

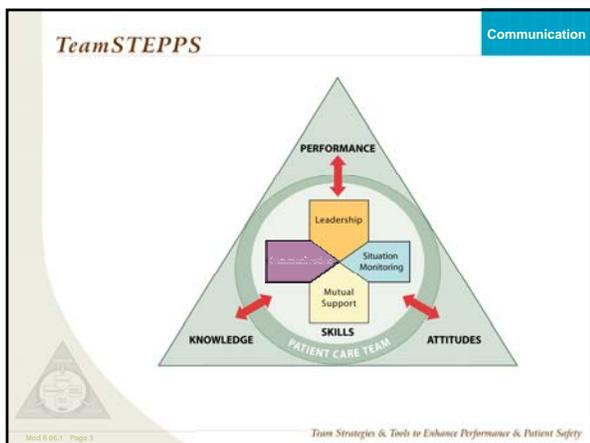


TeamSTEPPS Communication

Objectives

- Describe the importance of communication
- Recognize the connection between communication and medical error
- Discuss the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) national patient safety goals
- Define communication and discuss the standards of effective communication
- Describe strategies for information exchange
- Identify barriers, tools, strategies, and outcomes to communication

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TeamSTEPPS Communication

JCAHO: Importance of Communication

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

* (JCAHO Root Causes and Percentages for Sentinel Events (All Categories) January 1995–December 2005)

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TeamSTEPPS Communication

JCAHO Goals That Relate To Communication

National Patient Safety Goals (NPSGs) related to communication:

- Improve the effectiveness of communication among caregivers
 - Read-Back
 - Handoff
- Accurately and completely reconcile medications and other treatments across the continuum of care
 - Address specifically during handoff
- Encourage the active involvement of patients and their families in the patient's care, as a patient safety strategy

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TeamSTEPPS Communication

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

The diagram shows a 'Source' penguin on the left and a 'Receiver' penguin on the right. An arrow labeled 'Message' points from the Source to the Receiver. A return arrow labeled 'Feedback' points from the Receiver back to the Source. Between them is a stack of four blocks labeled 'Assumptions', 'Fatigue', 'Distractions', and 'HIPAA'.

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TeamSTEPPS Communication

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

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TeamSTEPPS Communication

Brief

Clear

Timely

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TeamSTEPPS Communication

Information Exchange Strategies

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

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TeamSTEPPS Communication

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 patient?
 - 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...

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TeamSTEPPS Communication

SBAR Example



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TeamSTEPPS Communication

SBAR Exercise

Create an SBAR example based on your role.



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TeamSTEPPS Communication

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

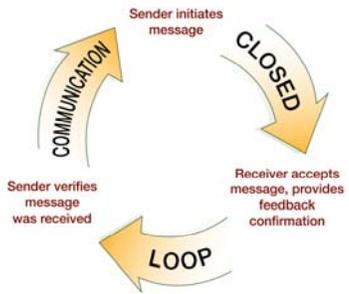


...On your unit, what information would you want called out?

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TeamSTEPPS Communication

Check-Back is...



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TeamSTEPPS Communication

Handoff

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



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TeamSTEPPS Communication

Handoff

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

Great opportunity for quality and safety

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TeamSTEPPS Communication

“I PASS the BATON”

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

Patient: Identifiers, age, sex, location

Assessment: Present chief complaint, vital signs, symptoms, and diagnosis

Situation: Current status/circumstances, including code status, level of uncertainty, recent changes, and response to treatment

Safety: Critical lab values/reports, socio-economic factors, allergies, and alerts (falls, isolation, etc.)

THE

Background: Co-morbidities, previous episodes, current medications, and family 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/team)? Include patient/family responsibilities

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



Question, Clarify, and Confirm

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TeamSTEPPS Communication

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

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TeamSTEPPS Communication

Barriers to Team Effectiveness

BARRIERS	TOOLS and STRATEGIES	OUTCOMES
<ul style="list-style-type: none"> ■ Inconsistency in Team Membership ■ Lack of Time ■ Lack of Information Sharing ■ Hierarchy ■ Defensiveness ■ Conventional Thinking ■ Complacency ■ Varying Communication Styles ■ Conflict ■ Lack of Coordination and Follow-Up with Co-Workers ■ Distractions ■ Fatigue ■ Workload ■ Misinterpretation of Cues ■ Lack of Role Clarity 	<ul style="list-style-type: none"> Brief Huddle Debrief STEP Cross Monitoring Feedback Advocacy and Assertion Two-Challenge Rule CUS DESC Script Collaboration SBAR Call-Out Check-Back Handoff 	<ul style="list-style-type: none"> ■ Shared Mental Model ■ Adaptability ■ Team Orientation ■ Mutual Trust ■ Team Performance ■ <i>Patient Safety!!</i>

TeamSTEPPS Communication

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)

Team Strategies & Tools to Enhance Performance & Patient Safety
