

## CHP and HTT: *A Leap of Faith*

Catholic Healthcare Partners (CHP) is a faith-based health system made up of over 100 organizations in Ohio, Pennsylvania, Kentucky, and Tennessee. In 2006, CHP leaders made a system-wide commitment to reduce harm and improve patient satisfaction. Their investment included high reliability Labor and Delivery learning, introduction of a Just Culture coupled with an enterprise-wide error reporting system, and the implementation of TeamSTEPPS.

HTT partnered with CHP to assess, train, implement, and coach new behaviors in operating rooms, emergency departments, inpatient units, intensive care units, and in labor and delivery units. HTT used 'in-situ' simulation training in the labor and delivery units to practice high-risk deliveries and resuscitations.

Thousands of "good catches" have been recorded by teams regularly using briefs, 'huddles', and debriefs. Many of the identified 'glitches' have led to process and system improvement projects.

- ▶ **Provider and staff satisfaction scores increased by 16% after TeamSTEPPS. In just six months patient satisfaction percentiles improved from 26% to 62% in one emergency room and from a challenging 7% to 75% in one of the perinatal units.**

*"Through our partnership with Healthcare Team Training we are not only meeting, but exceeding, our rigorous patient safety and satisfaction goals... Clearly a culture of safety and teamwork leads to higher patient satisfaction."*

– Jana Deen, RN, JD  
Patient Safety Officer  
Catholic Healthcare Partners

- ▶ **To find out more about HTT's work, please visit [www.healthcareteamtraining.com](http://www.healthcareteamtraining.com)**

Revolutionizing Healthcare, One Team At A Time.

