific problem, challenge or opportunity for improvements that will be the target of the TeamSTEPPS Initiative?

Consistent communication between all roles within the Women and Children's division.

What is a Destination Postcard based on your identified problem, challenge or opportunity:

Utilizing the TeamSTEPPS 100 level communication tools.

What are the critical moves for the 30/60/90-day implementation regarding this problem, challenge or opportunity for improvement?

30 Days	60 Days	90 Days
Schedule of Tools of the Month on TeamSTEPPS Wall	Continue with Tools of the Month Reward and Recognize	Plan for TPQ questionnaire repeat Report results to stakeholders
What specific action needs to occur to accomplish the above plan, and who is responsible for overseeing completion?		

	60 Days	90 Days
Standard communication for roll-out of the month (who, how, when). Standardized Loop Communication- on SBAR	Step 1 – Continue to update the TeamSTEPPS board with current tools in Birth Center, NICU and Peds SBAR in mid-Dec	Step 1 – Continue to update the TeamSTEPPS board with current tools in Birth Center and Peds Done
Update the TeamSTEPPS board with tools in BC, NICU, Peds-Done	Step 2 – Select Recognition cards to highlight successes at LIP and Nursing Dept Meetings-Done	Step 2- Continue with TeamSTEPPS report in “Reminders, Changes and Coming” format Done
Template card for “I saw .... Use ....” for easy recognition in a fun design	Step 3 – Continue with TeamSTEPPS highlight report in “Reminders, Changes and What's Coming” format Done	Step 3-Pull available metrics: <ul style="list-style-type: none"> <li>Safety Event Reports regarding communication-6 for the last 6 months before implementation</li> <li>Daily Briefing compliance-gr</li> </ul>
TeamSTEPPS highlight report in “Reminders, Changes and What's Coming” format-Template made, will start with first week of the month publications in Dec.	Step 4- Create value in TeamSTEPPS tools (example: daily briefing compliance in each unit)-	<ul style="list-style-type: none"> <li>Future goal-Information received makes a di</li> </ul>

# 30-60-90 Day Plan

**TeamSTEPPS Implementation Plan**  
**30/60/90 Overview**

What is the specific problem, challenge or opportunity for improvements that will be the target of the TeamSTEPPS Initiative?

Develop a Destination Postcard based on your identified problem, challenge or opportunity:

What are the critical moves for the 30/60/90 day implementation regarding this problem, challenge or opportunity for improvement?

30 Days	60 Days	90 Days

What specific action needs to occur to accomplish the above plan, and who is responsible for overseeing completion?

