



## AHA Team Training

# Same Storm, Different Boat: Using TeamSTEPPS® Strategies to Navigate the Uncharted Waters of Virtual Learning

November 11, 2020



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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## ***New! Teaching Non-Clinical TeamSTEPPS Workshop (Online)***

Our virtual workshop series over the course of 4 weeks will provide an overview of how to use the TeamSTEPPS tools non-clinically while also identifying ways to teach the tools from a non-clinical perspective in order to grow your expert team. [Register today](#) – limited space left!

## ***Bonus Sponsored Webinar***

**November 18, 2020 | 1:00 – 2:00 PM ET**

[Register](#) for the webinar *Improving the Patient Belongings Tracking Workflow to Increase Patient Satisfaction*.

## ***Webinar***

**December 9, 2020 | 1:00 – 2:00 PM ET**

[Register](#) for the webinar *Engaging Patients and Families as Safety Champions and Change Leaders*.



# Today's Presenters



**Laura Goliat DNP, APRN, FNP-BC**  
Associate Professor,  
Ursuline College  
The Breen School of Nursing and  
Health Professions



**Patricia A. Sharpnack DNP, RN,  
CNE, NEA-BC, ANEF, FAAN**  
Dean and Strawbridge Professor,  
Ursuline College  
The Breen School of Nursing and  
Health Professions



**Phyllis Kronk DNP, MSN, RN-BC, CHPN**  
Assistant Professor,  
Ursuline College  
The Breen School of Nursing and  
Health Professions

# Today's Objectives

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Explore the challenges of transitioning to the virtual learning environment

Identify at least one online TeamSTEPPS integration strategy to engage virtual learners

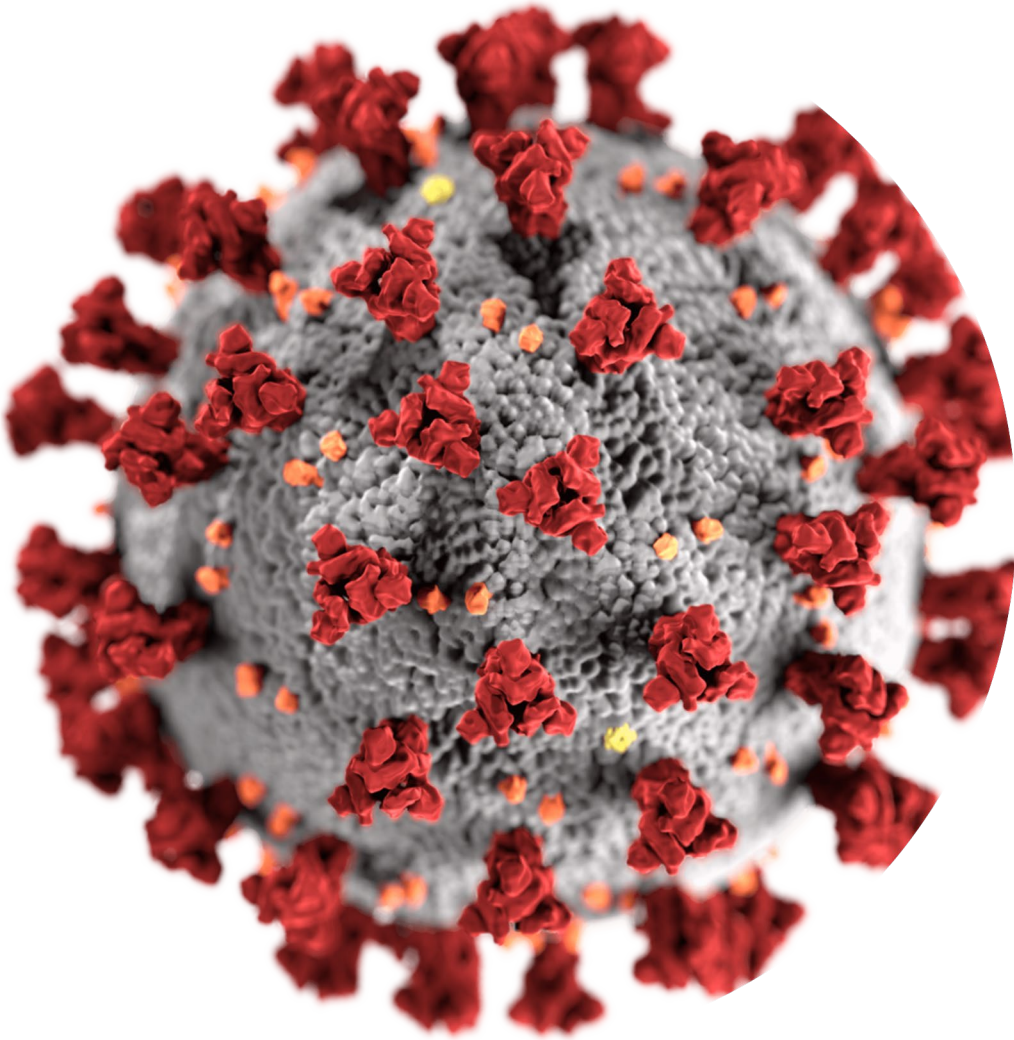
Describe one interprofessional education online experience embedded with TeamSTEPPS tools and strategies to engage virtual teams



