



## AHA Team Training

# Team Overboard: How to Get Your Team Back in the Boat

July 16, 2020

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 American Hospital Association™  
Advancing Health in America



AHA CENTER FOR HEALTH  
**INNOVATION**

# Rules of Engagement

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- **Audio for the webinar can be accessed in two ways:**
  - Through the phone (\*Please mute your computer speakers)
  - Or through your computer
- **All hyperlinks on the screen are active if you click on them**
- **Q&A session will be held at the end of the presentation**
  - Written questions are encouraged throughout the presentation
    - To submit a question, type it into the Chat Area and send it at any time during the presentation

# Upcoming Team Training Events

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## ***Live Q&A Chat on Mighty Network***

**July 17, 2020 | 11:00 AM – 12:00 PM ET**

[Join Mighty Network](#) to continue the conversation with our webinars speakers. The full hour will be dedicated to text-based discussion – no slides, no presentation, just exclusive access to connect with our speakers and each other.

## ***Webinar***

**August 12, 2020 | 1:00 – 2:00 PM ET**

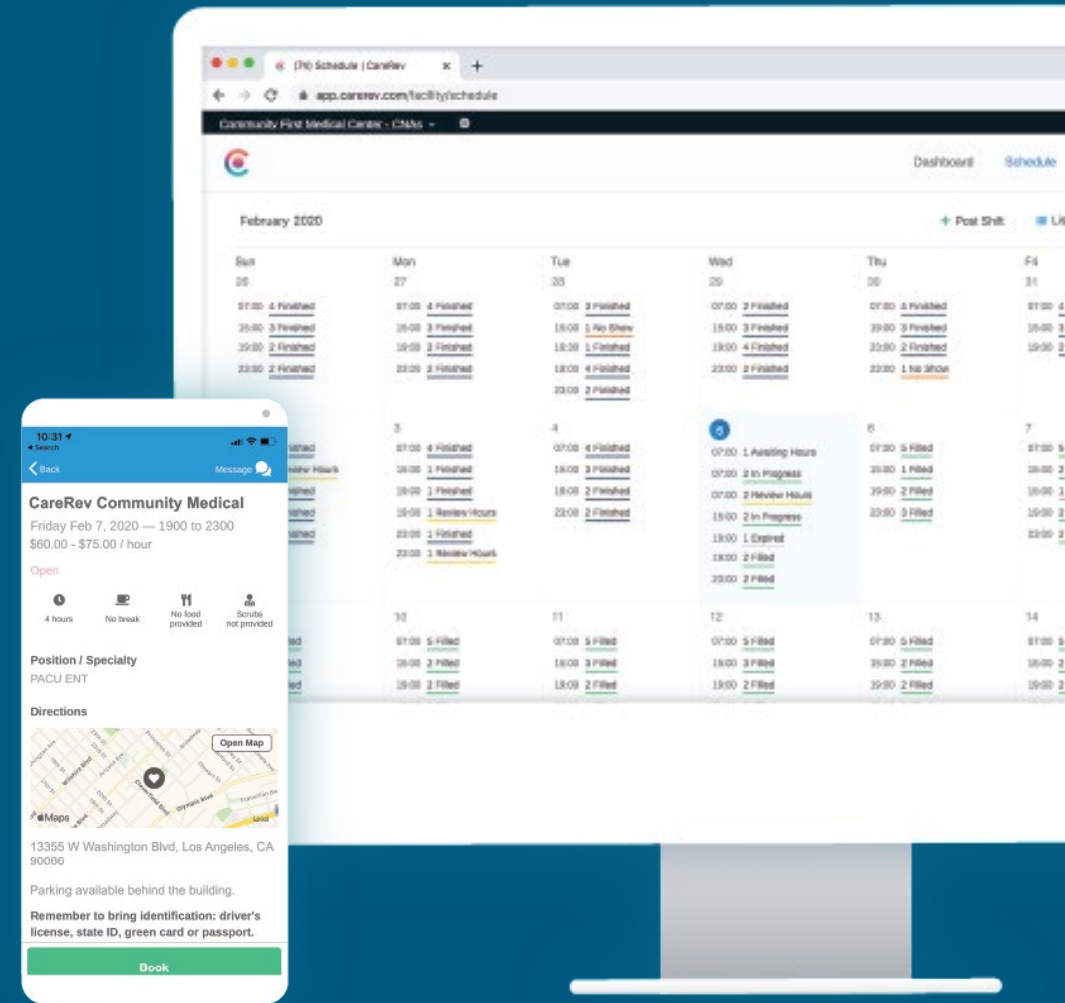
[Register](#) for the webinar *C'mon! Not Another Initiative: Taking TeamSTEPPS Into Just Culture and HROs.*

AHA TEAM TRAINING WEBINAR SPONSOR



Creating a more flexible, cost-effective, and engaged clinical workforce.

Craig Ahrens, SVP Strategy & Growth  
craig@carerev.com



# Today's Presenters



**Jan Brauer, RN, BSN, MA**  
Clinical Education Coordinator  
Providence Hood River Memorial Hospital



**Rhonda Fischer, RN, BSN, CEN**  
Trauma Nurse Coordinator  
Providence Hood River Memorial Hospital

# Today's Objectives

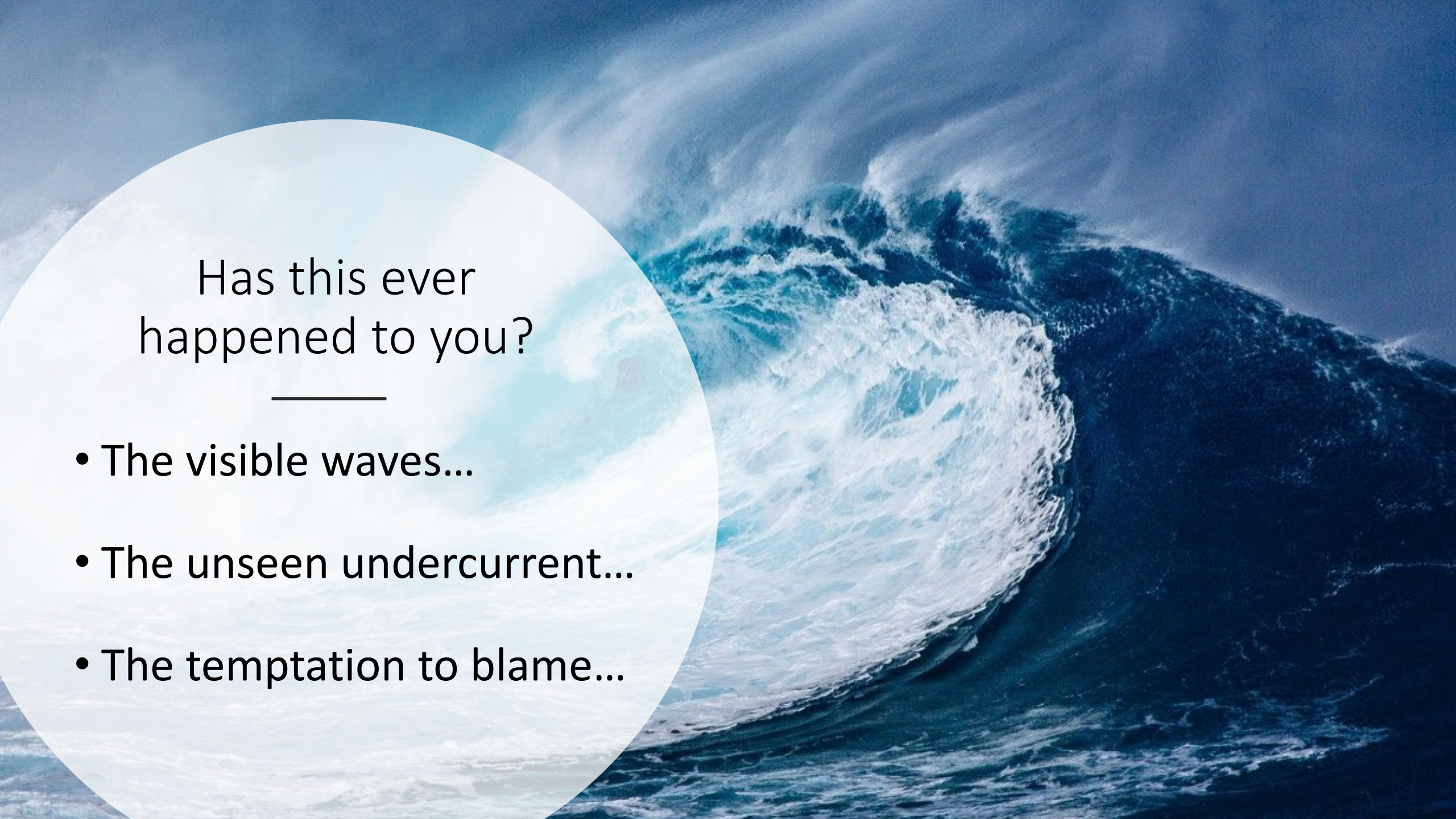
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Participants will...

