A New Approach to Error Prevention

Build sustainable behavior change into your culture of safety with a new approach to error prevention—TeamSTEPPSTM training and consultation. More than a single training or consultation package, Team Strategies and Tools to Enhance Performance and Patient Safety (STEPPS) teaches healthcare professionals how to integrate teamwork principles into daily practice throughout the organization.

Four Skills, Three Outcomes

At the core of the TeamSTEPPS framework are four skills:

1. **Team Leadership** — the ability to direct and coordinate activities of team members, assess team performance, assign tasks, develop team knowledge and skills, motivate team members, plan and organize, and establish a positive team atmosphere.

2. **Situation monitoring** — the capacity to develop common understandings of the team environment and apply appropriate strategies to monitor teammate performance effectively.

3. **Mutual support** — the ability to anticipate other team members' needs and to shift workload among members to achieve balance.

4. **Communication** — including the efficient exchange of information and consultation with other team members.

Each of these skills works in concert to produce three measurable outcomes:

1. Performance
2. Knowledge
3. Attitudes
**HASC TeamSTEPPS Consultation Services**

HASC offers consultative assistance to help your team get started with a train-the-trainer approach. You can select a one day Essentials Course for key team members to learn which TeamSTEPPS modules will best meet your facility’s needs, or opt for a full, three day engagement involving more members of the core team who will move past review of the program tools and into design and implementation of your TeamSTEPPS intervention.

**How can TeamSTEPPS Benefit My Hospital?**

- Reduce adverse drug effects
- Shorten lengths of stay
- Prevent DVTs
- Improve safety of obstetrical deliveries
- Avert risky surgeries
- Optimize office interactions
- Improve employee satisfaction
- Reduce staff turnover

Here is what one hospital has to say about their TeamSTEPPS engagement with HASC:

“Our three day TeamSTEPPS training with HASC has been rated as the best educational program experience by our entire team of attendees. Within 6 weeks of our training, we had implemented two TeamSTEPPS tools in L&D & OR, had the full support of our Medical Executive Committee, one of whom volunteered to be the physician champion for this project, and we had a house wide plan to implement one of the tools.” The training provided by HASC is a great value, the benefits to patients served by our organization are priceless.”

Coleen Thompson, RN, BSN, CPHQ
Quality & Patient Safety Manager

Communications and coordination are critical in any medical environment. Find your roadmap to safer health care with HASC’s TeamSTEPPS program. Contact us today for more information.

**Figure 1: TeamSTEPPS model**

![Figure 1: TeamSTEPPS model](image-url)
A New Approach to Error Prevention

If your Quality Improvement program needs an injection of vitality- a new approach to error prevention and a culture known for high reliability in quality and patient safety- consider a TeamSTEPPS intervention.

The Program- Team Strategies and Tools to Enhance Performance and Patient Safety- designed by AHRQ with CD/DVD materials free of charge and available at http://teamstepps.ahrq.gov/ - is much more than a single training session or package. TeamSTEPPS teaches professionals how to integrate teamwork principles into daily practice throughout the healthcare organization. It was designed to train healthcare professionals who work not only in high stress areas — such as surgical suites, critical care, labor and delivery, and the ED — but throughout the hospital to create a culture of situational awareness, mutual support, and a shared mental model. These program attributes take communication improvement all the way to culture change.

Using the TeamSTEPPS principles and tools, HASC offers training in four core competency areas:

- **Team leadership** — the ability to direct and coordinate activities of team members, assess team performance, assign tasks, develop team knowledge and skills, motivate team members, plan and organize, and establish a positive team atmosphere.
- **Situation monitoring** (or mutual performance monitoring) — the capacity to develop common understandings of the team environment and apply appropriate strategies to monitor teammate performance effectively.
- **Mutual support** (or back-up behavior) — the ability to anticipate other team members' needs and to shift workload among members to achieve balance.
- **Communication** — including the efficient exchange of information and consultation with other team members.


