

SOPS and TeamSTEPPS





TeamSTEPPS®
Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS Program

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TeamSTEPPS (TS) Background

- Program to improve communication and teamwork of healthcare teams
- Highly successful and researched based
- Numerous tools for hospitals, primary care practices, and other healthcare settings
- Revised in 2023 to meet today's care needs – active learning
- <https://www.ahrq.gov/teamstepps-program/index.html>

TeamSTEPPS Framework

- Knowledge

- Shared Mental Model

- Sustainability

- Habits
- Enduring Culture of Safety
- Aligned Incentives



- Attitudes

- Mutual Trust
- Team Orientation

- Performance

- Adaptability
- Accuracy
- Productivity
- Efficiency
- Safety
- High Reliability

TeamSTEPPS Features

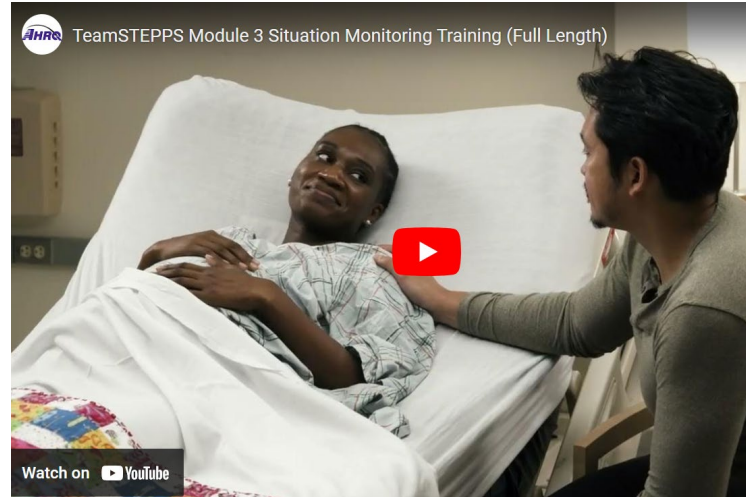
- Engagement of patients and families
- Attention to virtual teams, virtual care, and virtual trainings
- Use of positive framings for topics
- Emphasis on achieving positive outcomes
- Links to benefits of improved teamwork for team members
- Active learning strategies
- Leveraging new opportunities (technologies, telemedicine)

Program Content

- TeamSTEPPS 3.0 Curriculum
 - Welcome Guides to introduce TS to various audiences
(patients and caregivers, new TeamSTEPPS trainers, experienced TS trainers, trainers of pre-professional students, front-line providers, healthcare administrators)
 - Consolidated content (intro, four modules, and implementation section)
- TeamSTEPPS [Diagnosis Improvement Course](#)
- TeamSTEPPS [Pocket Guide](#)
- TeamSTEPPS [App](#)

Program Highlights

- [Video simulation training](#) – three units



- Patient and family caregiver [videos](#)
- Additional TeamSTEPPS [videos](#)



Tara Rouse, heart attack survivor meeting cardiologists using technologies during their encounter.

TeamSTEPPS Program

TeamSTEPPS Updates

Welcome Guides

Curriculum Materials

Diagnosis Improvement Course

Tools and Resources

TeamSTEPPS Training

Accreditation and Continuing Education Units

Frequently Asked Questions

Register for Training

Research/Evidence Base

TeamSTEPPS Training Opportunities

AHRQ is providing virtual TeamSTEPPS trainings led by experienced facilitators at no charge to participants through November 2024. Two in-person training opportunities will be announced at a later date. These trainings are designed to help **teams** enhance communication, manage challenges more collaboratively, and effectively implement TeamSTEPPS to improve patient care.

AHRQ is offering trainings for TeamSTEPPS for Diagnosis Improvement and TeamSTEPPS 3.0. Participants can earn continuing education units (CEUs) for a **fee**.

TeamSTEPPS for Diagnosis Improvement Course

This TeamSTEPPS training raises diagnostic safety awareness, introduces the concept of a broad multidisciplinary diagnostic team that includes nonclinicians and patients and their families, and provides assessment and training tools to support local efforts to reduce diagnostic harm. Visit the course page to learn about the program.

Training	Duration	Audience	Description
TeamSTEPPS for Diagnosis Improvement	Full day/8 hours	Teams of three or more people are eligible; individuals are ineligible. Teams should be composed of individuals from multidisciplinary backgrounds, particularly those who are engaged in diagnostic decision making, who can help implement TeamSTEPPS tools and strategies in your organization. Teams may include students, educators, caregivers, and patients and their families. Participants must be in the United States or U.S. territories.	This training applies the TeamSTEPPS framework to the specific problem of diagnostic error and explores how improved communication among team members can help lead to safer, more accurate, and more timely diagnosis in all healthcare settings. 8 CEU credits offered for a fee .

Ready to Sign Up?

Visit the [TeamSTEPPS training registration page](#).

Unsure Which Training is Right for Your Team?

Check out the [FAQ](#) about our training offerings to learn more.

Need Additional Support?

Email TeamSTEPPStraining@ahrq.hhs.gov to contact our training team.

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<https://www.ahrq.gov/teamstepps-program/training/index.html>