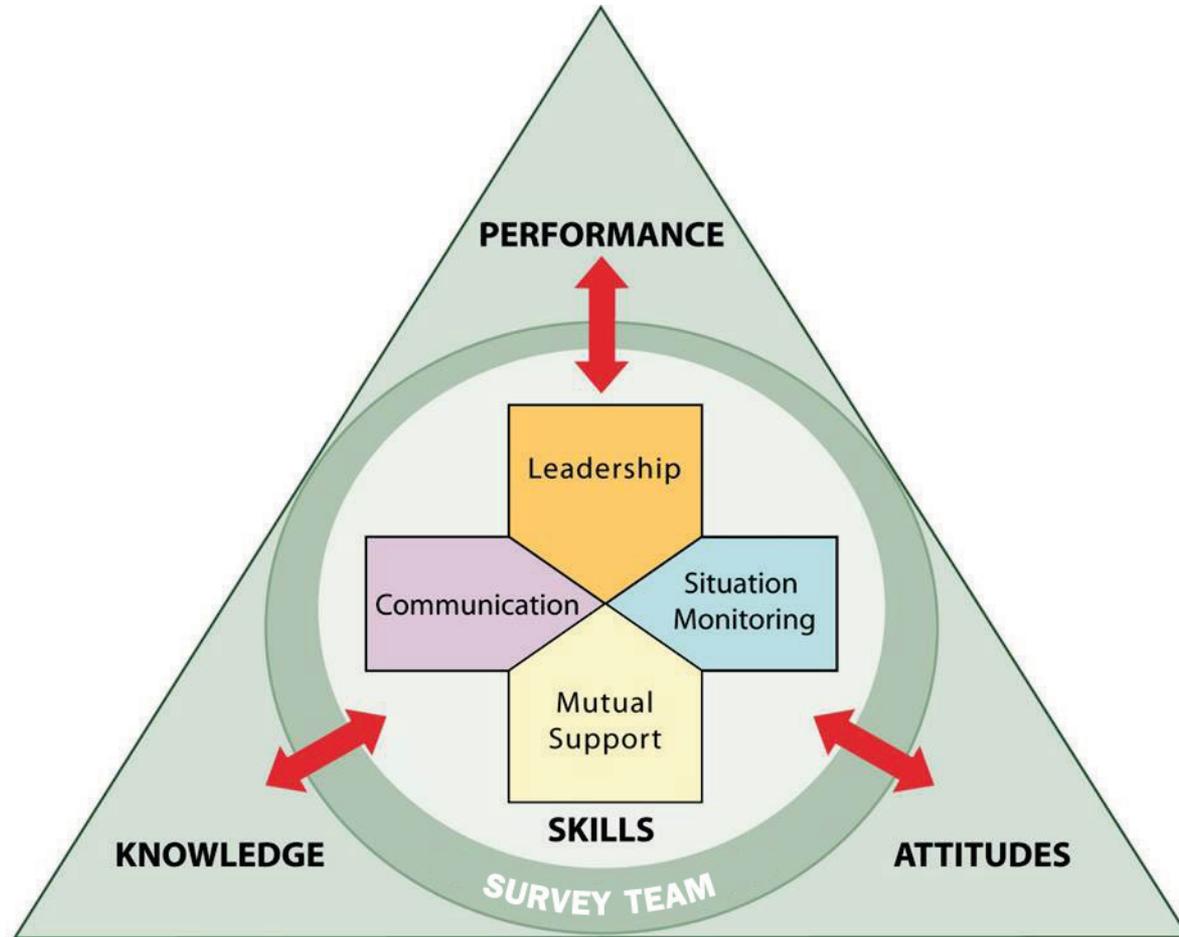


Teamwork



Ice Breaker Exercise



Objectives

- Describe the TeamSTEPPS training initiative.
- Describe why do errors occur.
- Describe the TeamSTEPPS framework.
- State the outcomes of the TeamSTEPPS framework.

Teamwork Is All Around Us



TeamSTEPPS Initiative

Team...

