



## TeamSTEPPS® + plus

97% of U.S. hospitals face financial losses if quality of care, patient safety, and patient satisfaction are not improved. A typical 300-bed hospital stands to lose over \$1 million annually.

### **Excellence – As Seen Through the Patient’s Eyes - Increases Patient Satisfaction Scores.**

HTT has proven that a single intervention creates excellence across the enterprise: evidence-based teamwork training that values and includes the patient’s perspective.

Our proven patient engagement training ensures that patients and families are active, involved, and valued members of the care team. The result? An interdependent team of caregiver and patient, with patients who feel safer, heal faster, and are more satisfied.

### **TeamSTEPPS® PLUS™ – Excellence in Teamwork increases Patient Satisfaction**

When patients are supported, respected and included, their sense of engagement is contagious. A communication loop between patient and caregiver is formed, generating mutual trust and appreciation. From admission to discharge, housekeeping to home health, your workforce connects as a team to operationalize excellence.

#### **Results from HTT’s approach include at least a 50% improvement in:**

- HCAHPS scores
- Patient referrals
- Physician satisfaction

#### **And a 50% reduction in:**

- Length of stay
- Hospital acquired infection rates

#### **Overall, results include:**

- Reduced mortality
- Reduced litigation costs
- Reduced staff turnover



Traditionally, patient safety and patient satisfaction have been viewed as two distinct domains, with separate staff, accountability, and budgets. Yet research clearly shows they are synergistically linked - improvements in one area result in improvements across every area.

Ineffective communication accounts for 65% of preventable deaths or serious injuries to patients, and contributes to staff and patient disconnect.

### **Call us today.**

To understand how we can Deliver a Culture of Excellence to your organization, please contact us at 678.369.6317 or [info@healthcareteamtraining.com](mailto:info@healthcareteamtraining.com).

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**GAME CHANGER:**

Engaging patients and families both medically and emotionally through proven, yet easy-to-use communication tools and strategies will be a game changer in attracting new patients, developing patient loyalty and capturing Medicare reimbursements in value-based purchasing. In fact, 75% of patients surveyed say they would likely switch hospitals if they knew “the hospital staff would communicate more effectively to keep patients informed about treatment plans both during and after visits.”



*HTT’s proven, holistic program leverages processes, products, and tools that are best of breed, evidence-based and grounded in improvement science. We drive sustainable behavior change resulting in a Culture of Excellence.*

**Quality Care – TeamSTEPPS®** - (Strategies and Tools to Enhance Performance and Patient Safety) is a teamwork improvement system based on over 25 years of research and evidence on team performance to drive accountability, adaptability, safety, accuracy, and efficiency.

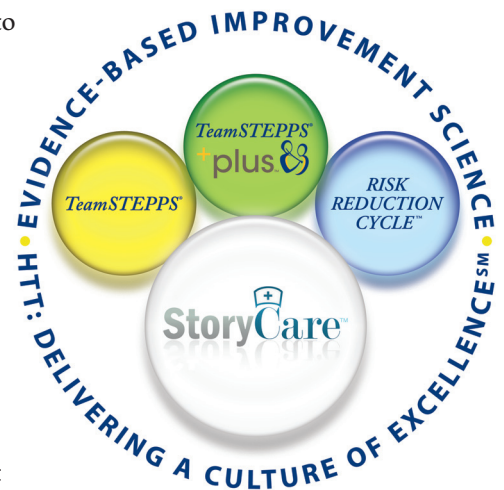
**Patient engagement - TeamSTEPPS® PLUS™** teaches teamwork behaviors and activates patient engagement to increase safety and satisfaction, decrease mortality and infection, improve staff satisfaction and reduce turnover.

**Risk Reduction Cycle™** - Our rapid cycle improvement methodology creates a learning culture able to systematically learn from error and reduce lawsuits, malpractice claims, and payouts.

**StoryCare™** - Enterprise-wide, web-enabled teamwork simulation program driving sustainable behavior change from the boardroom to the frontline.

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