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!
Web: www.aha.org/teamtraining
Email: TeamTraining@aha.org
Phone: 312-422-2609
TODAY’S PRESENTERS

Laura Goliat
DNP, RN, FNP-BC
Associate Professor
The Breen School of Nursing
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Pepper Pike, Ohio

Regina Prosser
DNP, RN-BC, CNE, LNHA
Assistant Professor
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Patricia A. Sharpnack
DNP, RN, CNE, NEA-BC, ANEF
Dean and Strawbridge Professor
The Breen School of Nursing
Ursuline College
Pepper Pike, Ohio
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
• 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
• 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
• Critical thinking
• Communication
• I-SBARR
• Team building (retention)
• Confidence toward advocacy
• Space, schedule, faculty trainers, IT support, materials
• 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

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

• Pre-intervention Data Collection (written 1-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
Thank you!

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Regina Prosser  rprosser@ursuline.edu
Patricia Sharpnack  psharpnack@ursuline.edu
QUESTIONS?

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