Quality Improvement Organizations
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CENTERS FOR MEDICARE & MEDICAID SERVICES

Lake Superior Quality Innovation Network
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TeamSTEPPS

There are many tools available to help support teams who want to function in a supportive and save manner. The table below provides samples of some of these tools, including a brief snapshot.

To build a culture of support, it is recommended that leadership provide an opportunity for all staff to train together in the full training of TeamSTEPPS. To better understand the background, methods, tools and a suggested three-phase implementation strategy, click here.

For printable presentations, click here.

Key Principles			
Leadership L Ability to maximize the activities of team members by ensuring that team actions are understood, changes in information are shared, and team members have the necessary resources	**Situation Monitoring** S Process of actively scanning and assessing situational elements to gain information or understanding, or to maintain awareness to support team functioning	**Mutual Support** M Ability to anticipate and support team members' needs accurate knowledge about their responsibilities and workload	**Communication** C Structured process by which information is clearly and accurately exchanged among team members

Issue or Barrier	Tool	How is Tool Used?
Inconsistency in team performance	**Team Events** • Brief – check in before an event/project/shift • Huddle – Ad hoc as event/project/shift in process • Debrief – final check in after event/project/shift has ended	• Consistent checklist of questions and answers about the goal that are understood by the entire team L • Information gained can be useful for future events/projects/shifts
Relationships/trust	**Feedback** • Timely • Respectful • Specific • Directed toward improvement • Considerate Use this tool to guide the feedback discussion – **DESC** • **D**escribe the specific situation, behavior or concern • **E**xpress how the situation makes you feel • **S**uggest other alternatives and seek agreement • **C**onsequences should be stated in terms of impact on established team goals; strive for consensus	• Staff to staff opportunity to understand good feedback. Carry out providing feedback M • Can be useful for both positive and negative situations needing feedback

Issue or Barrier	Tool	How Tool Is Used?
Patient Safety, team efficiency	**SBAR** – Communication includes the details about: • Situation • Background • Assessment • Recommendation	• Supports the informer to provide prompt and appropriate information across all communication styles **C**
Patient Safety	**STEP** – Each team member must ensure they understand: • Assess **S**tatus of the patient • **T**eam members • **E**nvironment of the unit or challenges of the current shift • **P**rogress toward the goal	• Clear understanding of the current status of events before a team shift or team task **S**
Staff Accountability	**I'M SAFE Checklist** • **I**llness • **M**edication • **S**tress • **A**lcohol and Drugs • **F**atigue • **E**ating and Elimination	• Useful tool for staff to determine if they or co-worker are safe to provide the care for that task or shift. **S**
Patient Safety	**CUS** • Stop I have a **C**oncern • I am **U**ncomfortable with your actions, stop your action • Explain your **S**afety Issue	• Quick alert to stop actions immediately, concerned person is able to get to them to assist or explain problem **M**
Patient Safety, team efficiency	**Call-Out** • State action needed out loud so all team members are informed during an emergent situation • Response is stated out loud • All team members remain activated during situation and can anticipate next steps	• Informs all team members simultaneously during emergent situations **C**
Patient Safety, team efficiency	**Check-Back** – Deployment of closed loop communication • Sender initiates the message • Responder accepts message and repeats what is heard • Sender confirms accurate or correction is made	• Supports the informer and the receiver. Information is understood across all communication styles **C**

Patient Safety, team efficiency	**Handoff**
	The transfer of information (along with authority and responsibility) during transitions in care across the continuum; to include an opportunity to ask questions, clarifies, and confirm.
	
	Use this tool to remind the team exchange what details cannot be missed as care accountability of a patient is transferred between events/projects/shifts – **I PASS the BATON** *(see complete tool)*
	    Introduction – who are you and status
	    Patient – name, identifiers, age, sex, location
	    Assessment – present chief concerns/vitals/dx
	    Situation – current status and circumstances
	    Safety Concerns – critical factors specific to patient
	    Background co-morbidities/episodes meds/family Hx
	    Actions – what actions taken and what needed
	    Timing – level of urgency and explicit timing
	    Ownership – accountability
	    Next – what will and should be anticipated/plan
		• Tool to support the exchange of information during transitions of care **C**