

Using Team STEPPS® to Improve Teamwork and Collaboration in the Emergency Department



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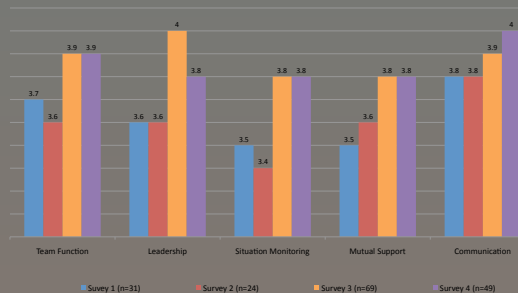
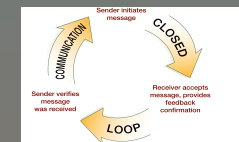
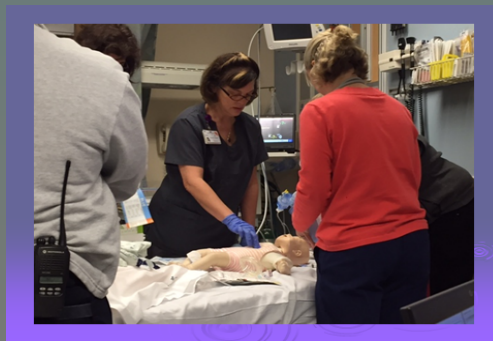


Introduction

Team STEPPS is an evidence-based program developed to promote patient safety by improving communication and collaboration among health care professionals. It is scientifically rooted in more than 20 years of research and lessons from the application of teamwork principles.



The goal of this project was to create a healthy work environment that embraces Team STEPPS tools in day to day work flow. Our Emergency Department underwent an unprecedented turn-over in staff & physicians resulting in many changes in work flow, throughput and communication. With the many changes, it was noted that collaboration and communication among staff was inconsistent. A plan to introduce Team STEPPS tools was drafted, and presented to senior leadership, and the unit based council for input.



The Team STEPPS Teamwork Perception Questionnaire (T-TPQ) was used prior to Team STEPPS roll out classes, and then again at 3 later time points. We used these results to guide the tools promoted to improve identified areas of perceived inconsistencies. The coordinating team continues to work to identify issues, and build on the initial program. Significant improvements have been found both objectively and subjectively. Team STEPPS tools are continued to be emphasized in monthly interdisciplinary departmental simulation drills.



Reference

<http://teamsteps.ahrq.gov/>

BARRIERS	TOOLS & STRATEGIES	OUTCOMES
<ul style="list-style-type: none"> Inconsistency in Team Membership Lack of time Lack of Information Sharing Heuristics Defensiveness Conventional Thinking Consistency Varying Communication Styles Conflict Lack of Coordination and Follow-up with Co-Workers Distractions Fatigue Workload Misinterpretation of Cues Lack of Role Clarity 	<ul style="list-style-type: none"> Brief Huddle Debrief STEP Cross Monitoring Feedback Advocacy and Assertion Two-Challenge Rule CUS DESC Script Collaboration SBAR Call-Out Check-Back Handoff 	<ul style="list-style-type: none"> Shared Mental Model Adaptability Team Orientation Mutual Trust Team Performance Patient Safety!!