Facilitator's Implementation Roadmap: TeamSTEPPS® Diagnosis Improvement

This implementation roadmap provides an overview of the steps a course facilitator should follow for implementing the TeamSTEPPS® for Diagnosis Improvement Course and the training materials needed at each step.

Step 1: Prepare Yourself and Your Organization

Prepare yourself

Review the **Facilitator's Guide**. The guide is designed to help the course facilitator develop and implement a customized plan to prepare, onboard, evaluate, and support staff in building teamwork and communication skills and to improve the diagnostic process.

Engage leaders

Use the **Course Infographic** to provide current information pertaining to diagnostic error and its impact. This tool can be used to engage leaders and clinicians and to raise awareness of the problem. Sharing data on the frequency of diagnostic error in both ambulatory and acute care settings and their associated costs, for example, is often compelling to leaders.

Introduce the concept and course to the diagnostic team

Present **Module 1: Introduction** to your diagnostic team members. This module provides an overview of the evidence on diagnostic errors and how the TeamSTEPPS® principles can support achieving a safer, more accurate, and timely diagnosis.

Step 2: Make a Plan

Assess knowledge and perceptions of your diagnostic team

Assess knowledge and perceptions of the diagnostic team in your care setting using the **Team Assessment Tool for Improving Diagnosis**. The assessment should be completed by all members of the Diagnostic Team after an introduction to the course concepts in Module 1. The results of this assessment can be used to organize training, identify modules on which to focus, and highlight communication areas to prioritize.

Step 2: Make a Plan

Leverage best practices and resources

The **Implementation Tip Sheet** provides suggestions and resources that can be used during training to mitigate barriers to progress.

Set a training schedule and distribute materials

Identify your learning mode (e.g., in person, online, combination, self-paced) and set a structured training schedule. Course materials, including the **Participant Workbook**, can be distributed prior to training.

Step 3: Train Your Team

Present self-paced learning modules

Use results of the assessment to identify which modules and order may be of greatest benefit to your team. You can select which module to start with, but all modules should be covered in time.

Core learning modules:
- Module 1: Introduction
- Module 2: Diagnostic Team Structure
- Module 3: Communication
- Module 4: Leadership
- Module 5: Situation Monitoring
- Module 6: Mutual Support
- Module 7: Putting It All Together

Use supplementary materials to enhance understanding

The Diagnostic Journey of Mr. Kane is a reality-based case referenced throughout the learning modules to prompt group discussion to reinforce key concepts.

The Reflective Practice Tool is a handout with the three-word prompt, "Ask, Listen, and Act" that can serve as a reminder of the reflective process.

Step 4: Evaluate

Postcourse assessment

The **Team Assessment Tool for Improving Diagnosis** can be used periodically to re-evaluate your team's progress against the key TeamSTEPPS® communication domains over time.

The TeamSTEPPS® for Diagnosis Improvement Knowledge Assessment can be administered after Modules 1-7 are complete to assess learners' understanding of the content covered.

If you are new to practice and process improvement in quality and safety, additional resources on Practice Facilitation can be found at https://www.ahrq.gov/ncepcr/tools/pf-handbook/index.html.