

## Nurses Leading the Way: Integrating TeamSTEPPS Throughout A Health System and Designation as a Regional Training Center

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### **Background:**

- Creating and sustaining a multidisciplinary culture of patient safety and team communication is challenging task.
- The Department of Defense (DOD) and the Agency of Healthcare Research and Quality (AHRQ) developed TeamSTEPPS to improve teamwork, communication, and patient safety.
- During early implementation of TeamSTEPPS in our organization, clinical nurses emerged as key leaders.
- Engagement of these nurses resulted in rapid integration of TeamSTEPPS throughout the health system and designation as a regional training center.

**Purpose:** Describe the role and outcomes of clinical nurses leading integration of TeamSTEPPS integration throughout a health system.

### **Methods:**

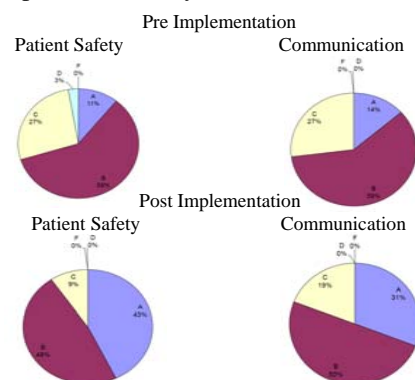
- Four individuals sent for initial TeamSTEPPS training.
- TeamSTEPPS was then piloted on 3 units, with each recruiting 1-2 clinical nurse champions who received additional training, and were then responsible for training multidisciplinary team members.
- This method of engaging nursing staff was so effective, it was modeled on units throughout the health system.

### **Results:**

- Within 12 months, clinical nurse-led teams implemented TeamSTEPPS on 16 inpatient, ambulatory, operative, emergency, and skilled nursing units.
- Over 2500 multidisciplinary providers were trained by clinical nurse teams.

### **Results:**

- As teams were trained, significant increases (40%-70%) were seen in HCAPS scores for nurses' communication with patients, respect of hospital staff, pain management, and communication about medications.
- Surveys of multidisciplinary staff revealed 20%-30% increases in perceived safety and communication.



### **Results:**

Creation of nurse-led teams established necessary internal structures for obtaining designation as one of only 8 training centers in the nation.

- North Shore – LIJ Health System
- University of Washington
- University of Minnesota
- Duke University
- Tulane University
- University of Los Angeles California
- Northwestern University
- MetroHealth Medical Center

**Summary:** Clinical nursing staff emerged as key leaders for successful integration of TeamSTEPPS throughout a large urban public health system. Engagement of these individuals resulted in a highly successful program both internally and on a national level.