

TeamSTEPPS for a Culture of Collaboration

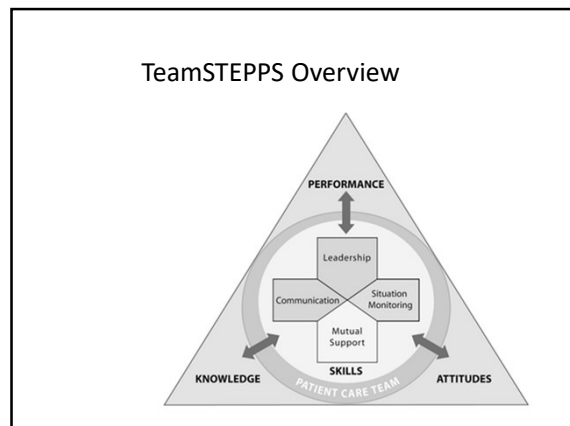
Using Tools and EBP to Improve Communication

Disclosure

- ▶ The speaker has no financial conflicts of interest and nothing to disclose.

Objectives

- ▶ Describe the four elements of TeamSTEPPS.
- ▶ Discuss how the use of teamwork and EBP were used in a project on Handoffs.
- ▶ Identify three elements of a powerful team.



Communication

TeamSTEPPS 2.0

Call-Out is...

A strategy used to communicate important or critical information

- It informs all team members simultaneously during emergency situations
- It helps team members anticipate next steps

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Communication

TeamSTEPPS 2.0

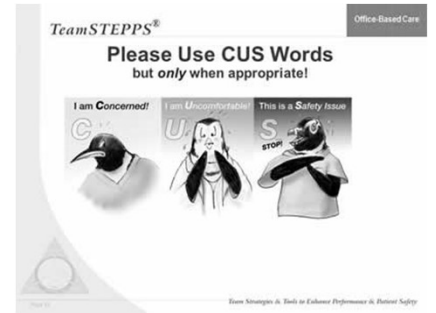
Check-Back is...

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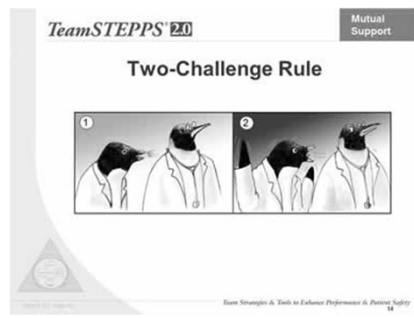
Situational Awareness



Mutual Support



Mutual Support



HANDOFFS ARE HARD



WHY?

» "Handoffs from L&D to Couplet have not been working for some time. We all know that and we have tried multiple times to do the same things in better ways without fixing the problem. It is time to do it better, even if we have to do something totally different."
Handoff team member.

CHANGE IS HARD!

- ▶ Internal and External drivers of change.
 - External drivers
 - Internal drivers
- ▶ Successful change must be led by a vision.
- ▶ This vision must be:
 - easy to understand,
 - have a sense of urgency,
 - show the impact on the individual,
 - can be visualized both analytically and emotionally
 - show the positives the individual will feel in her practice
 - how that will affect nursing skills in addition to the community we are creating.
- ▶ Resistance is a natural reaction to change
- ▶ ***If there is enough dissatisfaction in the current state of affairs, then the future state will be more palatable.***
- ▶ The vision must be clear, unified and spoken with conviction.

CHANGE IS NECESSARY!

- ▶ Goal: To work together to develop a transfer process for patients from Labor & Delivery to Couplet Care in a manner that promotes optimal patient safety, a smooth transfer process, and teamwork that enhances staff relationships in both departments.



CHANGE IS EXTERNAL

TRANSITION IS INTERNAL



Evidence-Based Practice

- ▶ The team looked into the Evidence in the Literature regarding Handoffs. Two things were noted:
 - There is a LOT of evidence about handoffs in general.
 - There is NOT a lot of evidence about handoffs in Obstetrics.
- ▶ Two articles found -
 - Handoff quality for obstetrical inpatients varies depending on time of day and provider type.
 - **Authors:** Coff, Sarah L; Kneel, Alexander; Morello, Michelle; Grow, Daniel; Bsat, Fadi
 - Perfecting the patient handoff
 - **Authors:** Olivera, Lori; Bliss, Mary Campbell

**DON'T LET
YOUR PAST
DEFINE
YOUR
FUTURE**

Thoth

WE ALWAYS...

But...that will never work.



Transfer Process

- ▶ At the first opportunity following delivery, the L&D nurse will place a call to the Couplet Nurse to tell her when recovery started and to agree together on the time that the Couplet Nurse will come to the L&D bedside for report, which should be 45 minutes after recovery began.
- ▶ At the agreed time (45 minutes into recovery), the couplet nurse will come to patient's labor/recovery room to meet patient and get report, which should take 10-15 minutes. **Bedside** report done re:
 - 1) SBAR Report (mom and baby)
 - 2) Horizon Admission checked
 - 3) PP Orders checked -
 - Vag Delivery - confirmed that PP orders are present and signed off for vag delivery by L&D nurse,
 - CS - confirmed that they are present - CC will sign off CS PP orders
 - 4) Prenatals on the chart, or a note that says to call office on the front of the chart
 - 5) Approximate time L&D nurse will bring mother and baby to Couplet Care (goal: 1 1-2 to 2 hours after recovery time starts for both Vag and CS)

Transfer Process

- ▶ At the time of transfer to Couplet:
 - 1) 2D room: L&D nurse calls CC HUC (33511) to let her know you are on the way to the room, HUC will notify CC RN
 - 2) 3D room: Stop at 3D desk and let CC HUC know you have arrived on floor and room patient is going to, HUC will notify CC RN
- ▶ 4) Together, the L&D and Couplet RN's will check:
 - vital signs
 - fundus
 - bleeding
 - review IV status
 - ID bands
- ▶ 5) L&D RN will give any updates since last report on mother and baby

Transfer Process

- ▶ What about change of shift?
- ▶ What about unusual circumstances?
- ▶ Who decides?

Handoff Team v.2

- ▶ 75% of the time, handoff is happening as designed.
- ▶ Hangtags
- ▶ New team with supervisors from all areas involved, team driven change

Teamwork

<https://www.youtube.com/watch?v=vXK00tNWPg>

I Admire Others who...



We are powerful when we...





4 Magic Phrases

That's interesting...

1. Tell me more.
2. Why would you say that?
3. Why would you do that?
4. Why would you ask that?

Rude/aggressive/passive-aggressive phrases

- 1. Do it with a statement: We are all on the same team here. Let's find a way to benefit us both.
- 2. Do it with a question: How can we work together to make this a win-win?
- 3. Do it with an apology: I apologize, I must have said/done something that led you to think I was disrespectful.

Face to face
Half lidded eyes (not big round eyes: psychopath!)
Use the 3 second pause
Do not nod your head

In Summary

- » -Change is hard, but necessary.
- Evidence drives practice change.
- Everyone participates in the new process.
- NO WHINING!!!