Strategies and **T**ools to **E**nhance **P**erformance and **P**atient **S**afety

Curriculum Contributors

- Department of Defense
- Agency for Healthcare Research and Quality
- Research Organizations
- Universities
- Medical and Business Schools
- Hospitals—Military and Civilian, Teaching and Community-Based
- Healthcare Foundations
- Private Companies
- Subject Matter Experts in Teamwork, Human Factors, and Crew Resource Management (CRM)

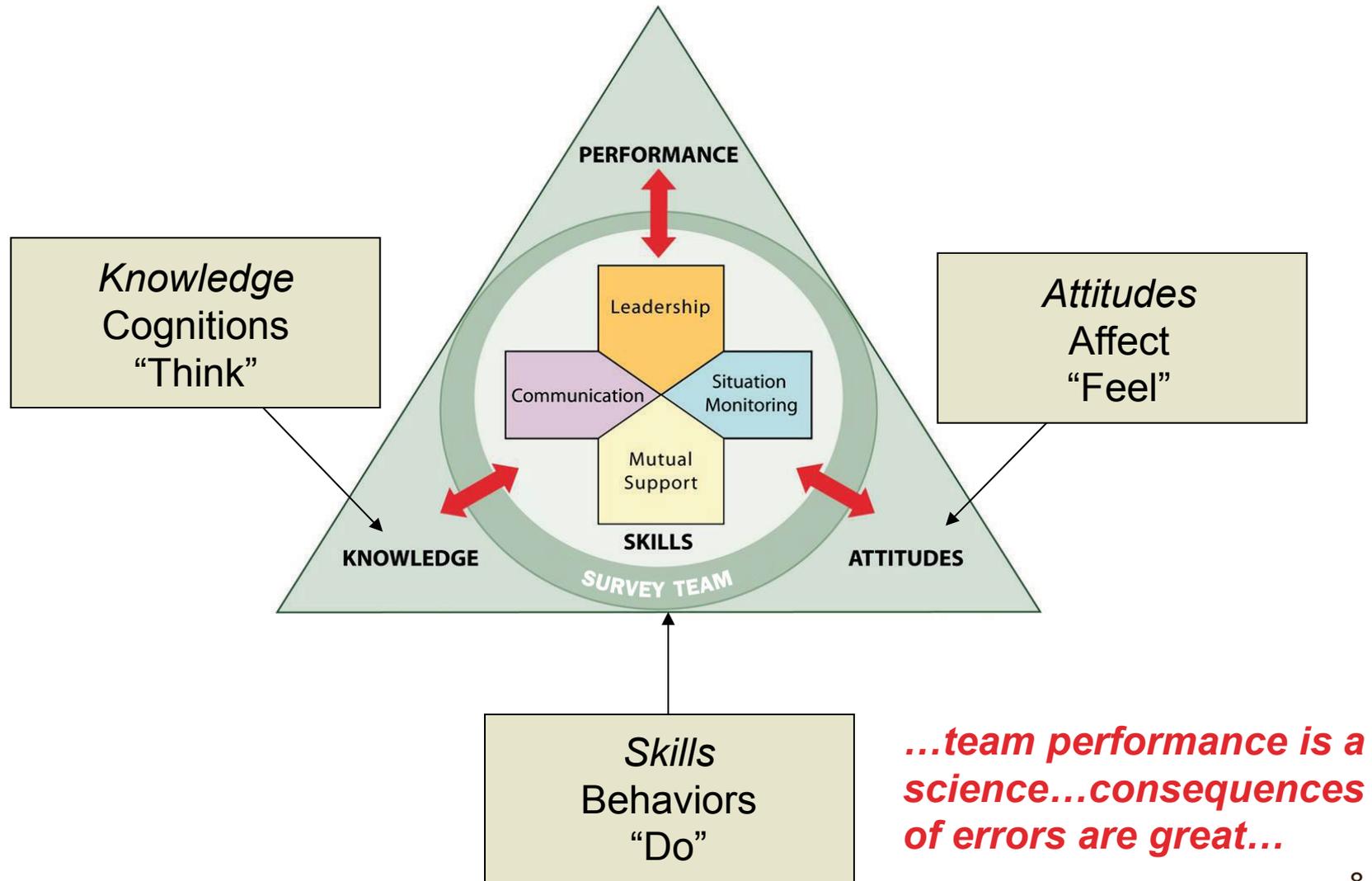
Why do errors occur?

