

TeamSTEPPS Canada™ Fundamentals Course: Module 7 Summary – Putting it all Together

Instructor's Guide

TeamSTEPPS® is a teamwork system developed jointly by the Department of Defense (DoD) and the Agency for Healthcare Research and Quality (AHRQ) to improve institutional collaboration and communication relating to patient safety. TeamSTEPPS Canada™ has been adopted and adapted by the Canadian Patient Safety Institute (CPSI) and made available to the Canadian healthcare field.

TeamSTEPPS Canada™: Team Strategies and Tools to Enhance Performance and Patient Safety

7.1 Summary – Putting it all Together



Instructors' Notes: Summary - Putting it all Together

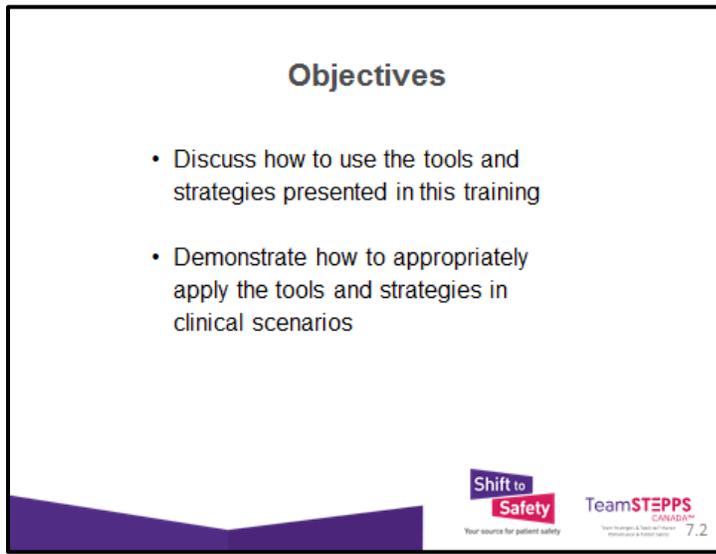


Instructor Note: In this module, you will summarize the information taught across modules and facilitate opportunities for participants to synthesize what they have learned.

The Summary module includes the content provided in the outline below. More content is available than can be covered in the time provided; therefore, optional content and activities are noted. It is strongly recommended that instruction not focus solely on lecture, but also includes exercises, videos, and other activities. As such, instructors should use the information below to plan how the module will be taught within the time available.

#	Content	Slide #	Approx. Time
1.	Introduction, Objectives	7.1 – 7.2	2 min.
2.	Summary of TeamSTEPPS Skills, Tools, and Strategies	7.3	4 min.
3.	Review of TeamSTEPPS Outcomes	7.4	2 min.
4.	Skills Practice Exercise	7.5	25 min.
5.	Identifying Opportunities to Use and Effective Use of TeamSTEPPS Tools and Strategies (Videos)	7.6 – 7.7	15 min.
6.	Summary	7.8	1 min.
7.	Applying TeamSTEPPS Exercise	7.9	10 min.
8.	Practice Teaching Session Preparation		5 min.
*Although all instructional content and activities are recommended to ensure that participants achieve the learning objectives, these activities may be considered "optional" if time is constrained.			

7.2 Objectives



Objectives

- Discuss how to use the tools and strategies presented in this training
- Demonstrate how to appropriately apply the tools and strategies in clinical scenarios

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Teamwork & Trust are the foundation of patient care 7.2



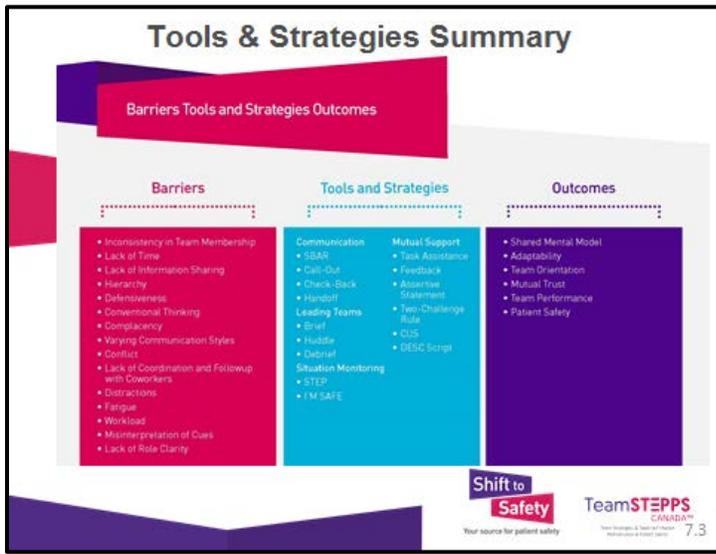
The purpose of the TeamSTEPPS curriculum is to develop an understanding of how to leverage teamwork skills to promote patient safety and decrease medical error.