**COVID-19**

**KEEP  
CALM  
PREPARE  
FOR  
CHANGE**

**NEW NORMAL**



# 2020

COVID-19: Impact on new graduates and nursing students

Covid-19: Impact on faculty and delivery

Covid-19 & Nursing education: Implications for the future

# Covid-19: Impact

No playbook – Quick pivot

Student

Faculty

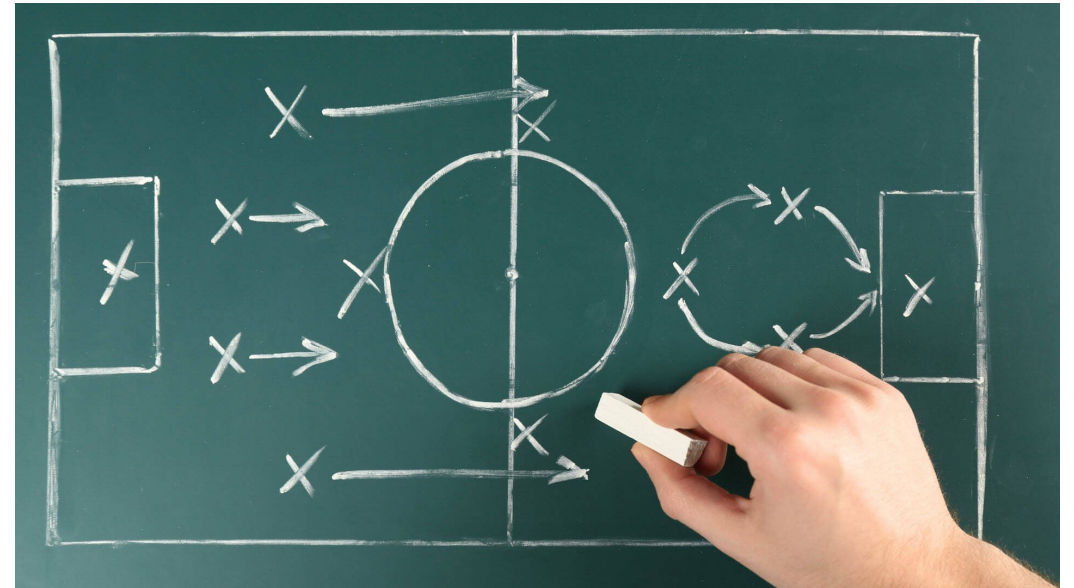
Financial: work – family responsibilities – internet - resources

