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TeamSTEPPS® Training LTC Improving Communication and Teamwork

Quality Improvement Organizations
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

Great Plains Quality Innovation Network

Meet the Nebraska GPQIN Team

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What is TeamSTEPPS®?

- TeamSTEPPS® stands for ***Team Strategies*** and ***Tools*** to ***Enhance Performance*** and ***Patient Safety***
- TeamSTEPPS® focuses on specific skills supporting team performance principles, including training requirements, behavioral methods, human factors and cultural change to improve quality and patient safety
- The TeamSTEPPS® approach ***improves communication*** and ***teamwork*** and reduce chance of errors and provide ***safer patient care***

Objectives

- Recognize the connection between communication and medical error
- Define communication and discuss the standards of effective communication
- Identify barriers, tools, strategies and outcomes associated with communication
- Describe specific TeamSTEPPS® Communication Strategies
- Improve teamwork to enhance resident safety
- Use specific TeamSTEPPS® communication strategies to improve quality and safety in daily work

TeamSTEPPS®

- Importance of Communication and Teamwork
  - Communication breakdown has been identified as the most common root cause error in SNF
    - We must learn how to be effective and communicative team members

https://www.ahrq.gov/teamstepps/longtermcare/index.html

High-Performing Teams

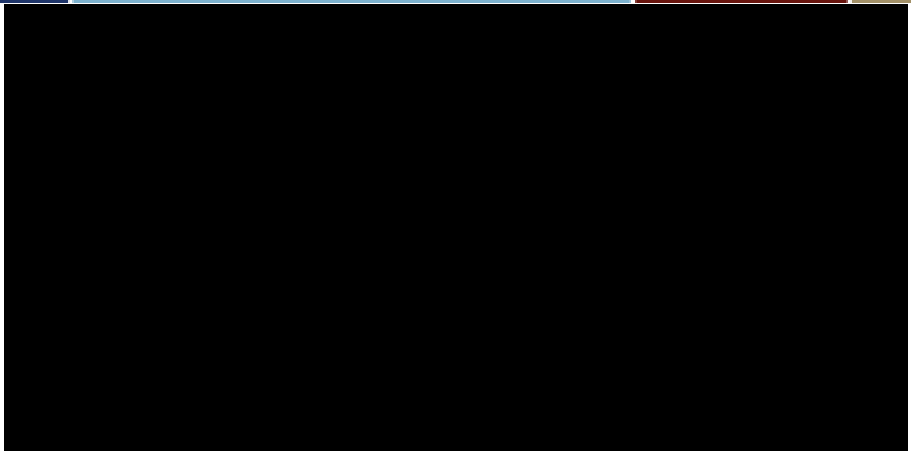
- Shared mental models
- Clear roles and expectations
- Clear, valued and shared vision
- Optimize resources
- Have strong team leadership
- Engage in a regular discipline of feedback
- Develop a strong sense of collective trust and confidence
- Create mechanisms to cooperate and coordinate

Standards of Effective Communication

Should be….

- Complete
- Clear
- Brief
- Timely

Good Communication is Safety



Sue Sheridan – Patient Safety

Polling Question

Have you experienced a situation, on your unit, department or work area, involving a breakdown of communication?

- ❑ Yes
- ❑ No

Information Exchange Strategies

SBAR →

Call-Out

Check-Back

Handoff

Brief

Huddle

Debrief

CUS

Situation
What is going on with the resident?

Background
What is the clinical background or context?

Assessment
What do I think the problem is?

Recommendation
What would I recommend?

SBAR Example

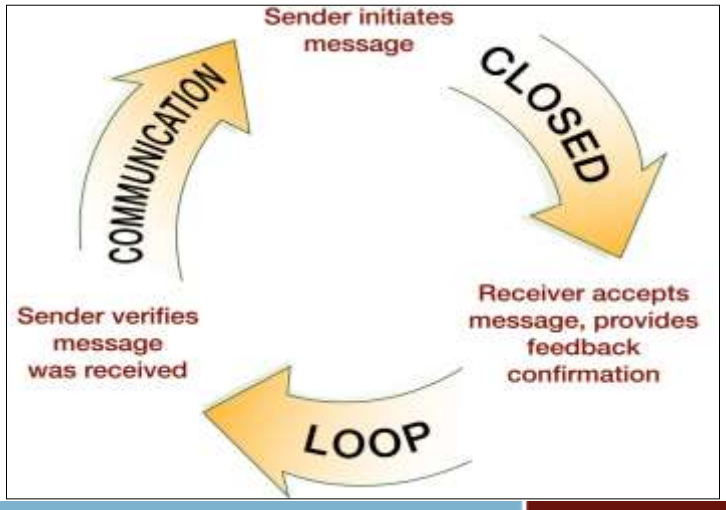
SBAR Video

Polling Question

Do you use SBAR in your communications at your nursing home?

- ❑ Yes
- ❑ No

Check-Back



Check-Back Example

Check-back video

Call-Out is…

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 your unit, what information would you want called out?

