



TeamSTEPPS

Review for Unit/Area-Based Coach Training



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TeamSTEPPS

Teamwork Is All Around Us



Objectives

- Describe the relationship between teamwork and safety
- Describe effective leadership and leadership skills
- Describe the relationship between situation monitoring, shared mental models, and team effectiveness
- Describe effective verbal and task related mutual support
- Describe effective communication skills
- Recognize barriers to effective teamwork



TeamSTEPPS

Why Do Errors Occur—Some Obstacles

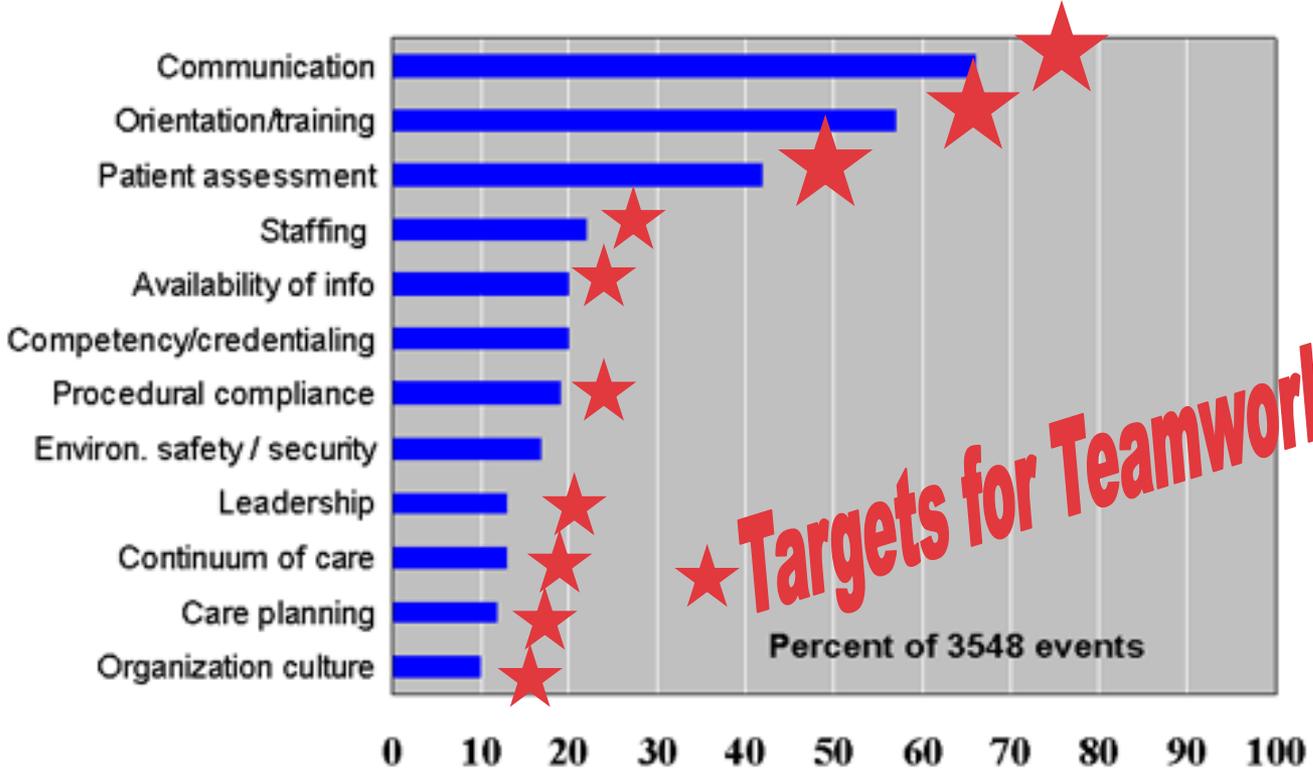
- Workload fluctuations
- Excessive professional courtesy
- Interruptions
- Halo effect
- Fatigue
- Passenger syndrome
- Multi-tasking
- Hidden agenda
- Failure to follow up
- Complacency
- Poor handoffs
- High-risk phase
- Ineffective communication
- Strength of an idea
- Not following protocol
- Task (target) fixation



JCAHO Sentinel Events

Root Causes of Sentinel Events

(All categories; 1995-2005)



