



Doctors and Nurses and Medics – OH MY!

AHA Team Training Monthly Webinar

4/11/2018



RULES OF ENGAGEMENT

- Audio for the webinar can be accessed in two ways:
 - Through the phone (*Please mute your computer speakers) or
 - Through your computer
- A Q&A session will be held at the end of the presentation
 - Written questions are encouraged throughout the presentation and will be answered during the Q&A session
 - To submit a question, type it into the Chat Area and send it at any time during the presentation
- An evaluation will be sent to your email after the webinar

UPCOMING TEAM TRAINING EVENTS

- May 9 Webinar
 - Fostering Resilience to Cultivate Change: Our Team Training Journey
 - Free to [register](#)
- Want to present on a webinar? [Submit your proposal](#) today!
- 2018 Master Training Courses registration [now open](#)
 - Durham, Los Angeles, Manhattan, Cleveland, Seattle, Denver, Long Island

TEAM TRAINING NATIONAL CONFERENCE: JUNE 20-22 IN SAN DIEGO

- [Registration](#) is open and filling up!
- 4 pre-conference workshops
- 27 breakout sessions
- Networking and poster events
- 3 keynote speakers
 - Jeff Skiles – Miracle on the Hudson
 - Bryan Sexton – Enhancing Resilience
 - Laure “Voop” de Vulpillieres – Public Narrative & Organizing



