

# COVID-19: TeamSTEPPS Video Training for the COVID-19 Crisis

High-functioning teams are needed now more than ever. AHA Team Training, along with its faculty partners, has produced a limited video series “TeamSTEPPS for the COVID-19 Crisis.” This free video series on the [AHA YouTube channel](#) features TeamSTEPPS tools designed to optimize teamwork and communication, two skill sets that are especially needed during the pandemic. Each bite-sized video focuses on one TeamSTEPPS tool and how it can be used in real-life COVID-19 scenarios.

## Task Assistance Application for COVID-19

- Developing a plan at the beginning of the shift to facilitate task assistance will facilitate better teamwork
  - During the brief at beginning of shift identify “partners”
  - Empower people during the brief to speak up and ask for help if they’re “drowning”
  - Consider very short huddles during the day to check in on what people might need
- Develop a plan for having an observer available for proper donning and doffing to protect each other from contamination
- Set time limits for staff to remain in room before getting a break



## Task Assistance for the COVID-19 Crisis

Offering and seeking assistance can play a major role in team performance during this critical time in health care. This TeamSTEPPS video, presented by Ross Ehrmantraut, R.N., defines task assistance and provides practical ways to implement it into existing workflows to optimize patient safety during the COVID-19 pandemic.

## It's Time to CUS!

I am **C**ONCERNED!  
I am **U**NCOMFORTABLE!  
This is a **S**AFETY ISSUE!



## CUS for the COVID-19 Crisis

CUS (I’m Concerned; I’m Uncomfortable; this is a Safety issue) is a TeamSTEPPS advocacy tool to help health care professionals speak up in a standardized and constructive way. As many members of the health care team work together during this pandemic, speaking up is integral to team performance and patient safety. In this TeamSTEPPS video, Kevin Krane, M.D., professor of medicine and vice dean for academic affairs at Tulane University, discusses CUS and practical ways to implement it in everyday situations.

## A Check-Back is...



### Example:

A Physician is providing verbal orders via phone to the RN for a patient suspected of having a DVT.

**Physician:** “Mr. Johnson-DOB 2-20-59 in Rm. 348 may have a DVT in his right calf, let’s get a STAT Venous Duplex Ultrasound of the right leg and D-Dimer, discontinue the compression stockings and place on bedrest.”

**Nurse:** “Let me confirm: You want a STAT Venous Duplex Ultrasound of the right leg and D-Dimer lab test, discontinue the compression stockings and place the patient on bedrest. This order is for Mr. Johnson-DOB 2-20-59 in Rm. 348.”

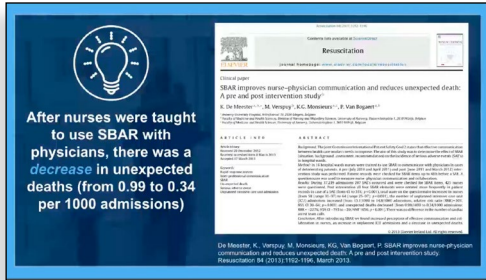
**Physician:** “Correct.”



## Closed Loop Communication for the COVID-19 Crisis

Effective communication is vital for patient safety — especially during this critical time in health care. Closed-loop communication helps team members verify and validate the information exchanged. Information provided in a closed-loop format not only is received more quickly and accurately, but implementation and follow-up actions are more efficient as well. This TeamSTEPPS video presented by Laura Goliat, DNP, APRN, FNP-BC, associate professor at Ursuline College, explains closed-loop communication and practical ways to implement or incorporate call-outs and check-backs into things you’re already doing.

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**After nurses were taught to use SBAR with physicians, there was a decrease in unexpected deaths (from 0.99 to 0.34 per 1000 admissions)**

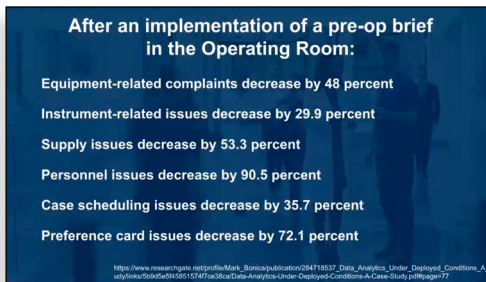
**SBAR improves nurse-physician communication and reduces unexpected death: A pre and post intervention study**  
A. De Moor, M. Verhey, K.G. Meuwert, J. Van Regen

**ARTICLE INFO**  
**ABSTRACT**

Dr. Meester, K., Verhey, M., Meuwert, K.G., Van Regen, J. SBAR improves nurse-physician communication and reduces unexpected death: A pre and post intervention study. *Resuscitation* 84 (2011) 1192–1196. March 2013.

## **SBAR for the COVID-19 Crisis**

SBAR (Situation-Background-Assessment-Recommendation or Request) is a TeamSTEPPS tool that can be utilized in a variety of verbal, visual, clinical, and nonclinical ways to enhance communication during the COVID-19 pandemic. Yue Ming Huang, EdD, MHS, associate adjunct professor at the UCLA David Geffen School of Medicine and education director at the UCLA Simulation Center, reviews how to use SBAR to improve communication.



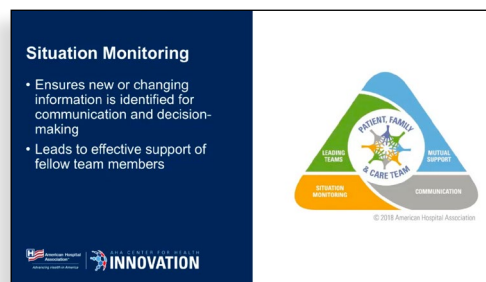
**After an implementation of a pre-op brief in the Operating Room:**

- Equipment-related complaints decrease by 48 percent
- Instrument-related issues decrease by 29.9 percent
- Supply issues decrease by 53.3 percent
- Personnel issues decrease by 90.5 percent
- Case scheduling issues decrease by 35.7 percent
- Preference card issues decrease by 72.1 percent

https://www.researchgate.net/profile/Mark\_Bonca/publication/294718537\_Data\_Analytics\_Under\_Deployed\_Conditions\_A\_Case-Study/pdf/page/77

## **Briefs, Huddles and Debriefs for the COVID-19 Crisis**

Briefs, huddles and debriefs can be used throughout an event, procedure or shift and can be vital to team performance during the COVID-19 pandemic. This suite of tools from TeamSTEPPS — presented by David L. Feldman, M.D., MBA, CPE, FAAPL, FACS, chief medical officer of The Doctors Company Group — is a great way for the team to come together to plan, reassess (if necessary) and share lessons learned.



**Situation Monitoring**

- Ensures new or changing information is identified for communication and decision-making
- Leads to effective support of fellow team members

**INNOVATION**

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## **STEP for the COVID-19 Crisis**

Situation monitoring ensures that new or changing information can be identified and communicated for decision-making. Utilizing a TeamSTEPPS tool such as STEP (Status of the patient, Team members, Environment and Progress toward goal) can help teams provide effective support of fellow team members and lead to better outcomes. David L. Feldman, M.D., MBA, CPE, FAAPL, FACS, chief medical officer of The Doctors Company Group, leads this presentation.