Project Title: Inter-professional Clinical Assessment Rounding & Evaluation (I-CARE)

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Grady Memorial Hospital

- Founded in 1890 and opened in 1892
- Provides medical care for the underserved residents of the Atlanta community
- Operated by the City of Atlanta
- 1940s developed a relationship with Fulton and DeKalb Counties

Grady Hospital, 1900.

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Grady Health System

- The largest public hospital–based health system in the Southeast,
- Level I Trauma Center
- Burn Center
- Comprehensive Stroke Center
- Level III PCMH Network
- Primary Training Site for Morehouse and Emory Schools of Medicine
- Inpatient nursing care is provided by the 1,500 professional registered nurse staff

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Learner Objectives

1. Participants will understand how to apply TeamSTEPP principles towards the development and implementation of inter-professional collaborative patient centered bedside rounding.
2. Participants will understand how to apply athletic principles to inter-professional collaborative patient centered rounding

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Current State

- Interdisciplinary patient care rounds
- Table top rounds
- Medical record documentation
- Health care disciplines training
- The patient desired goals

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Identified Gap(s) in Care Delivery

- **Challenges**
- **Communication gap**
- **Care coordination**

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Purpose

Utilizing a nurse led inter-professional collaborative practice team, the purpose of Project I-CARE is to allow for comprehensive team-based patient-centered care planning to occur at the bedside with the patient involvement on those patients with complex discharge planning needs.

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Objective Statement

In patients with complex discharge planning needs, nurse led bedside patient care rounds can positively impact the patient care experience, communication between the patients and their providers and communication among healthcare disciplines through the development of an integrated care plan that includes the patients identified educational needs and personal discharge goals.

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Intervention

- Project I-CARE consist of five intervention
  - TeamSTEPPS principles.
  - Bedside rounding simulation scenarios.
  - Cultural competency training sessions.
  - Debriefing and evaluation of inter-professional team rounds.
  - ICARE rounds on 19 inpatients unit by the end of the project.

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I-CARE Model

Interprofessional **C**linical **A**ssessment , **R**ounding and **E**valuation
(Based on TeamSTEPPS Principles using Athletic Strategies)

An interaction between nurses and one or more health professionals that allows knowledge and skills of all the healthcare providers to synergistically influence the patient care being provided (Vazhapiro & Cowan, 2005).

1. **Education of Interprofessional Team Members:**
   - TeamSTEPPS
   - Cultural Diversity
   - I-Care Simulation
   - Debriefing & Evaluation of I-CARE
2. **Selection of Patient**
   - One patient per unit Monday-Thursday:
   - Patients with Renal , Respiratory and Cardiovascular disorders, Diabetes, LOS >4 days, readmission within 30 day, non-English speaking and low health literacy
3. **Notification of Core Team & Ad Hoc Team Members**
   - Email/phone/face-to-face
   - Core Team: RN, Provider, Physician, Pharmacist and Social Service.
   - AD HOC: team members: Rehabilitation, Nutrition, Respiratory therapy , Pain nurse specialist, Education Specialist, Child life Specialist and Community Health worker
4. **Pre-Game**
   - Prepare Patient
   - Completion of assessment tool (SBAR)
   - Meet outside patient's room at designated time
   - Discuss sensitive patient information
5. **Game**
   - "U" shape around patient's bed
   - Nurse-led with introduction of all team members using ADIET
   - Encourage Patient/family involvement using open-ended question
   - Ask patient his/her goals (Include family/caregiver as needed)
   - Develop a plan of care.
6. **Post- Game (debriefing)**
   1. Outside patient's room
   2. Evaluate effectiveness of team communication and roles.
   3. Discuss follow-up recommendations including consults.
   4. Update Care Plan

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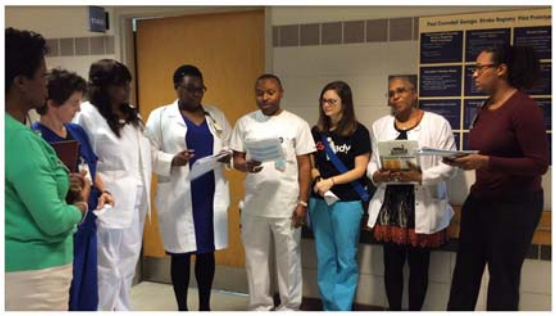

