Welcome to TeamSTEPPS training at Sacred Heart on the Emerald Coast
What is TeamSTEPPS anyway???

Team Strategies and tools to enhance performance and patient safety.
WHY ARE WE HERE TODAY??

https://www.youtube.com/watch?v=9jmULQ_m04o

The story of Emily Jerry.......
How would you feel??

https://www.youtube.com/watch?v=iru56ZO9tKc&sns=em
How can WE make it better?

https://www.youtube.com/watch?v=MseId9FcVOI
TeamSTEPPS®

Agenda

- Introduction to TeamSTEPPS
- Team Activity #1
- Mutual Support – Team Effectiveness
- Video
- Team Activity #2
- Communication
- Debriefing
- Team Activity #3
- Closing Remarks
Objectives

- Describe the use of TeamSTEPPS to enhance patient safety
- Recognize the connection between communication and medical error
- Identify tools and strategies for effective teamwork
- Describe how mutual support affects team processes and outcomes
- Discuss strategies to enhance communication such as Briefing and Debriefing
- Demonstrate timely briefing and debriefing
- Describe the connection between communication and patient safety
Team Activity #1

2 minutes

https://www.youtube.com/watch?v=ERSAaQrUpbc
Background: US Army Aviation

- Army aviation crew coordination failures in mid-80s contributed to 147 aviation fatalities and cost more than $290 million
- The vast majority involved highly experienced aviators
- Failures were attributed largely to crew communication, workload management, and task prioritization
Quality Improvements in ED
Why Do Errors Occur—Some Obstacles

- Workload fluctuations
- Interruptions
- Fatigue
- Multi-tasking
- Failure to follow up
- Poor handoffs
- Ineffective communication
- Not following protocol

- Excessive professional courtesy
- Halo effect
- Passenger syndrome
- Hidden agenda
- Complacency
- High-risk phase
- Strength of an idea
- Task (target) fixation
Mutual Support for an effective Team
Sacred Heart Hospital on the Emerald Coast
Video

https://www.youtube.com/watch?v=IGQmdoK_ZfY
Barriers to Team Performance

- Inconsistency in team membership
- Lack of time
- Lack of information sharing
- Hierarchy
- Defensiveness
- Conventional thinking
- Varying communication styles

- Conflict
- Lack of coordination and follow-up
- Distractions
- Fatigue
- Workload
- Misinterpretation of cues
- Lack of role clarity
Effective Team Members

- Are better able to predict the needs of other team members
- Provide quality information and feedback
- Engage in higher level decision-making
- Manage conflict skillfully
- Understand their roles and responsibilities
- Reduce stress on the team as a whole through better performance

“Achieve a mutual goal through interdependent and adaptive actions”
Mutual Support

1. Assisting one another
2. Providing and receiving feedback
3. Exerting assertive and advocacy behaviors when patient safety is threatened
Task Assistance

Team members foster a climate in which it is expected that assistance will be actively sought and offered as a method of reducing the occurrence of error.
Communication

Team Activity #2

https://www.youtube.com/watch?v=ERSAaQrUpbc

Puzzle time!!
Communication

Message

Source

Receiver

Assumptions
Fatigue
Distractions
HIPAA

Feedback

TeamSTEPPS®
Standards of Effective Communication

- Complete
  - Communicate all relevant information
- Clear
  - Convey information that is plainly understood
- Brief
  - Communicate the information in a concise manner
- Timely
  - Offer and request information in an appropriate timeframe
  - Verify authenticity
  - Validate or acknowledge information
Please Use CUS Words
but *only* when appropriate!

I am **Concerned**!

I am **Uncomfortable**!

This is a **Safety Issue**
Briefing Checklist

**TOPIC**

- Who is on core team?
- All members understand and agree upon goals?
- Roles and responsibilities understood?
- Plan of care?
- Staff availability?
- Workload?
- Available resources?
Debrief Checklist

**TOPIC**

- Communication clear?
- Roles and responsibilities understood?
- Situation awareness maintained?
- Workload distribution?
- Did we ask for or offer assistance?
- Were errors made or avoided?
- What went well, what should change, what can improve?
8 Steps of Change

- Create a new culture
- Don’t let up—Be relentless
- Short-term wins
- Empower others
- Understanding & buy-in
- Develop a change vision & strategy
- Build the guiding team
- Create sense of urgency

John Kotter
TeamSTEPPS Outcomes

- Improved team performance (e.g., Weaver, et al., 2010)
- Improved team processes (e.g., Capella, et al., 2010)
- Improved patient safety culture (e.g., Thomas & Galla, 2013)
Team Activity #3

https://www.youtube.com/watch?v=ERSAaQrUpbc
TEAMSTEPPS

HOMEWORK!!!!!!

https://www.youtube.com/watch?v=SuGyPmzHUBE
3 GOOD THINGS
Increased Resiliency as Easy as 1, 2, 3

MidMichigan Health
UNIVERSITY OF MICHIGAN HEALTH SYSTEM
WHY
Severe emotional exhaustion and burn-out affects health care workers. Rates range from 33% to 60% depending on discipline.
THE CHALLENGE

"THE NEGATIVE SCREAMS AT YOU, BUT the positive only WHISPERS."

- Barbara L. Fredrickson
  Kenan Distinguished Professor of Psychology, University of North Carolina
We are hardwired to remember the negative.
THE RESPONSE

Turn up the VOLUME on the positive
THE EXERCISE
Just before sleep, ask yourself:

“What are three things that went well today and what was my role in making them happen?”

You remember best what you’ve reviewed during your last two wakeful hours.

• For best results, write it down.
• Repeat for 2 weeks to make effects last longer.
THE RESULT

The Positive KEEPS GETTING LOUDER!

By day 4 or 5, reflecting on the positive leads to noticing more positive.
Clinical Trials Demonstrate Significant Benefits

- LOWER Burn-out and Depression
- BETTER Work-Life Balance
- LESS Conflict at Work
- HIGHER Levels of Happiness
- IMPROVED Sleep Quality
Clinical References
4. “Three Good Things” is also referred to as “The Three Blessings” in some literature.

www.midmichigan.org/3goodthings
Closing:

- Mutual Support with Teamwork
- Communication
- Briefing and Debriefing

Thank you for participating in this TeamSTEPPS training!