

Our Journey Through TeamSTEPPS (so far)

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Our Journey Through TeamSTEPPS

- Why we are participating in the TeamSTEPPS Collaborative.
- What we already did:
 - SBAR
 - Huddles
 - TeamSTEPPS training at UCLA
- What we thought we were going to do when we started TeamSTEPPS training.
 - Focus on surgery

Our Journey Through TeamSTEPPS

- What we actually did:
 - Mutual Support
 - Task Assistance
 - Advocacy and Assertion
 - Two Challenge Rule
 - CUS

Mutual Support: Task Assistance

Mutual Support

Task Assistance

Helping others with tasks builds a strong team. Key strategies include:

- Team members protect each other from work overload situations
- Effective teams place all offers and requests for assistance in the context of patient safety
- Team members foster a climate where it is expected that assistance will be actively **sought** and **offered**

Mutual Support: Advocacy and Assertion

Mutual Support

Advocacy and Assertion

Advocate for the patient

- Invoked when team members' viewpoints don't coincide with that of the decisionmaker

Assert a corrective action in a **firm** and **respectful** manner

- Make an opening
- State the concern
- State the problem (real or perceived)
- Offer a solution
- Reach agreement on next steps

Mutual Support: Two-Challenge Rule

Two-Challenge Rule

Empowers all team members to *"stop the line"* if they sense or discover an essential safety breach

When an initial assertive statement is ignored:

- It is your responsibility to assertively voice concern at least *two times* to ensure that it has been heard
- The team member being challenged must acknowledge that concern has been heard
- If the safety issue still hasn't been addressed:
 - Take a stronger course of action
 - Utilize supervisor or chain of command

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Mutual Support

Mutual Support: CUS

Mutual Support

CUS

Assertive statements:

I am **C** ONCERNED!
I am **U** NCOMFORTABLE!
This is a **S** AFETY ISSUE!
“Stop the Line”

Our Journey Through TeamSTEPPS

- How we rolled out CUS
 - Presentation to Leadership with Sue Sheridan video, skit performed by leaders and explanation.
 - Presentation to General Staff meeting with skit performed by surgeon and staff and explanation.
 - Presentation to Medical Executive Committee.
 - All staff trained during yearly updates.
 - Department specific reinforcement.
 - Presentations on CUS in New Employee Orientation.

Our Journey Through TeamSTEPPS

- What we want to do next:
 - Enhance our emphasis on Hello Humankindness through better communication and reduction of lateral violence between health care workers.
 - See research article by Diane Ceravolo
 - Discussion of bullying in healthcare
 - Continue to grow our Just Culture.
 - Continue to grow TeamSTEPPS, seeking leadership commitment.
 - See June 2015 publication from HPOE and the AHA

Our Journey Through TeamSTEPPS

- Our next steps:
 - Online training in TeamSTEPPS
 - Master training at UCLA
 - Signed teams of three up for each of the open sessions.

Thank You