
 **Center for Rural Health**
Advancing Rural Health
Through Partnerships

**North Dakota
Steps Up to
TeamSTEPPS!**

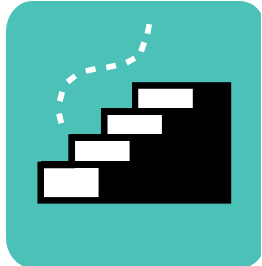
**Region E
August 2009
Wyoming**





Lynette Dickson, ND SORH Director

Focus of Presentation

Overview of ND TeamSTEPPS efforts

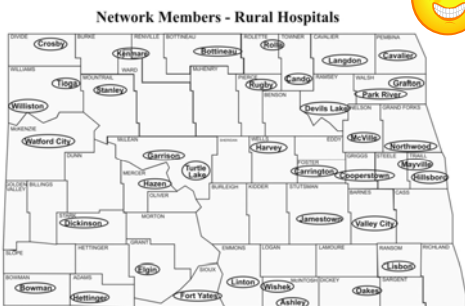


- ✓ Partnerships
- ✓ Funding
- ✓ Participation
- ✓ Sustainability

 **North Dakota** 

- Center for Rural Health (Grand Forks, ND)
- At UND School of Medicine & Health Sciences
- 40+ staff and 35 projects/programs
- Includes: SORH, Flex, AHEC, RAC, HWIC, others

36 CAHs (Rural and Strong!)



○ Network Members - Rural Hospitals

Partnerships



- First approached by U. of NE (Dr. Katherine Jones) if ND interested in participating in AHRQ funded TeamSTEPPS training – specifically adapted for CAHs (2007)
- Included ND QIO (ND Healthcare Review, Inc.) who already had 4 staff trained in TeamSTEPPS – they had not yet trained anyone else.
- Moved forward with U. NE, Lewin Group (consultants working with AHRQ), Flex and QIO

Funding



- AHRQ had provided funds to pilot new CAH specific curriculum which NE and ND benefited from.
- Funds covered material, speakers and their travel.
- Flex /SHIP covered mileage /hotel for CAH participants (\$8,000)
- QIO covered food /room rental

Participants

- First training (2008) offered to CAHs and other hospitals if interested
- 12 CAHs and 3 large PPS participated (40 people trained as *Master Trainers*)
- Teams of 3 were required (loose application of this requirement) – most did bring 2-3 people; a few had only one person attend
- U. of NE lead the training (and prep); helped ND partners build capacity to repeat



Participation



- Interest solicited from all ND CAHs and PPS
- Needed minimum of 10 facilities to move forward – enough interest expressed
- Proceeded with scheduling 2.5 day workshop
- Readiness assessment sent to all hospitals and a call was scheduled approx. 1 month prior to training
- “Homework” assigned to each facility; to bring to training day and work through TeamSTEPPS implementation plan for facility



Training



- Facilitated full 2.5 day master trainer curriculum provided by AHRQ
- Lead facilitator– Dr. Katherine Jones
- Modules taught by varying QIO staff and additional speaker from Nebraska tertiary facility
- Significant prep took place with speakers
- Logistics coordinated between QIO and Flex

Sustainability

- QIO facilitated monthly calls for participants for 6 months following the 2.5 day training
- Calls paid for through AHRQ funding (Lewin Group)
- Participation was voluntary (approx. 8 hospitals participated on each call)
- Calls featured: highlighting 1-2 hospitals and their progress; discussion by all.



Additional Trainings

- QIO, Flex and ND CAH Quality Network sponsored 2nd training for hospitals (Jun 09)
- 2 options offered (one day “train the participant” and 2.5 day “master trainer”)
- Flex covered hotel, mileage, food for 1 day training for CAHs
- Flex covered up to \$300 per CAH for longer training/QIO covered food

Additional Trainings

- ND Tertiary hosted 6 hour TeamSTEPPS training – adapted to Ethics approach
- ND CAH Quality Network Coordinator assisted with program planning and presented a number of modules
- Flex Director served on planning committee
- 60 participants from 25 ND and MN facilities



Additional Trainings

- Flex Director and ND CAH Quality Coordinator presented chosen TeamSTEPPS modules to UND Faculty of Interdisciplinary Course

- Included:

- Physical therapy
- Speech therapy
- Education
- Nutrition
- Medicine
- Pharmacy (from NDSU)

School of Medicine to include in curriculum beginning Fall 09



Future Efforts



- Remain connected to AHRQ/DoD efforts (attend annual conference, webinars)
- Planning with QIO for future offerings
- Feedback from hospitals of need
- Develop technical assistance offering from CAH Quality Network to work with facilities (individually and/or by region)
- Work with potential SEARCH program (not yet funded) to expose students to TeamSTEPPS and match with implementation sites



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