



AHA Team Training

Custom Advisory Services

Empower Your Team | Improve Patient Outcomes

The past three years have placed unprecedented strain on our health care teams.

They're exhausted, hard-pressed and in need of support. Now more than ever communication and teamwork training can play a vital role in improving staff satisfaction and patient outcomes. Invest in your workforce by bringing AHA Team Training on-site to your organization.





According to The Joint Commission, communication failure has been identified as the leading root cause of sentinel events for over 10 years. TeamSTEPPS® is designed to help health care professionals improve patient safety, team resilience and psychological safety through effective communication and teamwork skills.

Why Work With AHA Team Training?

Trusted Partner

We are a pioneer of the original TeamSTEPPS program. Our interprofessional faculty are your clinical and non-clinical peers who have been using and teaching TeamSTEPPS for years and implementing in a variety of settings.

Tailored Content

Your organizational needs are unique, so your training should be too. Our custom training programs are not one size fits all. We collaborate with you and your team to develop a customized training solution based on your needs and challenges.

Long-Lasting Change

We provide ongoing support, which empowers your team to deliver the program on its own, long after we are gone. Our unique method of training and support will create ownership among your team to drive growth and sustainability across your organization.

What Can Team Training Do For You?



Drive positive changes in team behavior



Make processes more efficient



Reduce costs



Improve outcomes



Increase patient satisfaction



Enhance staff satisfaction

In a multispecialty physician practice that completed TeamSTEPPS training, **80% of leaders reported fewer breakdowns in communication, 90% felt better equipped to manage disagreements, and 84% reported that disagreements were handled appropriately.***

**Duke's Private Diagnostic Clinic Used TeamSTEPPS to Improve Teamwork and Communications. Content last reviewed June 2021. Agency for Healthcare Research and Quality, Rockville, MD. <https://www.ahrq.gov/news/newsroom/case-studies/202101.html>*



Custom TeamSTEPPS Advisory Services at Your Organization

TeamSTEPPS is a customizable solution to help reach your organization's workforce and patient safety goals. The advisory service options outlined here are common solutions our past clients have utilized.

TeamSTEPPS Master Training Course

Using a train-the-trainer model, **we give you the foundational tools** and concepts, and train your staff through this **two-day training** program. You will gain a team of Master Trainers ready to teach others in your organization.

Comprehensive TeamSTEPPS Programs

We help you along the way. After delivery of the two-day Master Training course, we continue to work with your team for **3-6 months**, building the internal capacity to hardwire TeamSTEPPS throughout your organization.

TeamSTEPPS Master Training Course Overview

Our two-day TeamSTEPPS Master Training course is a comprehensive program that provides your team with the skills and resources for training others, and ensures they have the knowledge and practical expertise to implement TeamSTEPPS in their unit, department or organization.

What You Get

This program is taught by, and produces, Master Trainers. TeamSTEPPS faculty are experts at both teaching the curriculum and implementing the program with clinical and non-clinical staff. AHA Team Training will also provide:

- **Administrative support and materials including TeamSTEPPS pocket guides**
- **Handouts of faculty slides**
- **Registration support for your attendees and a certificate of completion**
- **Pre- and post-assessment of organizational culture**
- **A 1-hour post-training coaching call**

“Our partnership with the AHA has been phenomenal. From the very beginning when we first met the TeamSTEPPS faculty, we clicked right away. It felt as if we’ve always known them. They understood our needs and supported us in making the program our own. They’ve been wonderful partners.”

– **Tammy Lowe Yoast**
Executive Director, Critical Care,
Riverside University Health System



Comprehensive TeamSTEPPS Programs Overview

This program includes the two-day TeamSTEPPS Master Training course and provides additional support and training over a 3-6 month period, setting your organization up to have a successful and sustainable TeamSTEPPS program long after we leave. We help you create a program focused on your reality — addressing the exact challenges and opportunities you face. Our expert team will help you map skills and create learning journeys that will drive results.

It is not uncommon for hospitals and health systems to invest in training individuals as Master Trainers, only to find they require more support and coaching to be successful. Ongoing advisory services provide phased support, reinforcing TeamSTEPPS tools and concepts while guiding your organization in the development of the internal capacity and ownership needed for long-term success.

