

Exercise: Leadership

INSTRUCTIONS:

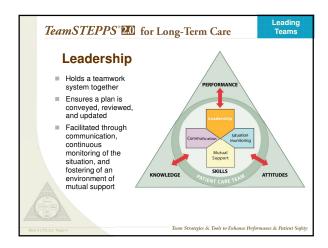
1. Begin by selecting a leader and scribe for your group.

2. The group will have 10 minutes to address the questions, record your answers, and report back to the group at large.

TeamSTEPPS of for Long-Term Care

Objectives

Describe how leadership affects team processes and outcomes
Identify different types of team leaders
Describe the activities involved in successfully leading teams
Describe the tools for leading teams, including briefs, huddles, and debriefs
Apply the tools for leading teams to specific nursing home scenarios



TeamSTEPPS of Team Leaders Types of Team Leaders Designated – The person assigned to lead and organize a team, establish clear goals, and facilitate open communication and teamwork among team members Situational – Any team member who has the skills to manage the situation at hand

Effective Team Leaders

Define, assign, share, monitor, and modify a plan
Review the team's performance
Establish "rules of engagement"
Manage and allocate resources effectively
Provide feedback regarding assigned responsibilities and progress toward the goal
Facilitate information sharing
Encourage team members to assist one another
Facilitate conflict resolution
Model effective teamwork

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Leadin

Defining the Plan

- When developing a plan, team leaders should consider:
 - Time How much time is available to complete all the necessary tasks and activities?
 - People Do the available staff have the necessary knowledge and skills to perform their roles?
 - Equipment Is the necessary equipment available and working?
 - Information Has all of the necessary information been collected and reviewed?

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Team Strategies & Tools to Enhance Performance & Patient Safe

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Leadin Teams

Case Study Discussion

After attending TeamSTEPPS Master Training, two CNAs at a nursing home recommend to the director of nursing that the home develop a more effective plan for responding to resident emergencies that occur outside of the home. For example, the nursing home occasionally holds outdoor picnics on its property, which include most of the residents and some of their family members, staff from several departments, and volunteers. When emergencies have occurred at these events in the past, many people come running and there is general chaos. In addition, because these events do not occur within a unit, but involve residents and staff from multiple units and departments, staff who may be the first to respond may not know the resident.

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Leading

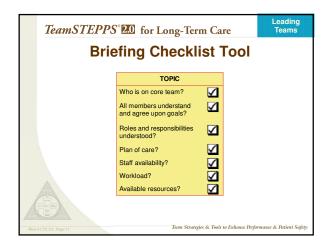
Assigning Tasks and Responsibilities

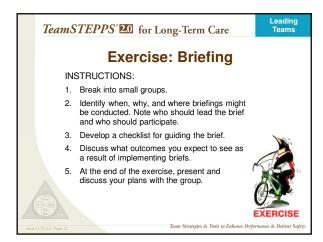
- Determine the tasks and roles to be assigned
- Determine which roles must be filled and allocate tasks appropriately
- Communicate clear expectations of what team members need to do
- Request feedback



Team Strategies & Tools to Enhance Performance & Patient :









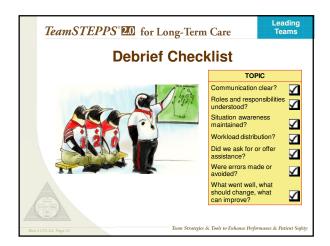
Reviewing the Team's Performance:
Debrief

Process Improvement

Short information exchange and feedback sessions

Occur after an event or shift
Designed to improve teamwork skills
Designed to improve outcomes
An accurate recounting of key events
Analysis of why the event occurred
Discussion of lessons learned and reinforcement of successes
Revised plan to incorporate lessons learned

Team Strategies & Tools to Enhance Performance & Patient Safety





Facilitating Conflict Resolution

Facilitating Conflict Resolution

Facilitate Conflict resolution to avoid compromising resident safety and quality of care

Do not allow interpersonal or irrelevant issues to negatively affect the team

Help team members master conflict resolution techniques

Promoting & Modeling Teamwork

Effective leaders cultivate desired team behaviors and skills through:

Open sharing of information

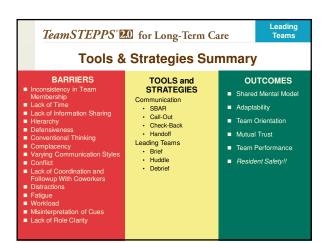
Role modeling and effective cuing of team members to use prescribed teamwork behaviors and skills

Constructive and timely feedback

Facilitation of briefs, huddles, debriefs, and conflict resolution

Mitigation of conflict within the team





TeamSTEPPS for Long-Term Care

Applying TeamSTEPPS Exercise

1. Does the team experiencing the issue in your nursing home have a designated leader? Who is it?

2. Is your teamwork issue related to the team's leadership?

3. If yes, what is the leadership issue?

4. Which of the tools and/or strategies for leading teams might you consider implementing to address the issue?