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Interprofessional Collaboration, In-situ Simulation and TeamSTEPPS®: A Practice Improvement Initiative

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Interprofessional Collaboration, InSitu Simulation, and TeamSTEPPS™

Reduces adverse events

Improves staff and patient satisfaction



Improves health team communication

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Ineffective Teamwork

- Communication Breakdown
- Increase in Errors
- Safety Concerns
- Adverse Events
- Reduces Patient Satisfaction
- Reduces Staff Moral



<http://www.compendian.com/category/sales-marketing-disconnect>

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Women's Health Service

The purpose of this quality improvement initiative is to increase effective team communication skills and improve interprofessional collaboration to promote a climate of safety.

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EFFECTIVE Team Planning

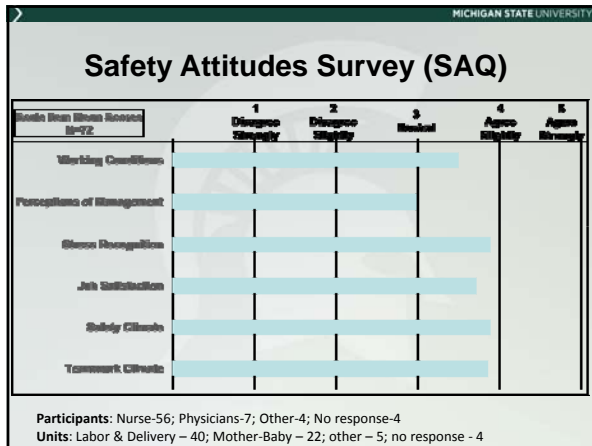
- Goal Setting
- Brainstorming
- Identify Expertise
- Resources
- Stakeholders
- Support
- Partners

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Problem Identification -

- Review HCAHPS Hospital Consumer Assessment of Healthcare Providers and Systems Adverse Events
- Examine Adverse Events - Core Issue
- Administer Safety Attitudes Survey (SAQ)
- Solicit Input

RCA
Root Cause Analysis

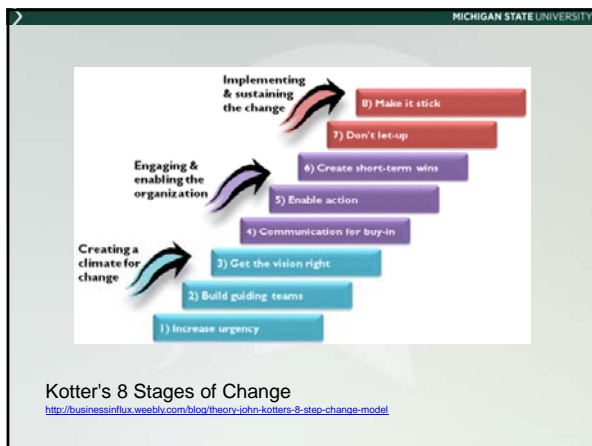


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The Joint Commission Root causes identified for Mother Baby ...


Communication issues topped the list of identified root causes (72 percent), with more than one-half of the organizations (55 percent) citing organization culture as a barrier to effective communication and teamwork, i.e., hierarchy and intimidation, failure to function as a team, and failure to follow the chain-of-communication.

http://www.jointcommission.org/assets/1/18/SEA_30.PDF



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Strategic Planning



- Align with Organizational Initiative
- Partner with MSU College of Nursing
 - Expertise in in-situ simulation, TeamSTEPPS, and resources
- Integrate into current skills blitz
- Funding Source

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Organizational Commitment to encourage a culture of patient safety

"a safety culture refers to "a commitment to safety that permeates all levels of an organization, from frontline personnel to executive management"



<http://www.acog.org/Resources-And-Publications/Committee-Opinions/Committee-on-Patient-Safety-and-Quality-Improvement/Patient-Safety-in-Obstetrics-and-Gynecology>


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Project - Interventions

- Analyze adverse events** to identify common threads and communication concerns
- Design clinical scenarios** based on analysis results to create interprofessional simulated learning activities
- Integrate** simulated clinical scenarios into the **obstetric skills day** using **TeamSTEPPS™** communication tools
- Conduct a 3 hour **change champion workshop** to promote sustainability of team communication skills.

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Evaluation



- Performance Measures Simulation (immediate feedback and repeat performance)
- Administer (ICCAS) *Interprofessional Collaborative Competencies Attainment Survey*
- *Intent to practice comments*
- *Monitor Adverse Events, HCAHPS, Climate*
- *Long Term – re-administer SAQ and open ended self reflection comments*

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ICCAS – Interprofessional Collaborative Competencies Attainment Survey
(Paired T-Test; Pre and Post Intervention N=108)

Scale Item	Pre	Post	Correlation	Significance (p=.05; 2 tailed)
Communication	5.70	6.43	.686	.000
Collaboration	5.73	6.48	.634	.000
Roles & Responsibilities	5.69	6.45	.676	.000
Collaborative Patient/Family	5.73	6.44	.652	.000
Conflict Management/Resolution	5.86	6.49	.642	.000
Team Functioning	5.67	6.38	.556	.000

Scale: 1 = strongly disagree; 2=moderately disagree; 3=slightly disagree; 4=neutral; 5=slightly agree; 6=moderately agree; 7=strongly agree; na=not applicable

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Immediate Outcomes – Intent to apply skills

THEMES: Self reported intent to apply skills during patient care activities (N=46)

- Improve communication technique (50%)
- Assertive communication to improve safety (28%)
- Increase clarity and details of communication (11%)
- Advocate and increase situational awareness (9%)
- Respectful communication (2%)



Scale Items	Mean Pre	Mean Post	Total SD
Teamwork Climate	3.84	4.15	.7838
Safety Climate	3.88	4.06	.7169
Job Satisfaction	3.70	4.00	.8898
Stress Recognition	3.88	3.82	.0922
*Perceptions of Management	2.99	3.59	.9641
*Working Conditions	3.48	4.00	.9525

Scale: 1 – disagree strongly; 2- disagree slightly; 3- Neutral; 4-agree slightly; 5-agree strongly
 PRE: Participants: Nurse – 56; Physicians – 7; other – 4; no response – 4
 Unit: Labor & Delivery – 40; Mother-Baby – 22; other – 5; no response – 4
 POST: Participants: Nurse -27; Physician – 13; other – 1
 Unit: Labor & Delivery – 27; PACU – 2; Mother baby – 6; other – 1
 *Statistically Significant - α 0.05

Please Provide an example of how you adjusted your patient care activities as a result of participating in TeamSTEPPS and Skills Day Simulation Activities.

- "Better able to speak up"
- "Different communication techniques"
- "More clear about concerns"
- "Improved huddle for communication"
- "I am afraid to speak up"
- "Use tools to provide feedback (CUSS)"
- "Contacted resources when there was a problem before it got out of hand"
- "I have an increased awareness of everyone's role during a situation/emergency which helps"

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Conclusion -

- The integration of interprofessional learning activities using in-situ simulation contribute to improving outcomes
- The use of TeamSTEPPS™ basic communication tools to improve communication and team functioning while reducing errors has been well established.
- The CNS plays a pivotal role in leading interprofessional collaborative teams to advance the quality and safety of healthcare.
- Need Further Research!!

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Clinical Nurse Specialist

- **Influence** Practice Environments
- **Lead** Evidence Based Practice Initiatives
- **Improve** Quality Outcomes



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References

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Questions - Comments

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