CRM-based team training may be an effective strategy to change the culture of care, and to engage teams of care providers in ongoing quality improvement leading to improved patient and organizational outcomes.

Key Points:

1. Training teams of providers in CRM does not by itself improve patient safety as measured by the Adverse Outcome Index.
2. CRM-based team training may be an effective strategy to change the culture of care, and to engage teams of care providers in ongoing quality improvement leading to improved patient and organizational outcomes.

Key References: