

The Daily/Weekly Huddle: UNC Health Care

Improving Teamwork and Communication with TeamSTEPPS

May 22 - 26, 2017

Monday	Leadership
Tuesday	Shared Mental Model
Wednesday	Advocacy and Assertion
Thursday	Mutual Support
Friday	Teamwork and Resilience

Thought of the Week:

TeamSTEPPS stands for "Team Strategies and Tools to Enhance Performance and Patient Safety". Including TeamSTEPPS in both our performance/quality improvement projects and day to day care delivery helps us to reach our organizational goals at the Medical Center. Our adoption of TeamSTEPPS aligns us with the recently published Joint Commission Sentinel Event Alert that highlights teamwork as one of the 11 Tenets of a Safety Culture. View the complete 11 Tenets of a Safety Culture info graphic at this link:

<http://bit.ly/2mS9duZ>

Action of the Week:

Watch Dr. Amy Edmonson's short video Teamwork on the Fly:

<http://bit.ly/1EncV42>

Quote of the Week:

"A steady focus on taking care of the little things, attending diligently to the many details involved with building a team, helped us produce a mindset that enhanced our ability to handle the big things." --Dean Smith

Monday

Leadership

TeamSTEPPS Leader tools include "Brief," "Huddle" and "Debrief." Leaders can use a briefing to get the team organized and communicating, a huddle to discuss adjustments to the plan, and a debrief to review the team's performance after the event. Remember, while the formal leader may organize these discussions, anyone can take the lead and ask for a brief, huddle or debrief.

Question for Discussion

What situations or conditions might prompt you to ask for a huddle or a debrief?

Tuesday

Shared Mental Model

Teams with a shared mental model benefit from a unity of purpose and effort that aligns individual expertise and actions. Individual team members know their roles and responsibilities, and also understand the roles and responsibilities of the other members of their team. This enables individuals to better "see" ways to share information and help each other.

Question for Discussion

How does your “team” ensure a shared mental model so that everyone knows both the goal and how to best support one another in achieving that goal?

Wednesday

Advocacy and Assertion

Advocating for the patient and asserting your viewpoint are both important for patient safety. While this may lead to conflicting points of view, remember that disagreements handled appropriately can sometimes lead to better outcomes – so speak up, be respectful, be persistent, and support your concerns with evidence or data.

Question for Discussion

Hospital Epidemiology has created a video of CAUTI prevention conversations (<http://bit.ly/1TkafdH>) – how can you prepare to have similar conversations?

Thursday

Mutual Support

Mutual support, or “back-up-behavior,” is intimately linked with other TeamSTEPPS essential elements: Leadership, Situation Monitoring, and Communication. Leaders encourage and role model back-up behavior (ex: stating uncertainty and asking for help). Team members actively monitoring the situation recognize opportunities to provide mutual support (ex: “I see you are busy, but I have 5 minutes and can start this IV for you.”). Good team communication includes asking for and offering help with a focus on patient safety and performance excellence

Question for Discussion

What actions do you think constitute mutual support or team back-up behaviors?

Friday

Teamwork and Resilience

Although we primarily focus on the importance of applying TeamSTEPPS skills and strategies to improve teamwork and communication for patient safety, the research also shows that it can result in a more positive work experience. The validation, support, and gratitude we receive within our teams can also build resilience and help protect us from burnout and stress. As mentioned in this article, Dean Smith believed in the power of creating rituals and rewards to show appreciation for good work and unselfish acts, like “thanking the passer” and “everyone standing for the man coming out of the game.” <http://huff.to/25bbcOg>

Question for Discussion

“When we express our gratitude to others, we strengthen our relationship with them. But sometimes our thank you is said so casually or quickly that it is nearly meaningless.” (Seligman) What “rituals and rewards” can strengthen gratitude, relationships, and resilience within your team?