Loneliness – engagement – work schedules – apathy – anger - fear

Technology and resources

Connection with students - frustration

Engagement – fatigue – connection – fear – anger – concern



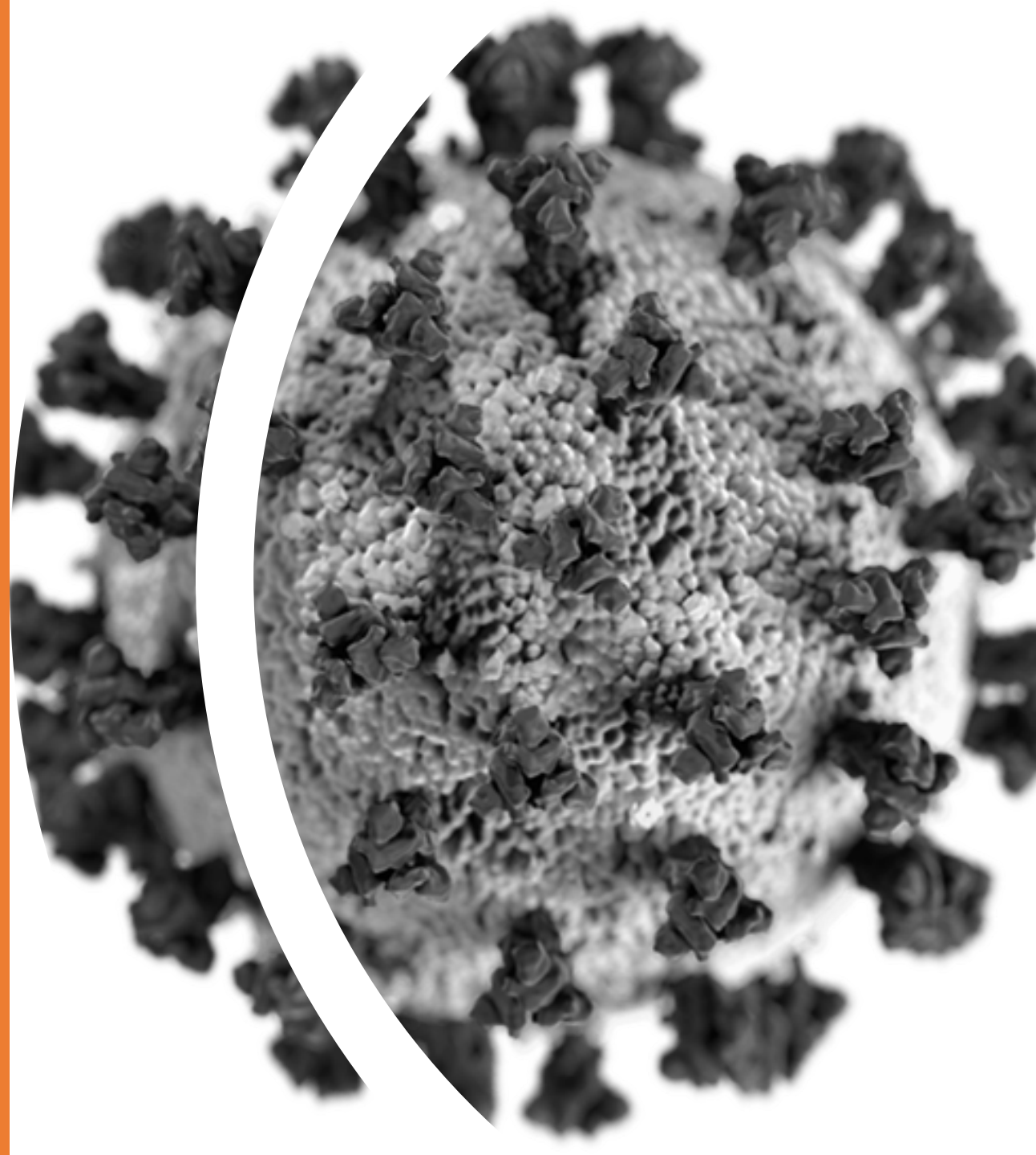


# COVID 19: THE EMERGING WORKFORCE

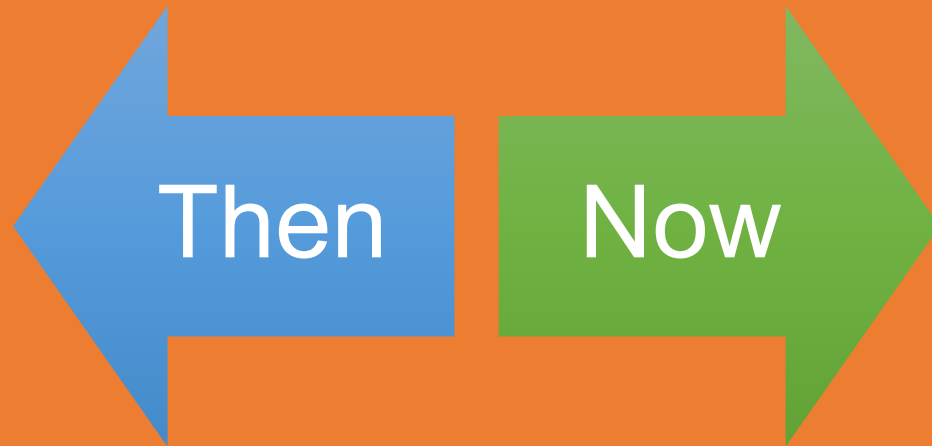
What  
changed

Transfer of  
knowledge

Fear  
Confusion  
Confidence



Same storm  
Not same boat





## Urgency in practice

- Transition to practice
- Outcomes

## Mitigating opportunities

- Owning the end-product
- Fall semester changes
- Plans to recover

## Future

- Plans for change
- Faculty development



# Intersection of C19 and education: Implications for the future

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- Creative models to facilitate learning
- New strategies to connect clinical
- Competency assessment
- Goal: Residency ready graduates