★ Targets for Teamwork

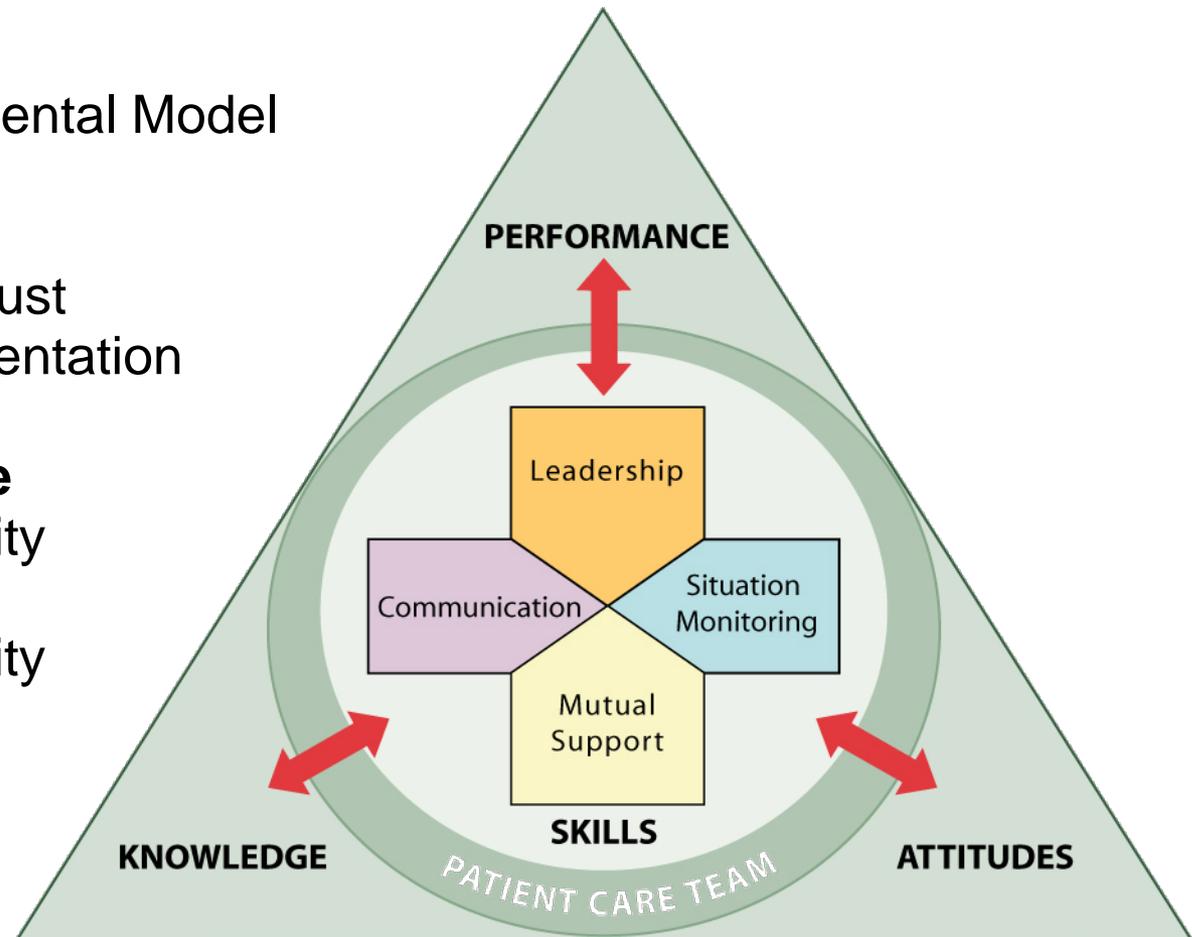


Outcomes of Team Competencies

- **Knowledge**
 - Shared Mental Model

- **Attitudes**
 - Mutual Trust
 - Team Orientation

- **Performance**
 - Adaptability
 - Accuracy
 - Productivity
 - Efficiency
 - Safety



