



EXPANDING THE TEAMSTEPPS® REACH: IN IPE, HOSPITAL ORIENTATION PROGRAMS, AND LONG TERM CARE

AHA Team Training Monthly Webinar
July 11, 2018

RULES OF ENGAGEMENT

- Audio for the webinar can be accessed in two ways:
 - Through the phone (*Please mute your computer speakers)
 - 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

UPCOMING TEAM TRAINING EVENTS

- Our next [free webinar](#) will be August 8 at 12:00 pm CT
 - “From the Cockpit to Your Operating Room: Strategies to Empower Leaders to Lead”
- We have spots available in our [Master Training Courses](#):
 - *August 13-14 in Seattle, WA with University of Washington*
 - *September 20-21 in Centennial, CO with University of Washington*
 - *October 4-5 in Cleveland, OH with MetroHealth*
 - *November 8-9 in Durham, NC with Duke University*
- Stay tuned for the 2019 AHA Team Training National Conference date and location!

CONTACT INFORMATION

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TODAY'S PRESENTERS



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Patricia A. Sharpnack
DNP, RN, CNE, NEA-BC, ANEF
Dean and Strawbridge Professor
The Breen School of Nursing
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LEARNING OBJECTIVES

- **Summarize the steps involved in delivering an IPE experience using the TeamSTEPPS model**
- **Discuss strategies for implementation of TeamSTEPPS in Long Term Care**
- **Describe how foundational TeamSTEPPS education can be integrated into a major health system's medical-surgical residency program**

WEBINAR OVERVIEW

Expanding the TeamSTEPPS Reach

- **Integration 1: TeamSTEPPS in IPE**
- **Integration 2: TeamSTEPPS in Long Term Care**
- **Integration 3: TeamSTEPPS in Hospital
Orientation Residency Programs**

INTEGRATION 1: INTERPROFESSIONAL EDUCATION

- Interdisciplinary Collaboration
- Needs of System
and Barriers
- IPEC Competencies
- Tailored Program
- Delivery
- Measures



NEEDS OF SYSTEMS AND BARRIERS

- *To Err is Human*
- Silos
- Opportunity
- Time/Scheduling
- Leveling
- Resources

IPEC COMPETENCIES

- Values and Ethics
- Roles/Responsibilities
- Interprofessional Communication
- Teams & Teamwork

TAILORED PROGRAM

- Interdisciplinary Collaboration
- Goals and Objectives
- Scheduling: Spring/Fall
- Case Study Development
- Intervention Prep Work

DELIVERY

Front Load: Pre-Work

INTERVENTION:

- Welcome/Ice Breaker
- TeamSTEPPS Poster Speed Dials
- Interdisciplinary Huddles
- Interdisciplinary Case Study
- Scrambled Table Teams
- Development: One Plan of Care
- Standardized Patients or Families
- Debrief: Students and Facilitators

MEASURES

- Team Debrief
- Instruments
- Evaluation



LESSONS LEARNED

- Prioritize and Invest
- Obtain Buy-In
- Gather Your Champions
- Meet and Schedule
- Brief/Huddle/Debrief
- Frontload Students
- Intervention QI
- Future Dosing and Integration
- Where there's a will...



INTEGRATION 2: LONG TERM CARE

- Needs of the system and unique barriers
- Collaboration
- Competencies
- Audience
- Tools and strategies

NEEDS OF SYSTEMS AND BARRIERS

- Environment (RN's, LPNs, nursing assistant, social work, dietician, pharmacist, etc.)
- Staffing (type, ratio, turnover)
- Resources
- Physical presence of team members
- Reporting structure (rounding, shift overlap)
- Communication (respect, trust)
- Effective teams

THE TIME IS NOW

- F940 §483.95 Training Requirements
- F941 §483.95(a) Communication. **A facility must include effective communications as mandatory training for direct care staff.** [§483.95(a) will be implemented beginning November 28, 2019 (Phase 3)]