Recognize the current state of their team's engagement

Identify at least two steps to help their team regain momentum

Learn tools of resilience to prepare for the next challenge



Has this ever  
happened to you?

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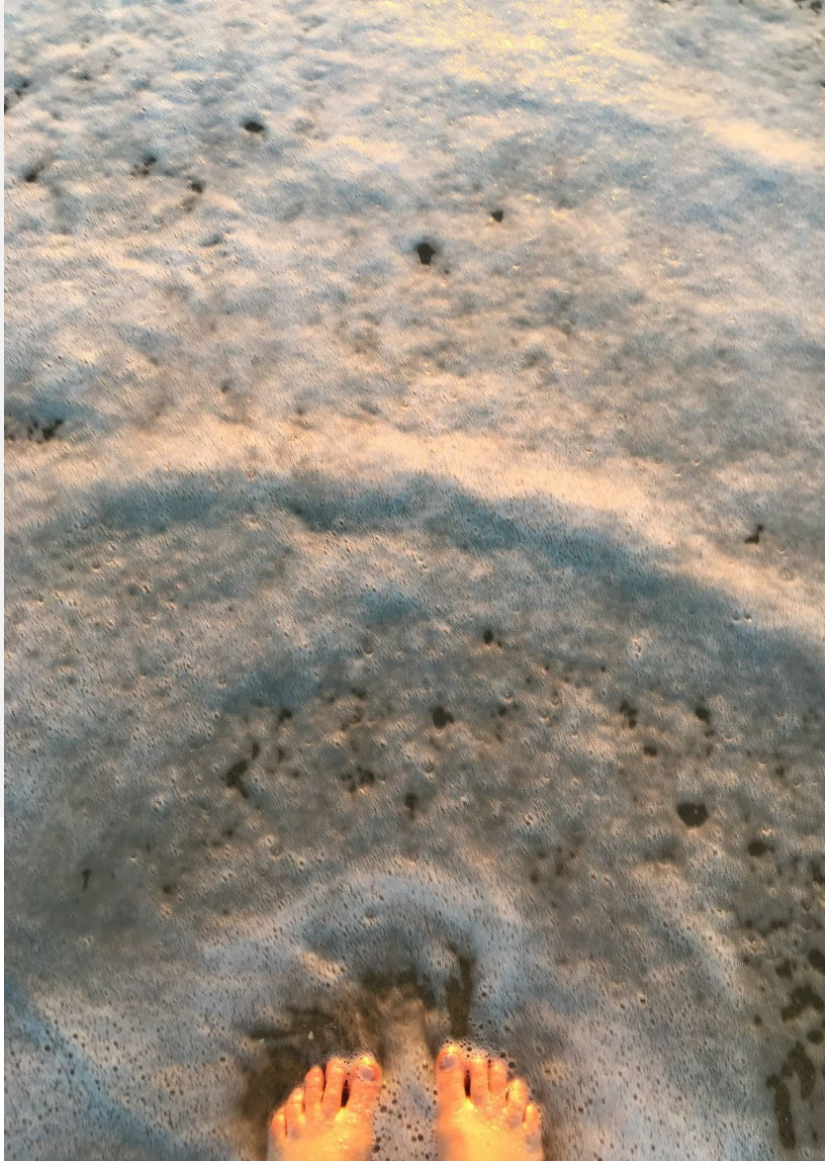
- The visible waves...
- The unseen undercurrent...
- The temptation to blame...



