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 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.

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.

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