CONTACT INFORMATION

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TODAY'S PRESENTERS

Kelly Eberbach, DNP, MBA, RN, CPN, CPEN

Clinical Nurse Educator

Nemours Children's Hospital

Orlando, FL

Dan Franceschini, MSN, RN, EMT

Instructor – Department of Medical Education

Clinical Skills and Simulation Center

University of Central Florida - College of Medicine

Orlando, FL

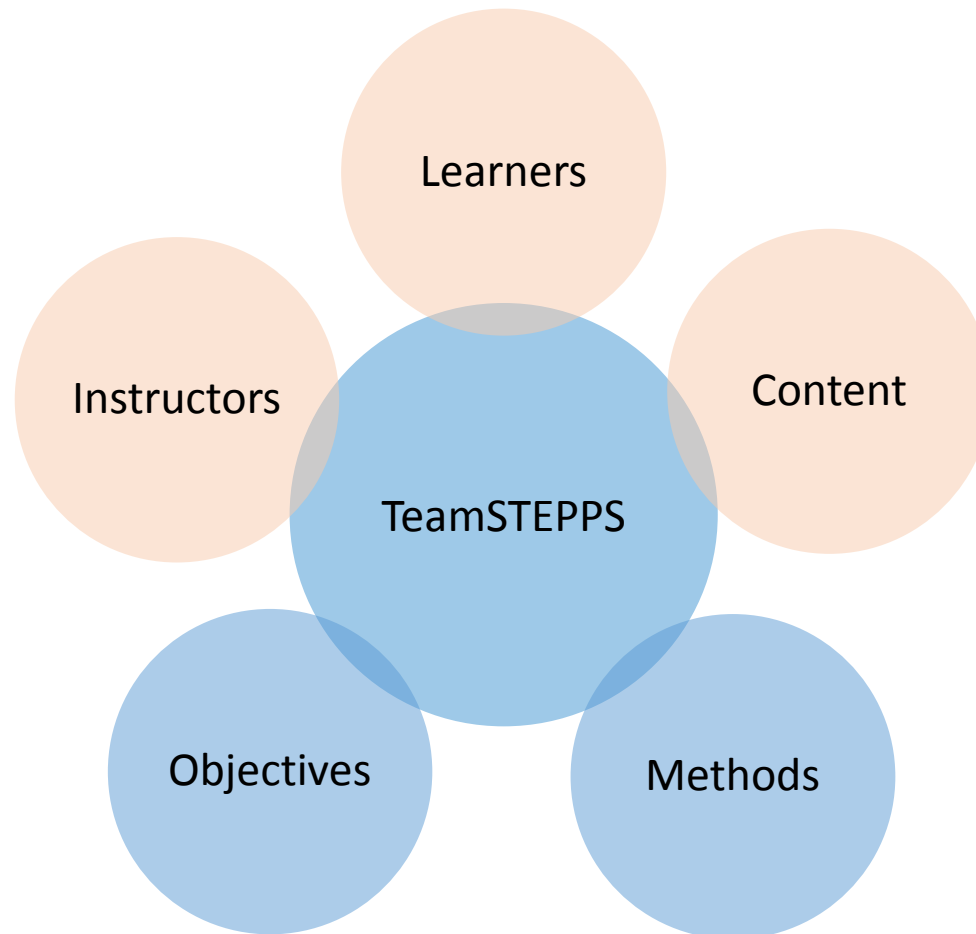
OBJECTIVES

- Discuss integration of TeamSTEPPS tools and learning methodologies
- Discuss implementation of entertainment-based TeamSTEPPS concepts
- Review games and gaming structure
- Outline administrative requirements, authorization processes and financial implications

TeamSTEPPS Integration / Associate Learning



INTEGRATING METHODOLOGIES



THE INFUSION OF ENTERTAINMENT

- Children are TAUGHT structured lessons throughout their educational career
- Adults LEARN from experiences
- Both groups are energized by immersion

THE EXPERTS

Immersion = Energy = Engagement = Experience = LEARNING

Tell me and I'll forget - Show me and I may remember -Involve me and I'll understand.

- Chinese proverb

I am always ready to learn, though I don't always like being taught.

- Winston Churchill

Only what is actually learned can be considered taught.

- Dan Franceschini

INTERACTIVE LEARNING

- Advantages
 - Games are fun with a purpose
 - Learner enthusiasm promotes retention of information
 - Easy to modify for group size or participants
- Disadvantages
 - Competition can be threatening to some
 - Smaller groups necessary to ensure participation
 - May be noisier, require more space, necessitate physical demand or restrict learners with physical limitations

Entertainment Based Learning



GAMING FOR INSTRUCTIONAL METHOD

Defined as a competitive activity, with preset rules, that requires learner participation (Bastable, 2014)

- Purpose
 - Connect theory with experience
 - Interactive teaching strategy to engage multiple learning styles
- Goals
 - Learners apply knowledge to win
 - Rehearse previously learned skills
- Outcomes
 - Engaged learners that enjoy learning

CREATING YOUR CURRICULUM

- Learn your learners (multiple types of personalities / learning styles / levels of engagement)
 - Group of Type As?
 - Group of Type Bs?
 - Mix?
- Select 1, 2 or 3 TeamSTEPPS tools per learning session
 - Consider current events at YOUR facility and in YOUR community
 - Avoid information overload & be sensitive to time allotment

Games to Teach TeamSTEPPS



SITUATION MONITORING



- Healthcare Communication Trap
 - Supplies
 - Tape to outline border
 - 25 mouse traps
 - Note: mouse traps are not actually set! Some participants may be daring and go barefoot
 - Blindfolds
 - Map out large area with tape
 - Scattered mouse traps inside area
 - Blindfold one partner
 - Other partner directs blindfolded participant through the traps

HEALTHCARE COMMUNICATION TRAP

- Goal of the game
 - Pass through maze of mousetraps without stepping on one
 - Clear communication between partners / build partnerships
- Rules told to participants
 - One person is blindfolded / partner must be able to direct clearly
 - Finish maze without triggering mouse trap (traps not really set)
 - Touching can be allowed if participants are familiar to each other
- TeamSTEPPS tools to highlight
 - Situation Monitoring
 - Communication (call-out, check-back)

HEALTHCARE COMMUNICATION TRAP

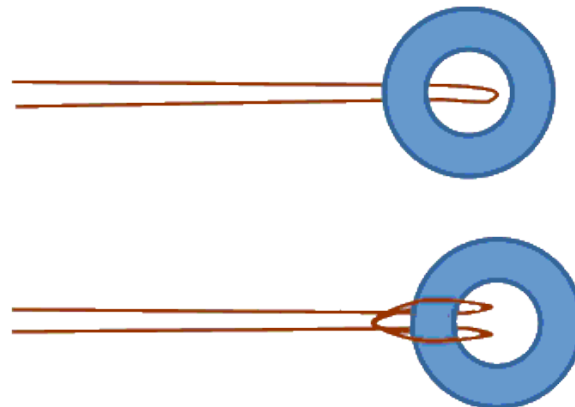


- Accommodates all learners
- Physical handicaps can participate
- Large space required / flexible
- Can be noisy
- Minimal materials
- Time can be controlled
- Work in pairs