# Pulling Up the Anchor... Setting Sail in Virtual Waters



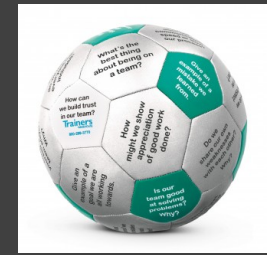
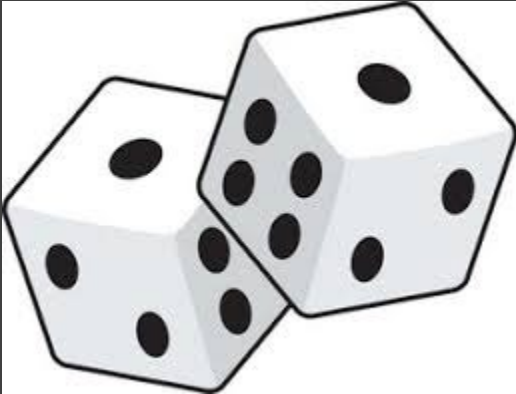
**Taking the  
Plunge...  
Agility  
Required**



# Hang ON! Smooth Waters Ahead



# Icebreakers



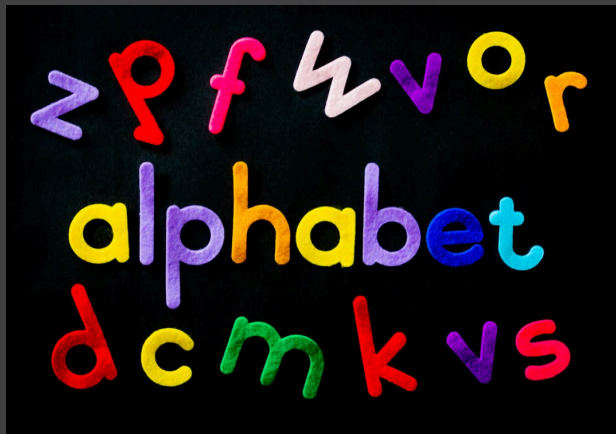
**Polling:**

[www.polleverywhere.com](http://www.polleverywhere.com)

[www.menti.com](http://www.menti.com)

[www.quizziz.com](http://www.quizziz.com)

[www.kahoot.com](http://www.kahoot.com)





**"A Bug's Life", Pixar, 1998**

# Team Structure

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# Leading Teams



**"Miracle", Disney, 2004**

- "Miracle" (2004)
- "Remember the Titans" (2000)
- "Sully" (2016)
- "Patton" (1970)
- "Hoosiers" (1986)
- "12 Angry Men" (1957)
- "Apollo 13" (1995)
- "Gladiator" (2000)
- "Lincoln" (2012)
- "Life and Leadership from Geese" (2019)

