

TeamSTEPPS Canada™ Fundamentals Course: Module 4 Evidence Base: Leading Teams

TeamSTEPPS® is a teamwork system developed jointly by the Department of Defense (DoD) and the Agency for Healthcare Research and Quality (AHRQ) to improve institutional collaboration and communication relating to patient safety. TeamSTEPPS Canada™ has been adopted and adapted by Canadian Patient Safety Institute (CPSI) and made available to the Canadian healthcare field.

Additional Resources

Sources of additional information you may want to use to customize this module to your participants include:

[Comprehensive Unit-Based Safety Program \(CUSP\) "Implement Teamwork and Communication" Module:](#)

Includes information on briefs, huddles, and debriefs and presents a video on briefs.

DoD Patient Safety Program TeamSTEPPS Information: Provides a brief overview of TeamSTEPPS, including a brief video and an interactive TeamSTEPPS Model of Change diagram. Select for [more information](#).

DoD Patient Safety Program Briefs and Huddles Toolkit <https://health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Quality-And-Safety-of-Healthcare/Patient-Safety/Patient-Safety-Products-And-Services/Toolkits/Briefs-and-Huddles-Toolkit>

DoD Patient Safety Program Debriefs Toolkit <https://health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Quality-And-Safety-of-Healthcare/Patient-Safety/Patient-Safety-Products-And-Services/Toolkits/Debriefs-Toolkit>

King, H.B., Battles, J., Baker, D.P., Alonso, A., Salas, E., Webster, J., Toomey, L., & Salisbury, M. (2008). TeamSTEPPS: Team Strategies and Tools to Enhance Performance and Patient Safety. In K. Henriksen, J.B. Battles, M.A. Keyes, et al. (Eds.) *Advances in patient safety: New directions and alternative approaches* (Vol. 3: Performance and tools). Rockville (MD): Agency for Healthcare Research and Quality. Select for [more information](#).

TeamSTEPPS®: Team Strategies and Tools to Enhance Performance and Patient Safety: Published paper that provides detailed information about the development of and framework for TeamSTEPPS. <https://www.ncbi.nlm.nih.gov/books/NBK43686/>

Alternative options

Instructors teaching groups from different sectors may wish to choose from the videos, exercises, scenarios, etc., listed here as alternatives from TeamSTEPPS version from AHRQ, or from other sources.

| TeamSTEPPS Canada suggested resource | Alternative resource, source |
|---|--|
| <p>AHRQ TeamSTEPPS 2.0 Videos:</p> <p>Sharing the Plan- Briefs</p> <p>Monitoring and Modifying the Plan: Huddle</p> <p>Debrief Video</p> <p>Team Formation Video</p> <p>Critical themes: defining leadership roles and responsibilities, strategies for effective leadership, creation and execution of a plan.</p> | <p>TeamSTEPPS DVD (AHRQ): The TeamSTEPPS DVD includes Specialty Scenarios and additional videos that can be used to customize your instruction.</p> <ul style="list-style-type: none"> • TeamSTEPPS Long-Term Care Version: Includes a team failure video specific to long-term care. • TeamSTEPPS Rapid Response Systems Module (RRS): Videos in this module demonstrate how the Rapid Response Team interacts and coordinates with other aspects of the multi-team system. • Delivering Patient Safety Series – executive walkarounds • Delivering Patient Safety Series – Leading&Learning • PSEP Trigger Tape 8 – Leadership • CMPA – Building the dream team <p><u>Non-clinical videos:</u></p> <ul style="list-style-type: none"> • First follower: https://www.youtube.com/watch?v=fW8amMCV AJQ • Michael McCain: Leading through a crisis: https://www.youtube.com/watch?v=2_nZQphHq 4M • Jack Kitts Video • Kinetic Video -Teamwork in healthcare: https://www.youtube.com/watch?v=KqoL- 3wKa04 |



PUBLIC



PROVIDER



LEADER

| TeamSTEPPS Canada suggested resource | Alternative resource, source |
|---|---|
| | <ul style="list-style-type: none"> Dr. Patrick McGrath – HCC: http://www.healthcarecan.ca/whats-happening/videos/ |
| <p><i>TeamSTEPPS Canada™ Implementation Worksheet</i> (see Module 4 folder)</p> | <p>Physician Disruptive Behaviour –https://www.cmpa-acpm.ca/static-assets/pdf/about/annual-meeting/13 Disruptive Behaviour booklet-e.pdf</p> |
| | <p>RNAO – Managing and Mitigating Conflict in Health-care Teams: http://rnao.ca/bpg/guidelines/managing-conflict-healthcare-teams</p> |
| | <p>CMPA Good Practices Guide shares how to prevent and manage conflict and remain professional when difficult situations occur: https://www.cmpa-acpm.ca/serve/docs/ela/goodpracticesguide/pages/professionalism/Dealing_with_conflict/conflict_is_inevitable-e.htmlh</p> |