



# TeamSTEPPS™



### Contact

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HASC

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## 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.

## 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

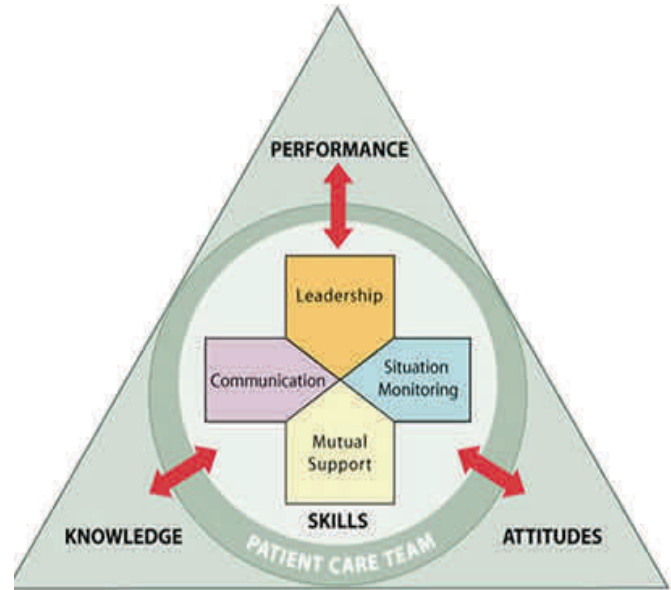
HASC offers consultative assistance to help your team get started with a train-the-trainer approach. You can select a one-day Essentials Course for key team members to learn which TeamSTEPPS modules will best meet your facility's needs, or opt for a full three-day engagement involving more members of 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*

Figure 1: TeamSTEPPS model



Sign up for your TeamSTEPPS consultation today.

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