**Wrong!**

**"The Office" "The Devil Wears Prada" (2006)**

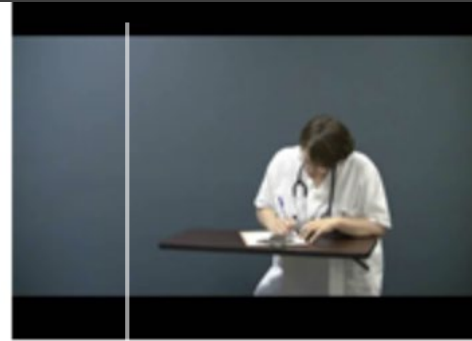
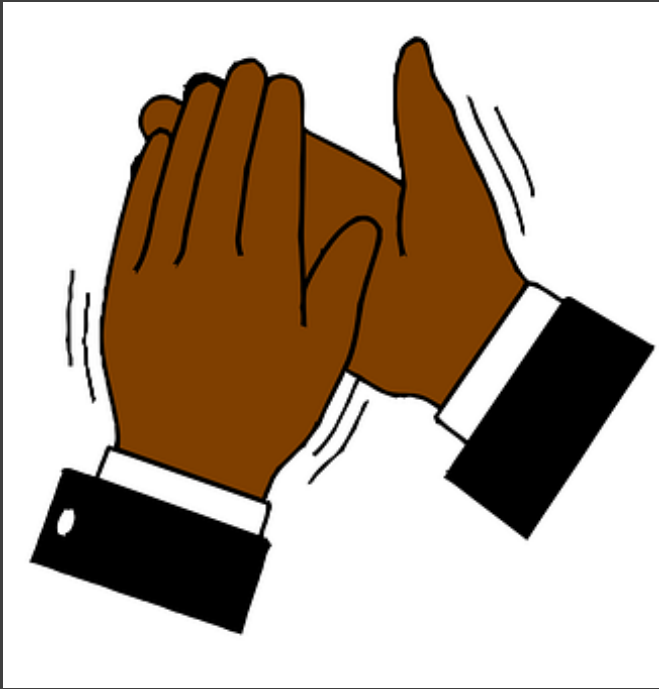


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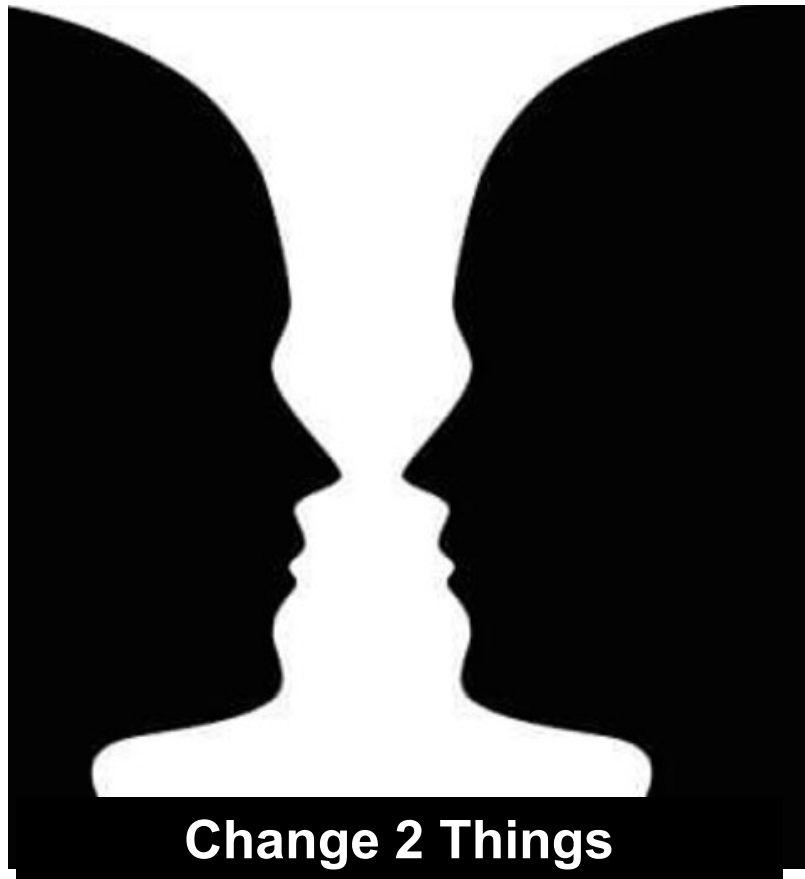


# Mutual Support





# Communication



# Situation Monitoring





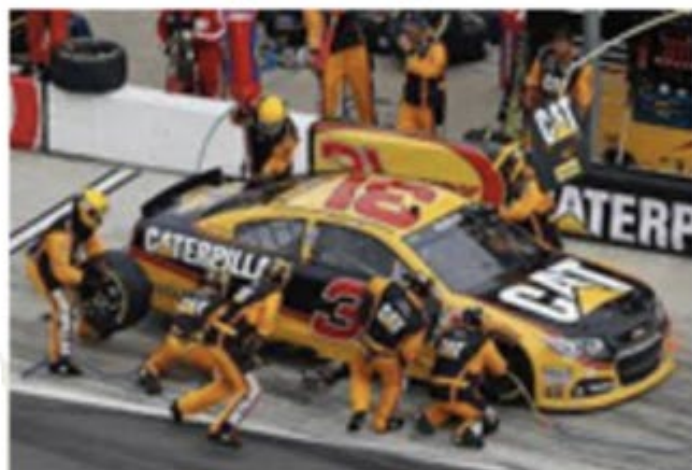
**Miracle on the Hudson-  
US Airways Flight**



