



# For Labor & Delivery Staff

## How Does the Implementation of TeamSTEPPS Compared to Current Practice Impact Quality Indicators Over a Six Month Period?



Carolinas HealthCare System

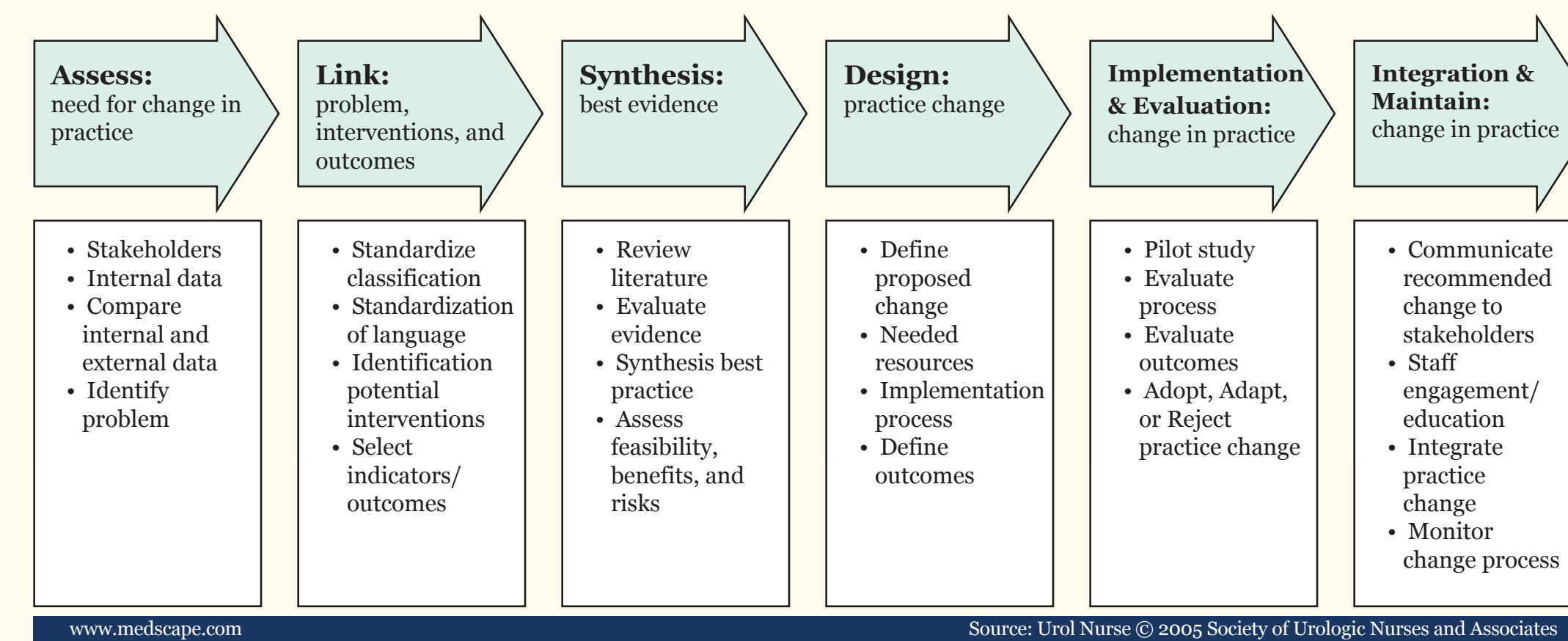


Tina Ralyea, RN, MS-NP, MBA, DNP-c  
Carolinas Medical Center, Capella University