MUTUAL SUPPORT



- Eggcellent Transport
 - Supplies for each team
 - 1 raw egg (boiled if indoor)
 - 1 large washer
 - 5 strings knotted on washer
 - Cup to set egg into at point B



EGGCELLENT TRANSPORT

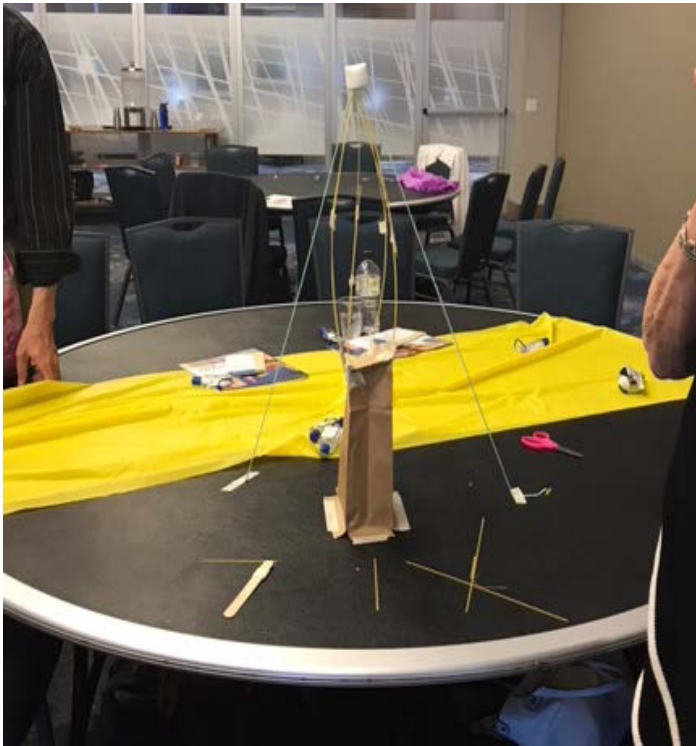
- Goal of the game
 - Build a team
 - Transport egg from point A to point B
- Rules told to participants
 - Do not touch the egg, ever
 - Balance it on the washer to transport it to point B
- TeamSTEPPS tools to highlight
 - Mutual Support (task assistance, CUS)
 - Communication (call-out, check-back)
 - Situational monitoring
 - Leadership (brief, huddle)

EGGCELLENT TRANSPORT



- Accommodates most learners
- Physical handicaps may have difficulty participating
- Large space required / flexible
- Usually not noisy
- Minimal materials
- Time can be controlled
- Team builds

LEADERSHIP



- Noodle Hospital Puts Patient First
 - Supplies for each team
 - 20 dry long pasta noodles
 - 1 marshmallows
 - 1 yd string
 - 1 yd of tape
 - 1 pair of scissors

NOODLE HOSPITAL

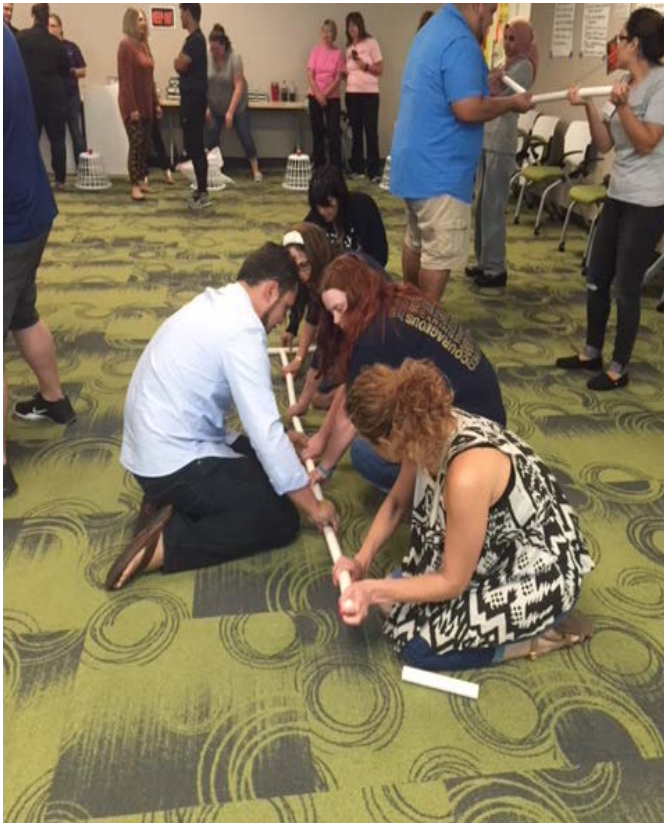
- Goal of the game
 - Build teamwork
 - Identify leaders
 - Listen to all team members
- Rules told to participants:
 - Build the tallest, free standing structure with only the supplies given
 - The marshmallow must stay intact and be on top of the structure
 - Not all supplies need to be used in the structure
- TeamSTEPPS tools to highlight
 - Leadership (brief, huddle)