**Dancing Guy**



**Blue Angels**



**NASCAR**



**Miami Dolphins-  
Undefeated**



**"Together" with  
LeBron James by NIKE**



**Team Structure**



**Leadership**



**Situation Monitoring**



**Mutual Support**



**Communication**



# TeamSTEPPS-ingo

Team Structure	Feedback	Shared Mental Model	Closed-Loop Communication	Huddle
<b>CUS</b>	<b>I'm Safe</b>	<b>I-Pass-Baton</b>	TeamSTEPPS	<b>SBAR</b>
Mutual Support	Leading Teams	Two-Challenge Rule	<b>Cross-Check</b>	<b>Check-Back</b>
Debrief	<b>DESC</b>	Communication	Situation Monitoring	<b>FREE SPACE</b>
<b>I-Pass-the-Baton</b>	<b>Call-Out</b>	Feedback	<b>Brief</b>	Cross-Monitoring

myfreebingocards.com



*Bingo...*  
**TeamSTEPPS-Style**

# TeamSTEPPS Jeopardy

Constructs	ISBAR	Roles and Responsibilities	Tools and Strategies	Potpourri
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<u>\$ 100</u>	<u>\$ 100</u>	<u>\$ 100</u>	<u>\$ 100</u>	<u>\$ 100</u>
<u>\$ 200</u>	<u>\$ 200</u>	<u>\$ 200</u>	<u>\$ 200</u>	<u>\$ 200</u>
<u>\$ 300</u>	<u>\$ 300</u>	<u>\$ 300</u>	<u>\$ 300</u>	<u>\$ 300</u>
<u>\$ 400</u>	<u>\$ 400</u>	<u>\$ 400</u>	<u>\$ 400</u>	<u>\$ 400</u>
<u>\$ 500</u>	<u>\$ 500</u>	<u>\$ 500</u>	<u>\$ 500</u>	<u>\$ 500</u>

