

**Summary
Pulling It All Together**

AHRQ
DHA
TeamSTEPPS[®] 2.0 for Long-Term Care

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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 in nursing home scenarios

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Team Strategies & Tools to Enhance Performance & Patient Safety

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Summary

- Each TeamSTEPPS teamwork skill:
 - Facilitates teamwork
 - Is dependent upon or moderated by the other skills
 - Contributes to team performance, quality of care, and resident safety

PERFORMANCE

KNOWLEDGE

ATTITUDES

SKILLS

PATIENT CARE TEAM

Leadership

Communication

Situation Monitoring

Mutual Support

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Team Strategies & Tools to Enhance Performance & Patient Safety

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Tools & Strategies Summary

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 Followup With Coworkers ■ Distractions ■ Fatigue ■ Workload ■ Misinterpretation of Cues ■ Lack of Role Clarity 	<p>Communication</p> <ul style="list-style-type: none"> • SBAR • Call-Out • Check-Back • Handoff <p>Leading Teams</p> <ul style="list-style-type: none"> • Brief • Huddle • Debrief <p>Situation Monitoring</p> <ul style="list-style-type: none"> • STEP • I'M SAFE <p>Mutual Support</p> <ul style="list-style-type: none"> • Task Assistance • Feedback • Assertive Statement • Two-Challenge Rule • CUS • DESC Script 	<ul style="list-style-type: none"> ■ Shared Mental Model ■ Adaptability ■ Team Orientation ■ Mutual Trust ■ Team Performance ■ <i>Resident Safety!!</i>

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TeamSTEPPS Outcomes

- Improved team performance (e.g., Weaver, et al., 2010)
- Improved patient safety culture (e.g., Thomas & Galla, 2013)
- Improved scores on Quality of Life survey (e.g., Howe, 2014)



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Skills Practice




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Identifying Opportunities To Use TeamSTEPPS Tools and Strategies



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Effective Use of TeamSTEPPS Tools and Strategies



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Summary

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

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



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Applying TeamSTEPPS Exercise

1. Are there any changes you would make to your assessment of the teamwork issue that needs to be addressed in your nursing home?
2. If yes, what is the teamwork issue that needs to be addressed?
3. If you had to identify only one tool or strategy to implement first, which one would it be and why?



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