Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®), a program designed by the Agency for Healthcare Research and Quality and the Department of Defense, teaches health care professionals how to integrate teamwork principles into daily practice throughout the organization, improving situational awareness and mutual support. Teamwork skills must be taught, coached, and practiced in order to prevent errors, falls, and other complications in the hospital and in the continuum of post-acute care.

You can’t keep seeding the patient care environment with evidence-based strategies if the soil (the culture) won’t support their growth.

TeamSTEPPS® is more than a suite of communication tools. TeamSTEPPS® is a vehicle to accelerate your journey, paving the path to Health Care Reliability, and helping your organization achieve the Quadruple Aim: Better Care, Better Health, Lower Cost, and more Joy and Meaning in the workplace.

TeamSTEPPS® facilitates improvement in four core competency areas:

Team Leadership – the ability to motivate, direct and coordinate team activities, assess performance, develop team knowledge and skills, and maintain a positive team atmosphere.

Situation Monitoring – the capacity to monitor the care environment and apply appropriate strategies to support teammate performance.

Mutual Support – the practice of anticipating other team members’ needs, giving positive feedback, and striving for workload balance.

Communication – the exchange of brief, pertinent information at meetings, briefs, huddles and in the midst of critical situations, to create a shared mental model and assertively advocate for patients.

Consultive Services

TeamSTEPPS® helps your health care organization

- Prevent medical errors
- Improve the patient experience
- Analyze “near misses”
- Optimize communication
- Build physician/staff relations

What We Offer

HQI offers consultive assistance to help your team get started with a train-the-trainer approach. Select from:

- One-day Essentials Course for several team members to learn which TeamSTEPPS® modules might best meet your facility’s needs,
- Two-day Fundamentals Course that will include coaching and action planning, or
- Three-day “train-the-trainer” engagement to help your core team members implement a sustainable program.

Contact

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