



Making the Case for TeamSTEPPS®



*Advancing Health in America*

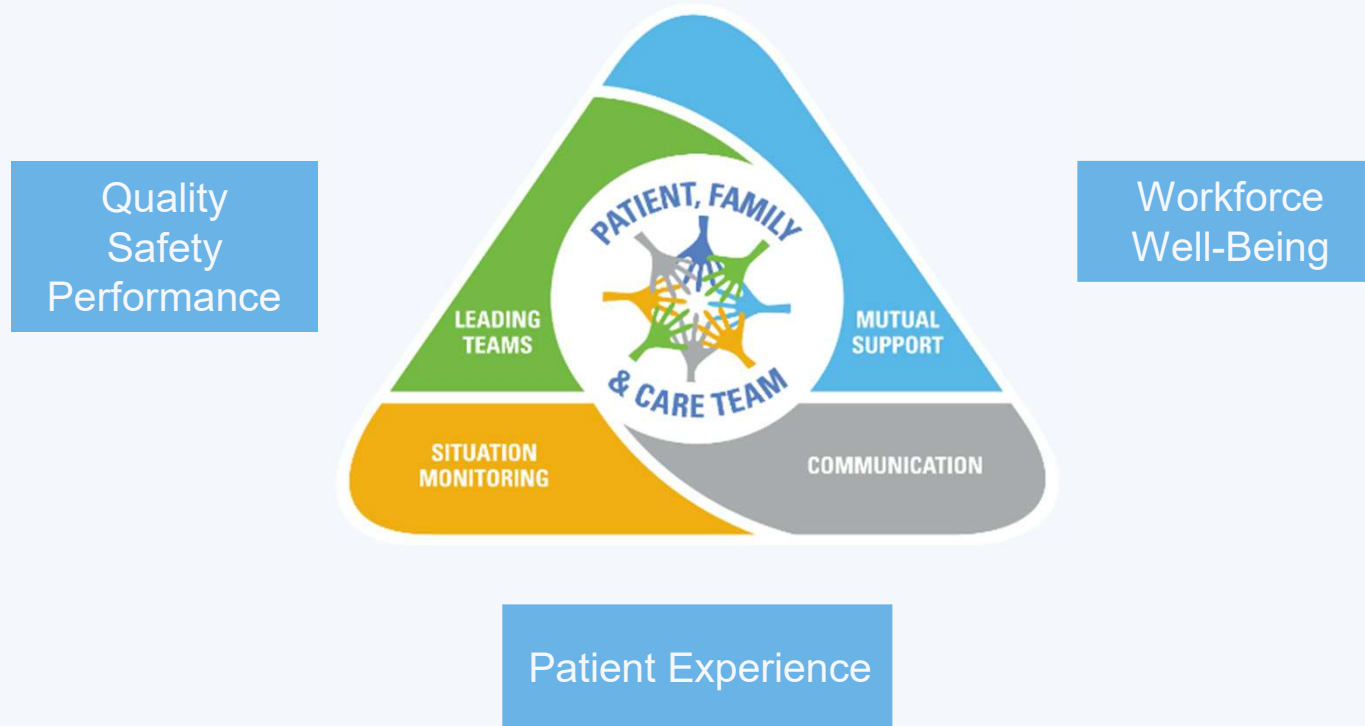


## What is TeamSTEPPS®?

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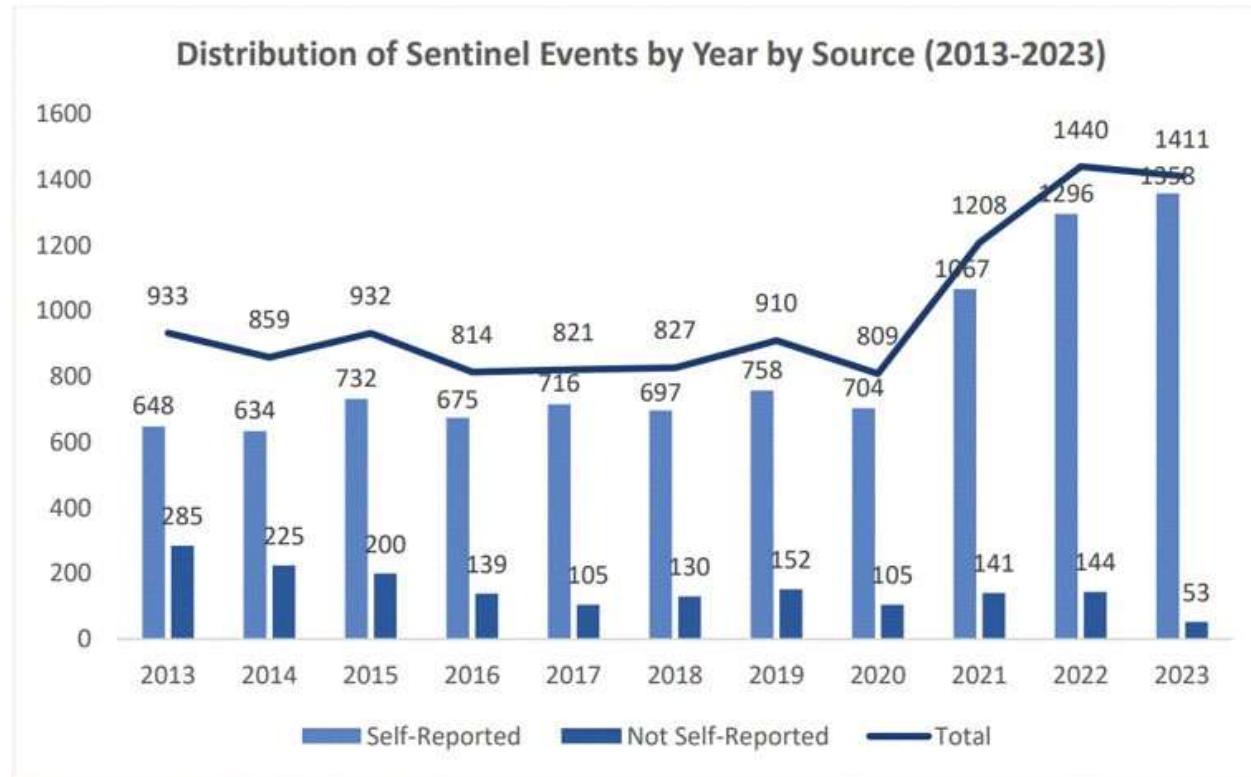
- Team Strategies and Tools to Enhance Performance and Patient Safety is an evidence-based teamwork system
- Designed to improve:
  - Quality, safety and performance
  - Patient experience
  - Staff well-being and retention
- Practical, adaptable, customizable
- Provides ready-to-use materials for training and ongoing teamwork

