TeamSTEPPS Community Call 4/16/15

Next Calls
May 20 Wednesday 1100 CST
June 16 – 18 TeamSTEPPS National Conference – Denver
July 16 Thursday 1400 CST
August 19 Wednesday 1100 CST
September 17 – 18 Master Trainer Course – Omaha

DIAL IN INFORMATION FOR CONFERENCE CALL…
Dial (888) 820 - 1398 enter the Attendee Code: 7283774#
*6 to mute or unmute your line

Reminder: Notes from past calls are available at http://www.unmc.edu/patient-safety/teamstepps/calls.html

Roll Call: 5 hospitals joined the call.

   - **Situation:** I need help from existing Master Trainers to “flip” the classroom in the upcoming Master Trainer Workshop.
   - **Background:** Learners will view a one hour introduction to TeamSTEPPS before coming to the workshop. And they will come to training with a problem to solve using teamwork. During the workshop, experienced Master Trainers (YOU) will focus on sharing how they have used TeamSTEPPS tools in their hospital.
   - **Assessment:** The focus of onsite training will be understanding and practice because learners will come with basic knowledge of the TeamSTEPPS framework and tools from viewing the webinar. This approach is intended to improve satisfaction with the training and better prepare new Master Trainers to solve problems using TeamSTEPPS tools and strategies.
   - **Recommendations:**
     1) Contact me to learn more about teaching in the upcoming Master Trainer Workshop.
     2) Come to the workshop to refresh and expand your knowledge of teamwork and successful implementation of large scale organizational change.

2. TeamSTEPPS National Conference in Denver
   - Registration available at http://www.teamsteppsportal.org/national-meeting
   - June 16 1300 – 18 1200
   - Location: Denver, CO
   - Katherine Jones and Vicki Kennel will join North Shore –LIJ Health System (New York) to present on the effectiveness of interprofessional teams in reducing fall risk.

3. Barriers and successes in implementation

Participants on call felt the hands-on approach that will be used in the upcoming Master Trainer Workshop will be very beneficial. Discussed integrating real examples of patient safety cases and stories within the simulations at the training.

**Box Butte** shared their approach to moving forward with and revamping their TeamSTEPPS program, especially to include those long-term staff who have had exposure to TeamSTEPPS but may need a refresher on the concepts and practice using the tools. Their approach included:
   - Reviewing the TeamSTEPPS 2.0 curriculum.
   - Identification of methods to integrate teamwork competency, such as:
     - Encouraging registration for individual TeamSTEPPS modules online
     - Taking advantage of free CEs, especially for nursing staff, for review of TeamSTEPPS modules (one can earn up to 12.5 CEs for taking all modules)
- Considering the online TeamSTEPPS Master Trainer course
- Considering quarterly training, refresher course, and new employee orientation opportunities to educate on TeamSTEPPS tools and principles
- Engage mid-level managers in TeamSTEPPS training. Managers and leaders are essential role models for teamwork and the use of TeamSTEPPS tools!

Clarinda shared how they have incorporated TeamSTEPPS with their physicians and CEO. Encouraging facility leaders to use even a select few tools (e.g., SBAR, CUS), role modeling the use of these tools, and seeking feedback will encourage integration of TeamSTEPPS into practice. They also described how the use of debriefs after trauma events helped to identify a lack of clarity around roles and responsibilities in trauma events.

UNMC shared their use of briefs and debriefs in the ED. The Chief of Trauma Surgery training residents in trauma services utilized briefs to assign duties and clarify roles and responsibilities. Upon the case debrief, they found staff liked the use of the brief as it created a shared mental model for staff as the prepared for the trauma case.

4. In the literature...This article explains how implementation teams support organizational change in school systems, which is consistent with the TeamSTEPPS strategy of using coordinating teams in hospitals. We need to harness the power of coordinating teams to improve implementation and sustainment of organizational change. Contact me for a hard copy of the article.


This paper introduces a team form called an “implementation team”—a team charged with designing and leading the implementation of an organization-wide change strategy—and investigates this team type in a context ripe for change, U.S. public school systems. Unlike prior teams research that has focused on teams as diagnostic collectives or strategic decision-making bodies, this study forwards the notion that teams can be used to implement organizational change. In this study, we examined how positional and tenure diversity and work context relate to team member learning, a critical factor in sustaining organizational change. Results from 25 school district instructional improvement strategy teams over two years challenge some basic assumptions regarding what constitutes a “real team.” We find that some taken-for-granted aspects of teams, such as team member stability, may not be central or even appropriate when considering “real teams” in this change context; rather than stability of team membership, the stability of members’ roles may matter most. We conclude by suggesting that scholars further investigate this team form and reframe, reconsider, and renew their conceptualizations of “real teams,” especially for teams engaged in implementing organizational change.