Comprehensive training programs are:



Designed for you.

We meet you where your organization is at to provide customized solutions in order to support your own Master Trainers and champions.



Completely customizable.

Check out examples of two of our most popular options: 3 month and 6 month programs on the next page.

“Our relationship with the TeamSTEPPS faculty and the on-site trainings were both phenomenal. **They did a great job of meeting us where we were** and customized a program that really helped us gain clarity about the problem we’re trying to solve.”

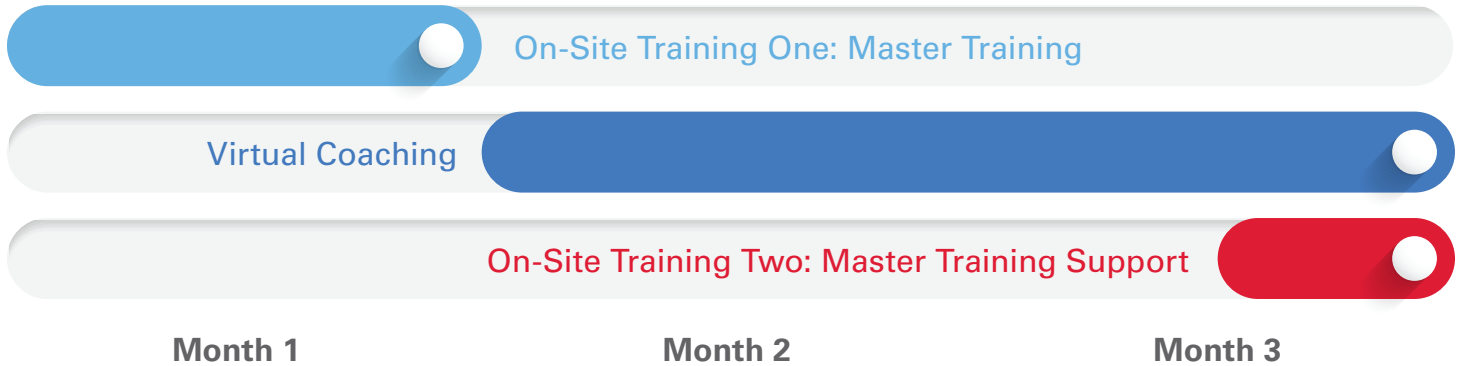
– **Melissa Riffe-Guyer**
Executive Director,
Culture Cone Health

“The faculty was excellent. They did a great job of assessing our needs and meeting with us before each visit. In between visits, they really made sure that they **tailored the program to meet our needs.**”

– **Linda Stevens, DNP, RN-BC, CPHQ, CSPHP**
Director, Nursing Quality & Safety, UW Health



Sample 3-Month Program



On-Site Training One: TeamSTEPPS Master Training Course *(In-person)*

30-40 participants are trained as MasterTrainers across two days, allowing participants to experience and learn the tools while developing the skills to train, implement and coach at their hospital or health system.

Coaching *(Virtual)*

Faculty will meet with the new Master Trainers biweekly to check in on progress, help troubleshoot and consult on their TeamSTEPPS presentation and/or implementation program.