### Abstract

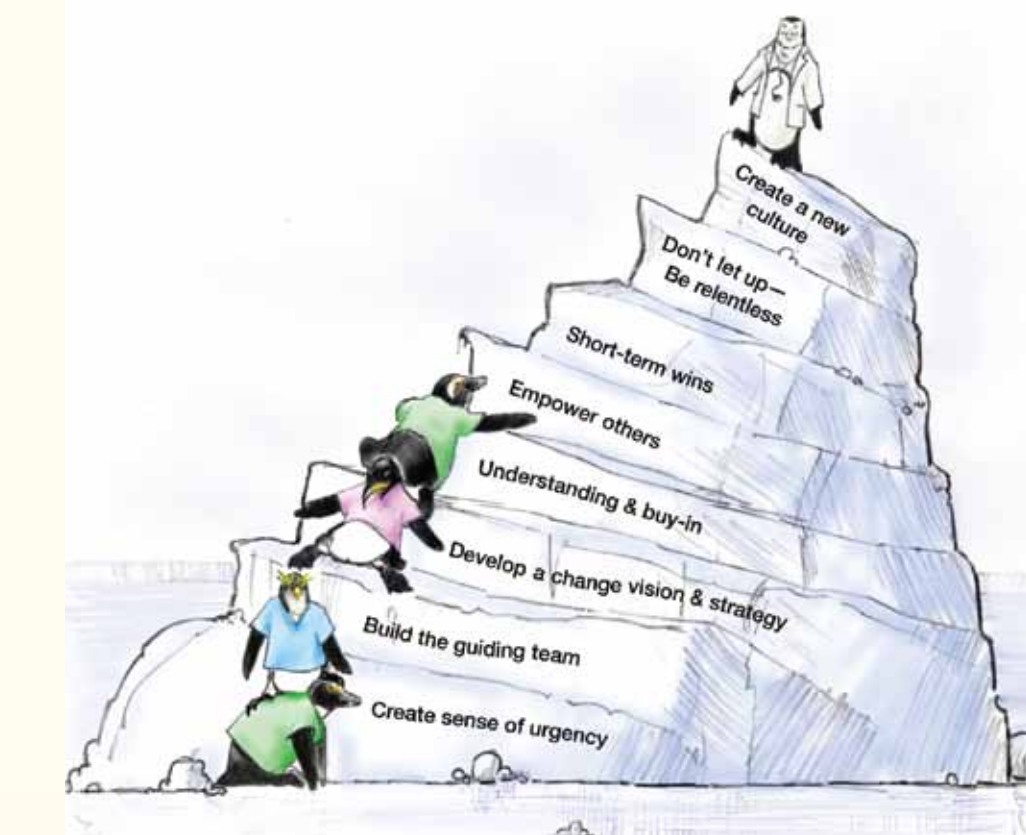
Literature advocates Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS) as a “systematic approach developed by the Department of Defense (DoD) and the Agency for Healthcare Research and Quality (AHRQ) to integrate teamwork into practice. A leader and often cited expert in health care quality is the Agency for Healthcare Research and Quality (AHRQ) (Finkelman & Kenner, 2009). The program is designed to improve quality, safety, and efficiency in health care” (King et al., 2008, p. 5). TeamSTEPPS has the following core competency areas including: team structure, leadership, situation monitoring, mutual respect, and communication (AHRQ, 2011). These competencies modify staff attitudes, knowledge, and overall performance. Effective and highly reliable teams have implemented the TeamSTEPPS strategies to reduce errors, improve patient safety, and quality outcomes. Implementing TeamSTEPPS on L&D can and did improve the L&D team’s perception of the core competencies and quality patient outcomes.

### Evidence Based Practice Model



### Change Management Model

- Create sense of urgency
- Build the guiding team
- Develop a change vision & strategy
- Understanding & buy-in
- Empower others
- Short-term wins
- Don't let up-Be relentless
- Create a new culture



### Implications for the Future

- Positive Outcomes
- Evidence Based Practice Change
- Expand to other units within Women’s Services and possible Oncology Service Line
- Additional EBP IRB Approval
- Look for new quality outcome measures
- Dissemination Plan
- Widespread practice change and implementation

### Measurement Tools & Data Collection

- Hospital Survey on Patient Safety (HSOPS)
  - Pre-Training
- TeamSTEPPS Teamwork Perception (T-TPQ) (Battles & King, 2010)
  - Pre- Training
  - Post- Training (six month)

### Intervention

- Classroom Instruction (n=203 attendees)
- 16- Five Hour TeamSTEPPS Training for Nursing and Support Staff (n= 168 attendees)
- 2- Two Hour TeamSTEPPS Training for Physicians (n= 35 attendees)