30 Days	60 Days	90 Days
Step 1	Step 1	Step 1
Step 2	Step 2	Step 2
Step 3	Step 3	Step 3

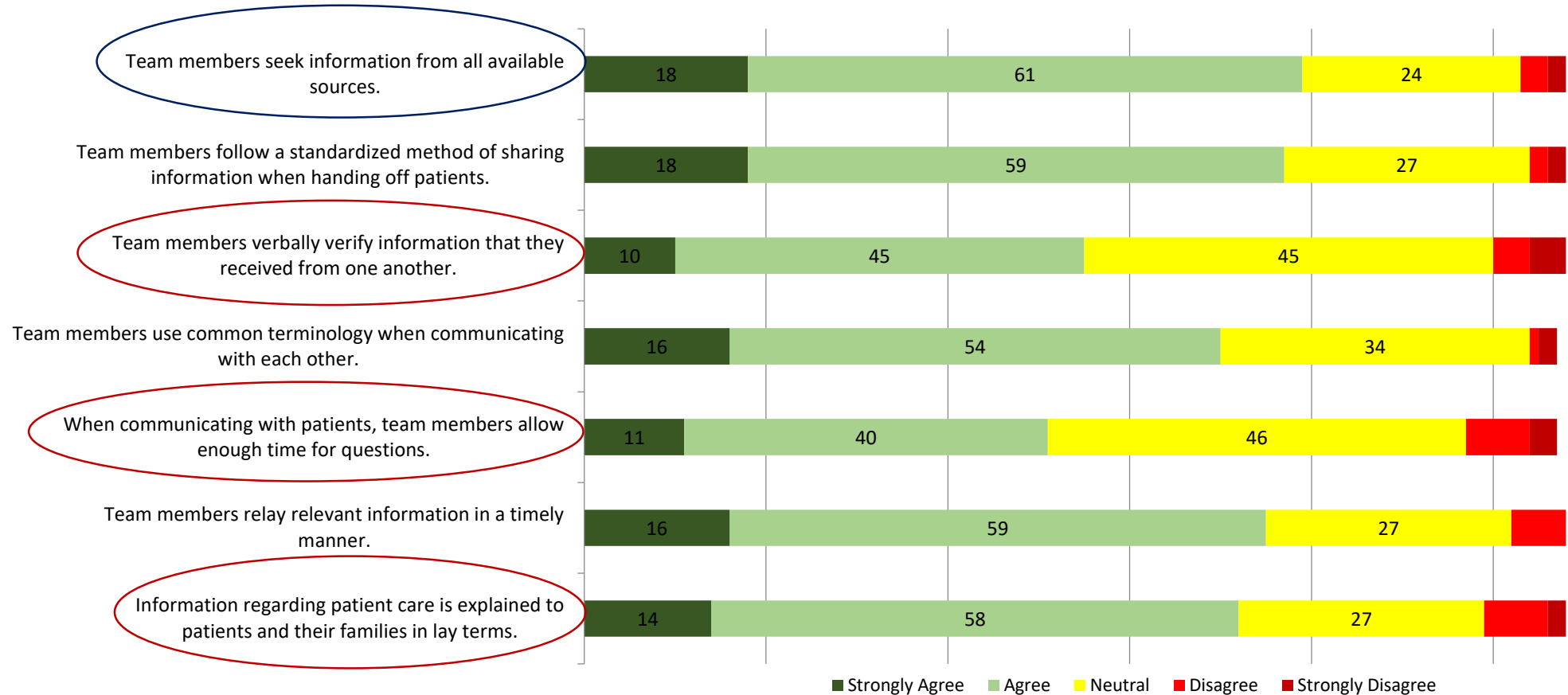
# Data Driven Actions

- TeamSTEPPS® Team Perception Questionnaire (TPQ) from AHRQ administered to the 300 members of VMC's W&C Services
- 109 responses from all areas of the division

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>Communication</b>						
29.	Information regarding patient care is explained to patients and their families in lay terms.					
30.	Staff relay relevant information in a timely manner.					
31.	When communicating with patients, staff allow enough time for questions.					
32.	Staff use common terminology when communicating with each other.					
33.	Staff verbally verify information that they receive from one another.					
34.	Staff follow a standardized method of sharing information when handing off patients.					
35.	Staff seek information from all available sources.					

