The TeamSTEPPS™ framework consists of four teachable, learnable skills: 

- Communication 
- Situation Monitoring 
- Mutual Support 
- Leadership 

A powerful solution to improving patient safety based on 25 years of research from other high risk industries. 

Concentrating on the core concepts of the model, important changes resulted in positive outcomes related to both patient safety and Registered Nurse (RN) Satisfaction. 

TeamSTEPPS™ program, which focuses on promoting teamwork and communication to reduce errors and ensure patient safety, was implemented in June 2010. 

TeamSTEPPS™ Strategies 

Barriers: 
- Team Member Inconsistency 
- Lack of Communication 
- Inconsistency 
- Defensiveness 
- Feedback 
- Complexity 
- Praying Communication Style 
- Conflict 
- Lack of Planning/Follow-Up 
- Data/Charts 
- Fatigue 
- Workload 
- Misinterpretation of Gueses 
- Lack of Role Clarity 

Tools & Strategies: 
- Handoff 
- Check-Back 
- Call-Out 
- Collaborate 
- Two-Step Rule 
- Two-Challenge Rule 

Outcomes: 
- Faster, Safer Decisions 
- Adaptability 
- Team Orientation 
- Mutual Trust 
- Team Performance 
- Patient Safety 

Barriers Tools & Strategies Outcomes 
- Team Member Inconsistency 
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  - Collaborate 
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  - Faster, Safer Decisions 
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  - Mutual Trust 
  - Team Performance 
  - Patient Safety 

TeamSTEPPS™ Strategies 

Briefs 
- Short session with all team members to assign roles, establish expectations and anticipate outcomes 
- White Board Rounds 
  - Interdisciplinary shift briefs 
  - 8 a.m. and 8 p.m. 

Debriefs 
- Informal, recap of a situation, background and key events for all team members 
- Held after an adverse/near miss event or positive occurrence 

Huddles 
- Quick, as needed, team gatherings to focus on a problem requiring immediate attention 
- Re-establishes situation awareness 
- Reinforces plans 
- Can be organized by any team member 

Implications for Practice 

- Nursing Foundations for Quality of Care 
  - A clear patient care philosophy pervades the unit for all disciplines 
  - An active quality assurance program 
- Collegial Nurse-Physician Relations 
  - Physicians and nurses have good working relationships 
  - Teamwork between nurses and physicians 
  - Collaboration (joint practice) between nurses and physicians 
- A Safer Practice Environment 
  - Unit Perceived Quality of Care 
    - Nurses described an improved quality of care within the department 
    - Last Shift 
    - In General 
  - During their last shift, nurses more often 
    - Felt important things were accomplished 
    - Reported they had a “Good Shift” 
    - Described their patient assignment as “Appropriate” 

What is TeamSTEPPS™? 

- Team Strategies & Tools to Enhance Performance and Patient Safety 
  - A powerful solution to improving patient safety based on 25 years of research from other high risk industries 
  - Increases TEAM awareness and clarifies the team roles and responsibilities 
  - Helps resolve conflict and improve information sharing, while eliminating barriers to quality and safety 
  - Highly effective medical teams using all available resources 
  - The TeamSTEPPS™ framework consists of four teachable, learnable skills 

Disclosure 

Poster Reference: TeamSTEPPS™ Instructor Guide