What event has bumped you off course?

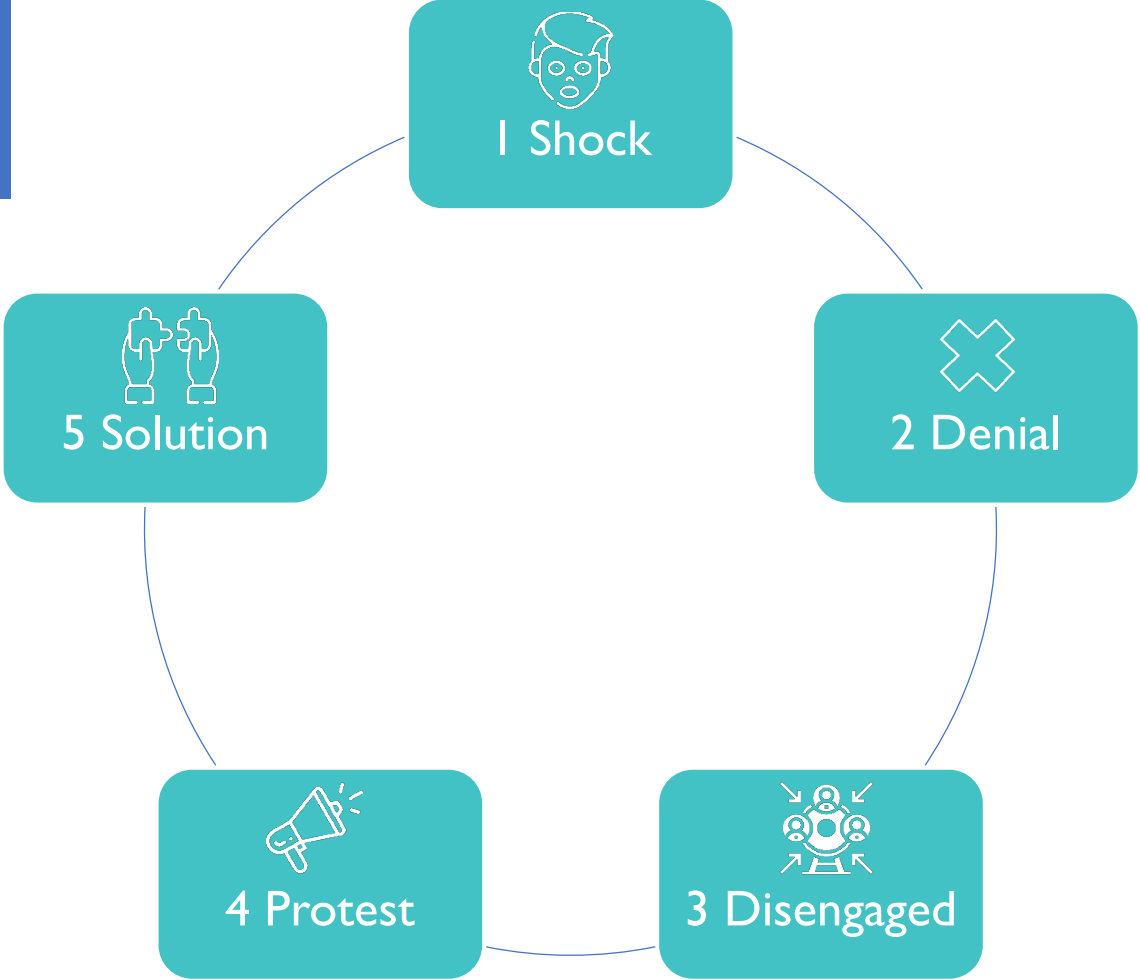
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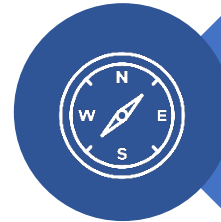
Team development  
is like  
the tide coming in

