

Shift to
Safety

Your source for patient safety

Team**STEPPS**
CANADA™

Team Strategies & Tools to Enhance
Performance & Patient Safety

SHIFTtoSafety.com



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LEADER

Team**STEPPS** Canada™
CHCA Summit
October 2nd & 22nd, 2018

TeamSTEPPS Canada™ Team



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Objectives

- Set the stage through simulation and play
- Understand what issues TeamSTEPPS addresses
- Introduce TeamSTEPPS Canada™ (content and methodology)
- Discuss the pressure points within home care



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Simulation fun!

Table Exercise

First round no talking

- 5 min to complete the STEP ONE – Individual Ranking column

Second round

- 10 min to complete the STEP TWO – Team Ranking column



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Scores

Total score	Ranking	Survival Ability
0-25	Excellent	You demonstrated great survival skills. You're rescued!
26-32	Good	Above average results. Good survival skills. Rescued!
33-45	Average	Seasick, hungry and tired. Rescued!
46-55	Fair	Dehydrated and barely alive. It was tough, but...rescued!
56-70	Poor	Rescued, but only just in time!
71+	Very Poor	Oh dear, your empty raft washes up on shore weeks after the search party is called off

Debrief

1. How successful were you?
2. How successful were you as a team?
3. How did that exercise feel alone versus in a team?
4. Why do we do this exercise?



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Patient safety incidents rank **third** behind cancer and heart disease

Every 13 minutes a patient dies in
Canada from preventable harm in
healthcare

Patient harm...

It does happen.

Healthcare is generally safe, but sometimes harmful events happen that affect patients. Many of these events are preventable.

13% Adverse event rate in home care
56% deemed preventable

Safety at Home – a Pan-Canadian Home Care Safety Study, 2013



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Team structure



Photo A retrieved from <http://smallbusiness-solution.com/hekint/michael-reese-hospital-nurses-interns-and-residents/>

Photo B retrieved from Spectrum Healthcare

Barriers to team performance

- Inconsistency in team membership
- Lack of time
- Lack of information-sharing
- Hierarchy
- Defensiveness
- Conventional thinking
- Varying communication styles
- Conflict
- Lack of coordination and follow-up
- Distractions
- Fatigue
- Workload
- Misinterpretation of cues
- Lack of role clarity



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High performing teams

- Hold shared mental models
- Have clear roles and responsibilities
- Optimize resources
- Have strong team leadership
- Engage in a regular discipline of feedback
- Develop trust and confidence
- Create mechanisms to cooperate and coordinate
- Manage and optimize performance outcomes

(Salas, et al., 2004)



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TeamSTEPPS

Team Strategies & Tools to Enhance Performance and Patient Safety

- Based on more than 30 years of research and evidence
- Team training programs have been shown to improve attitudes, increase knowledge and improve behavioural skills

(McEwan et al., 2017)
(Cochrane et al., 2017)
(Salas et al., 2008)



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What is TeamSTEPPS Canada

Why we're so special!

- Canadian videos and teaching aids
- Canadian data sources
- Canadian references
- Enhanced patient-focused content developed in partnership with PFPSC
- Inclusion and representation of multiple health sectors
- Use of simulation and game play throughout content delivery
- Support and connection – building a TeamSTEPPS Canada community