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Handoff

- Optimized information
- Responsibility–accountability
- Uncertainty
- Verbal structure
- Checklists
- IT support
- Acknowledgment

Great opportunity for quality and safety

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"I PASS THE BATON"

Introduction:	Introduce yourself and your role/job (include resident)
Patient/Resident:	Identifiers, age, sex, location
Assessment:	Relevant diagnoses and complaints, vital signs and
Situation:	Current status (e.g., ADL status, intake, elimination, behavior, cognition), including code status, level of uncertainty, recent changes and response to treatment
Safety:	Critical lab values/reports, allergies and alerts (falls, isolation, etc.)
Background:	Other diagnoses, previous episodes, current medications, history
Actions:	What actions were taken or are required? Provide brief rationale
Timing:	Level of urgency and explicit timing and prioritization of actions
Ownership:	Who is responsible (nurse/doctor/APRN/nursing assistant)? Include patient/family responsibilities
Next:	What will happen next? Anticipated changes? What is the plan? Are there contingency plans?

Question, Clarify and Confirm

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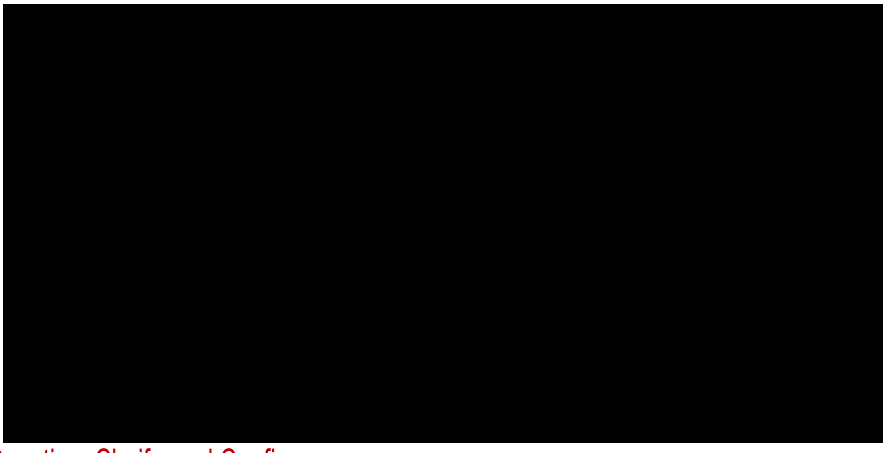
Handoff Example



Question, Clarify, and Confirm I PASS the BATON Video

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Briefs, Huddles, Debriefs

Brief Checklist

During the brief, the team should address the following questions:

- ☐ Who is on the team?
- ☐ Do all members understand and agree upon goals?
- ☐ Are roles and responsibilities understood?
- ☐ What is our plan of care?
- ☐ What is staff and provider's availability throughout the shift?
- ☐ How is workload shared among team members?
- ☐ What resources are available?

Debrief Checklist

The team should address the following questions during a debrief:

- ☐ Was communication clear?
- ☐ Were roles and responsibilities understood?
- ☐ Was situation awareness maintained?
- ☐ Was workload distribution equitable?
- ☐ Was task assistance requested or offered?
- ☐ Were errors made or avoided?
- ☐ Were resources available?
- ☐ What went well?
- ☐ What should improve?

CUS

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Huddle Example

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Polling Question

Does your facility use handoffs?

- ❑ Yes
- ❑ No

Communication Challenges

- Language barrier
- Distractions
- Physical proximity
- Personalities
- Workload
- Varying communication styles
- Conflict
- Lack of information verification
- Shift change

Great Opportunity for Quality and Safety

Barriers to Team Effectiveness

BARRIERS	TOOLS and STRATEGIES	OUTCOMES
■ Inconsistency in Team Membership ■ Lack of Time ■ Lack of Information Sharing ■ Hierarchy ■ Defensiveness ■ Conventional Thinking ■ Complacency ■ Varying Communication Styles ■ Conflict ■ Lack of Coordination and Followup With Co Workers ■ Distractions ■ Fatigue ■ Workload ■ Misinterpretation of Cues ■ Lack of Role Clarity	Brief Huddle Debrief STEP Cross-Monitoring Feedback Advocacy and Assertion Two-Challenge Rule CUS DESC Script Collaboration SBAR Call-Out Check-Back Handoff	■ Shared Mental Model ■ Adaptability ■ Team Orientation ■ Mutual Trust ■ Team Performance ■ *Resident Safety!!*

Teamwork Actions

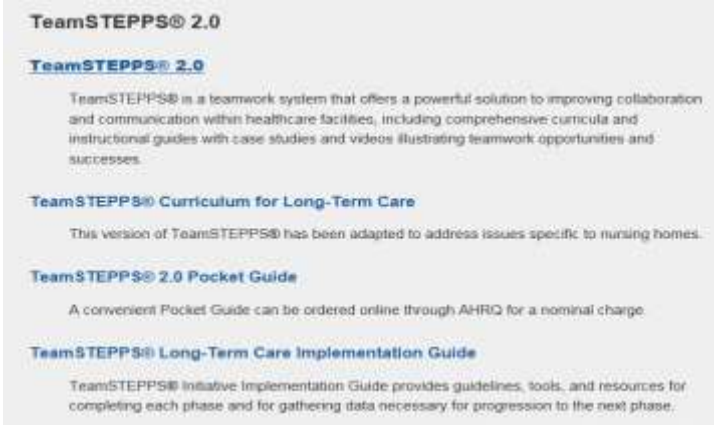
- Communicate with team members in a brief, clear and timely format
- Seek information from all available sources
- Verify and share information
- Practice communication tools and strategies daily

Polling Question

- What actions will you take to improve your team's communication skills?

SBAR	Briefs
Call-Out	Debriefs
Check-Back	Huddles
Handoff	CUS

Resources



TeamSTEPPS in LTC

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