

Providence Hood River and HTT:

PHR Is Nation's First Critical Access Hospital to Implement TeamSTEPPS

It is a universal truth in healthcare: failure to communicate is a key challenge for care teams. Leadership is essential. Communication must be concise. Team roles and responsibilities must be clear.

Providence Hood River Memorial Hospital (PHR), a critical access hospital, called on HTT to re-train its Family Birth Center (FBC) team. What they needed most: training that would help teams from diverse backgrounds communicate effectively so they could form quickly, assess available skills, and plan for fast action.

“Healthcare Team Training helped us improve both patient safety and staff satisfaction, and we are now the nation’s first critical access hospital to implement TeamSTEPPS. HTT came in with the professionalism, relationship skills, and level of expertise to identify opportunities for team skills improvement. Their ability to communicate, which includes their tact and enthusiasm, inspired learning and cooperation.

▶ *“HTT brought out the leadership skills in leaders, and brought out the best in each team,” said Ty Erickson, Chief Executive Officer, Regina Medical Center, formerly of Providence Hood River.*

As a result of HTT’s site assessment, FBC leaders identified opportunities for teamwork and task work improvements using TeamSTEPPS briefs and debriefs. HTT facilitated ‘In-Situ’ team simulation training leveraging PHR’s training specialists and simulation devices. Teams learned to communicate more effectively by conducting debriefs following all deliveries. They also learned to evaluate performance and to record improvement opportunities in an environment that is geared toward identifying and correcting “glitches” as opposed to singling out individuals for mistakes or assigning blame.

“Every labor and delivery is different. With HTT and TeamSTEPPS, we work as a team. We’re practiced, we know how to communicate, and we are more confident in the face of the unique challenges of each situation.”

– Ty Erickson
Chief Executive Officer
Regina Medical Center, formerly
of Providence Hood River

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