**How can TeamSTEPPS Benefit My Hospital?**

- Reduce adverse drug effects
- Shorten lengths of stay
- Prevent DVTs
- Improve safety of obstetrical deliveries
- Avert risky surgeries
- Optimize office interactions
- Improve employee satisfaction
- Reduce staff turnover

**HASC Services**

HASC offers consultative assistance to help your team get started with a train-the-trainer approach. You can select a one day Essentials Course for key team members to learn which TeamSTEPPS modules will best meet your facility’s needs, or opt for a full three day engagement involving more members of the core team who will move past review of the program tools and into design and implementation of your TeamSTEPPS intervention. Here is what one hospital has to say about their TeamSTEPPS engagement with HASC:

“Our three day TeamSTEPPS training with HASC has been rated as the best educational program experience by our entire team of attendees. Within 6 weeks of our training, we had implemented two TeamSTEPPS tools in L&D & OR, had the full support of our Medical Executive Committee, one of whom volunteered to be the physician champion for this project, and we had a house wide plan to implement one of the tools” The training provided by HASC is a great value, the benefits to patients served by our organization are priceless. says Coleen Thompson, RN, BSN, CPHQ

Quality & Patient Safety Manager

---

**Contact**

Julia Slininger, RN, BS, HASC

*VP Quality & Patient Safety and TeamSTEPPS Master Trainer*

(213) 538-0766

jslininger@hasc.org

515 S. Figueroa St., Ste., 1300

Los Angeles, CA 90071

---

For more information:
A New Approach to Error Prevention

Bring strength and vitality to your patient safety culture with a new approach to error prevention — TeamSTEPPS.

The Program — Team Strategies and Tools to Enhance Performance and Patient Safety designed by the Agency for Healthcare Research and Quality and the Department of Defense — is much more than a single training session or package. TeamSTEPPS teaches healthcare professionals how to integrate teamwork principles into daily practice throughout the organization. Create a culture of situational awareness, mutual support and a shared mental model for those who work not only in high-stress areas — such as surgical suites, critical care, labor and delivery, and the ED — but in areas throughout the hospital. These program attributes improve communication and shift the organization into a culture known for high reliability in quality and patient safety.

TeamSTEPPS offers training in four core competency areas:

- **Team leadership** — the ability to motivate, direct and coordinate team activities; assess performance; develop team knowledge and skills; and establish a positive team atmosphere.
- **Situation monitoring (or mutual performance monitoring)** — the capacity to develop common understandings of the team environment and apply appropriate strategies to effectively monitor teammate performance.
- **Mutual support (or back-up behavior)** — the ability to anticipate other team members' needs and to shift workload among members to achieve balance.
- **Communication** — the efficient exchange of information and consultation with other team members.

Contact

Julia Slininger, RN, BS, CPHQ
HASC
VP Quality & Patient Safety and TeamSTEPPS Master Trainer
(213) 538-0766
jslininger@hasc.org
515 S. Figueroa St., Ste., 1300
Los Angeles, CA 90071
How Can TeamSTEPPS Benefit My Hospital?

TeamSTEPPS is your roadmap to superior quality and patient safety with proven tools that can help your hospital:

- Prevent medical errors
- Improve perinatal safety
- Avoid surgical mishaps
- Optimize communication
- Build physician/staff relations
- Enhance employee satisfaction

What We Offer

HASC offers consultative assistance to help your team get started with a train-the-trainer approach. You can select a one-day Essentials Course for key team members to learn which TeamSTEPPS modules will best meet your facility’s needs, or opt for a full three-day engagement involving more members of the core team who will take you beyond the initial review of program tools into design and implementation of your TeamSTEPPS intervention.

Here is what one hospital has to say about their TeamSTEPPS engagement with HASC:

“Our three-day TeamSTEPPS training with HASC has been rated as the best educational program experience by our entire team of attendees. Within six weeks of our training, we had implemented two TeamSTEPPS tools in L&D & OR, had the full support of our Medical Executive Committee, one of whom volunteered to be the physician champion for this project, and we had a house-wide plan to implement one of the tools. The training provided by HASC is a great value, the benefits to patients served by our organization are priceless.”

Coleen Thompson, RN, BSN, CPHQ
Quality & Patient Safety Manager
Redlands Community Hospital

Contact
Julia Slininger, RN, BS, CPHQ
HASC
VP Quality & Patient Safety and TeamSTEPPS Master Trainer
(213) 538-0766
jslininger@hasc.org
515 S. Figueroa St., Ste. 1300
Los Angeles, CA 90071