Teamwork Actions

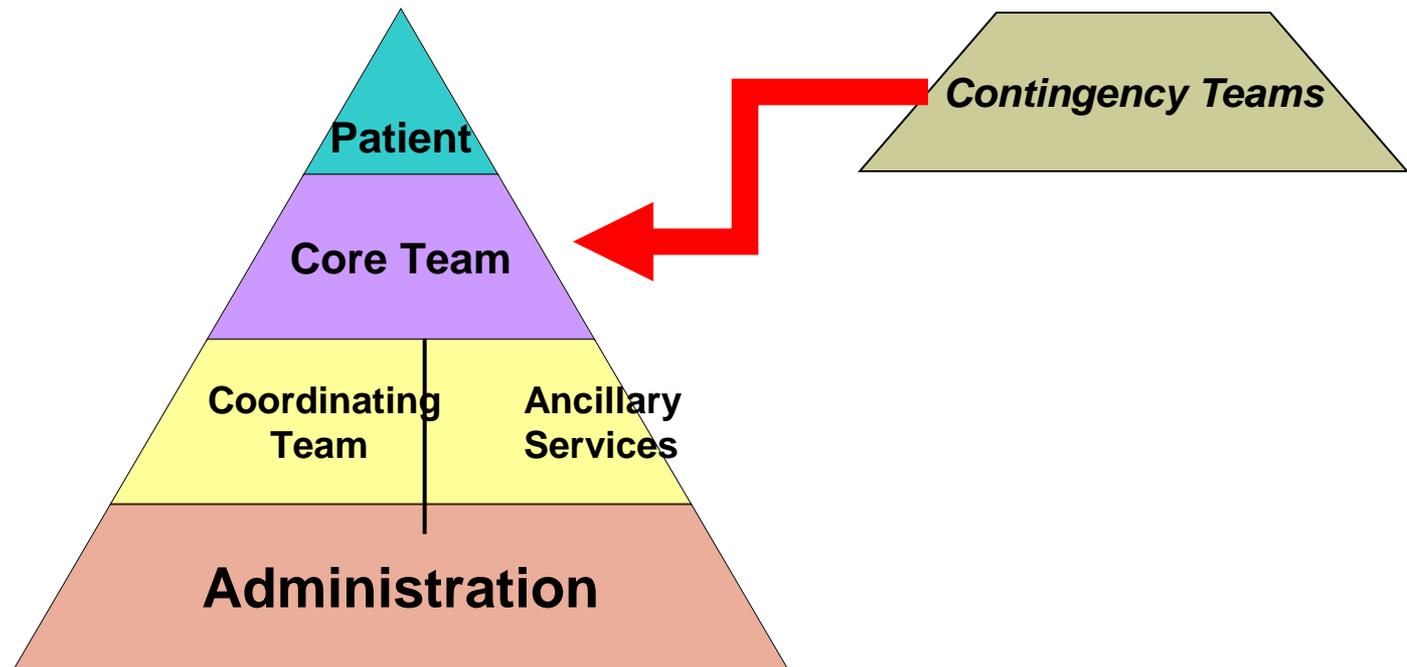
- Recognize opportunities to improve patient safety
- Assess your current organizational culture and existing Patient Safety Program components
- Identify teamwork improvement action plan by analyzing data and survey results
- Design and implement initiative to improve team-related competencies among your staff
- Integrate TeamSTEPPS into daily practice.

“High-performance teams create a safety net for your healthcare organization as you promote a culture of safety.”



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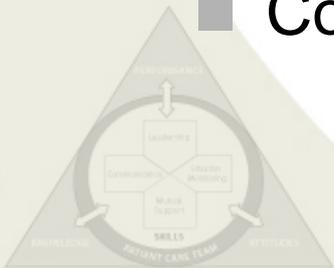
Multi-Team System for Patient Care



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Required Skills for Team Performance

- Leadership
- Situation Awareness
- Mutual Support
- Communication





What Team Leaders Do



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Effective Team Leaders

- Organize the team
- Articulate clear goals
- Make decisions through collective input of members
- Empower members to speak up and challenge, when appropriate
- Actively promote and facilitate good teamwork
- Skillful at conflict resolution





Team Events

- Briefs – planning
- Huddles – problem solving
- Debriefs – process improvement

***Leaders are responsible to assemble the team
and facilitate team events***

But remember...

Anyone can request a brief, huddle, or debrief

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Briefing

- Team membership and roles
- Clinical status of the patient
- Team goals and potential pitfalls
- Resources



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Team Huddles



Debriefs

- Debriefs should be conducted for the following reasons:
 - So team members learn from actual situations
 - So learning takes place collectively
 - So team members can exchange information
 - So teams can improve performance



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Delegation of Resources

Delegation is a means of managing resources whereby information, equipment, and key staff are allocated to specific tasks.