# Momentum matters





# Where to go from here?



Compassion



Confidence



Challenges

Compassion  
lowers the  
lifeboat

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- Validate their experience and its impact
- Offer practical ways to process their grief
- Be WITH them in the boat

Acknowledge their loss and give them permission to grieve it



# Safe haven

REST and REGROUP

# Safe haven...

- An extra measure of *grace*
- Gratitude and celebration
- Just say “YES!”



Be brave enough to go first



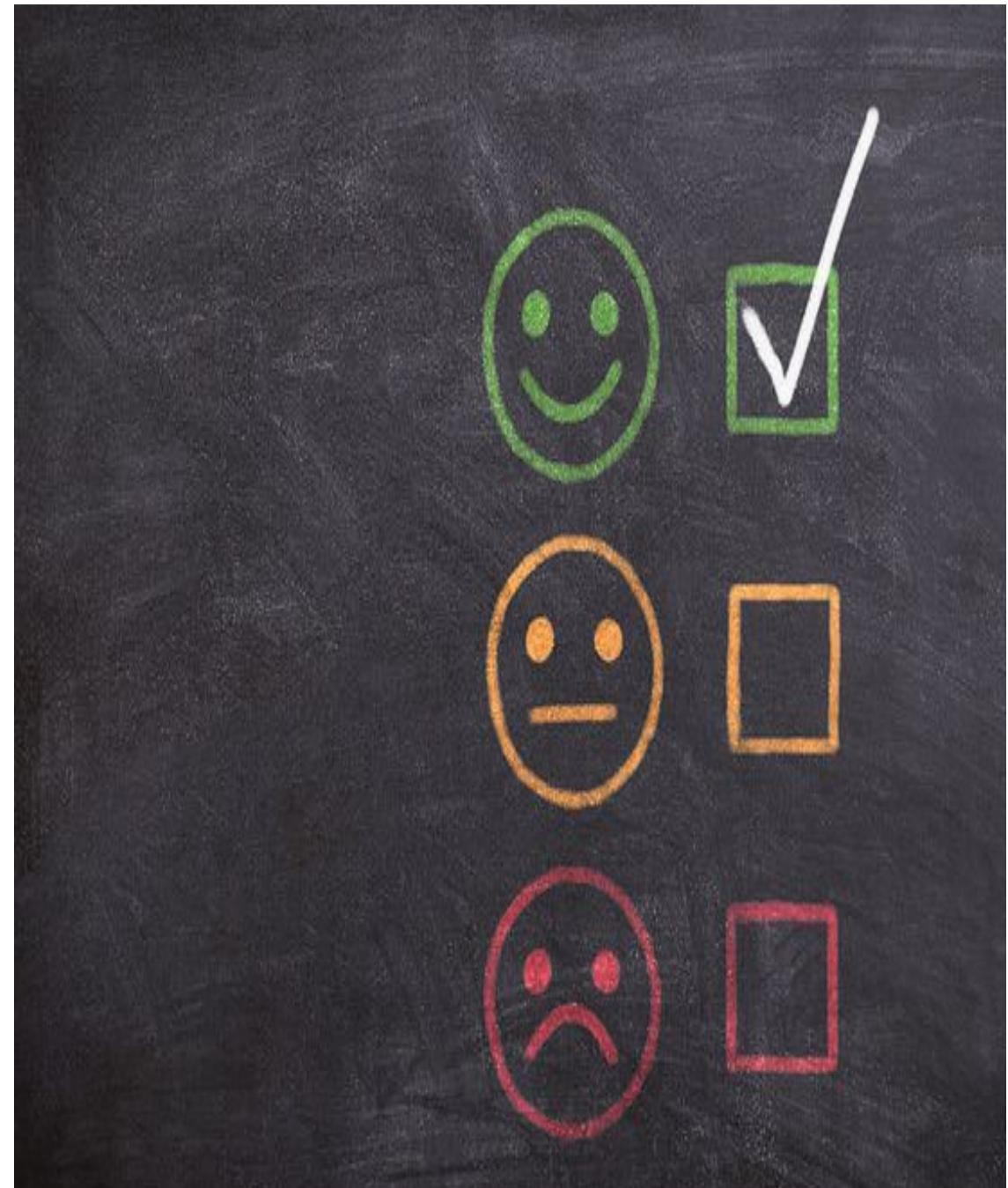




Confidence

# DEBRIEF

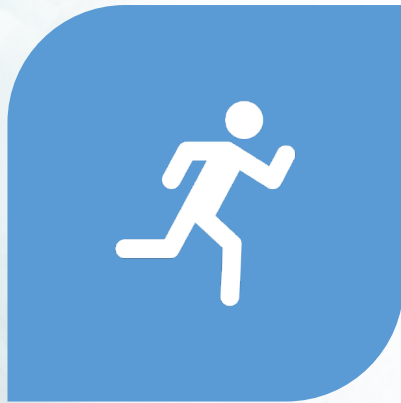
- What went well...  
The power of perspective
- What didn't go well...  
Give pain a voice
- What can we do differently...  
From emotional reactions  
to proactive responses



The background features a grid of teal and orange squares. A large, 3D, light blue question mark is positioned on the right side, partially overlapping the teal squares. A blue horizontal line is located below the text.

