Team Training in Midwestern Surgical Center

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Introduction

Using Kotter’s Theory of Change (2005) to guide the project implementation plan and Eisler’s (2002) partnership model, a team culture training was created. The TeamSTEPPS framework (AHRQ, 2016) provided the structure for implementation.

Background

Kotter believes 70% of change in organizations fail because of unsuccessful approaches to change, and thus recommends his eight step process for leading change. Kotter’s steps include creating urgency amongst the team, creating the coalition, development of a vision and strategy, communication of the vision, empowering employees, generating wins, consolidating gains and anchoring new approaches (Zaccagnini & White, 2011).

TeamSTEPPS encourages staff to communicate with one another in the moment to improve patient outcomes (AHRQ, 2013).

National and World Significance:

Team huddles occurring before and after surgical cases, improve teamwork (The World Health Organization, 2013).

Significance

Minnesota Significance:

In 2012, Minnesota adverse health events reported to the state totaled 314 reports (Minnesota Within 26% of the Minnesota adverse event root-cause analyses, communication amongst team members was cited as the root cause.

Hospital Significance:

Within the 2012 AHRQ survey, there was a 33% drop in the surgical staff responses for “staff are afraid to ask questions, when something doesn’t seem right” (Personal communication 3 critical events in surgery. NDNQI Survey Drop

Implementation

• Planning sessions:
  • Built partnership and coalition with guiding group
• Education sessions:
  • 8 educational interdisci
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