

Duke University Health System (DUHS) and HTT: *Early adopters become patient safety leaders.*

Following the tragic and very public human error that led to the death of 17-year-old girl during a heart transplant surgery, senior leaders from Duke thoroughly examined the nature of errors occurring in their organization.

Realizing only transformational change and a true systems approach to patient safety would shift their safety culture, DUHS partnered with HTT to introduce cutting-edge communication and teamwork skills to one of their riskiest units, the Pediatric Intensive Care Unit (PICU). Following a thorough needs analysis that included direct observations, focus groups, and culture surveys, HTT trained new skills including briefs, huddles, SBAR, and handoffs. Coaches from the unit were selected and trained to 'hard-wire' team behaviors. A safety system known as 'sterile cockpit' was adapted for patient rounds to reduce unnecessary distractions during critical team decision-making.

After just one year, the PICU realized the following improvements:

- Increased team awareness of safety processes by 26%
 - Improved team communication by 29%
 - Improved team performance, as noted by independent observers, increased by more than 72%
 - Improved care planning resulted in patients being able to be discharged 26% sooner
 - Reduced length of stay by 0.6 days
 - Increased average daily census by 9% over the previous fiscal year
- ▶ *Further, 95% of participants reported that TeamSTEPPS would improve the way they delivered patient care, and 100% of participants said they would recommend TeamSTEPPS to their co-workers.*

Following their success and spread of TeamSTEPPS across DUHS, the Agency for Healthcare Research (AHRQ) selected Duke to be a national Team Resource Center for TeamSTEPPS in 2007. Duke has led the effort to incorporate

teamwork and communication skills as well as human factors and team simulation training into medical and nursing school curricula.

"HTT's expertise was invaluable to the successful implementation of our teamwork program. We found that TeamSTEPPS offered a structured, yet flexible curriculum that contained the core information we sought to provide our multidisciplinary team members."

— Dr. Karen Frush, MD, Chief Patient Safety Officer and Medical Director, Pediatric Emergency Medicine, Duke University Health System

- ▶ **To find out more about HTT's work, please visit www.healthcareteamtraining.com**

Revolutionizing Healthcare, One Team At A Time.

