Thank You for Joining!

Learning Series: Implementing TeamSTEPPS® Communication Strategies in Long Term Care – Part I

New England Nursing Home Quality Care Collaborative Webinar Will Begin Shortly.

Call-In Number: (888) 895-6448
Access Code: 5196001
TeamSTEPPS LTC

Ann M. Spenard DNP, RN
Objectives

- Describe TeamSTEPPS® for LTC
- Describe the importance of communication
- Recognize the connection between communication and medical error
- Define communication and discuss the standards of effective communication
- Describe strategies for information exchange
- Identify barriers, tools, strategies, and outcomes to communication
“Initiative based on evidence derived from team performance…leveraging more than 25 years of research in military, aviation, nuclear power, business and industry…to acquire team competencies”
Introduction

Evolution of TeamSTEPPS

Curriculum Contributors

- Department of Defense
- Agency for Healthcare Research and Quality
- Research Organizations
- Universities
- Medical and Business Schools
- Quality Improvement Organizations
- Nursing Homes
- Hospitals—Military and Civilian, Teaching and Community-Based
- Healthcare Foundations
- Private Companies
- Subject Matter Experts in Teamwork, Human Factors, and Crew Resource Management (CRM)
Course Agenda

- Module 1—Introduction
- Module 2—Team Structure
- Module 3—Leadership
- Module 4—Situation Monitoring
- Module 5—Mutual Support
- Module 6—Communication
- Module 7—Summary—Pulling It All Together
Why Do Errors Occur—Some Obstacles

- Workload fluctuations
- Interruptions
- Fatigue
- Multitasking
- Failure to follow up
- Poor handoffs
- Ineffective communication
- Not following protocol
- Excessive professional courtesy
- Halo effect
- Passenger syndrome
- Hidden agenda
- Complacency
- High-risk phase
- Strength of an idea
- Task (target) fixation
The Components of Resident Safety

- Team Training
- Innovations/Lessons Learned
- Regulatory Compliance
- Process Improvement
- Organizations Sharing/Collaborating
- Education
- Research & Development
- Reporting/Data Collection

Resident/Person Centered Care
Teamwork Is All Around Us
What Comprises Team Performance?

Knowledge
Cognitions
“Think”

Skills
Behaviors
“Do”

Attitudes
Affect
“Feel”

...team performance is a science...consequences of errors are great...
Outcomes of Team Competencies

- **Knowledge**
  - Shared Mental Model

- **Attitudes**
  - Mutual Trust
  - Team Orientation

- **Performance**
  - Adaptability
  - Accuracy
  - Productivity
  - Efficiency
  - Safety
Importance of Communication

Ineffective communication is a root cause of nearly 66 percent of all sentinel events reported*

Communication is…

- The process by which information is exchanged between individuals, departments, or organizations
- The lifeline of the Core Team
- Effective when it permeates every aspect of an organization

Assumptions, Fatigue, Distractions, HIPAA
Standards of Effective Communication

- Complete
  - Communicate all relevant information
- Clear
  - Convey information that is plainly understood
- Brief
  - Communicate the information in a concise manner
- Timely
  - Offer and request information in an appropriate timeframe
  - Verify authenticity
  - Validate or acknowledge information
**Brief**

- **Notice-Public Water**
  - Our Public Water is Currently CLOSED
  - Because it is Not OPEN.
  - The MANAGEMENT

**Clear**

- **Signage**
  - Arrows and signs indicating directions and warnings.

**Timely**

- **Warning Sign**
  - DANGER
  - SEALS In WATER
  - Don’t SWIM
Information Exchange Strategies

- Situation–Background– Assessment– Recommendation (SBAR)
- Call-Out
- Check-Back
- Handoff
SBAR provides…

- A framework for team members to effectively communicate information to one another

- Communicate the following information:
  - Situation—What is going on with the resident?
  - Background—What is the clinical background or context?
  - Assessment—What do I think the problem is?
  - Recommendation—What would I recommend?

