Meet the Nebraska GPQIN Team

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What is TeamSTEPPS®?

• TeamSTEPPS® stands for **Team Strategies** and **Tools to Enhance Performance** and **Patient Safety**
• TeamSTEPPS® focuses on specific skills supporting team performance principles, including training requirements, behavioral methods, human factors and cultural change to improve quality and patient safety
• The TeamSTEPPS® approach *improves communication* and *teamwork* and reduce chance of errors and provide *safer patient care*

Objectives

• Recognize the connection between communication and medical error
• Define communication and discuss the standards of effective communication
• Identify barriers, tools, strategies and outcomes associated with communication
• Describe specific TeamSTEPPS® Communication Strategies
• Improve teamwork to enhance resident safety
• Use specific TeamSTEPPS® communication strategies to improve quality and safety in daily work
TeamSTEPPS®

- Importance of Communication and Teamwork
  - Communication breakdown has been identified as the most common root cause error in SNF
  - We must learn how to be effective and communicative team members
    [https://www.ahrq.gov/teamstepps/longtermcare/index.html](https://www.ahrq.gov/teamstepps/longtermcare/index.html)

High-Performing Teams

- Shared mental models
- Clear roles and expectations
- Clear, valued and shared vision
- Optimize resources
- Have strong team leadership
- Engage in a regular discipline of feedback
- Develop a strong sense of collective trust and confidence
- Create mechanisms to cooperate and coordinate
Standards of Effective Communication

Should be:
• Complete
• Clear
• Brief
• Timely

Good Communication is Safety
Polling Question

Have you experienced a situation, on your unit, department or work area, involving a breakdown of communication?

- Yes
- No

Information Exchange Strategies

**SBAR**
- Call-Out
- Check-Back
- Handoff
- Brief
- Huddle
- Debrief
- CUS

**Situation**
What is going on with the resident?

**Background**
What is the clinical background or context?

**Assessment**
What do I think the problem is?

**Recommendation**
What would I recommend?
SBAR Example

Polling Question

Do you use SBAR in your communications at your nursing home?

- Yes
- No
Check-Back

Check-Back Example

Check-back video
Call-Out is...

A strategy used to communicate important or critical information

- It informs all team members simultaneously during emergency situations
- It helps team members anticipate next steps

...On your unit, what information would you want called out?

Handoff

- Optimized information
- Responsibility–accountability
- Uncertainty
- Verbal structure
- Checklists
- IT support
- Acknowledgment

Great opportunity for quality and safety
**“I PASS THE BATON”**

| **Introduction:** | Introduce yourself and your role/job (include resident) |
| **Patient/Resident:** | Identifiers, age, sex, location |
| **Assessment:** | Relevant diagnoses and complaints, vital signs and |
| **Situation:** | Current status (e.g., ADL status, intake, elimination, behavior, cognition), including code status, level of uncertainty, recent changes and response to treatment |
| **Safety:** | Critical lab values/reports, allergies and alerts (falls, isolation, etc.) |
| **Background:** | Other diagnoses, previous episodes, current medications, history |
| **Actions:** | What actions were taken or are required? Provide brief rationale |
| **Timing:** | Level of urgency and explicit timing and prioritization of actions |
| **Ownership:** | Who is responsible (nurse/doctor/APRN/nursing assistant)? Include patient/family responsibilities |
| **Next:** | What will happen next? Anticipated changes? What is the plan? Are there contingency plans? |

*Question, Clarify and Confirm*

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**Handoff Example**

*Question, Clarify, and Confirm*  
[Integrate the I PASS the BATON video here]
Briefs, Huddles, Debriefs

Huddle Example
Polling Question

Does your facility use handoffs?
- Yes
- No

Communication Challenges

- Language barrier
- Distractions
- Physical proximity
- Personalities
- Workload
- Varying communication styles
- Conflict
- Lack of information verification
- Shift change

Great Opportunity for Quality and Safety
Barriers to Team Effectiveness

**BARRIERS**
- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Followup With Co Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

**TOOLS and STRATEGIES**
- Brief
- Huddle
- Debrief
- STEP
- Cross-Monitoring
- Feedback
- Advocacy and Assertion
- Two-Challenge Rule
- CUS
- DESC Script
- Collaboration
- SBAR
- Call-Out
- Check-Back
- Handoff

**OUTCOMES**
- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Resident Safety!!*

Teamwork Actions

- Communicate with team members in a brief, clear and timely format
- Seek information from all available sources
- Verify and share information
- Practice communication tools and strategies daily
Polling Question

• What actions will you take to improve your team’s communication skills?

  - SBAR
  - Call-Out
  - Check-Back
  - Handoff

  - Briefs
  - Debriefs
  - Huddles
  - CUS

Resources

TeamSTEPPS® 2.0

TeamSTEPPS® is a teamwork system that offers a powerful solution to improving collaboration and communication within healthcare facilities, including comprehensive curricula and instructional guides with case studies and videos illustrating teamwork opportunities and successes.

TeamSTEPPS® Curriculum for Long-Term Care
This version of TeamSTEPPS® has been adapted to address issues specific to nursing homes.

TeamSTEPPS® 2.0 Pocket Guide
A convenient Pocket Guide can be ordered online through AHRQ for a nominal charge.

TeamSTEPPS® Long-Term Care Implementation Guide
TeamSTEPPS® Initiative Implementation Guide provides guidelines, tools, and resources for completing each phase and for gathering data necessary for progression to the next phase.

TeamSTEPPS in LTC
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