In this training, you have been presented with a number of tools and strategies for building teamwork skills in your organization. In this module, we will synthesize what you have learned.

After completing this module, you will be able to:

- Discuss how to use the tools and strategies presented in this training.
- Demonstrate how to appropriately apply the tools and strategies in clinical scenarios.

7.3 Tools & Strategies Summary



Pocket guide, page 29, 3 columns containing “Tools and Strategies Summary”



Throughout this course, you have received information about barriers to team effectiveness; tools and strategies to overcome such barriers; and outcomes of effective teamwork.

You have learned communication tools, such as SBAR, handoffs, and call-outs.

You have also learned about leadership strategies for managing resources, along with tools for facilitating team events, such as briefs, huddles, and debriefs.

You have also learned the situation monitoring mnemonic STEP and mutual support tools, such as the Two-Challenge Rule, CUS, and DESC script.

Remember that enhanced patient safety is the ultimate outcome of consistently using the TeamSTEPPS tools and strategies to overcome barriers to team effectiveness.

7.4 TeamSTEPPS outcomes

Team outcomes

- ✓ Improved team performance
(e.g., Weaver, et al., 2010)
- ✓ Improved team processes
(e.g., Capella, et al., 2010)
- ✓ Improved patient safety culture
(e.g., Thomas & Galla, 2013)

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Before we practice applying the TeamSTEPPS tools and strategies, let's review what this program can do for your facility, unit, or organization.

Research has shown that team training in general and specifically for healthcare teams results in positive team outcomes. More specifically, research demonstrates that TeamSTEPPS training produces positive outcomes.

These include improved team performance, improved processes, and improved patient safety culture.

7.5 Skills practice (Optional exercise)

Skills practice (Optional exercise)

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Module Time: 25 minutes

Materials:



- Flipchart or Whiteboard (Optional)
- Markers (Optional)
- Summary Skills Practice Exercise Sheet



Instructor Note: The details of the scenario used for this exercise may be changed so the activity is relevant to your specific group of learners.

- Help the participants form four small groups.
- Distribute the **Summary Skills Practice Exercise Sheet** to each group.
- Assign one teamwork skill (communication, leadership, situation monitoring, or mutual support) per group.
- During the exercise, you may need to remind groups that they may refer to their course materials for specific tools and strategies for their assigned teamwork skill.



Instructions:

- Each of you should be in one of four small groups, each assigned to focus on one of four teamwork skills.
- Read the scenario.
- Identify the instances where a breakdown in teamwork has occurred as it relates to the specific teamwork skill assigned to your team.
- Identify two to three tools or strategies related to the specific teamwork skill assigned to your team that can be applied to remedy the teamwork breakdowns. Refer to your course materials if needed.
- Assign roles among your team members and create a script to enact the scenario, based on the tools and strategies that your team has decided on.
- Present your scripted scenario to the class (time permitting).
- If time permits, conduct a debrief of each group's presentation.



Instructor Note: The following scenario is included on the Summary Skills Practice Exercise Sheet.

Scenario

It is flu season, and the number of admissions in the Pediatric Inpatient Ward is high because of the influenza epidemic. Dr. Powers, who is under stress, is attending to a new patient who has been over-sedated. Dr. Powers gives a verbal order for 1 Amp Narcan to Nurse Shelley. Nurse Shelley repeats the verbal order as "1 Amp Narcan."

In a rush, Nurse Shelley writes the verbal order on the chart. The written order is then sent to the pharmacist. He is a float pharmacist who does not usually work on the pediatric floor, and he is fatigued from approaching the 10th hour of his 7th day of working. He is also overloaded and overburdened by the large number of admissions on the ward. The pharmacist misreads the poorly written transcription as "1 Amp Norcuron."

At the end of Nurse Shelley's shift, she hands off to Nurse Givens. During the handoff, the Code Team is activated, and Nurse Shelley has to respond. Nurse Givens then returns to the pharmacist, who dispenses Norcuron. Nurse Givens suspects something is wrong with the order but decides Norcuron must be a generic name for Narcan. (Norcuron is actually a neuromuscular blocker.) Nurse Givens administers Norcuron to the patient, who immediately experiences respiratory arrest and requires intubation.