## TeamSTEPPS Core Elements and Their Impact



# THE PROBLEM

## The Joint Commission Sentinel Event Data 2023 Annual Review



## The Cost of Medical Error

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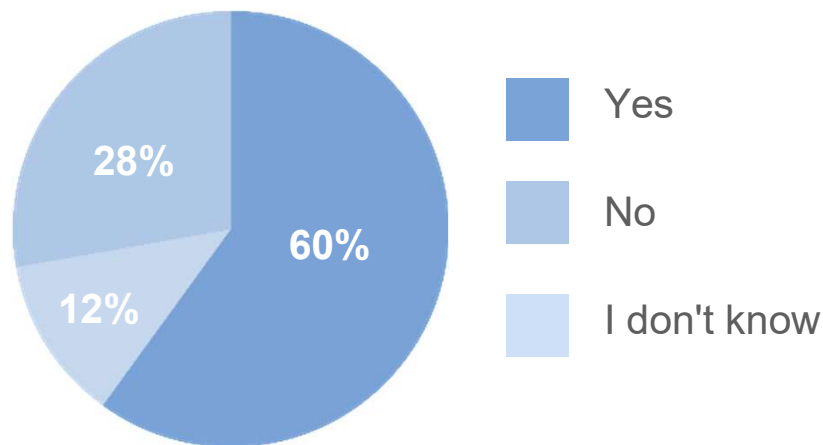
- 10-15% of health care expenditure is consumed by the direct sequelae of health care-related patient harm
- About 1 in 10 dollars spent on health care is diverted to treating the effects of medical error
- Patient harm reduces global economic output by trillions of dollars every year



## Impact on the Patient Experience

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Have you had what you consider to be a negative patient experience in the past 3 months?