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Our partners



Michael
Garron
Hospital



Canadian
Patient
Safety
Institute

Institut
canadien
pour la sécurité
des patients



Hôpital St-Boniface Hospital



Canadian Home Care
Association
canadienne de soins
et services à domicile



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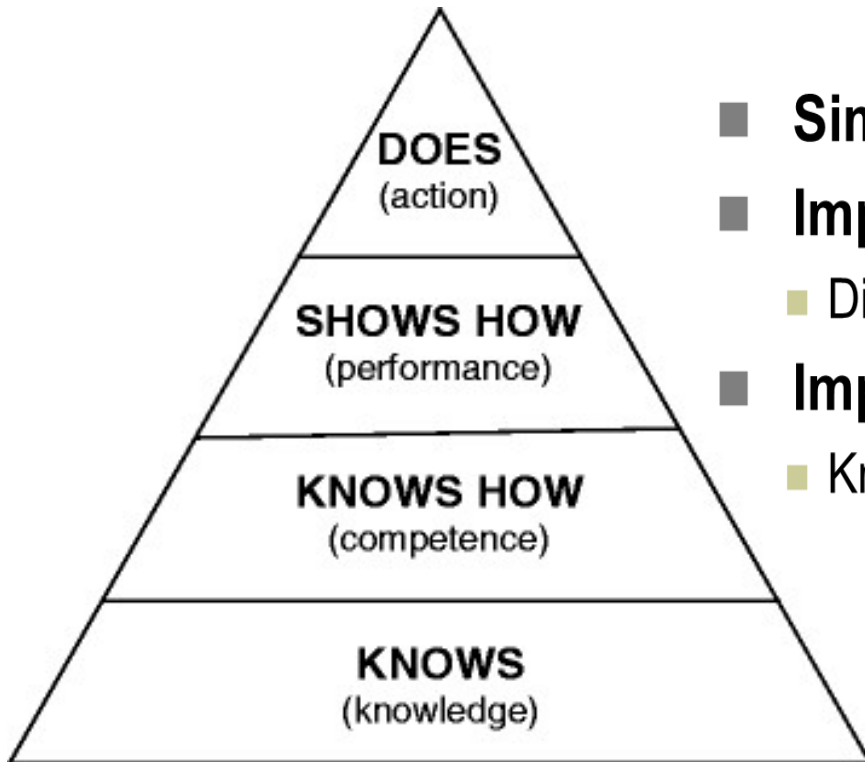
Greg's Wings

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Using game play and simulation

Miller's Pyramid



- **Simulation enhances TeamSTEPPS**
- **Improving learning**
 - Didactic Lectures ----- Active Learning
- **Improving assessment of implementation**
 - Knows ----- Does

Using game play and simulation continued

- Creates shared mental model through mutual experience
- Low risk learning
- Uses naïve tasks – more inclusive, breaks down hierarchy
- Fosters collaboration, not competition
- Levels the playing field – safe environment to learn



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TeamSTEPPS Canada™ course offerings

Master Trainer	Fundamentals	Essentials
<p>Fundamentals course, plus:</p> <ul style="list-style-type: none"> • Change management • Coaching • Measurement • Implementation planning 	<ul style="list-style-type: none"> • Team structure • Communication • Leading teams • Situation monitoring • Mutual support 	<p>Key principles and concepts of TeamSTEPPS</p>
1.5 to 2 days	6 to 8 hours	1 to 3 hours
Master trainers are equipped to train frontline staff in TeamSTEPPS tools and resources	Ideal course offering for point of care and non-clinical staff who will be using TeamSTEPPS	Ideal course for clinicians who do not have time to attend a longer course but need the essentials to participate in TeamSTEPPS implementation



