Implementing TeamSTEPPS in a Long Term Care Facility

Jennifer Hudak, DNP, APRN, NP-C

Problem
Long Term Care (LTC) population is especially vulnerable to adverse effects from lack of teamwork.

- Falls
- Pressure ulcers
- Medication errors

Although TeamSTEPPS has developed a LTC version, there is little information about its implementation in the LTC setting.

Purpose
The goal of this project is to implement TeamSTEPPS in a LTC facility to improve patient safety outcomes.

Project Objectives
- Teach TeamSTEPPS constructs and tools and implement them in the care environment
- Evaluate the impact of TeamSTEPPS on resident outcomes
- Evaluate the impact of TeamSTEPPS on teamwork perceptions
- Evaluate resident satisfaction
- Evaluate the impact of TeamSTEPPS on the care environment

Interprofessional practice can improve patient safety (Slater, Lawton, Armitage, Bibby, & Wright, 2012)

Positive outcomes in collaborative team behaviors related to delivery of patient care in ED, OR, mental health (Reeves, Perrier, Goldman, Freeth, & Zawarenstein, 2013)

TeamSTEPPS implementation in OR, ED, OB settings with improvements (AHRQ, 2014)

Significance to Nursing
Integral part of healthcare team

- Improved collaboration
- Improved satisfaction

Timely identification of patient status changes

- Improved patient care

APRN as team member and educator

Review of the Literature

- Leadership
- Communication
- Situation Monitoring
- Mutual Support

Conceptual Framework

Results

- T-TPQ
- Resident Quality Indicators
- Resident Satisfaction

Quality Indicators

<table>
<thead>
<tr>
<th>Quality Measure</th>
<th>Pre TeamSTEPPS Implementation</th>
<th>During TeamSTEPPS Implementation</th>
<th>Ongoing Monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pressure Ulcers</td>
<td>0</td>
<td>0</td>
<td>Quarterly: June</td>
</tr>
<tr>
<td>Falls</td>
<td>20</td>
<td>9 (Decreased 45%)</td>
<td>Quarterly: June</td>
</tr>
<tr>
<td>Medication Errors</td>
<td>0</td>
<td>0</td>
<td>Quarterly: June</td>
</tr>
</tbody>
</table>

Resident Satisfaction Survey Baseline Measures

<table>
<thead>
<tr>
<th>Patient Satisfaction Category</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline Nursing Care</td>
<td>54%</td>
<td>38%</td>
<td>2%</td>
</tr>
<tr>
<td>Baseline Medical Care</td>
<td>43%</td>
<td>34%</td>
<td>3%</td>
</tr>
<tr>
<td>Baseline Rehab Services</td>
<td>43%</td>
<td>37%</td>
<td>3%</td>
</tr>
<tr>
<td>Baseline Administration</td>
<td>43%</td>
<td>39%</td>
<td>3%</td>
</tr>
<tr>
<td>Baseline Overall Quality</td>
<td>54%</td>
<td>38%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Project Outcomes

- Improvement in overall staff perception of teamwork
- Reduction of resident falls
- Stability of decubitus ulcer and medication error rate
- Staff are implementing TeamSTEPPS into practice
- Course beneficial to staff
- Continue TeamSTEPPS implementation in LTC