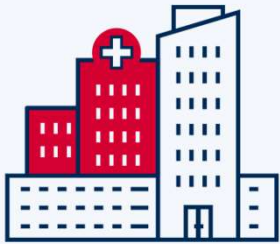
Almost **89%** of patients will stop visiting a practice after a poor patient experience

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**34%** of patients say they are less likely to access care the next time they need it after a poor patient experience

## Workforce Challenges

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**47%** of all health care workers are planning to leave their jobs by 2025



**65%** of nurses say they were verbally or physically assaulted by a patient or a patient's family member within the last year;

**47%** attribute it to frustration around staffing levels/care



**47%** of Physicians reported being burned out in 2022; these numbers rose even higher for Emergency and Critical Care



# THE SOLUTION

## Evidence That TeamSTEPPS Works



### Positive change in behaviors

TeamSTEPPS training at a hospital system in New Jersey was associated with increased trust and empathy among team members. Team members reported individual role empowerment and stronger cohesion within the team.



### Improved Outcomes

TeamSTEPPS was implemented on a Women's Health unit and saw a significant decrease in length of stay and the mortality index.



### Process efficiencies

TeamSTEPPS was associated with improved operating room efficiency, boosting on-time first start rates by 21% and decreasing mean case time by 12.7 minutes.



### Increased patient satisfaction

After efforts to improve interdepartmental teamwork at a Nashville health system, overall patient experience scores increased from a baseline of 64.41 to 79.71 one year later.



### Cost Savings

A team-based program integrated behavioral health into every patient visit and saved a hospital system \$13 million per year.



### Enhanced staff satisfaction

An evaluation of a TeamSTEPPS implementation in an ICU found that teamwork improved and nurses planning to stay increased from 58% to 89% over 2 years' time.



## The role of teamwork in patient safety

There is a ...“consistent and statistically significant” beneficial connection between staff engagement and both patient safety culture and the rate of errors and adverse events

Programs which increase staff engagement could offer an “impactful and cost-effective means of enhancing a range of patient safety outcomes”<sup>23</sup>

Journal of Patient Safety, 2021

**Patient views of teamwork and patient satisfaction were significantly greater 2 years after TeamSTEPPS implementation in ambulatory reproductive healthcare centers, demonstrating positive long-term effects of teamwork training.**



## TeamSTEPPS Gets It Done for Our Workforce

- ✓ An evaluation of a TeamSTEPPS implementation in an intensive care unit found that teamwork improved from the time of the initial assessment to 3 months later and nurses planning to stay increased from 58% to 89% over 2 years time<sup>26</sup>
- ✓ According to a study by the National Academy of Medicine, high-functioning teams have tremendous potential to promote clinician well-being, which is foundational to effective and efficient health care<sup>27</sup>

## Team Training is About Culture

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- Culture...effects **Safety**
- Culture...effects **Patient Experience**
- Culture...effects **Workforce Resilience & Retention**



Culture drives **Business  
Success**

## Why Use TeamSTEPPS?



Goal: Produce highly engaged, effective teams that optimize the use of information, people and resources to achieve the best clinical outcomes



Teams of individuals who communicate effectively and back each other up report higher staff engagement and dramatically reduce the consequences of human error



Telling isn't training! Team skills are not innate; they must be trained



# THE ROADMAP



## What Makes AHA Team Training Unique?

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- ***Our People:*** Experienced clinical and non-clinical faculty who are experts at teaching and implementing TeamSTEPPS
- ***Our Exclusive Curriculum:*** Innovative curriculum coupling proven TeamSTEPPS 3.0 tools with human-centered design thinking concepts and exercises
- ***Our Resources:*** Access to AHA Team Training resources, including slide decks for Master Trainers' ongoing use, worksheets and facilitation guides
- ***Our Customizations:*** Curriculum customizations designed to address your organization-specific needs and challenges
- ***Our Approach:*** Participants will walk away with a strategic and tactical implementation plan that is both manageable and scalable, fostering program ownership and providing actionable steps for sustainable success



## Our Teams Will Learn...

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- **Communication** – how to effectively exchange information among team members, regardless of how it is communicated.
- **Leading Teams** – how to direct and coordinate, assign tasks, motivate team members, and facilitate optimal performance.
- **Mutual Support** – how to assist one another, provide and receive feedback on performance, and advocate assertively when patient safety is threatened.
- **Situation Monitoring** – how to develop common understanding of the team environment, apply strategies to monitor teammate performance and maintain a shared mental model.