Modeling Teamwork

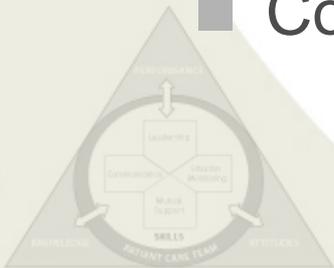
- Effective team leaders utilize the team skills in their daily practice and encourage team behaviors by:
 - Sharing information
 - Displaying appropriate communication, monitoring, and support behaviors
 - Helping team members achieve the effective team performance using the same behaviors
 - Encouraging active participation by all team members



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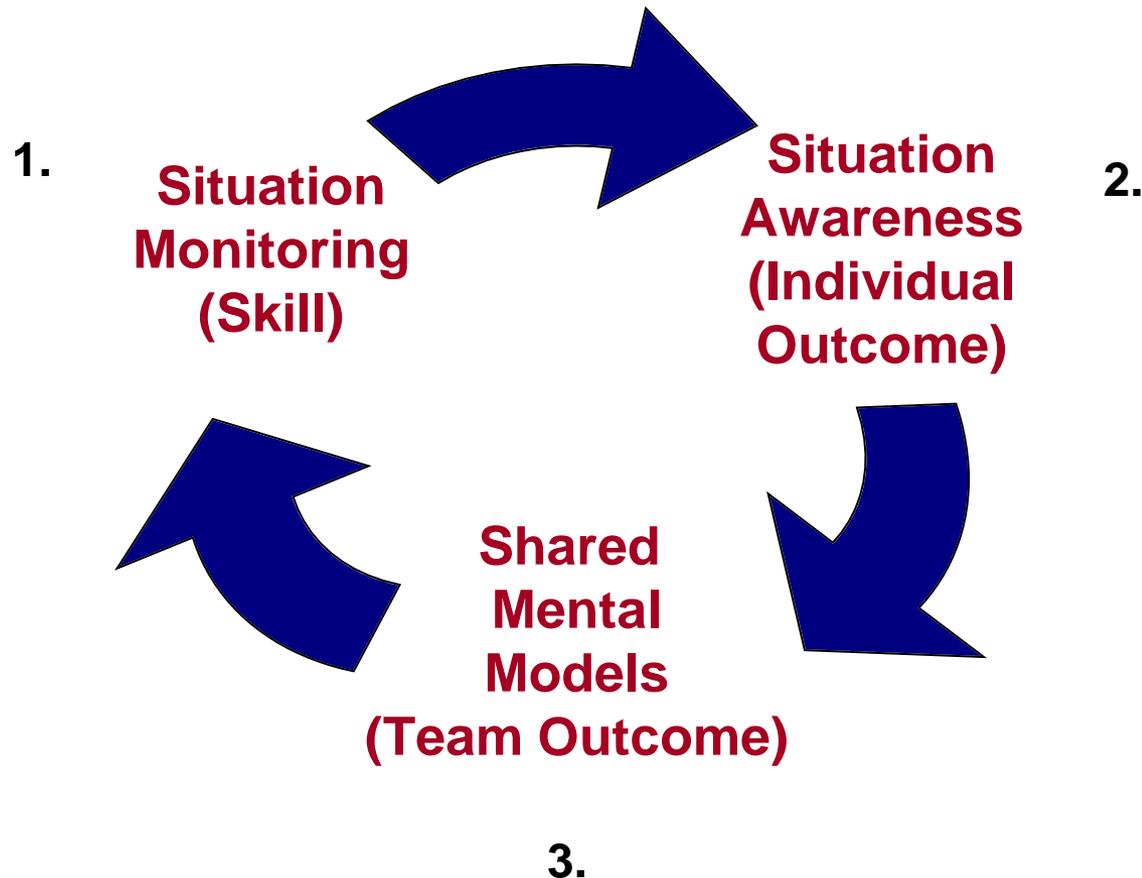
Required Skills for Team Performance

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A Continuous Process



TeamSTEPPS

How can I contribute to a Shared Mental Model?