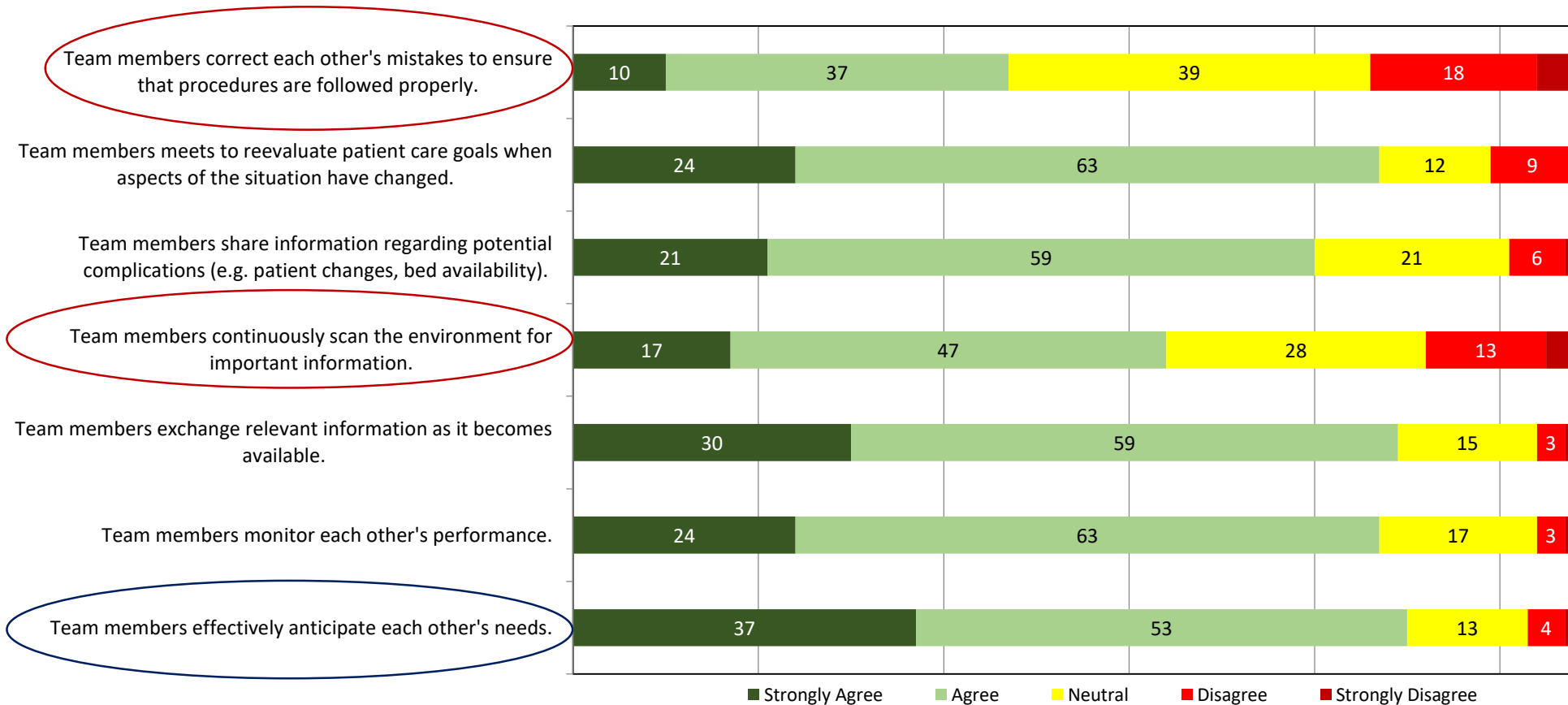
<https://www.ahrq.gov/teamstepps/instructor/reference/teampercept.html>