COLLABORATION

- Partners in education
- Past relationships
- Professional organizations
- Dual quality improvement projects

STRATEGIES

- Team Structure and roles
- I-SBARR
- CUS
- Two-Challenge

DELIVERY

- Case scenarios
- Small group exercises (mix them up!)
- Location of training
- Class size
- Administrative support

AUDIENCE

- Administration
- Department directors
- Unit staff (nursing, staff support, social worker, dietician, maintenance, dietary worker, housekeeping, activities)
- MDS nurses

LESSONS LEARNED

- Access to learning
 - Resources
 - Time management
 - Sustainability
- Working in silos
- Pre training discussion – what is needed most?

INTEGRATION 3: TEAMSTEPPS IN HOSPITAL ORIENTATION RESIDENCY PROGRAMS

- Collaborative Meetings: Academia meets Practice
- Needs of System and Barriers
- Tailored Program
- Delivery
- Measures



COLLABORATION HISTORY

- Northeast Ohio Action Coalition
- Education and practice leadership
- Gap analysis
- Shared mental model - Patient safety

NEEDS OF SYSTEMS AND BARRIERS

- Critical thinking
- Communication
- I-SBARR
- Team building (retention)
- Confidence toward advocacy
- Space, schedule, faculty trainers, IT support, materials



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TAILORED PROGRAM OBJECTIVES

- Recognize the importance of developing effective teams for the provision of high quality and safe patient care
- Understand the five constructs essential for achieving high-functioning teams as defined by the TeamSTEPPS program
- Gain knowledge of the TeamSTEPPS I-SBARR tool
- Develop effective I-SBARR responses to videotaped clinical scenarios



DELIVERY

- Seven (7) sessions
- 8:30am – 11:45pm
Mondays
- Core TeamSTEPPS
Master Trainers
- Instructor #1 & #2
(consistency)
- Off-site location
- Team Structure,
Leadership,
Communication,
Situation Monitoring,
Mutual Support,
Pulling It All Together

AGENDA

| | |
|----------------|--|
| 8:30 am | Part I |
| 8:30am | WELCOME – INTRODUCTIONS OF FACILITATORS |
| 8:35-9:10 am | Introduction: Overview, Ice Breaker, Videos, Discussion (OBJ. #1; #2) Instructor #1 |
| 9:10-9:30 am | Team Structure: Overview, Videos, Activities, Discussion (OBJ. #2) Instructor #2 |
| 9:30-9:50 am | Leadership: Overview, Videos, Activities, and Discussion (OBJ. #2) Instructor #1 |
| 9:50-10:00 am | Break |
| 10:00 am | Part II |
| 10:00-10:35 am | Communication: Overview, Videos, Activities, and Discussion (OBJ. #2) Instructor #1 |
| 10:35-10:45 am | Situation Monitoring: Overview, Videos, Activities, and Discussion (OBJ. #2) Instructor #2 |
| 10:45-10:55 am | Mutual Support: Overview, Videos, Activities and Discussion (OBJ. #2) Instructor #2 |
| 10:55-11:05 am | Break |
| 11:05-11:40 am | Pulling It All Together/Role Play/Demos: Instructor #1 & #2 |
| 11:40-11:45 am | Wrap Up/Conclusion |

MEASURES

- Pre-intervention Data Collection (written I-SBARR based on video scenario simulation)
- Program evaluation
- Post intervention (2 weeks)
- Post intervention (3 and 6 months)
- Post intervention (7 months)

LESSONS LEARNED

- Technology doesn't always work – have a Plan B
- I-SBARR most difficult skill
- Favorable feedback

3. I have an increased understanding of the TeamSTEPPS® constructs, tools, and strategies as a result of this program

4. This program facilitated my ability to use the I-SBARR communication tool more effectively

CONTACT INFORMATION

Thank you!

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QUESTIONS?

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



AHA TEAM TRAINING
TeamSTEPPS® available from AHA Team Training

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