**Significance**

Patient safety is a focus for healthcare organizations across the country. The ambulatory oncology clinics at Duke Raleigh are fast-paced environments, administering high-risk medications, performing high-risk procedures, and experiencing rapid growth. Teamwork & communication are essential components of effective teams, which influence the safety culture and patient safety in an organization. Interprofessional team training is a suggested intervention from the evidence to improve safety climate and culture (Salas et al., 2008).

**Organizational Assessment:**

The Ambulatory Oncology Service Line consists of multiple services with three physical locations in Wake County. Results of the Safety, Communication, Operational Reliability, and Engagement (SCORE) survey indicated a need for intervention.

**Intervention**

Interprofessional TeamSTEPPS® training conducted after resilience tools implemented. Selected tools: two challenge rule, CUS, SBAR, briefs, huddles, and debriefs. Evaluation instruments include: TeamSTEPPS® Teamwork Perception Questionnaire (T-TPQ), Pulse SCORE measuring the teamwork climate, an the SCORE survey.

**Outcomes**

All five domains and the T-TPQ overall improved and are statistically significant post intervention.

Results from the Pulse SCORE showed improvement after each session, with a statistically significant change from session 1 to session 3.

**Lessons Learned**

- It takes time to change culture
- It’s challenging to get people to attend all three sessions
- Make it fun

**Summary**

Interprofessional team training is a cost effective mechanism:

- Enhances teamwork climate
- Enhances elements that make up the safety culture
- Impacts patient safety
- Coaches reinforce learning and implementation of tools
- Return on investment

**References**


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**Organizational Assessment:**

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2016 SCORE Safety Culture Survey Results

- Teamwork Climate
- Safety Climate
- Learning Environment