Discussion:

- Which TeamSTEPPS tools and strategies could have been used?
 - How would the outcome have been different if the TeamSTEPPS tools and strategies had been used?
 - The pharmacist would have done a check-back on the irregular order.
 - A better handoff would have occurred.
 - Nurse Givens would have done a check-back and challenged the order to the pharmacist or physician.
 - Team members would have advocated for the patient.
 - Situation monitoring would have ensured that team members were monitoring the situation and other team members and caught the error.
 - Improved team structure and leadership would have helped to facilitate improved care.
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7.6 Identifying opportunities to use TeamSTEPPS tools and strategies

Identifying opportunities to use TeamSTEPPS tools and strategies



SHARE To review what we've learned across the modules, we will watch a video scenario that demonstrates breakdowns in teamwork. Let's see if you can identify the breakdowns and apply a TeamSTEPPS tool or strategy to remedy them. As you watch the video, make note of any barriers presented and the tools and strategies that could be used to address the barriers.

 **Play the video.** (Vignette, In-Patient Surgery, complete)

 **Video Time:** 3:26 minutes

Core Materials:

Flipchart or Whiteboard (Optional)



Markers (Optional)

Inpatient Surgical Opportunity to Improve Video



Discussion:

- What were the barriers presented in this video scenario?
 - Lack of information-sharing; lack of coordination; lack of follow-up; lack of shared mental model.
- Which of the TeamSTEPPS tools and strategies could have been used, and how would the outcome have been different?
 - Debrief after the surgery or a huddle after Mrs. Peters was in the recovery room to ensure the entire care team knew of Dr. Daniel's concerns.
 - Better handoff from recovery to floor nurse.

- Follow-up by the nurse who noticed something in the charts but did not follow up with the doctor to confirm or clarify.
- Sharing of test results came back with important information that was not shared with the care team.
- Sharing of information by Mrs. Peters to make the care team aware of her changing symptoms.

7.7 Effective use of TeamSTEPPS tools and strategies



 Now that we have analyzed the scenario and identified opportunities to use TeamSTEPPS strategies and tools to improve the outcome, let's watch an example of the same scenario when effective teamwork is displayed.



Play the video.



Video Time: 6:59 minutes

Materials:

Flipchart or Whiteboard (Optional)



Markers (Optional)

Inpatient Surgical Successful Outcome Video



Discussion:

- Which TeamSTEPPS strategies and tools were used in this scenario?
Several TeamSTEPPS strategies and tools were used, including:

- SBAR between the physician and the recovery room nurse.
 - Structured handoff from recovery nurse to floor nurse.
 - Brief at start of new nursing shift.
 - Check-back by Mrs. Peters and her daughter of signs and symptoms to monitor.
 - Check-back to confirm understanding of medication orders and dosing between the physician and pharmacist.
- How did the use of these TeamSTEPPS tools and strategies affect the course and outcome of the scenario?
 - Information was continually shared with the care team, resulting in a shared mental model of Mrs. Peters' status and plan of care.
 - Team members appeared aware of their role and responsibilities and ensured that the team leader (the physician) was informed of changes in Mrs. Peters' status so that she could modify the plan of care.
 - Mrs. Peters was discharged because the team's performance ensured patient safety.

7.8 Summary

Summary

In the preceding section, we learned that teamwork strategies and tools:

- Are available to both team members/leaders and patients
- Can be used to address barriers to team effectiveness in a given situation
- Can be applied to most situations because they complement one another



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7.8



In the preceding section, we learned that team strategies and tools—

- Are available to both team members/leaders and patients.
- Can be used to address barriers to team effectiveness in a given situation.
- Can all be applied to most situations because they complement one another.

7.9 Applying TeamSTEPPS exercise

Applying TeamSTEPPS exercise

1. Are there any changes you would make to your assessment of the teamwork issues that needs to be addressed in your organization?
2. If yes, what is the teamwork issue that needs to be addressed?
3. If you had to identify only one tool or strategy to implement first, which one would it be and why?

TeamSTEPPS Canada™ Implementation Worksheet



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Team Strategies & Tools that Improve
Performance in Health Care

7.9



Materials: TeamSTEPPS Canada™ Implementation Worksheet



Instructor Note: This slide is intended for the Master Training course only. The previous slide should be the last one shown to staff participants at your organization.



Now that we have reviewed all the TeamSTEPPS tools and strategies, and practiced applying what we learned to a teamwork scenario, let's return to your own teamwork issues.

On your Implementation Worksheet, you will now think across all the modules and reassess your issue. Then you will review the tools and strategies that you indicated as possible interventions and think strategically about which one to start with in your implementation plan. This will serve as a primer for the Implementation Workshop tomorrow.

Take some time to complete the Module 7 questions, and we'll discuss some of your answers as a group.



Instructor Note: Give participants 5-10 minutes to complete the Module 7 questions; then select a few teams to share their responses to the questions below.



Discussion:

- How did your initial assessment of your teamwork issue change?
- What considerations did you make in identifying one tool or strategy to implement first?
- What types of obstacles do you anticipate and what ideas do you have for overcoming these?