**Ask for solutions**

# Develop mutual support



WHAT'S YOUR  
MINDSET?



PEER INFLUENCE...  
PEER ACCOUNTABILITY



I ONLY GET TO THE GOAL  
WHEN *WE* GET TO THE  
GOAL

- Voices get lost when the event dominates
- Give their voice back---- briefs, huddles and shared governance
- Be brave, take notes, look for themes
- Hear what they are proud of

A group of six people are in a yellow inflatable raft navigating through white water rapids. They are wearing blue helmets and life jackets. Some are holding yellow and red paddles. The water is turbulent and white with foam. The raft has a blue logo on the side. The background is a bright, sunny day.

**Regain team voice**



Engage with  
a quick win

START

# Set Challenges

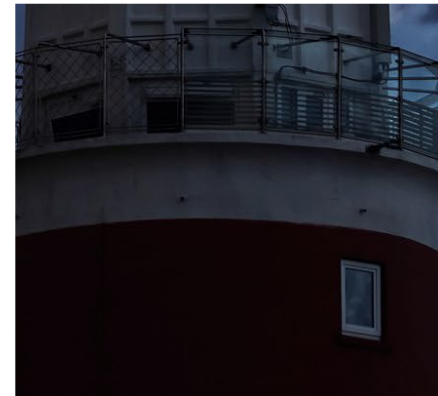
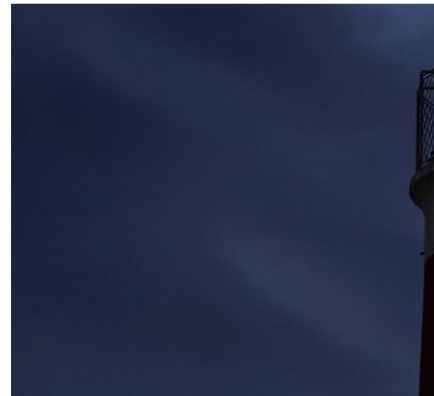
To pull the team forward