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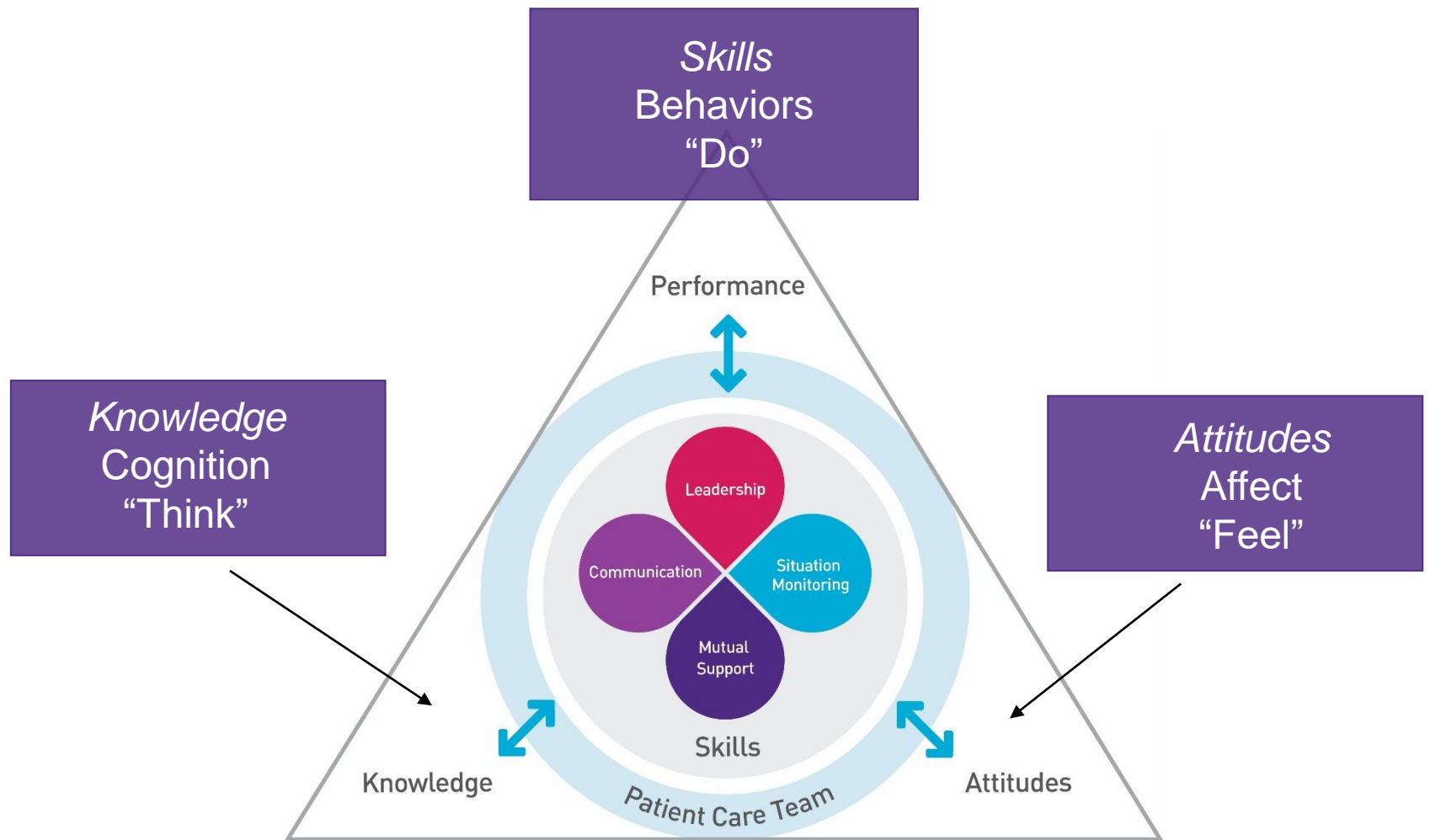
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TeamSTEPPS Canada Curriculum



What makes up team performance?



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TeamSTEPPS tools

Communication

- SBAR
- Call-Out
- Check-Back
- Handoff (I PASS THE BATON)

Situation Monitoring

- STEP
- Cross-Monitoring
- I'm SAFE checklist

Leadership

- Brief
- Huddle
- Debrief

Mutual Support

- Feedback
- Advocacy and Assertion
- Two Challenge Rule
- CUS
- DESC script



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TeamSTEPPS Canada SBAR home care video



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Audience participation required

- Based on the core skills of teamwork, communication, situation monitoring and leadership, what does homecare need?
- How do we engage patients and families within home care in this work?
- We don't know what we don't know, you are the experts!
A survey will be arriving shortly in your in-box





Questions or comments