# 2019 Communication

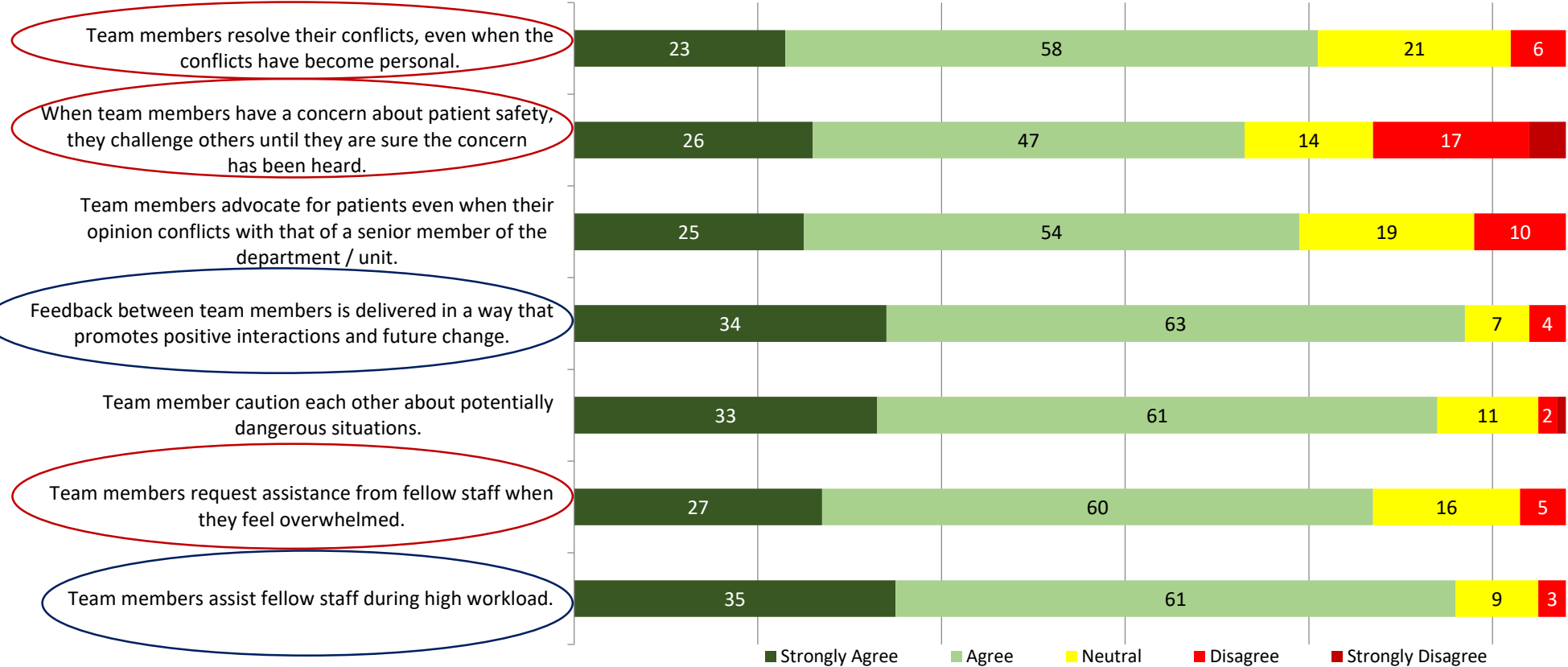




# 2019 Situation Monitoring



# 2019 Mutual Support



# 30-60-90 Day Plan for Implementation

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- Focus on 100 and 200 level TeamSTEPPS skills
- Ross taught the Change Team Members how to teach these skills to our division
- Scheduled 10 classes in October 2019
  - Dyad teaching partners
  - Online sign up for the mandatory class
  - Multidisciplinary attendees
  - 12-25 participants per class is ideal

# Let the Fun Begin

- 2 hour Sessions
- Agenda
  - Core TeamSTEPPS tools
  - Three Team Tower exercises (Legos)
  - Review of TPQ results
- Discussion on Plans to Implement
- Attendance Success
  - W&C Staff 94%
  - LIP 88%

