AHA Team Training

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

November 11, 2020
Rules of Engagement

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

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

Connection with students - frustration


Engagement – fatigue – connection – fear – anger – concern
Same storm
Not same boat

Then
Now
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

- 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

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Team Structure

Leading Teams

- “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)
Communication
Situation Monitoring

Change 2 Things

HOW MANY PASSES DO THE PLAYERS IN WHITE MAKE?
**Bingo...**

**TeamSTEPPS-Style**
TeamSTEPPS Karaoke

• It’s 6 o’clock on a Saturday…
• The night shift team shuffles in…
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

- Brief
- Huddle
- Debrief

- Advocacy
- Assertion
- Task Assistance

- SBAR
- Check Back

Leading Teams

Mutual Support

Situation Monitoring

Communication

Mutual Support

Communication

- STEP
- Cross Monitoring
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](https://www.youtube.com/watch?v=rVS-ZF5wRVY)
- Geese: (2:08)
  [https://www.youtube.com/watch?v=5rOg4WfNDfM](https://www.youtube.com/watch?v=5rOg4WfNDfM)
- A Bug’s Life: (1:46)
  [https://www.youtube.com/watch?v=S-l45XPG0iQ](https://www.youtube.com/watch?v=S-l45XPG0iQ)
- Rowing and Teamwork: (2:24)
  [https://www.youtube.com/watch?v=y0FtXhSu0J0](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](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](https://www.youtube.com/watch?v=M4YOy9ziRul)
- The Office: (1:51)
  [https://www.youtube.com/watch?v=Xg3dAmhFJdE](https://www.youtube.com/watch?v=Xg3dAmhFJdE)
- Devil Wears Prada: (1:15)
  [https://www.youtube.com/watch?v=97XCFu-4RH8](https://www.youtube.com/watch?v=97XCFu-4RH8)

**Mutual Support:**
- Penguins: (2:53)
  [https://www.youtube.com/watch?v=OL7O5O7U4Gs](https://www.youtube.com/watch?v=OL7O5O7U4Gs)
- Geese: (2:14)
  [https://www.youtube.com/watch?v=a9HgNXdBEBc](https://www.youtube.com/watch?v=a9HgNXdBEBc)
- Cat: (0:30)
  [https://www.youtube.com/watch?v=7zmApYuGHMw](https://www.youtube.com/watch?v=7zmApYuGHMw)

**Communication:**
- Clap Exercise:
- Snowflake:

**Situation Monitoring:**
- The Mentalist- Football Awareness test (0:41)
  [https://www.youtube.com/watch?v=kd2dQ26DdFQ](https://www.youtube.com/watch?v=kd2dQ26DdFQ)
- Hidden Pictures: (7:33)
  [https://www.youtube.com/watch?v=2PD55fyRBxI](https://www.youtube.com/watch?v=2PD55fyRBxI)
- Perceptual Awareness Test: (0:55)
  [https://www.youtube.com/watch?v=Q8l2F_eSgqc](https://www.youtube.com/watch?v=Q8l2F_eSgqc)
Questions? Stay in Touch!

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