Dandelion Effect of a Team Training Program to Enhance Patient Safety and Quality

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PROBLEM: Inadequate communication is the largest contributing factor to the occurrence of errors and near misses in healthcare. Thus, effective interprofessional teamwork in healthcare is essential to patient safety. In response to this need, multiple government agencies produced a standardized team training program based on best evidence: Team Strategies to Enhance Performance and Patient Safety (TeamSTEPPS™). Until now there has been no systematic TeamSTEPPS™ implementation in the University of Texas System and State of Texas. The aims of this project were:

1. To establish sustainable education programs and resources for TeamSTEPPS™ training in academic programs and clinical services.
2. Sustain and spread TeamSTEPPS™ training by making TeamSTEPPS training resources, developed through this project this project, broadly accessible via community engagement.
3. Evaluate and document the spread of TeamSTEPPS™ and its effects on team performance and patient safety.

METHODS: Master Training sessions were held between 2009 and 2011. Participants in these workshops consisted of healthcare professionals from multiple disciplines across education and clinical agencies. Following Kirkpatrick’s model for evaluation, mixed-methods were used to analyze the spread and impact of the local TeamSTEPPS™ Master Trainer sessions. Measures of success for this project included the spread of quality improvement projects and educational programs involving TeamSTEPPS™.

FINDINGS: Master Training sessions resulted in a cadre of 110 master trainers. Master Trained individuals went on teach other Master Training sessions (20%), implement fundamental concepts into curriculum (5%), and develop training initiatives and quality improvement projects in local hospitals and ambulatory clinics (40%).

IMPACT ON DISSEMINATION & IMPLEMENTATION: Through well-placed resources from University of Texas System, this project produced anticipated and unanticipated spread of the standardized team performance training. The unanticipated spread dubbed the ‘dandelion effect’ represents sustainability and dissemination of an evidence-based program aimed at improving patient safety.
REFERENCES:


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