Confidence and Trust  
are critical  
to forward progress

*Cast the Vision*







Rebuild around the patient

- Staff driven
- Staff solutions
- Leading toward larger goals



Address individuals  
still struggling



# Leadership strategies



Look for leaders



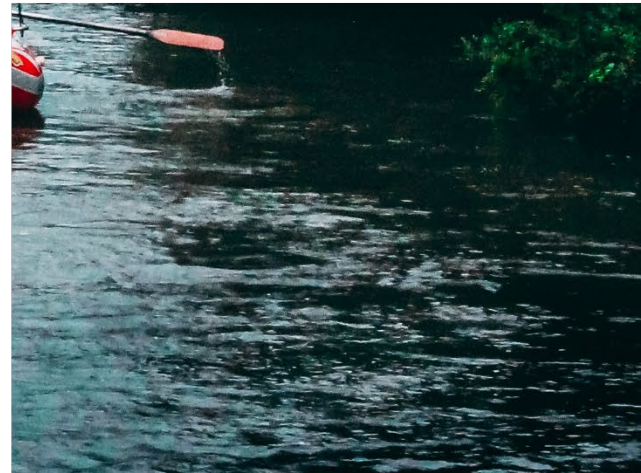
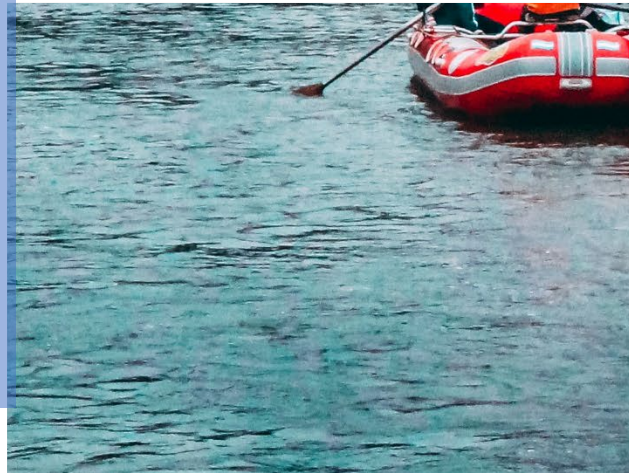
Look for projects



Look to reimagine



What are you  
looking for?





## Build and celebrate a new normal

- The tide does come back in with effort
- It's up to you to set the stage and cast the vision
- And often higher than before it went out
  - People grow under pressure
  - Creativity blooms when it's necessary
  - New leaders emerge
  - Some staff won't make it

~~Threat~~

Opportunity



*"For as a man  
thinks within  
himself, so he is"*

*Ancient proverb*

Embrace the  
possibilities!



## Key Takeaways

- **Compassion**
  - Slow down and recover the people
- **Confidence**
  - Small strokes to regain momentum
- **Challenge**
  - Cast the vision for a strong, resilient team



# QUESTIONS and ANSWERS

# Final Reminders

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- **Evaluation**

- Please complete the evaluation form that will be sent to your email shortly

- **Continuing Education**

- Create a Duke OneLink account if you have not done so
  - Instructions can be downloaded from the Files pod or your registration confirmation email
- Text **COBNAD** to (919) 213-8033 within 24 hours
  - Window to receive CE credit closes at 1:00 pm ET on Friday, July 17





**Questions? Stay in Touch!**

[www.aha.org/teamtraining](http://www.aha.org/teamtraining)

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