Final Jeopardy

TeamSTEPPS-  
Jeopardy

# TeamSTEPPS Karaoke

- *It's 6 o'clock on a Saturday...*
- *The night shift team shuffles in...*

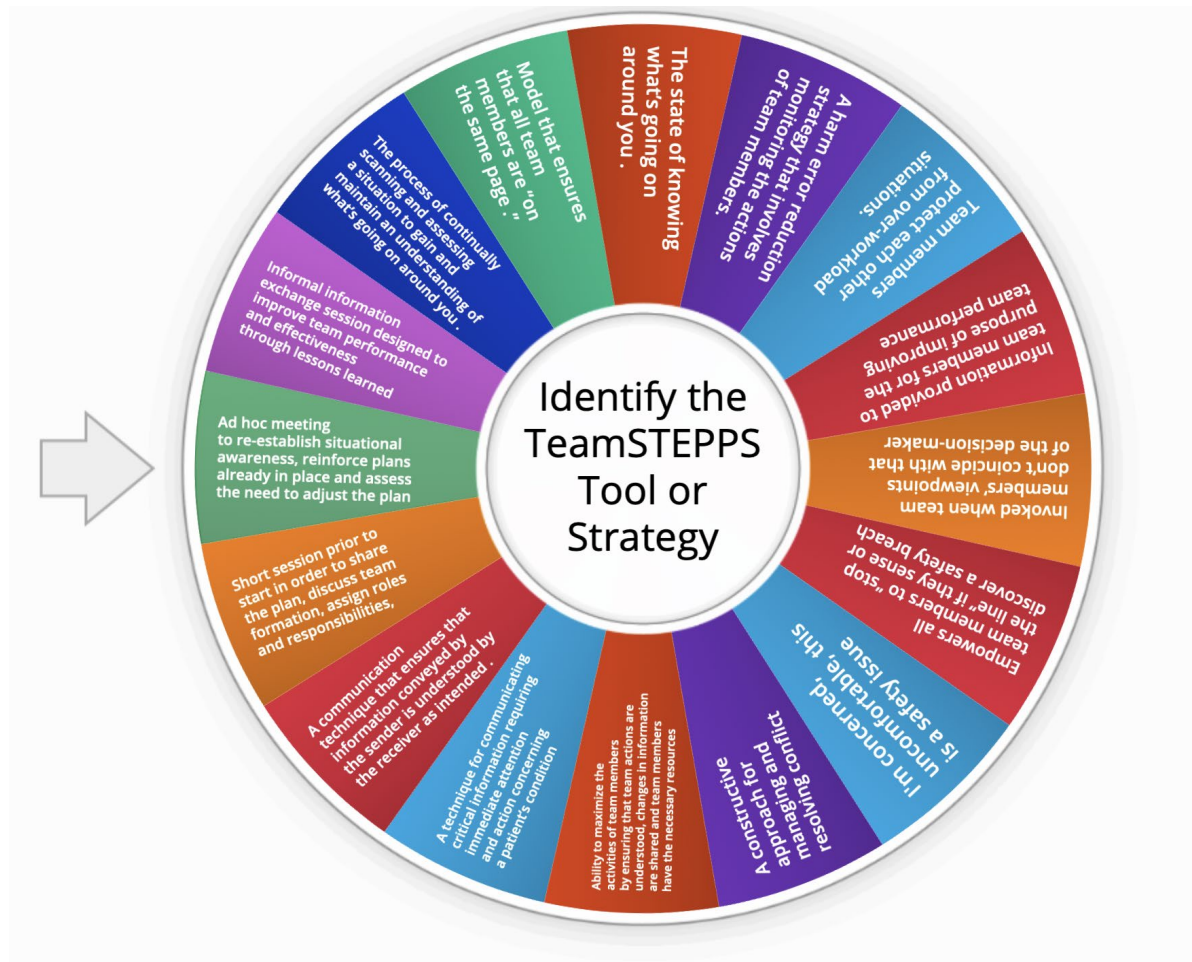


Team 1 : 0		Team 2 : 0	
01	02	03	04
05	06	07	08
09	10	11	12

Baamboozle

TeamSTEPPS - Baamboozle

# TeamSTEPPS Wheel of Tools







Did not see  
that wave  
coming!

# IPE Quick Change .. Live to Remote

- IPE Pharmacy/Nursing
- Pharmacy EMR/Share
- Joint Chart Review
  - Pt Scenario
- Assessment
  - Identify needs
- Recommend/Implement
- Evaluate
  - Change in condition

# Zooming Along

Breakout!