### Findings & Data Analysis

	Pre-Test Mean (± SD)	Post-Test Mean (± SD)	p-value	Change (Pre to Post)
<b>Team Structure</b>	<b>3.6443 (0.6903)</b>	<b>3.9474 (0.4618)</b>	<b>&lt;0.0001</b>	<b>0.3031</b>
1 The skills of staff overlap sufficiently so that work can be shared when necessary.	3.7727 (0.7961)	4.0526 (0.6252)	0.0016	0.2799
2 Staff is held accountable for their actions.	3.5086 (0.9581)	3.6105 (0.8417)	0.3667	0.1019
3 Staff within my unit share information that enables timely decision making by the direct patient care team.	3.8736 (0.6936)	4.1368 (0.6936)	0.0033	0.2632
4 My unit makes efficient use of resources (e.g. staff, supplies, equipment, and information).	3.5257 (0.9932)	3.6526 (0.8724)	0.2785	0.1269
5 Staff understands their role and responsibilities.	3.8613 (0.7340)	4.3684 (0.6532)	<0.0001	0.5071
6 My unit has clearly articulated goals.	3.5723 (0.8365)	4.2632 (0.8532)	<0.0001	0.6909
7 My unit operates at a high level of efficiency.	3.4211 (0.9129)	3.5474 (1.2770)	0.3513	0.1263
<b>Leadership</b>	<b>3.4243 (0.6514)</b>	<b>3.6376 (0.6071)</b>	<b>0.0078</b>	<b>0.2133</b>
8 My supervisor/manager considers staff input when making decisions about patient care.	3.3486 (0.9089)	3.5474 (0.8221)	0.0691	0.1988
9 My supervisor/manager provides opportunities to discuss the unit's performance after an event.	3.5714 (0.8539)	3.6316 (0.7726)	0.5569	0.0602
10 My supervisor/manager takes time to meet with staff to develop a plan for patient care.	3.1092 (0.9216)	3.4211 (0.8701)	0.0065	0.3119
11 My supervisor/manager ensures that adequate resources (e.g. staff, supplies, equipment, and information) are available.	3.2784 (0.9051)	3.4105 (1.0365)	0.2972	0.1321
12 My supervisor/manager resolves conflict successfully.	3.3276 (0.8877)	3.6211 (0.8013)	0.0062	0.2935
13 My supervisor/manager models appropriate team behaviors.	3.6437 (0.8463)	3.8105 (0.8029)	0.1116	0.1668
14 My supervisor/manager ensures that staff are aware of any situations or changes that may affect patient care.	3.6648 (0.8526)	4.0211 (0.8749)	0.0015	0.3563
<b>Situational Monitoring</b>	<b>3.6546 (0.5685)</b>	<b>3.9038 (0.4804)</b>	<b>0.0002</b>	<b>0.2492</b>
15 Staff effectively anticipates each other's needs.	3.6494 (0.7739)	4.0737 (0.7752)	<0.0001	0.4243
16 Staff monitors each other's performance.	3.5371 (0.7933)	3.6947 (0.6370)	0.0769	0.1576
17 Staff exchanges relevant information as it becomes available.	3.8295 (0.6882)	4.2421 (0.7397)	<0.0001	0.4126
18 Staff continuously scans the environment for important information.	3.6136 (0.7918)	4.0526 (0.7769)	<0.0001	0.4390
19 Staff shares information regarding potential complications (e.g. patient changes, bed availability).	3.8448 (0.7709)	3.9789 (0.7290)	0.1592	0.1341
20 Staff meets to reevaluate patient care goals when aspects of the situation have changed.	3.6207 (0.7936)	3.7263 (0.7641)	0.2864	0.1056
21 Staff corrects each other's mistakes to ensure that procedures are followed properly.	3.4885 (0.8380)	3.5579 (0.8343)	0.5158	0.0694
<b>Mutual Support</b>	<b>3.6306 (0.6269)</b>	<b>3.8541 (0.4664)</b>	<b>0.001</b>	<b>0.2235</b>
22 Staff assists fellow staff during high workload.	3.8686 (0.9407)	4.0421 (0.6510)	0.0765	0.1735
23 Staff request assistance from fellow staff when they feel overwhelmed.	3.9655 (0.7966)	4.0316 (0.6433)	0.461	0.0661
24 Staff cautions each other about potentially dangerous situations.	3.9200 (0.7147)	4.2211 (0.7023)	0.001	0.3011
25 Feedback between staff is delivered in a way that promotes positive interactions and future change.	3.2126 (0.9591)	3.4737 (0.8101)	0.0189	0.2611
26 Staff advocate for patients even when their opinions conflict with that of a senior member of the unit.	3.7989 (0.7601)	4.1684 (0.8076)	0.0003	0.3695
27 When staff has a concern about patient safety, they challenge others until they are sure the concern has been heard.	3.6034 (0.8522)	3.8211 (0.6838)	0.0234	0.2177
28 Staff resolve their conflict, even when the conflicts have become personal.	3.0231 (0.9939)	3.2211 (0.8013)	0.0776	0.1980
<b>Communication</b>	<b>3.9765 (0.4635)</b>	<b>4.1188 (0.3667)</b>	<b>0.006</b>	<b>0.1423</b>
29 Information regarding patient care is explained to patients and their families in lay terms.	4.0682 (0.6641)	4.0211 (0.3853)	0.4607	-0.0471
30 Staff relays relevant information in a timely manner.	3.9205 (0.6542)	4.0316 (0.4241)	0.0923	0.1111
31 When communicating with patients, staff allow enough time for questions.	4.0227 (0.5851)	3.9789 (0.5645)	0.5483	-0.0438
32 Staff uses common terminology when communicating with each other.	4.1136 (0.5643)	4.2947 (0.5625)	0.0123	0.1811
33 Staff verbally verifies information that they receive from one another.	3.8807 (0.6524)	4.1368 (0.5945)	0.0013	0.2561
34 Staff follows a standardized method of sharing information when handing off patients.	4.0114 (0.7090)	4.1789 (0.7987)	0.0885	0.1675
35 Staff seeks information from all available sources.	3.8171 (0.6439)	4.1895 (0.7621)	<0.0001	0.3724
<b>Overall Survey</b>	<b>3.6675 (0.4411)</b>	<b>3.8923 (0.3222)</b>	<b>&lt;0.0001</b>	<b>0.2248</b>

### Quality Metrics/Outcomes

