

TeamSTEPPS™ Master Trainers



TeamSTEPPS
Team Strategies & Tools to Enhance Performance & Patient Safety
A Patient Safety Publication 2009 Special Edition



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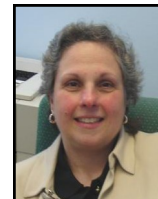
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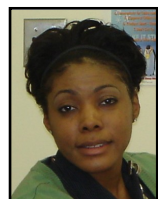
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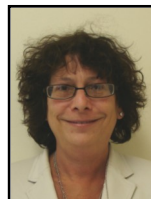
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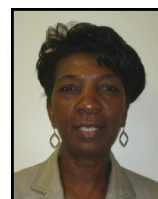
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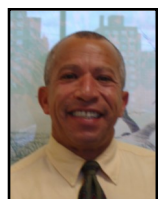
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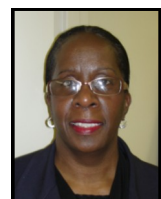
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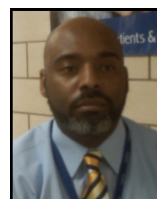
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A Letter from Our PSO

To All Staff,

Under the direction of the Executive Director, John M. Palmer, Ph.D., with the support of senior clinical leadership, the Department of Patient Safety has begun the implementation of TeamSTEPPS™ at Harlem Hospital Center since early this year. The Hospital Team-STEPPS™ Implementation Committee was created to oversee this initiative.

TeamSTEPPS™ is an evidence-based teamwork system aimed at optimizing patient outcomes by improving communication and teamwork skills among health care professionals. The early adopting departments are OB/GYN, Child Psychiatry, Inpatient Psychiatry, and Medicine. The trained staff have utilized the team strategies and tools to enhance team performance and patient safety, whether they are making daily interdisciplinary rounds, increasing productivity, improving discharge planning, or enhancing handoff communication. Not only have the staffs' attitudes and team skills improved following the training, but the working relationships among colleagues has also gotten better. Most importantly, these changes can and will ultimately result in better coordinated patient care, optimized patient outcomes, increased patient satisfaction and the promotion of a patient safety culture.

Beginning in the year 2010, it is expected that the TeamSTEPPS™ will be widely spread and adopted by all clinical services. In support of this effort, Harlem Hospital has groomed 32 certified master trainers in house; which is the most within the corporation. These individuals, including physicians, nurses, therapists, administrators, and educators, are highly motivated, eager to be part of the change teams and ready to provide training to staff. So, get ready to be a champion or coach because TeamSTEPPS™ is coming to you soon.

Sincerely,

Kevin Shao, PSO

“Coming together is a beginning; keeping together is progress; working together is success.” _ Henry Ford

About TeamSTEPPS™

What is TeamSTEPPS™?

TeamSTEPPS™ is an acronym for Team Strategies & Tools to Enhance Performance and Patient Safety. It is a teamwork system based on 20 years experience and lessons learned from High-Reliability Organizations, such as military operations and the aviation industry. These evidenced-based methods are aimed at optimizing patient outcomes.

Why use TeamSTEPPS™?

Designed with input from the medical community, it has incorporated the best practices to improve the quality, safety, and efficiency of health care by improving communication and other teamwork skills among healthcare professionals.

How do we implement TeamSTEPPS™?

It is simple. There are three steps:

1. A pretraining assessment for site readiness.
2. Training for onsite trainers and health care staff.
3. Implementation and sustainment.

What do some of your colleagues think about TeamSTEPPS™?

“I think we all know that communication has one of the greatest impacts on what we do as clinicians, so seeking out ways to optimize communication, through the use of TeamSTEPPS, is one of the best steps we can take.”
_Denise Durham, RN, OB/GYN

“Team STEPPS is beginning to help our staff increase positive communication among one another in regards to patient care. Debriefing has become an integral component of our problem solving initiatives. Staff have begun to use "TeamSTEPPS" as a friendly reminder to colleagues that our goal is quality patient care through clinical and administrative team efforts.”

_Simone Headley, Administrator, Child Psychiatry

“Working together is essential if we are to build strong supporting teams. TeamSTEPPS gives us the tools we need to sustain a Shared Mental Model and eliminate medical errors. These tools help to cultivate a culture of patient safety. Remember, it takes the combined efforts of every team member to not only meet, but surpass our expectations.”

_Glendon Henry, MD, Medical Director