Pocket Guide

TeamSTEPPSCM

Strategies & Tools to Enhance Performance and Patient Safety

Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov
TeamSTEPPS™

Team Competency Outcomes

Knowledge
• Shared Mental Model

Attitudes
• Mutual Trust
• Team Orientation

Performance
• Adaptability
• Accuracy
• Productivity
• Efficiency
• Safety

TeamSTEPPS is comprised of four teachable-learnable skills: Leadership, Situation Monitoring, Mutual Support, and Communication; the core of the TeamSTEPPS framework. The red arrows depict a two-way dynamic interplay between the four skills and the team-related outcomes. Interaction between the outcomes and skills is the basis of a team striving to deliver safe, quality care. Encircling the four skills is the patient care team which not only represents the patient and direct caregivers, but those who play a supportive role within the healthcare delivery system.

...TeamSTEPPS is an evidence-based framework to optimize team performance across the healthcare delivery system
## Key Principles

### Team Structure
Delineates fundamentals such as team size, membership, leadership, composition, identification and distribution

### Leadership
Ability to coordinate the activities of team members by ensuring team actions are understood, changes in information are shared, and that team members have the necessary resources

### Situation Monitoring
Process of actively scanning and assessing situational elements to gain information, understanding, or maintain awareness to support functioning of the team

### Mutual Support
Ability to anticipate and support other team members’ needs through accurate knowledge about their responsibilities and workload

### Communication
Process by which information is clearly and accurately exchanged among team members
Communication is the response you get from the message you sent regardless of its intent

—Author Unknown
SBAR
A technique for communicating critical information that requires immediate attention and action concerning a patient’s condition

**Situation** – What is going on with the patient?

“I am calling about Mrs. Joseph in room 251. Chief complaint is shortness of breath of new onset.”

**Background** — What is the clinical background or context?

“Patient is a 62 year old female post-op day one from abdominal surgery. No prior history of cardiac or lung disease.”

**Assessment** — What do I think the problem is?

“Breath sounds are decreased on the right side with acknowledgement of pain. Would like to rule-out pneumothorax.”

**Recommendation and Request** — What would I do to correct it?

“I feel strongly the patient should be assessed now. Are you available to come in?”
Contact Information

To learn more about TeamSTEPPS, refer to the Agency for Healthcare Research and Quality (AHRQ) website: http://www.ahrq.gov/teamstepps and the Department of Defense Patient Safety Program website: http://dodpatientsafety.usuhs.mil/teamstepps