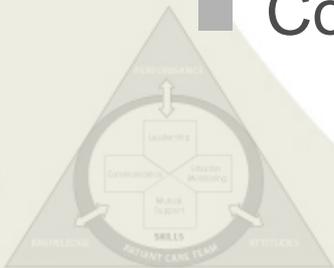
- Routinely update others
- Acknowledge deviations or changes in the situation
- Alert team to actual or potential problems
- Verbalize a course of action
- Request needed information



TeamSTEPPS

Required Skills for Team Performance

- Leadership
- Situation Awareness
- **Mutual Support**
- Communication



Mutual Support

Mutual support is the essence of teamwork

- Protects team members from work overload situations that may reduce effectiveness and increase the risk of error
- Mutual support consists of helping your fellow teammates by offering assistance
- Two kinds of mutual support
 - Task related
 - Verbal



I'M SAFE Checklist

I = **I**llness

M = **M**edication

S = **S**tress

A = **A**lcohol and **D**rugs

F = **F**atigue

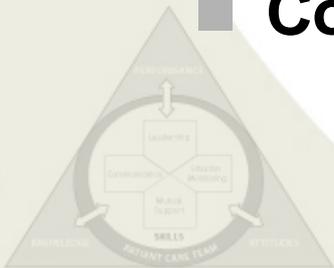
E = **E**ating, **E**limination, and **E**motions



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Required Skills for Team Performance

- Leadership
- Situation Awareness
- Mutual Support
- **Communication**



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Please Use CUS Words but *only* when appropriate!



TeamSTEPPS



SBARq

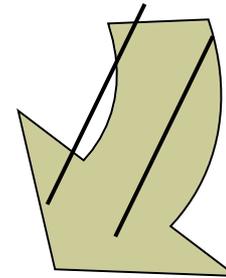
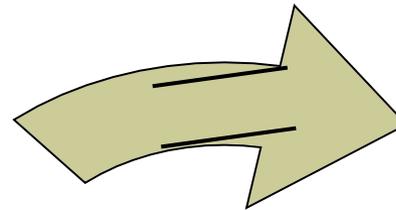
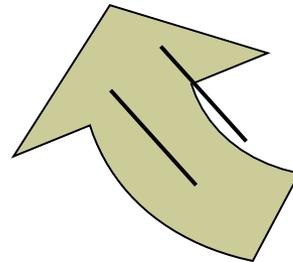
- SBARq is a technique for communicating clearly and concisely.
- Communicate the following information:
 - Situation
 - Background
 - Assessment
 - Recommendation
 - Any Questions?



Check Back

Receiver accepts the message and provides feedback confirmation

Sender verifies that the message was received



Sender initiates the message



Callout

- A strategy used to communicate important or critical information.
- It informs all team members simultaneously during emergency situations
- It helps team members anticipate next steps
- On you unit, what information would you want called out?



Handoff

- The transfer of information (along with authority and responsibility) during transitions in care across the continuum; to include an opportunity to ask questions, clarify, and confirm.
- The Five Essential Handoff Elements during delivery
 - Drugs
 - Meconium
 - Multiple births
 - Gestational Age
 - Precipitating Factors



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Perspective Shift

- a single focus (clinical skills)
- individual performance
- under-informed decision-making
- a loose concept of teamwork
- an unbalanced workload
- having information
- self-advocacy
- self-improvement
- individual efficiency
- a dual focus (clinical and team skills)
- team performance
- informed decision-making
- a clear understanding of teamwork
- a managed workload
- sharing information
- mutual support
- team improvement
- team efficiency

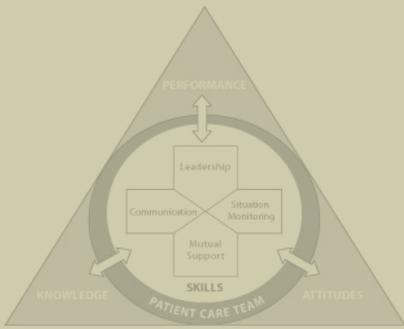


Teamwork Actions

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Ways to Coach



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Five Approaches to Coaching

- Facilitate Team Event
- Lead a debrief
- 1:1 Coaching
- In-the-Moment Coaching during a Team Patient Care Activity
- Booster Training



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Facilitate Team Event

- Brief
- Huddle
- Debrief
- In most cases this will involve preparing or guiding a leader



Lead a debrief

- Focus on the positive
- Encourage everyone to participate
- Recognize and reinforce teamwork behavior



1:1 Coaching

- Accepted
- Requested
- Before, during or after



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In-the-Moment Coaching during a Team Patient Care Activity

- Trust
- Leader endorses
- Everyone aware of role
- General understanding of TeamSTEPPS



Booster Training

- 1:1 During downtime
- Scheduled time with a small group
- Scheduled time during regularly scheduled staff meetings
- Need prior Ready Training