NOODLE HOSPITAL PUTS PATIENT FIRST



- Accommodates all learners
- Physical handicaps can participate
- Table space required
- Usually a quiet activity
- Minimal materials
- Time can be controlled
- Work in teams

COMMUNICATION



- Patient Flow Highway
 - Supplies for each team
 - 1 marble
 - 1 cup
 - 6 ft of 1-inch PVC cut into different sizes

PATIENT FLOW HIGHWAY

- Goal of the game:
 - Build teams
 - Transport marble from one end of space to the other
- Rules told to participants
 - Marble can only be touched to start the movement of first segment
 - Marble must be in constant movement
 - If marble falls, pick it up and go back to start to begin process again
- TeamSTEPPS tools to highlight
 - Communication (call-out, check-back)
 - Situation Monitoring
 - Mutual Support (task assistance, CUS)

PATIENT FLOW HIGHWAY



- Accommodates all learners
- Physical handicaps limit participation
- Large space required
- A noisy activity
- Requires investment in materials / cutting of PVC pipes
- Time can be controlled
- Work in teams

CREATING YOUR EDUCATIONAL EVENT

- Design your education session
 - Research games & team-building strategies
 - Select game(s) that “fit” your needs & address your department / organizational goals
 - Design your curriculum to align with:
 - The concepts to be addressed
 - The participants in the learning
 - Enables a thorough analysis of strategy, resources and time
- Select or design games / gaming to align with:
 - Topic / Objectives
 - Tools
 - Learners / Instructors

Administrative Requirements, Authorization, & Financial Implications

ADMIN SUPPORT & AUTHORIZATION

- “Selling” your TeamSTEPPS education concept
 - Hone your craft before the “sales pitch”
 - Gather stats, facts & figures to validate the need for training
 - Search AHRQ & AHA websites
 - Have all pertinent data ready (staff-hours, locations, costs, etc.)
 - Consider evaluation (both pre-and-post event evaluations – SAME ONE)
 - Helps gather stats and assess the event as a whole
 - Practice the pitch (and the games if applicable)
 - Follow-up with post-session stats, facts & figures
 - Helps with future “sales”

DEPARTMENTAL TRAINING

- Inclusion
 - Involve & Invite ALL levels of staff (*as appropriate*)
- Exclusion
 - If certain individuals or groups “opt-out”, document this fact as-such
 - “Opting-out” places the onus on ‘them’
 - “Leaving-out” someone places the onus on ‘you’
- Some events may require participation (‘mandatory’)

FINANCIAL IMPLICATIONS

- Education hours / associate participation
 - Costly for hourly associate participation
 - Replace productive hours with non-productive hours
 - Run events in slower seasons to reduce impact on budget
- Supplies
 - Minimal investment cost for most games
- Meals
 - Costs associated with feeding staff during events; snacks, coffee service or catered lunches
- Space cost incurred when off site events planned

OUR ORGANIZATION

- Administrative support easily gained
- Received approval of method prior to event
- Resources required fit in the budget
- Gaming with TeamSTEPPS successful in
 - Emergency Department
 - Peri-operative Areas
 - Acute Care Services
 - New Graduate Residency Program

QUESTIONS?

Stay in touch! Email teamtraining@aha.org or visit www.aha.org/teamtraining



AHA TEAM TRAINING
TeamSTEPPS® available
from AHA Team Training

LEARN MORE

