TeamSTEPPS Community Call 8/19/15

Next Calls
- September 17 – 18 Master Trainer Course – Omaha
- October 15 11:00-11:30AM CST
- November 18 2:00-2:30PM CST
- December 17 11:00-11:30AM CST

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

Agenda

1. Roll Call…4 hospitals were on the call.


   Monday August 24 the TeamSTEPPS Webinar will be posted.
   This webinar is required viewing for those attending the September Master Trainer workshop. It gives a tour of the TeamSTEPPS tools and gives the attendee a basic understanding of TeamSTEPPS tools. This will allow workshop attendees to focus more on implementation and sustainment of TeamSTEPPS. This webinar will remain online and may be used as refresher training in hospitals using TeamSTEPPS.

3. In the literature…

   In this powerful book, McCrystal and his colleagues show how the challenges they faced in Iraq can be relevant to countless businesses, nonprofits, and other organizations. The world is changing faster than ever, and the smartest response for those in charge is to give small groups the freedom to experiment while driving everyone to share what they learn across the entire organization. As the authors argue through compelling examples, the team of teams strategy has worked everywhere from hospital emergency rooms to NASA. It has the potential to transform organizations large and small.

   Here is the link to Stanley McCrystal’s TED talk. (kjonesj@unmc.edu).
   https://www.ted.com/speakers/stanley_mccrystal

4. Barriers and successes in implementation

   A team of three is attending a TeamSTEPPS Advanced Master Trainer Workshop at Duke University this month. The attendees will dive into the advanced topics of coaching and organization-wide quality improvement and sustainment at the highest organizational levels. Russell Buzalko, Victoria Kennel and Anne Skinner will report back to Master Trainers.

   During the September TeamSTEPPS Master Trainer workshop at UNMC, Katherine will gather opinions about the future format of Master Trainer contact and sharing through scheduled telephone conferences. Consensus of today’s callers was that any time to share ideas or discuss ideas with others is great; monthly preferred but quarterly would be acceptable.
Hospitals on the call were asked to share a potential area of concern or problem that might be brought to the September Master Trainer Workshop. Whitney (Community Medical Center, Falls City) shared a concern about handoffs. The common theme in all problematic handoffs seems to be lack of process, or lack of receiver check back before the responsibility is transferred. Active listening and reflection is needed before one accepts responsibility for the handoff (receiver reflects the information), whether it is a patient transfer, a telephone message, a relay of information, etc. Katherine suggested looking at past HSOPS results to see which departments/groups might report concerns on questions about handoffs, or examine the open-ended comments for indications of problems.

Barb (Community Medical Center, Falls City) shared that she was looking for new data from more current research to indicate that quality and safety issues exist and are a contemporary problem. Katherine suggested the web site listed above and navigating to the TeamSTEPPS Module 1 presentation. It is the combination of data and emotion (that is, how the data applies to this hospital or a local situation) that will motivate change.

Rhonda (Brown County) reported that during the daily 10 am huddle (hospital-wide brief) on each Tuesday someone presents a TeamSTEPPS tool. Often Rhonda provides a tool review and engages others at the meeting by asking who can example of handoff, SBAR etc. so they talk about the tool as a group.