



“Teamwork has been found to be one of the key initiatives within patient safety that can transform the culture within health care. Patient Safety experts agree that communication and other teamwork skills are essential to the delivery of quality health care and to preventing and mitigating medical errors and patient injury and harm.”

<https://www.ahrq.gov/teamstepps/instructor/index.html>

Ineffective communication is a root cause for nearly 61% of all sentinel events reported.

[The Joint Commission most frequently identified root causes of sentinel events (All Categories) January 2011–June 2013]

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CHART Institute, LLC is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Safety Pathway: Emergency Medicine



TeamSTEPPS® 2.0 – An evidence-based program aimed at optimizing performance among teams of healthcare professionals, enabling them to respond quickly and effectively to whatever situations arise (www.ahrq.gov)

Courses & Resources



TeamSTEPPS 2.0 Fundamentals Course Overview [Video](#)

Fundamentals Course: TeamSTEPPS Overview (Video). Content last reviewed October 2014. Agency for Healthcare Research and Quality, Rockville, MD.
http://www.ahrq.gov/teamstepps/instructor/videos/ts_TeamSTEPPS_Overview/TeamSTEPPS_Overview-640-480.html



[TeamSTEPPS 2.0 Online Master Trainer Course](#)

Online course provides opportunities to work at learner's own pace to become certified as a TeamSTEPPS Master Trainer

Module 1: Introduction
Module 2: Team Structure
Module 3: Communication
Module 4: Leading Teams
Module 5: Situation Monitoring
Module 6: Mutual Support

Module 7: Summary
Module 8: Change Management
Module 9: Coaching
Module 10: Measurement
Module 11: Implementation Planning

TeamSTEPPS 2.0 Video Training Vignettes: [Emergency Department](#)

[Successful outcome using TeamSTEPPS techniques](#)

[Huddle](#)

[I PASS the BATON](#)

TeamSTEPPS® 2.0 Video Training Tools. Content last reviewed March 2014. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/teamstepps/instructor/videos/index.html>

TeamSTEPPS Case Studies: [TeamSTEPPS Improves Emergency Care in North Carolina Critical Access Hospital](#)

TeamSTEPPS® Case Studies. Content last reviewed July 2016. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/teamstepps/case-studies/index.html>

TeamSTEPPS Specialty Scenarios: [ED](#)

TeamSTEPPS® Instructor Manual: Specialty Scenarios. Content last reviewed March 2014. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/teamstepps/instructor/scenarios/ed.html>



TeamSTEPPS® Train-the-Trainer Program
[Customized by CHART Institute](#)

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