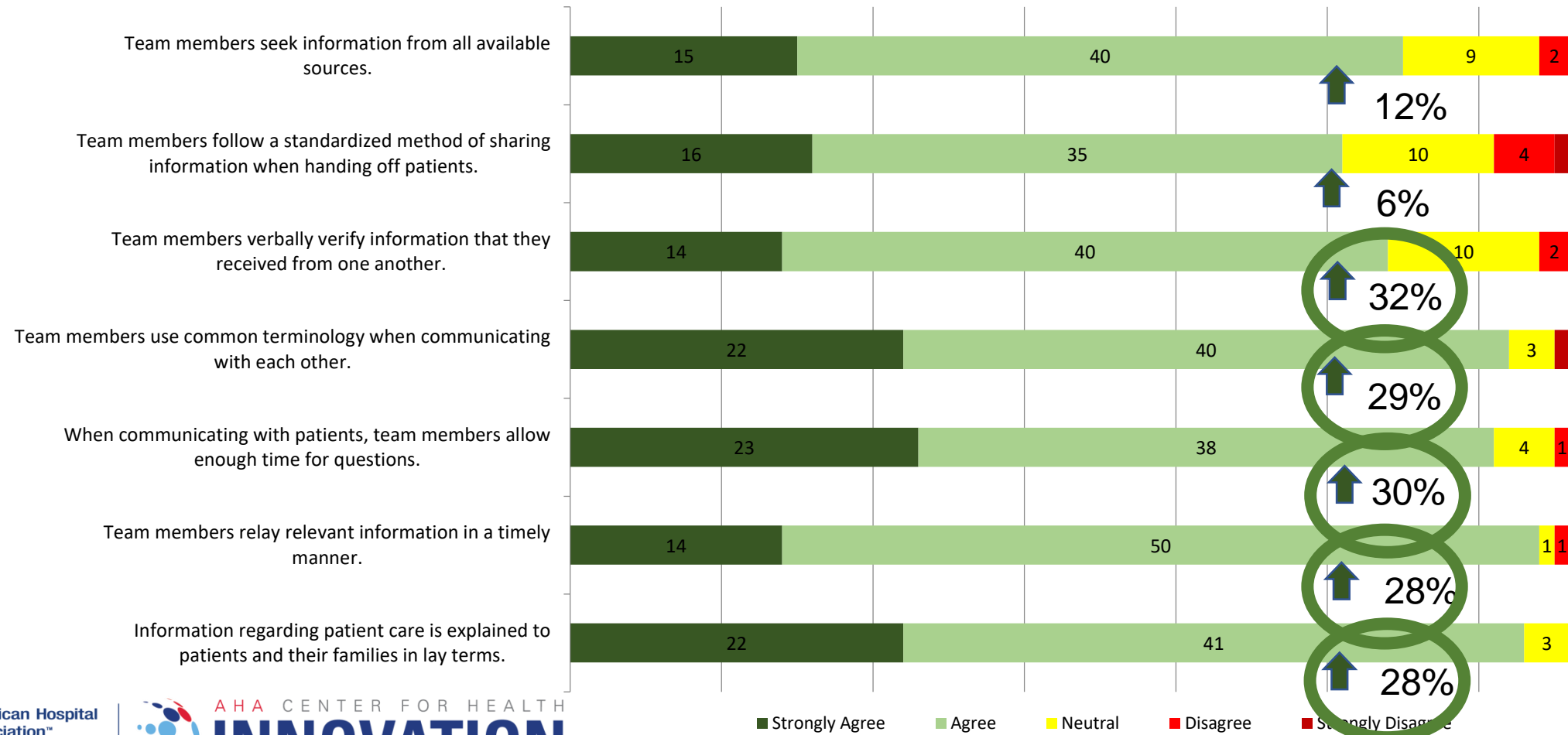


# Follow Up

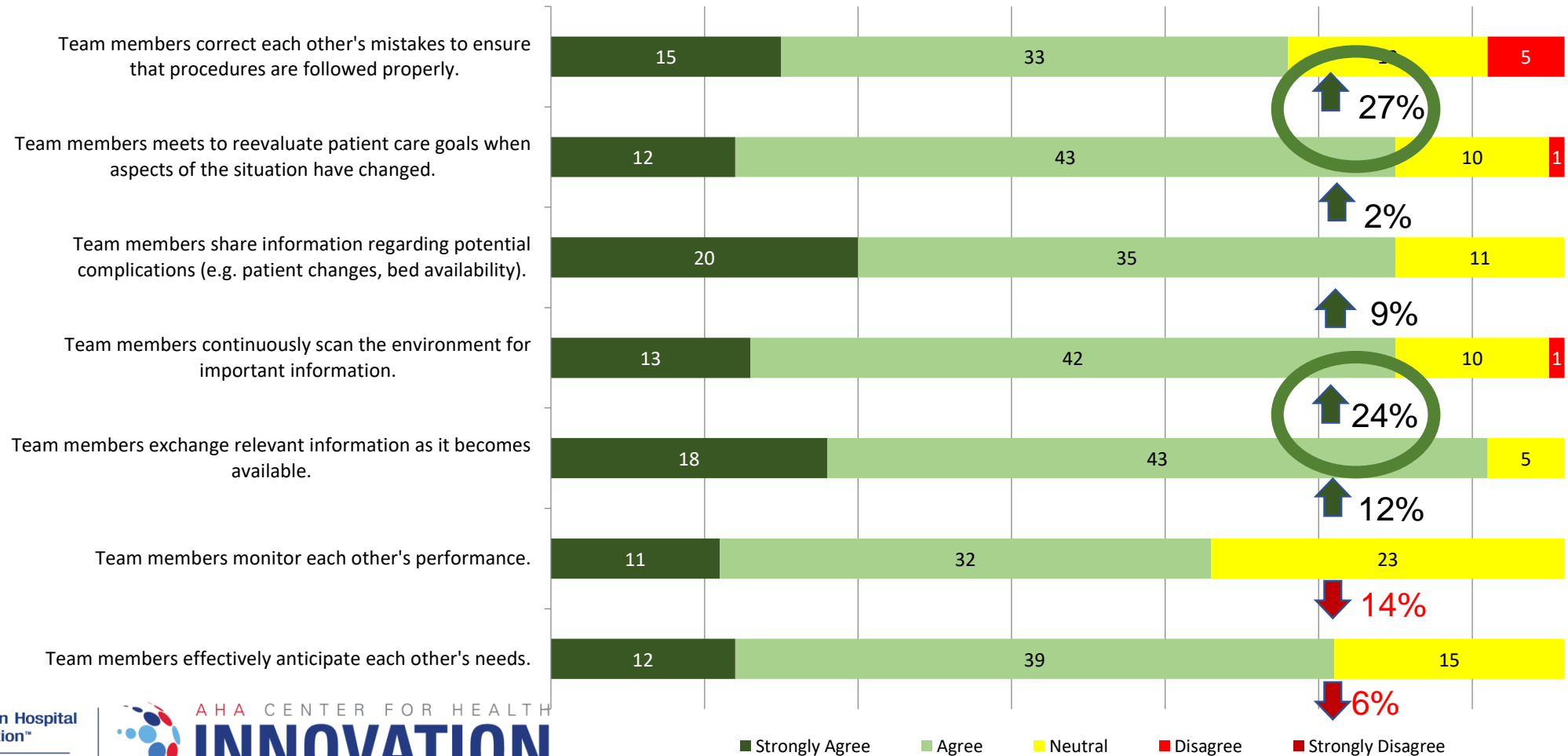
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- TPQ post-implementation was planned for second quarter 2020
  - COVID-19 delayed the survey until July 2020, 9 months after the launch
  - Fewer and less diverse responses than our pre-survey but valid information
- Change Team repeated the process to create data driven priorities
- Developed next 30-60-90 day plans
  - TeamSTEPPS Basics
  - TeamSTEPPS 300