## Custom TeamSTEPPS Advisory Services

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### 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 we deliver the two-day Master Training course, we continue to work with you for 3-6 months (or longer!) to help build internal capacity and hardwire TeamSTEPPS throughout your organization.





## TeamSTEPPS Master Training Overview

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### About:

Our two-day TeamSTEPPS Master Training course is a comprehensive training that provides your teams with skills and resources for training others, and ensures they have the knowledge and know-how 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
- Digital and hard copies of faculty slides
- Registration support for your attendees
- Master Trainer certificate and digital badge
- Continuing education credit (13 credits)
- Pre- and post-assessment of organizational culture
- 1-hour post-training coaching call



## Comprehensive TeamSTEPPS Programs Overview

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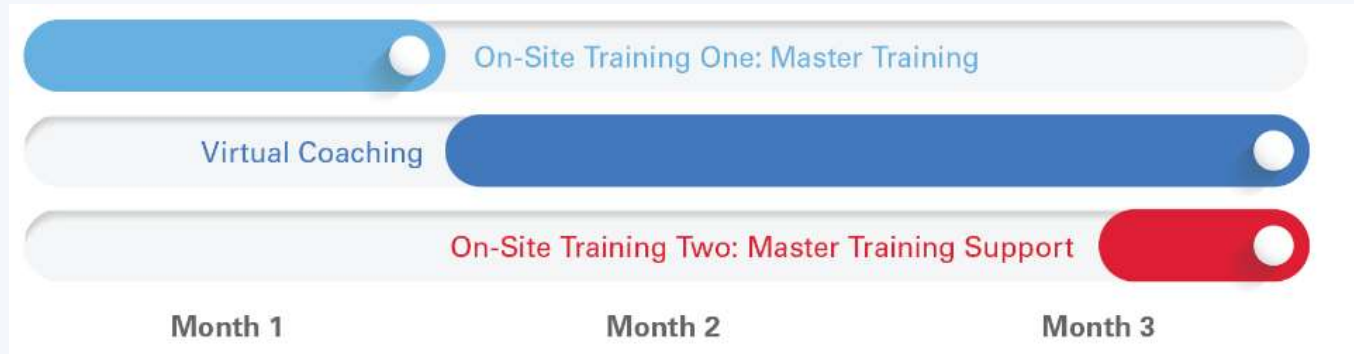
### About:

This program includes the two-day TeamSTEPPS Master Training course and provides additional support and training over a 3-6 month period (or longer!), setting your organization up to have a successful and sustainable TeamSTEPPS program long after we leave.

### Comprehensive Training Programs Are:

- **Designed** to 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 our most popular options: 3-month, 6-month, and even multi-year programs.

## Sample 3-Month Program



**On-Site Training One:** 30-40 participants are trained as Master Trainers across two days for the first on-site training, allowing participants to experience, and learn the tools while developing the skills to train, implement and coach at their hospital or health system.

**Virtual Coaching:** Faculty will meet with the new Master Trainers monthly to check-in on progress, help troubleshoot and consult on their TeamSTEPPS presentation and/or implementation program.

**On-Site Training Two:** Faculty will come back for another 2-day trip to co-facilitate 2 days of 4-hour TeamSTEPPS Essentials courses to increase spread across the organization.

## Sample 6-Month Program



**On-site Training One**, **Virtual Coaching**, and **On-Site Training Two** as outlined in the previous sample *plus...*

**Virtual Coaching:** Faculty will meet with the new Master Trainers monthly to check-in on progress, help troubleshoot and consult on their TeamSTEPPS presentation and/or implementation program.

