

Communication

Message

Feedback

Source

Receiver

Assumptions
Fatigue
Distractions
HIPAA

TeamSTEPPS®

AMRC
Advancing the Frontiers of Research and Quality
Improving the Standards in Health Care

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
NATIONAL CENTER FOR SAFETY AND HAZARD INVESTIGATION

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Communication

Objectives

- 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

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Team Strategies & Tools to Enhance Performance & Patient Safety

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Communication

PERFORMANCE

KNOWLEDGE

SKILLS

ATTITUDES

Leadership

Communication

Mutual Support

Situation Monitoring

PATIENT CARE TEAM

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Importance of Communication

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

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



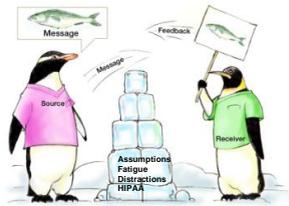
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Communication is...

- 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



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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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Communication

Brief



Clear



Timely



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Communication

Information Exchange Strategies

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



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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 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.



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SBAR Example



SBAR Exercise

- Create an SBAR example based on your role.
 - **S**ituation – What is happening?
 - **B**ackground – What is the background?
 - **A**ssessment – What do I think the problem is?
 - **R**ecommendation – 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



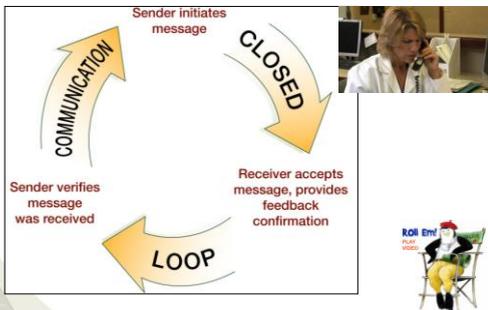
...On your unit, what information would you want called out?



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Communication

Check-Back is...



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Handoff

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



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Communication

Handoff

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



Great opportunity for quality and safety

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Communication

“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.)
THE
- 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

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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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Communication

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!!

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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)



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