Roll Call: 4 hospitals joined the call.

   - Situation: I need help from existing Master Trainers to “flip” the classroom in the upcoming Master Trainer Workshop.
   - Background: Learners will view a one hour introduction to TeamSTEPPS before coming to the workshop. And they will come to training with a problem to solve using teamwork. During the workshop, experienced Master Trainers (YOU) will focus on sharing how they have used TeamSTEPPS tools in their hospital.
   - Assessment: The focus of onsite training will be understanding and practice because learners will come with basic knowledge of the TeamSTEPPS framework and tools from viewing the webinar. This approach is intended to improve satisfaction with the training and better prepare new Master Trainers to solve problems using TeamSTEPPS tools and strategies.
   - Recommendations:
     1) Contact me to learn more about teaching in the upcoming Master Trainer Workshop.
     2) Come to the workshop to refresh and expand your knowledge of teamwork and successful implementation of large scale organizational change.

2. TeamSTEPPS National Conference in Denver
   - June 16 1300 – 18 1200
   - Location: Denver, CO
   - Katherine Jones and Vicki Kennel will join North Shore –LIJ Health System (New York) to present on the effectiveness of interprofessional teams in reducing fall risk.
   - Box Butte General Hospital is presenting a poster about their STEPON tool

3. Highlights from International Quality Forum…what are always events?
   What is an Always Event?
   “…a clear, action-oriented and pervasive practice or set of behaviors that, when implemented reliably, will ensure an optimal patient and family experience and improved outcomes”….Dr. Gregor Smith, Director or Primary Care for Scotland.
   There are four themes: emotional support, respect and kindness, clinical care, communication and information, access to and continuity of care. Consistent with the I PASS the BATON Tool, Dr. Smith emphasized that, “Patients always want to know ‘what happens next.’ ” Including patients and families in our teams will help to ensure that we provide emotional support with respect and kindness and the everybody knows what will happen next.

4. Barriers and successes in implementation
   Brown County Hospital has used the following strategies to sustain TeamSTEPPS:
   - Monthly meeting with Master Trainers & Change Team
   - Updates in hospital newsletter
   - TeamSTEPPS tee-shirts, with a contest to design the shirt
• Tee-shirt Tuesdays…when they wear their TeamSTEPPS t-shirts
• Daily 10 AM Whole Hospital Brief includes a TeamSTEPPS tool
• Index cards for tools are available at the nurse’s stations and clinics

Box Butte General Hospital has used the following strategies to sustain TeamSTEPPS:
• TeamSTEPPS Master Trainers meet twice a month to design events to publicize TeamSTEPPS including a TeamSTEPPS-themed coffee bar during hospital week
• Department Heads monthly meeting includes TeamSTEPPS as a standing agenda item including a preview of the TeamSTEPPS tool of the month and a discussion about use of tools in the context of current events within the hospital
• Bulletin Board displays a TeamSTEPPS tool of the month
• Managers share how they use briefs and de-briefs
• Daily hospital brief conducted and a summary is provided to absent managers by a specific volunteer (e.g. Laundry)
• Feedback and recognition for using TeamSTEPPS tools included in ‘thank you’ section of hospital newsletter

5. In the literature…Illustrate the impact of poor communication and lack of teamwork with patient stories from this engaging book.

This unique compendium of case studies on patient safety – told from the perspective of the patient and family – illustrates 24 stories of preventable health care errors that led to irreparable patient harm. The reader is guided through a structured analysis of the events, eliciting lessons learned and strategies for preventing similar events in the future. Learning objectives for each case facilitate the reader’s development of a set of core competencies related to improving safety and quality of health care. Students of the health professions including medicine, nursing, pharmacy, health administration, public health, as well as practicing professionals such as patient safety officers, chief quality officers, risk managers, and health service researchers will gain valuable insight into the real-world of medical errors and a better understanding of how they can be prevented through practical, actionable methods.