

Global Dissemination of the TeamSTEPPS Patient Safety Movement: Importance of Cultural Considerations

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BACKGROUND

- Medical errors or adverse events continue to be a significant issue in healthcare systems.
- TeamSTEPPS® (Team Strategies and Tools to Enhance Performance and Patient Safety) has been instrumental in preventing and reducing medical errors as well as promote teamwork in healthcare teams (AHRQ, 2018).
- TeamSTEPPS® is an evidence-based teamwork system that provides strategies and tools to improve collaboration and communication among members of the healthcare team, patients, and family in the spirit of cultural inclusivity.
- It has been rolled out nationally in the US, Australia, and other first world countries.
- However, TeamSTEPPS® is not known nor adapted in third world countries such as the Philippines, Thailand, and Colombia where teamwork and communication can significantly enhance the quality of care despite scarce resources.
- The purpose of this paper is to describe the global dissemination of TeamSTEPPS® to promote patient safety in three countries: Philippines, Thailand, and Colombia.



METHODS

- The population consisted of interprofessional healthcare teams in the Philippines, Thailand, and Colombia.
- Dissemination was open to anyone who is an advocate for patient safety and teamwork.
- The dissemination strategy included 6 steps.
 - 1) Introduce TeamSTEPPS® to local healthcare professionals in a conference or seminar setting.
 - 2) Form a local patient safety advocacy group to form a local leadership team.
 - 3) Encourage leadership team to seek more support from other entities (i.e., institutions, government, patient advocacy groups, community members, among others) to establish a patient safety coalition or center of excellence.
 - 4) Local leadership team organizes TeamSTEPPS® Master Trainer Workshop.
 - 5) Train local TeamSTEPPS® Master Trainers.
 - 6) Local Master Trainers disseminate TeamSTEPPS® in their institution and beyond (introduction workshops and TeamSTEPPS® trainings).
- Evaluation of each dissemination initiative was conducted.

RESULTS

- Uptake of TeamSTEPPS differed among the three countries: Philippines, Thailand, and Colombia
- TeamSTEPPS® uptake has been associated with the cultural norms, healthcare infrastructure, and emphasis on patient safety.
- In the Philippines, the burgeoning national patient safety movement and emerging consciousness for cultural inclusivity, and infrastructure helped the uptake of TeamSTEPPS®.
- In 2017, about 100 Master Trainers from the different regions of the country were trained in 2017.
- Each of the Philippine-based Master Trainers expressed enthusiasm to disseminate TeamSTEPPS® in their institution and region.
- In Thailand, the expressed hierarchical structure of doctors and nurses was a barrier towards TeamSTEPPS® adaptation as shared by nurses.
- In Colombia, initial introduction of TeamSTEPPS® was well received. Plans to train TeamSTEPPS® Master Trainers in Colombia are on-going.



CONCLUSIONS & IMPLICATIONS

- As an evidence-based teamwork approach to improve collaboration and communication among members of the healthcare team, TeamSTEPPS® should be disseminated around the globe.
- This paper elucidates that dissemination and adaptation may take a long time; one needs to consider cultural and healthcare system issues as essential factors in the dissemination plan..
- These experiences highlight the importance of cultural congruence and inclusivity when leading global dissemination programs.
- Cultural inclusivity among healthcare team members and patient/family populations is an important for patient safety.



REFERENCES

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