On-Site Training Two: TeamSTEPPS Training Support *(In-person)*

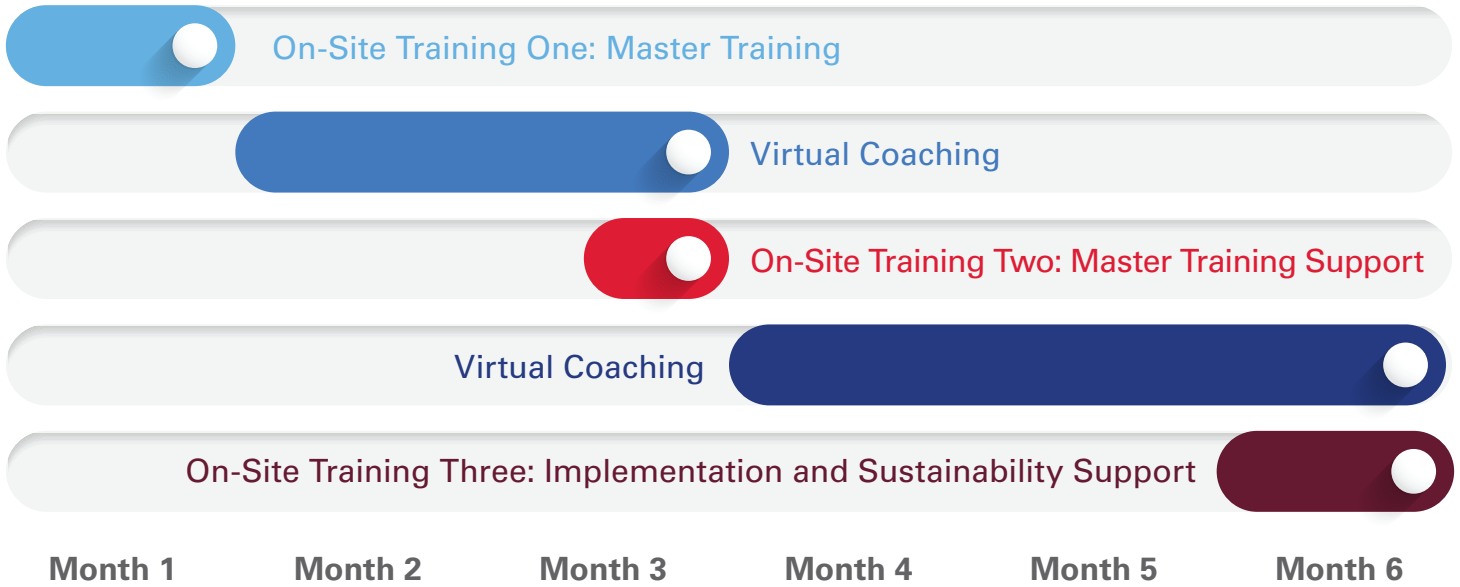
Faculty will come back for another two-day trip to prep the new Master Trainers, co-facilitate presentations, observe and/or meet with leadership.

“We chose the TeamSTEPPS program to help us improve our communication in Labor and Delivery. The TeamSTEPPS tools have been relatively easy to fold into our practices without creating additional work, which is really important, especially in the current environment. **As a result of this program, we have seen positive cultural changes that promote open communication.**”

– **Stefka E. Fabbri, MD**
Obstetrics/Gynecology, Denver Health



Sample 6-Month Program



On-Site Training One: TeamSTEPPS Master Training Course *(In-person)*

30-40 participants are trained as Master Trainers across two days, allowing participants to experience and learn the tools while developing the skills to train, implement and coach at their hospital or health system.

Coaching *(Virtual)*

Faculty will meet with the new Master Trainers biweekly to check in on progress, help troubleshoot and consult on their TeamSTEPPS presentation and/or implementation program.

On-Site Training Two: TeamSTEPPS Training Support *(In-person)*

Faculty will come back for another two-day trip to prep the new Master Trainers, co-facilitate presentations, observe and/or meet with leadership.

Coaching *(Virtual)*

Faculty will meet with the Master Trainers biweekly to check in on progress, help troubleshoot and consult on their TeamSTEPPS presentation and/or implementation program.

On-Site Training Three: Implementation and Sustainability Support *(In-person)*

After quick wins during the first three months, this trip provides support for Master Trainers and leaders as they work to implement and spread TeamSTEPPS programs.



A FEW OF OUR PAST CLIENTS

St. Vincent Hospital

University of California, San Francisco

UC Irving Medical Center

Hospital Sisters Health System

Banner University Medical Center

Goryeb Children's Hospital

Navajo Area Indian Health Service

North Dakota Hospital Foundation

The Medical University of South Carolina

Stanford Health Care

Montefiore Medical Center

Atlantic Health System

Bozeman Health

Community Hospital of the Monterey Peninsula

Lake Health System

Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc.

Crouse Health

Redlands Community Hospital

The Jewish Hospital - Mercy Health

Denver Health

The Ohio State University Wexner Medical Center

Carolina East Medical Center

SSM Cardinal Glennon Children's Hospital

Cone Health

Ready to transform
your team of experts
into an expert team?

For more information:

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