



# Implementation of TeamSTEPPS® to Improve Patient Safety Culture

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## Introduction

**WHY?** In a highly complicated environment, clinical care units it becomes a fertile ground for distractions, miscommunications, and fatigue that lead to mistakes, errors and adverse events. AHRQ recommended implementing TEAM STEPPS to enhance patient safety culture and reduce errors<sup>(1)</sup>.

**The PILOT** In Security Forces Hospital Program Makkah we started with Team STEPPS® training pilot in ICU. Training to all categories of caregiver with proven improvement measured by patient safety culture assessment before and after application of training using AHRQ culture survey.

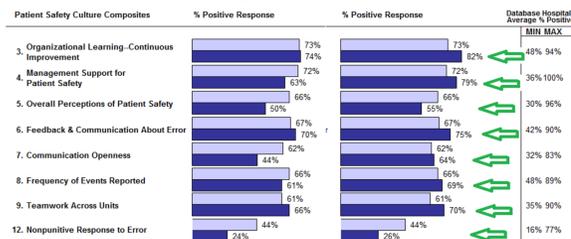


Figure 1 : improved Results of composites in patient safety culture survey after ICU TeamSTEPPS® pilot phase

**STRATEGY :** Afterward, the hospital adopted TeamSTEPPS® training and implantation as a strategic goal in 2018 with a target of training 50% of caregivers and 5% to be master trainers. To improve patient safety culture and monitor its impact on various processes during the patient journey<sup>(3)</sup>

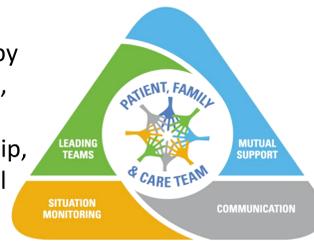


TeamSTEPPS® 2.0 developed by AHRQ customized by SFHPM

**8** Master trainers  
**240** trainees  
**8** waves

## Materials and Methods

**TeamSTEPPS®** is a unique interactive training created by AHRQ about; team structure, communication, and four competency areas: Leadership, Situation monitoring, Mutual Support Communication trainees also learn about specific tools include; Briefings, Team huddles, Two-Challenge Rule, SBAR, Check-back .. etc.



**TEAM Strategies and Tools to Enhance Performance and Patient Safety**

### THREE PHASES PLAN:

**Phase I—Assessment** of hospital readiness for the initiative through creating the change team

**Phase II—Planning, Training, and Implementation** with top management support.

Goal: **350** trainees . **Ten** TeamSTEPPS® Master trainers

**Phase III—Sustainment :** monitor and measure the program's ongoing effectiveness through rounds, OVR system, and periodic surveys. refreshing sessions for trainees finally a TeamSTEPPS® competition in 2019 after 100% of healthcare givers are trained .



Mutual Support  
**TEAM** Briefs  
Leadership  
Situational monitoring  
**STEPPS**  
COMMUNICATION  
SBAR, Huddles  
Check-back

## INNOVATIONS for Challenges

**Custom tailoring:** training to match our culture and processes,

**Completion:** for in-house videos

**Attractiveness:** added more videos and workshops with more interaction,

**Added session** handling medical malpractice.

**Format:** one full day, two and three days formats.

**APPROACH:** TeamSTEPPS® for administrative, and TeamSTEPPS® in Arabic!

### FIELD IMPLEMENTATION

#### BRIEFING 'A NEW OR HABIT'

All OR team (nurses, surgeons, Anesthesia and tech) meets each morning with a structured list to brief before they go.

Brief attended weekly by the medical director,



## Results

**PATIENT SAFETY CULTURE** pilot phase showed improvement in 8 patient safety culture survey composites.

**TRAINEES:** 240 trainees

**Trainers 8** TeamSTEPPS® Master trainers and

**IMPROVEMENT IN KPIs**

Indicator	Before	After
% Medical Imaging reporting that exceeds 48 hours	21.39%	4.14%
PICU length of stay	5.8	2.3
Physicians answer Nurses calls >10 Min	7/Month	0/Month



## Conclusion

- TeamSTEPPS® is one of the innovative and competent team training initiated by AHRQ,
- TeamSTEPPS® have a high impact on communication, length of stay, turn around times, medication errors, and other processes.
- We have trained 240 of our staff, and we have eight master trainers.
- We faced a lot of challenges during the TeamSTEPPS® application. But with proper planning and Leadership support, we could overcome it.
- We are working on two new innovative approaches, TeamSTEPPS® for administrative, and TeamSTEPPS® in Arabic!
- We encourage you to apply TeamSTEPPS® in your hospital, and we are ready for any help and support.

## Literature Cited

1. Improving Patient Safety in Hospitals: A Resource List for Users of the AHRQ Hospital Survey on Patient Safety Culture
2. SFHPM Hospital Data.
3. AHRQ TeamSTEPPS® [www.AHRQ.org](http://www.AHRQ.org)
4. AHRQ Patient Safety Culture Survey.

## Acknowledgements

1. Thanks to SFHPM top administration for full support.
2. Thanks to SFHPM staff for cooperation.
3. Thanks for our Master trainers for dedicating time and effort.
4. Thanks to AHRQ for providing the TeamSTEPPS amazing materials for free.



**240** TRAINEES

