

Summary
Pulling it All Together



"The truth of the matter is that you always know the right thing to do. The hard part is doing it."

—Norman Schwarzkopf

AMRR
Advancing the Frontiers of Research and Quality
PATIENT SAFETY
TEAMS

TeamSTEPPS Summary— Pulling it All Together

Objectives

- Discuss how to use the tools and strategies presented in this training
- Demonstrate how to appropriately apply the tools and strategies to real-life situations
- Practice using tools and strategies for overcoming barriers to team effectiveness

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TeamSTEPPS Summary— Pulling it All Together



PERFORMANCE

KNOWLEDGE

ATTITUDES

SKILLS

Leadership

Communication

Situation Monitoring

Mutual Support

PATIENT CARE TEAM

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TeamSTEPPS Summary— Pulling it All Together

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 ■ Patient Safety!!

TeamSTEPPS Summary— Pulling it All Together

Role Play



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TeamSTEPPS Summary— Pulling it All Together

Identifying Opportunities to Use TeamSTEPPS Tools and Strategies




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TeamSTEPPS Summary— Pulling it All Together

Summary

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

- Are available to both team members and leaders
- Can be categorized according to the specific barriers to team effectiveness in a given situation
- Can all be applied to most situations because they complement one another

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TeamSTEPPS Summary— Pulling it All Together

Action Planning

“To improve teamwork in your unit, what can you commit to focusing on?”

“The achievements of an organization are the results of the combined effort of each individual.”

—Vince Lombardi

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