

Implementing TeamSTEPPS® in SA

What is TeamSTEPPS®?

TeamSTEPPS® stands for Team Strategies and Tools to Enhance Performance and Patient Safety. It is an integrated model for high performing teams. It focuses on training staff to work effectively within multidisciplinary teams and to use tools and techniques to problem solve and improve safety and quality in patient care in everyday situations.

Teamwork concepts are introduced to improve communication and teamwork to reduce the chance of error and provide safer patient care.

It involves 3 distinct phases encompassed by a continuous improvement cycle.

Phase 1 - Change readiness involves establishing a vision and positioning an organisation for successful TeamSTEPPS® implementation.

Key elements include:

- > Establishing a structure and a leadership team
- > Collecting and analysing baseline data, including a Safety Climate Survey
- > Developing a plan for implementation
- > Committing to ongoing improvement

Phase 2 - Application involves training staff and establishing a local TeamSTEPPS® Quality Improvement team to guide local continuous quality improvement interventions. Training includes online learning supported by facilitated face-to-face activities to reinforce learning.

Key elements include:

- > Meaningful and purposeful engagement
- > Promoting collaboration and inclusiveness across the team
- > Empowering others

Phase 3 - Realisation involves coaching teams to promote a sustained and integrated safety culture.

Key elements include:

- > Change management
- > Microsystem improvement
- > Data driven decision making
- > Ownership and accountability
- > Sustaining a continuous patient safety and quality improvement plan

For more information

SA Health

TeamSTEPPS®

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