1. Three hospitals joined the Community Call.

2. Announcements
   a. The 2014 TeamSTEPPS National Conference will be held June 11 – 12 in Minneapolis. You can register to attend the conference free of charge through the portal http://teamsteppsportal.org. Vicki Kennel, MA, graduate research assistant for the CAPTURE Falls project will present our adaptation of the TeamSTEPPS Perceptions Questionnaire for Fall Risk Reduction.
   b. Next Call…Rhonda Theis, Master Trainer from Brown County Hospital, will discuss:
      - How expansion of training into outpatient clinics has demonstrated that teamwork is important to their culture
      - How an SBAR admitting worksheet for skilled patients supports teamwork

3. Barriers and successes in implementation

   Barrier to teamwork and patient safety….Confusing a means (electronic record) with a goal (patient safety)
   One hospital shared their experience that implementing an electronic medical record had created a problem with availability, storage and triggering of checklists that had formerly been attached to a paper chart. Suggestion included scanning paper checklists after completion or building them into the electronic medical record. However, the most important determinant should be to determine the goal of the checklist (patient safety) and which method will make it easiest for members of the team to access the tool to support the process. This problem reflects our definition of a team…two or more people with clear roles/responsibilities who work together toward a common goal. Remember that going paperless is not a goal…patient safety is a goal.

   Success in implementing team skills…. One TeamSTEPPS Master Trainer shared their hospital’s experience training employees at a clinic that their hospital purchased about a year ago. One strategy that they used was to identify behaviors that clinic personnel may have already been using (e.g. call out, check back) and provide a label for the behavior and how it supports effective communication and patient safety. This hospital also reported that a new Master Trainer had developed an SBAR tool to structure admission of skilled patients that is working well (see SBAR Admitting Worksheet for Skilled Patients posted on http://www.unmc.edu/patient-safety/teamstepps_toolkit.htm)

   How do you know TeamSTEPPS has made a difference? One TeamSTEPPS Master Trainer shared that they have had several overlapping IT projects over the past year. They have found that tools such as cross-monitoring, seeking and offering task assistance, calling for huddles, and ensuring a shared mental model has helped to decrease stress and increase achievement of goals. Team skills support shared goals in all departments.

4. In the Literature….request hard copies if interested.

   Weaver SJ, Dy SM, Rose MA. Team-training in healthcare: a narrative synthesis of the literature. BMJ Qual Saf. Published Online First: [please include Day Month Year] doi:10.1136/bmjqs-2013-001848
   These researchers reviewed articles published from 2000 – 2012 to understand the current state of team training in acute care hospitals. They were looking for patient and staff level outcomes associated
with team training. They provide an excellent review of patient level outcomes associated with team training. Staff outcomes include teamwork knowledge, attitudes, and behaviors. A key finding is that the studies demonstrating the most robust evidence for effectiveness have implemented team-training as a bundled intervention that includes preplanning, readiness assessment, interdisciplinary learning activities and tools to support active transfer and sustained use of effective teamwork practices into daily care. They conclude that there is moderate-to-high quality evidence that team training can positively impact healthcare team processes and patient outcomes.