ENHANCING TEAM PERFORMANCE

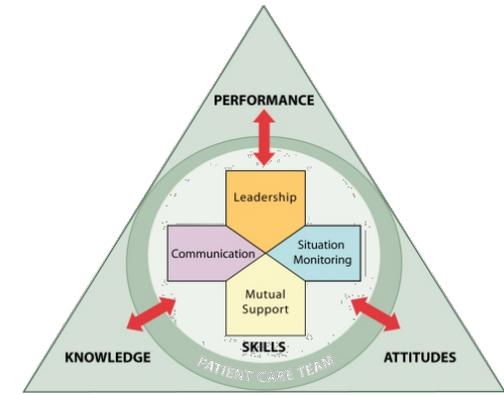## Actions to Optimize Team Performance

- Recognize opportunities to improve patient safety.

- Assess your current organizational culture and existing patient safety program components.

- Identify teamwork improvement action plan by analyzing data and survey results.

- Design and implement an initiative to improve team-related competencies among your staff.

- Integrate TeamSTEPPS into your organization's daily practice.

Resources

This pamphlet is provided by Ohio KePRO, Ohio's Medicare Quality Improvement Organization. For more quality improvement tools and resources, contact your Ohio KePRO quality improvement specialist, or visit www.ohiokepro.com.

For more information on TeamSTEPPS, visit the Agency for Healthcare Research and Quality (http://teamstepps.ahrq.gov) or U.S. Department of Defense TRICARE Management Activity, Patient Safety Program (http://dodpatientsafety.usuhs.mil) Web sites.

Team Strategies and Tools to Enhance Performance and Patient Safety

- Why Do Errors Occur?

- The TeamSTEPPS Approach

- The Science of Team Performance

- Actions to Optimize Team Performance

Adapted from materials created by the U.S. Department of Defense, Patient Safety Program.

Why Do Errors Occur?

Obstacles to optimal team performance include:

- Workload fluctuations, interruptions
- Fatigue, multitasking
- Poor handoffs, patient transfers
- Failure to follow up
- Ineffective communication
- Not following protocol
- Excessive professional courtesy
- Complacency, passenger syndrome
- Strength of an idea; task/target fixation

The TeamSTEPPS Approach

- Evidence-based teamwork system designed for healthcare professionals
- Powerful solution to helping improve patient safety within your organization
- A source for ready-to-use materials and a training curriculum to integrate teamwork principles into all areas of your healthcare system
- Scientifically rooted in more than 20 years of research and real-world applications
- Developed by the U.S. Department of Defense's Patient Safety Program in conjunction with the Agency for Healthcare Research and Quality

TeamSTEPPS focuses on:

- Producing highly effective medical teams that optimize the use of information, people, and resources to achieve the best clinical outcomes for patients
- Increasing team awareness and clarifying team roles and responsibilities
- Resolving conflicts and improving information-sharing
- Eliminating barriers to quality and safety

The Science of Team Performance

The two-way interactions between skills and outcomes form the basis of a strong team dynamic.

The TeamSTEPPS triangle diagram illustrates the relationship between four teachable-learnable skills and three team-related outcomes.

Skills:

- Leadership
  - Ensuring that team actions are understood, changes in information are shared, and necessary resources are available
- Situation Monitoring
  - Actively scanning and assessing situational elements to gain information or maintain awareness to support team functioning
- Mutual Support
  - Anticipating and supporting other team members' needs
- Communication
  - Clearly and accurately exchanging information among team members

Outcomes:

- Knowledge
  - Shared mental model (e.g., SBAR)
- Attitudes
  - Mutual trust
  - Team orientation
- Performance
  - Adaptability
  - Accuracy
  - Productivity
  - Efficiency
  - Safety