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TeamSTEPPS Principles

1. What TeamSTEPPS principles were used to develop an I-CARE Team?
2. What TeamSTEPPS communication principles were used amongst the I-CARE team?
3. What TeamSTEPPS principles were used to implement I-CARE Rounds

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TeamSTEPPS Principles

- Team Structure
- Leadership
- Communication
- Partnering with Patients
- Situation monitoring
- Mutual support

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Team Structure

- Multiple team system teams working towards a common goal.
- Have shared team goals and individual team goals.
- A team of teams – core, contingency, coordinating, administrative.

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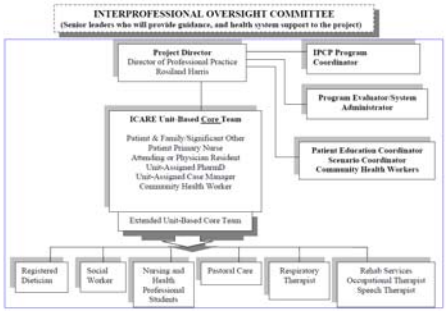

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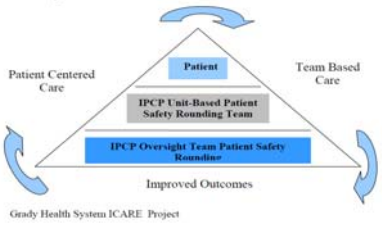
Conceptual Model



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High Performing Teams:

- Regular feedback
- Team goals and plans.
- Anticipating and reviewing issues
- Diagnosing tea
- Coordinate and generate ongoing collaboration.
- Optimize performance outcomes.

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Barriers to Team Performance

- Lack of time
- Lack of information sharing
- Conflict
- Lack of coordination and follow-up
- Work load

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Leadership

- **Effective team leaders** – any team member
- **Two types team leader** – designated team leader ; situational leader.
- **Skills** - goal setting, , care plan development, communicate, assessing team performance.
- **Establish rules of engagement** - manage and allocate resources, information sharing, conflict, teamwork

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Team Leader Strategies

- Briefs
- Huddles
- Briefing checklists
- Conflict resolution
- debriefing checklists

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Communication

A lifeline of a well-functioning team
Must meet four standards to be effective: complete, clear, brief, and timely.
Communication challenges:

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

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Communication Tools

- **SBAR**
- **Check-Back**
- **Hand off**

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Partnering With the Patient

- Including the patient in bedside rounds.
- Conducting handoff at the patient's bedside.
- Providing patients with tools for communicating with their care team.
- Actively enlisting the patient's participation.

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Working with Patients and Families As True Partners Includes

- Listening to patients and their families.
- Asking patients how involved they prefer to be in their own care.
- Asking patients about their concerns.
- Speaking in lay terms.
- Allowing time for patients and families to ask questions.
- Providing patients and families for feedback and to be proactive participants in patient care.

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Situation Monitoring

Situational Awareness -Away for team members to be aware of what is going on around them

– an individual outcome

–the status of the patient, other team members, environment; and progress toward goal

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Mutual Support

- Involves team members
- Back up behavior
- CUS

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Shared Mental Model

- A **shared mental model**
  - Helps to ensure every one is on the same page;
    - ***Use of huddles, briefings, monitoring and communication***
- **Outcomes:**
  - Adaptability
  - Team orientation
  - Mutual trust
  - Team performance

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Survey Questions for Shared Mental Model and Mutual Support

- How can ICARE rounds help leadership and staff reach their individual, unit, and/or department goals (what's in it for me)?
- What benefits would the department heads desire to see as a result of their staff participation in ICARE rounds?
- What needs to be done to get staff more motivated to participate, value and appreciate ICARE rounds?
- List personal experience, observation and/or perception about ICARE Rounds.

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A story

ICARE identified that the patient A discharge care team needed to validate the patient care coronation at home and feeding tube and trach education with care givers.

ICARE round identified that their was a delay in patient X chemotherapy and with the collaboration of the team the process was corrected.

ICARE round identified that patient C had a discharge order for a PICC and home order with IV antibiotics but no PICC line was placed or education regarding line usage and meds.