**On-Site Training Three:** This trip provides support for Master Trainers and hospital leadership as they work to implement and spread TeamSTEPPS programs across the organization, including creating and implementing *strategic plans for sustainability*.

## Multi-Year Program

### In-depth Assessment Planning:

- AHA faculty work with organizational leaders to identify unit specific challenges for the development of customized training materials. Planning begins for identification and evaluation of quality measures that will be impacted by team training.

### Service Line Training & Implementation:

- On-site Training One, Virtual Coaching, and On-Site Training Two as outlined in the previous 3-month sample for **first service line** area of implementation, followed by...
- Systematic training and implementation roll-out across remaining service lines. Faculty return to repeat the process for other service line areas. Timing and number of trips is customizable to client and may be spread over months to years.

### Sustainability Planning:

- AHA Faculty work with Master Trainers and hospital leadership to develop a tactical and strategic plan for sustainability, such as the development of TeamSTEPPS Action Councils and guidance on embedding TeamSTEPPS training into new hire orientation and onboarding.
- AHA Faculty conduct virtual or on-site specialty workshops on topics of client choice addressing implementation or sustainability hurdles or the needs of a particular service line.





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

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**AHA Team Training**

[www.aha.org/teamtraining](http://www.aha.org/teamtraining)

American Hospital Association – Center for Health Innovation

Ph. (312) 422-2609 • [TeamTraining@aha.org](mailto:TeamTraining@aha.org)



# APPENDIX

## The Problem

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- Current state of patient safety:
  - In 2021, the serious safety events reported to the Joint Commission reached the highest annual level seen since reporting began in 2007<sup>1</sup>
- Consequences of poor patient experience:
  - Almost 89% of patients will stop visiting a practice after a poor service experience<sup>2</sup>
  - 35% of survey respondents said well-coordinated care and communication between medical providers and their personnel is important to the patient experience<sup>3</sup>
  - Patients' quality perceptions have accounted for a 17%-27% variation in key financial metrics<sup>4</sup>
  - Low patient experience ratings decrease profitability by impacting customer loyalty, organization reputation and brand, and utilization of hospital services through decreased referrals<sup>5</sup>

## The Problem (continued)

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- Workforce challenges and its impact:
  - 100,000 nurses left the workforce during the Covid-19 Pandemic due to stress, burnout and early retirements<sup>1</sup>
  - Almost 900,000, or almost one-fifth of 4.5 million RNs nationally have voiced “intent to leave” the workforce by 2027 for the same reasons<sup>2</sup>
  - The turnover rate among nurses is up to 57% and up to 20% among nurse leaders<sup>3</sup>
  - Each percent change in RN turnover will cost or save the average hospital \$380,600 per year<sup>4</sup>
  - Hospitals’ contract labor expenses increased 257.9% in 2022 relative to 2019 levels, fueling the 20.8% increase in overall hospital labor expense<sup>5</sup>
  - The cost of physician burnout can cost an organization anywhere from \$500,000 to more than \$1 million per doctor in lost revenue<sup>6</sup>

## The Impact of Team Training on Patient Safety and Quality

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A study published in the American Journal of Medical Quality found that TeamSTEPPS was associated with improved operating room efficiency and diminished patient safety issues in the operating room