- Workload fluctuations
- Interruptions
- Fatigue
- Multi-tasking
- Failure to follow up
- Poor handoffs
- Ineffective communication
- Not following protocol
- Excessive professional courtesy
- Halo effect
- Passenger syndrome
- Hidden agenda
- Complacency
- High-risk phase
- Strength of an idea
- Task (target) fixation

Course Agenda

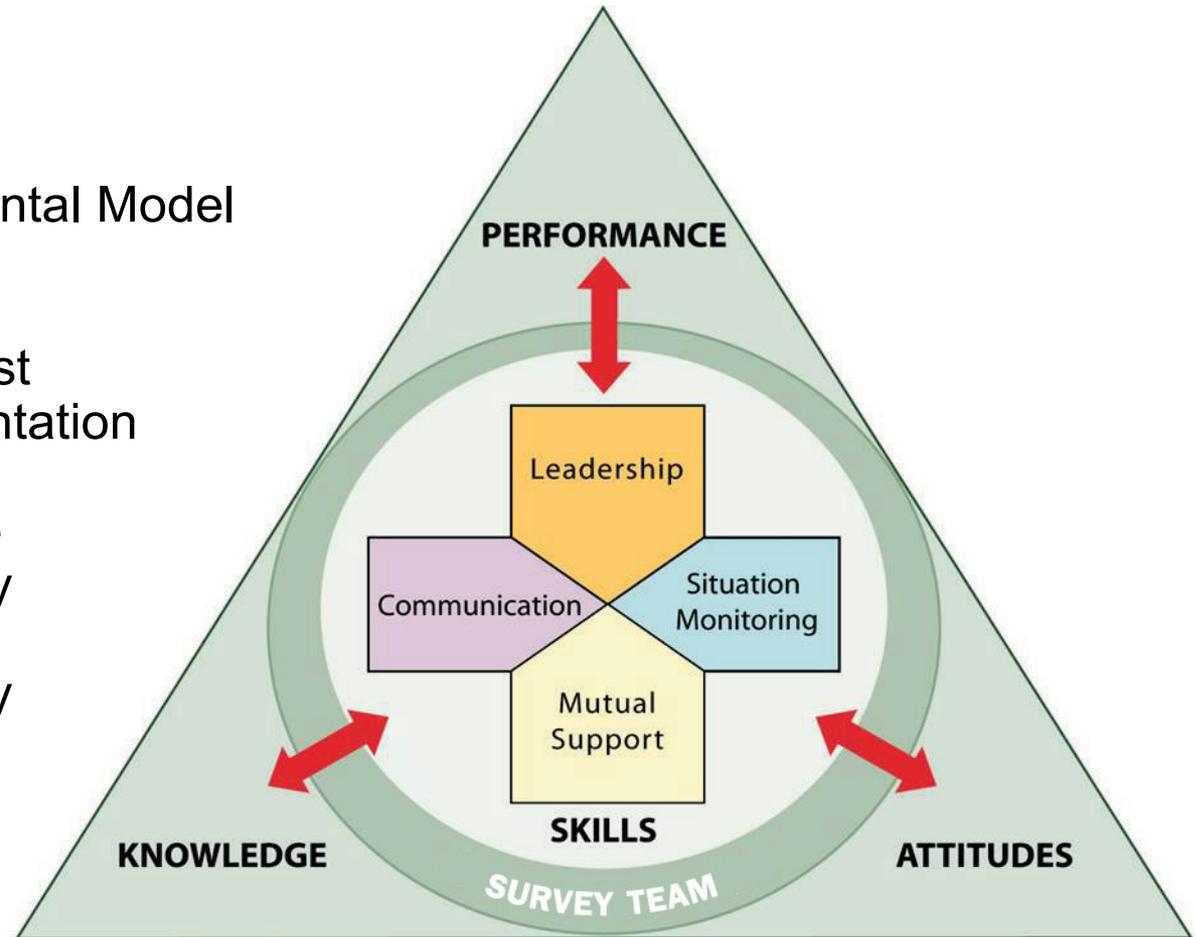
- Module 1 — Introduction
- Module 2 — Team Structure
- Module 3 — Leadership
- Module 4 — Situation Monitoring
- Module 5 — Mutual Support
- Module 6 — Communication

What Comprises Team Performance?



Outcomes of Team Competencies

- **Knowledge**
 - Shared Mental Model
- **Attitudes**
 - Mutual Trust
 - Team Orientation
- **Performance**
 - Adaptability
 - Accuracy
 - Productivity
 - Efficiency
 - Safety



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