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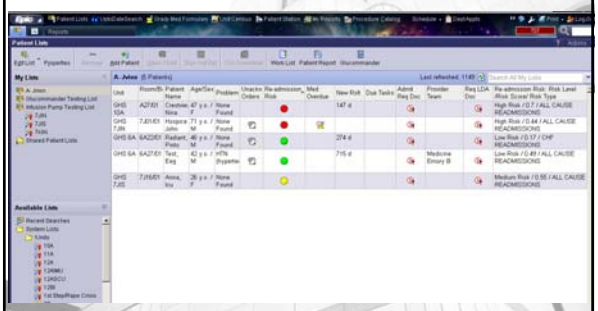

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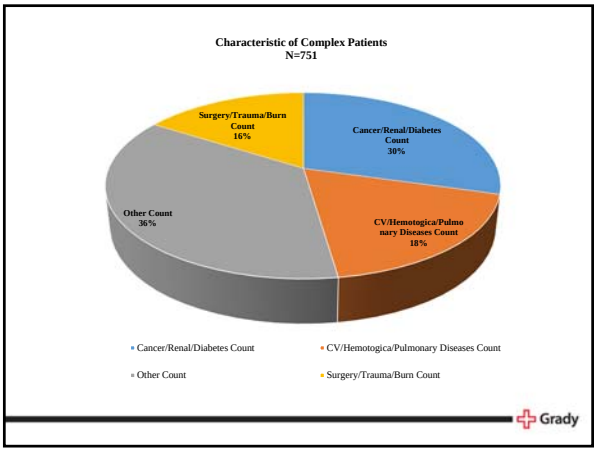

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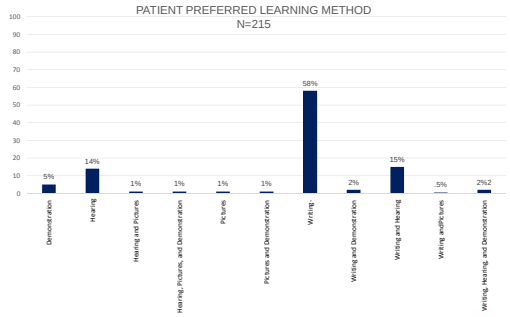
Learning Method
Tell me how do you learn best?



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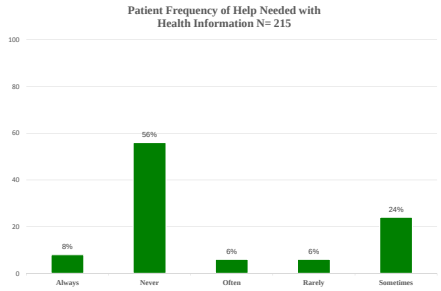
Health Literacy

How often do you need to have someone help you with the instructions for taking your medicine or other written instructions from your doctor or pharmacy?



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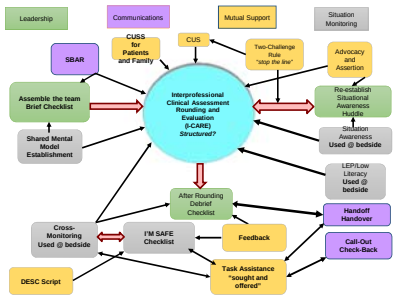

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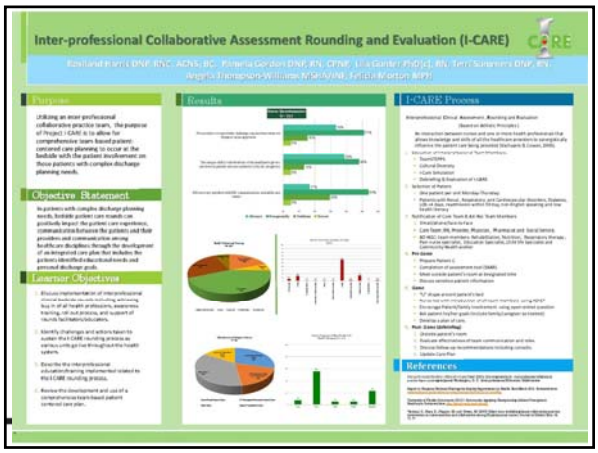

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