Chart / EMR

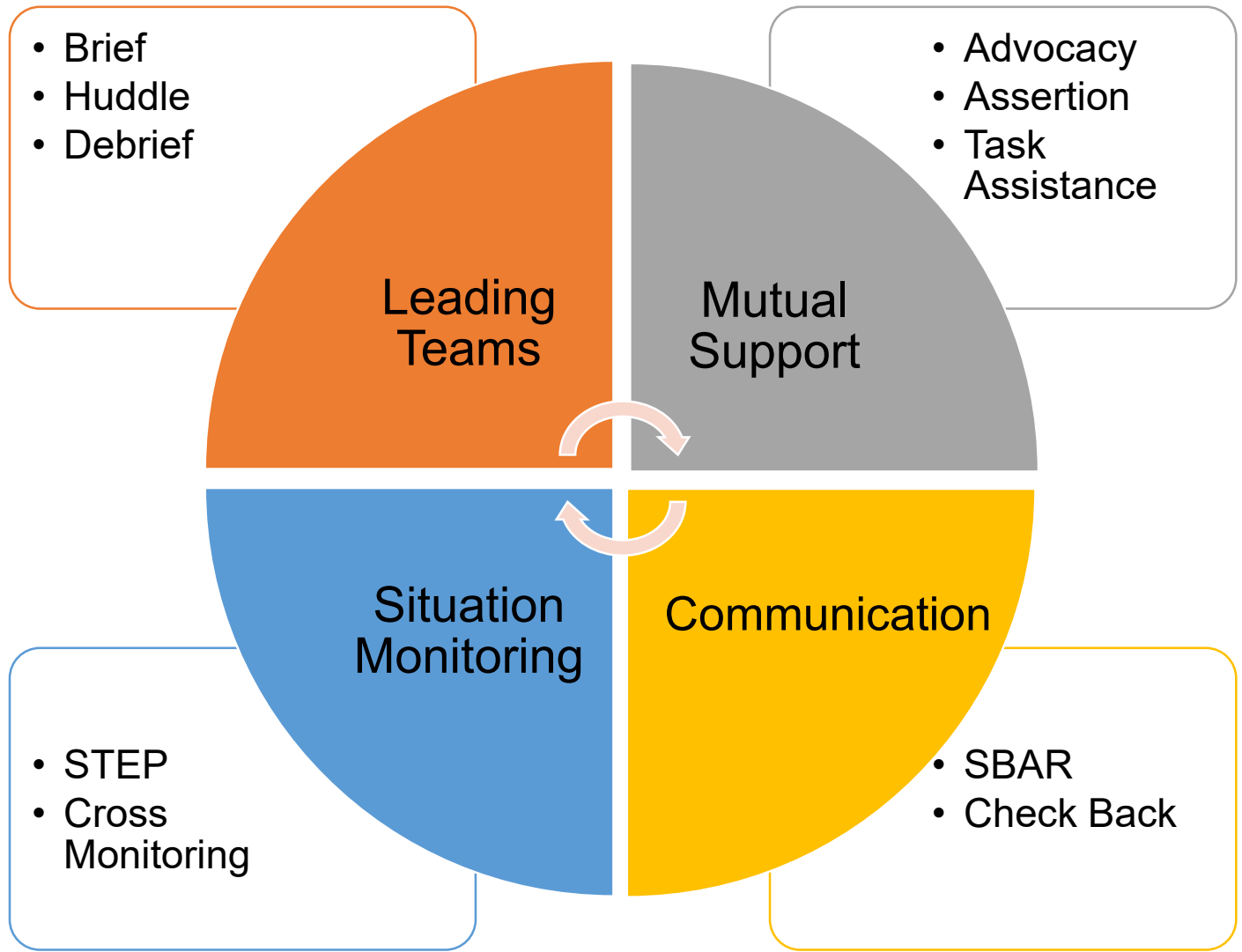




Lessons Learned.....

Building a better boat  
with TeamSTEPPS  
Tools





# Framework

# The New Virtual IPE

## The Case of Mrs. Jones



# Key Takeaways

- COVID-19 created a new normal and a new VUCA
- Virtual engagement! Active and creative participation
- Creating a new boat--It's okay to start over!





## Q & A:

- Pat
  - Laura
  - Phyllis
-

# Video References

## **Team Structure:**

Car Racing Team: (1:37)

<https://www.youtube.com/watch?v=rVS-ZF5wRVY>

Geese: (2:08)

<https://www.youtube.com/watch?v=5rOg4WfNDfM>

A Bug's Life: (1:46)

<https://www.youtube.com/watch?v=S-l45XPG0iQ>

Rowing and Teamwork: (2:24)

<https://www.youtube.com/watch?v=y0FtXhSu0J0>

Crabs/Ants/Birds: (1:45)

[https://www.youtube.com/watch?v=tuE-P9\\_Dm8U](https://www.youtube.com/watch?v=tuE-P9_Dm8U)

Boat Racing: (4:57)

<https://www.youtube.com/watch?v=OoXs68hX5-E>

## **Leading Teams:**

Life and Leadership Lessons from Geese" (6:09)

<https://www.youtube.com/watch?v=M4YOy9ziRul>

The Office: (1:51)

<https://www.youtube.com/watch?v=Xg3dAmhFJdE>

Devil Wears Prada: (1:15)

<https://www.youtube.com/watch?v=97XCFu-4RH8>

## **Mutual Support:**

Penguins: (2:53)

<https://www.youtube.com/watch?v=OL7O5O7U4Gs>

Geese: (2:14)

<https://www.youtube.com/watch?v=a9HgNXdBEBc>

Cat: (0:30)

<https://www.youtube.com/watch?v=7zmApYuGHMw>

## **Communication:**

Clap Exercise:

<https://positivepsychology.com/communication-games-and-activities/>

Snowflake:

<https://studentleadership.ca/wp-content/uploads/2014/02/snowflakecommunication.pdf>

## **Situation Monitoring:**

The Mentalist- Football Awareness test (0:41)

<https://www.youtube.com/watch?v=kd2dQ26DdFQ>

Hidden Pictures:(7:33)

<https://www.youtube.com/watch?v=2PD55fyRBxl>

Perceptual Awareness Test: (0:55)

[https://www.youtube.com/watch?v=Q8t2F\\_eSgqc](https://www.youtube.com/watch?v=Q8t2F_eSgqc)



**Questions? Stay in Touch!**

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