



TeamSTEPPS

Team Strategies & Tools to Enhance Performance & Patient Safety



Integration of TeamSTEPPS Into Clinical Practice Using Non- traditional Methodologies

November 16, 2016



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov



Rules of Engagement

- **Audio for the webinar can be accessed in two ways:**
 1. Through the phone (**Please mute your computer speakers*)
 2. Or through your computer speakers
- **A Q&A session will be held at the end of the presentation.**
- **Written questions are encouraged throughout the presentation and will be answered during the Q&A session:**
 - To submit a question, type it into the Chat Area and send it at any time during the presentation.



Upcoming TeamSTEPPS Events

■ Master Training Courses

- [Registration](#) for courses in January-March 2017 now open

■ Advanced Courses

- Now accepting [applications](#) for February 17 (UW) and March 21 (Northwell Health) courses

■ National Conference

- June 14-16, 2017
- Downtown Hilton, Cleveland, OH
- [Registration](#) open
- [Call for proposals](#)



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Help Line (312) 422-2609

Or email: AHRQTeamSTEPPS@aha.org



Today's Presenters

- **Kelly Carlson Eberbach, DNP, MBA, RN, Clinical Nurse Educator at Nemours Children's Hospital**
- **Daniel Franceschini, MSN, RN, EMT, Simulation Educator at Florida Hospital**
- **Shiva Kalidindi, MD, MPH, MS(Ed.), Education Director at Nemours Children's Hospital**

Nemours Children's Hospital



Objectives

- **Recognize the importance of integrating TeamSTEPPS into clinical practice.**
- **Reflect on the application of non-traditional methodologies in TeamSTEPPS training.**
- **Identify one or two non-traditional methods applicable to their setting.**



Disclosures

- **The presenters have nothing to disclose.**



Educational games for health professionals (Cochrane Review)

- An educational game is “an *instructional* method requiring the learner to participate in a competitive *activity* with preset rules.”
- It is a type of experiential learning where the learner “engages in some activity, looks back at the activity critically, abstracts some useful insight from the analysis and puts the results to work.”

Educational games for health professionals (Review) Copyright © 2013 The Cochrane Collaboration. Published by John Wiley & Sons, Ltd.



Knowles' theory of adult learning (Knowles 1970):

The use of educational games is supported by these four principles:

- 1. Adults are autonomous and self-directed; games give the learner control of learning.
- 2. Adults' past experiences become a resource for learning; games facilitate this process.
- 3. Adults are goal oriented; organized games help adults attain their learning goals.
- 4. Adult learning is problem centered rather than content oriented; games allow application of knowledge in a situation that resembles real life problems.

Educational games for health professionals (Review)

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Educational games for health professionals (Cochrane Review)

- **With educational games, the learners experiment with decisionmaking and problem solving in a risk-free, active learning environment.**
- **Participants learn through their own actions and interactions with others. They also benefit from discussions that follow the game.**
- **Games make the learning process fun and exciting and reduce stress and anxiety, which in turn may increase retention.**

Educational games for health professionals (Review)

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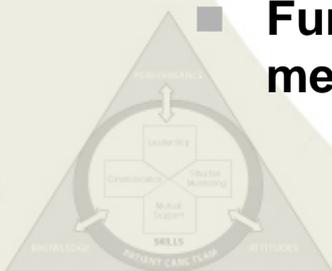
Integration of TeamSTEPPS Into Clinical Practice

- Let the Race Begin!!!



Non-traditional Methodologies (Educational Games)

- **Interprofessional workshop**
 - (TeamSTEPPS National Conference, June 2016, Washington, DC)
 - Crew of 14 from our hospital (FL) to conference (DC)
- **Full workshops w/30 – 40 participants per session (2 sessions)**
 - From all professions
 - From various states and settings
 - With various backgrounds
- **Several timed games with few strategic rules**
- **Fun, laughter, friendly competition and TEAMWORK among mere strangers prevailed (every Team "won")**



T Puzzle

Teamwork Communication Leadership
Shared Mental Model Mutual Support



Egg Transport

Mutual Support

Communication

Leadership



Human Knot

Mutual Support

Communication

Leadership



Skipping Rope

Teamwork
Communication

Leadership
Mutual Support



Mouse Trap

Communication
Shared Mental Model

Leadership
Mutual Support



Minute To Win It



- **Team Dynamics**
- **Mutual Support**
- **Communication**
- **Leadership**
- **Lots of FUN**
- **Lots of cheering noted at both the conference and during our Amazing Race**



Integration of TeamSTEPPS Into Clinical Practice

- **Planning and research are essential prior to presentation to leadership.**
 - Gather statistics from YOUR facility / YOUR department.
 - Start small...pilot your plan in departments with manageable numbers.
 - Be prepared to show stats from before & after TeamSTEPPS event(s).
- **Learn current “buzz words” (or phrases) being used by leadership.**
 - Use these words in your presentation:
 - (Outcomes, Quality & Safety, Metrics, ROI, etc.)



Integration of TeamSTEPPS Into Clinical Practice (cont'd)

- **Staff-level engagement is critical.**
 - Find a few “Shining Stars” in the target area:
 - Get ‘em involved.
 - Keep ‘em engaged from concept to conference.
 - Financial & logistical support is essential.

- **Develop strategies with attention to detail:**
 - Every aspect of the plan should be thoroughly assessed and reassessed.



Essential Tools for Integration and Implementation

- **Teamwork**
 - **Communication**
 - **Leadership**
- 3 MAJOR tools in the TeamSTEPPS toolbox
 - Present in everyday practice virtually everywhere
 - Regardless of the environment, these are absolutely necessary for success



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Amazing Race @ NCH A Pictorial Debrief



Amazing Race at Nemours



- **120 Interprofessional ED associates:**
 - **Nurses**
 - **Paramedics**
 - **Providers**
 - **Support Staff**



Shared Mental Model



Mutual Support



Leadership

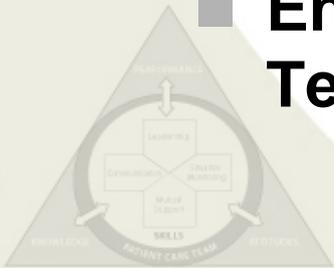


Communication



NCH Amazing Race Outcomes

- Awareness of TeamSTEPPS tools and strategies
- Increased utilization of TeamSTEPPS during simulation training, clinical education sessions, and in everyday practice
- Enhanced team resilience
- Improved team morale
- Improved patient outcomes and statistics
- Enhanced integration across units where TeamSTEPPS has been implemented



Your Choice of Tools

- Many tools and strategies from which to choose
- Customize to your organization, your teams, and your facilities
- Get out your toolbox, dust it off, and start thinking outside the box



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**Thank you for your time today...hope to see
you in Cleveland in June of 2017**



Questions and Answers

For more information, please contact our team at:

AHRQTeamSTEPPS@aha.org