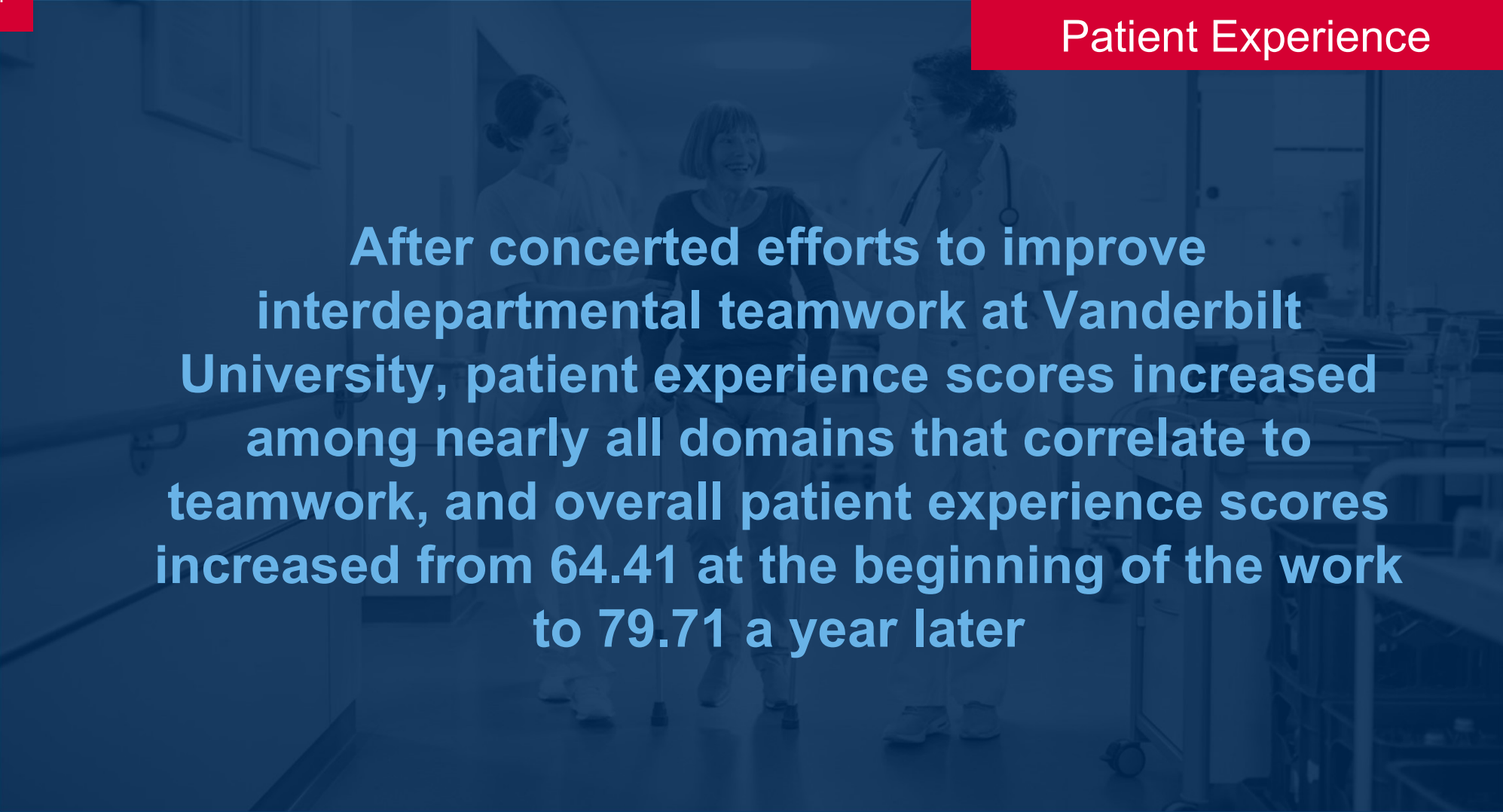
- The mean case time was 12.7 minutes less with TeamSTEPPS
- The on-time first-start rate improved by 21% with TeamSTEPPS
- Patient safety issues declined from an initial rate of 16% to 6% at midyear and remained stable

**“TeamSTEPPS was an effective communication collaboration program to improve teamwork and communication perceptions in the ED.”**

International Emergency Nursing 2021

**“Within-unit teamwork was associated with reduced odds of burnout across almost all work areas and staff positions, with the greatest odds reduction among personnel working in emergency, radiology and labor and delivery/obstetrics; and physicians/medical staff.”**

Joint Commission Journal on Quality and Patient Safety 2023



**After concerted efforts to improve interdepartmental teamwork at Vanderbilt University, patient experience scores increased among nearly all domains that correlate to teamwork, and overall patient experience scores increased from 64.41 at the beginning of the work to 79.71 a year later**



## What Teams Want Most...

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Company culture is more important than salary for job satisfaction.

Glassdoor 2019 Mission and Culture Survey

Competitive pay may be essential to recruit caregivers, but organizational culture is what makes them stay.

Harvard Business Review March 2023