*Remember to introduce yourself.*
SBAR Exercise

Create an SBAR example based on your role.

- **Situation** – What is happening?
- **Background** – What is the background?
- **Assessment** – What do I think the problem is?
- **Recommendation** – What would I recommend?
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

…On your unit, what information would you want called out?
Check-Back is...

Sender initiates message

Sender verifies message was received

Receiver accepts message, provides feedback confirmation

COMMUNICATION

CLOSED

LOOP
Handoff

The transfer of information (along with authority and responsibility) during transitions in care; to include an opportunity to ask questions, clarify, and confirm
Handoff

- Optimized Information
- Responsibility–Accountability
- Uncertainty
- Verbal Structure
- Checklists
- IT Support
- Acknowledgment

Great opportunity for quality and safety
“I PASS THE BATON”

**Introduction:** Introduce yourself and your role/job (include resident)

**Patient/Resident:** Identifiers, age, sex, location

**Assessment:** Relevant diagnoses and complaints, vital signs and symptoms

**Situation:** Current status (e.g., ADL status, intake, elimination, behavior, cognition), including code status, level of uncertainty, recent changes, and response to treatment

**Safety:** Critical lab values/reports, allergies, and alerts (falls, isolation, etc.)

**Background:** Other diagnoses, previous episodes, current medications, history

**Actions:** What actions were taken or are required? Provide brief rationale

**Timing:** Level of urgency and explicit timing and prioritization of actions

**Ownership:** Who is responsible (nurse/doctor/APRN/nursing assistant)? Include patient/family responsibilities

**Next:** What will happen next? Anticipated changes? What is the plan? Are there contingency plans?

**Question, Clarify, and Confirm**
Communication Challenges

- Language barrier
- Distractions
- Physical proximity
- Personalities
- Workload
- Varying communication styles
- Conflict
- Lack of information verification
- Shift change

Great Opportunity for Quality and Safety
Barriers to Team Effectiveness

**BARRIERS**
- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Followup With Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

**TOOLS and STRATEGIES**
- Brief
- Huddle
- Debrief
- STEP
- Cross-Monitoring
- Feedback
- Advocacy and Assertion
- Two-Challenge Rule
- CUS
- DESC Script
- Collaboration
- SBAR
- Call-Out
- Check-Back
- Handoff

**OUTCOMES**
- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Resident Safety!!*
Teamwork Actions

- Communicate with team members in a brief, clear, and timely format
- Seek information from all available sources
- Verify and share information
- Practice communication tools and strategies daily (SBAR, call-out, check-back, handoff)
Questions
Contact your Nursing Home Quality Improvement State Lead

- **Connecticut**
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- **Maine**
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Mark Your Calendars
Upcoming NE-NHQCC Events

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<th>OCT 26</th>
<th>WEBINAR: Implementing TeamSTEPPS® Communication Strategies in Long Term Care – Part I</th>
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<th>Nov 9</th>
<th>WEBINAR: Accessing Your Data Reports from NHSN</th>
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<th>DEC 14</th>
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Dementia Care Symposium: Demystifying Appropriate Management and the Regulatory Requirements

The New England QIN-QIO and Beth Israel Deaconess Plymouth hospital invite you to join us on **October 18th from 9:00am - 1:00pm** at Cahill Auditorium, Braintree, MA for a special Dementia Care Symposium

Earn CEUs!
Win Complementary Entries to Our Dementia Care Symposium

The New England QIN-QIO Nursing Home Quality Care Collaborative will choose two winners to attend this conference in Braintree, MA on October 18th.

Each winner will receive 2 entries to the event. The winners will be announced on Facebook on Monday, October 16th.

To enter, like us on Facebook between today and October 15th.
Connect with the New England QIN-QIO on Social Media!

https://www.facebook.com/NEQINQIO/