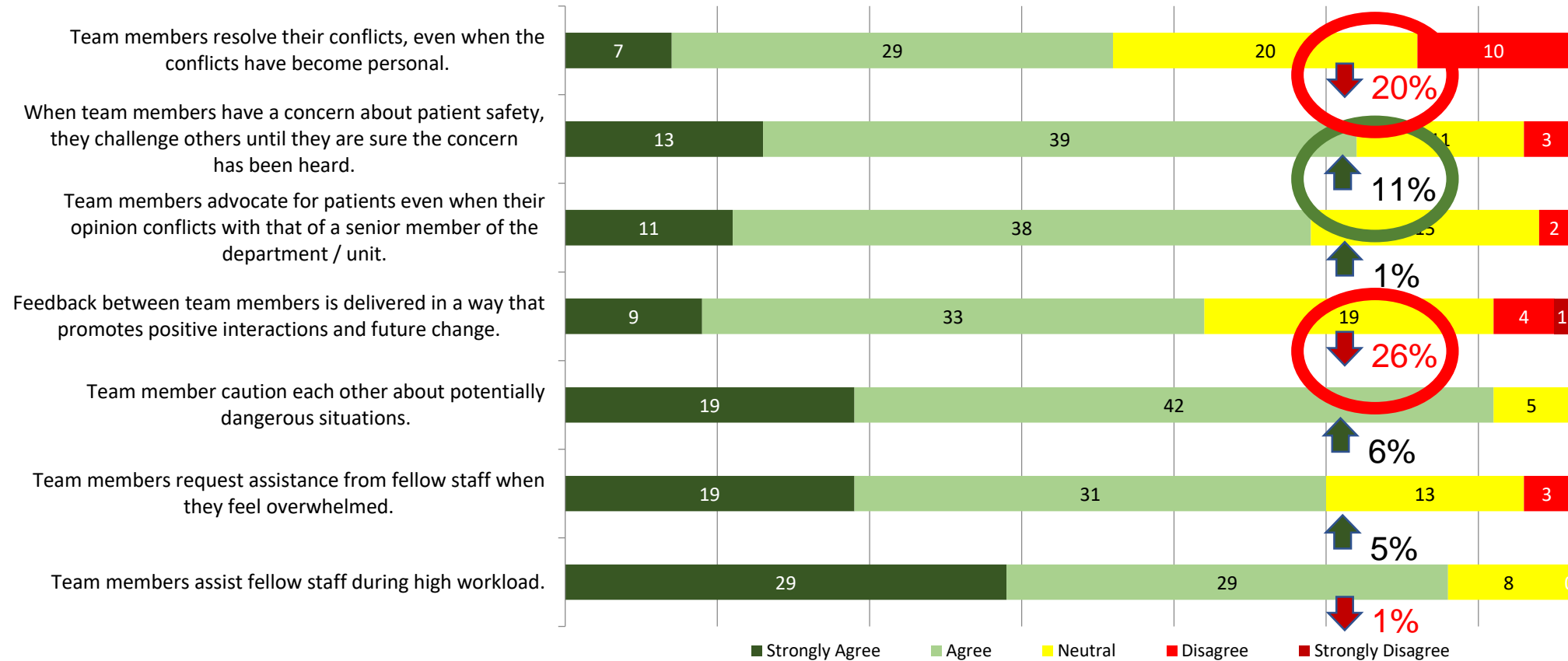
# 2020 Communication



# 2020 Situation Monitoring



# 2020 Mutual Support





# TeamSTEPPS Basics and 300 Level Training

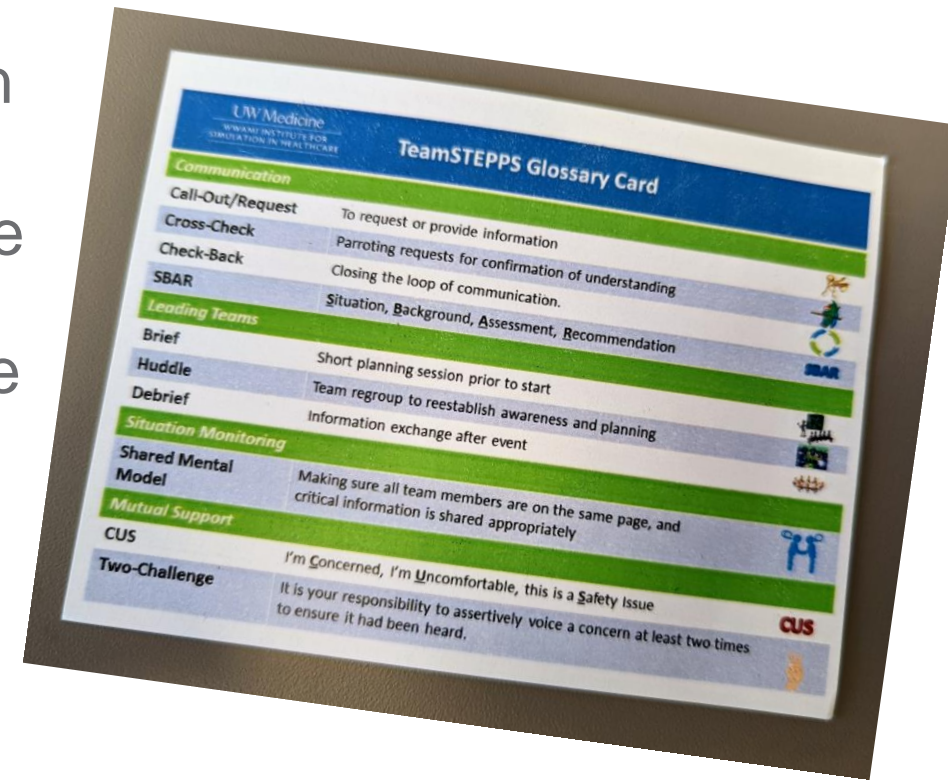
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- WC Division TeamSTEPPS Basics Courses
  - Change Team Taught
  - In Person Education with Legos
  - Sustaining Education for New Hires
- 300 Level Training
  - Hybrid Class-FBC Skills Day and Zoom
  - Focused on CUS & 2 Challenge Rule
  - Hardwiring the need for Mutual Support

# What Didn't Work



- Destination Postcards Mailed to WC staff
- Bingo Challenge for Using the Tools
- TeamSTEPPS Boards on the Inpatient Units
- Taking the Success of the WC pilot & Launching TeamSTEPPS Across the Hospital



# Key Takeaways

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- Utilizing a 30-60-90 day plan helps shrink the change making it manageable, engaging for frontline staff and supports a multidisciplinary approach
- Data driven priorities for training strategies provides measurable outcomes for success
- Ensuring a multidisciplinary Change Team builds engagement while ensuring representation from each unique discipline

# Questions?

**THANK YOU**



**Questions? Stay in Touch!**

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