TeamSTEPPS® 2.0

**Team Strategies and Tools
to Enhance Performance
and Patient Safety**

Anthony Staines, PhD – October 30, 2021
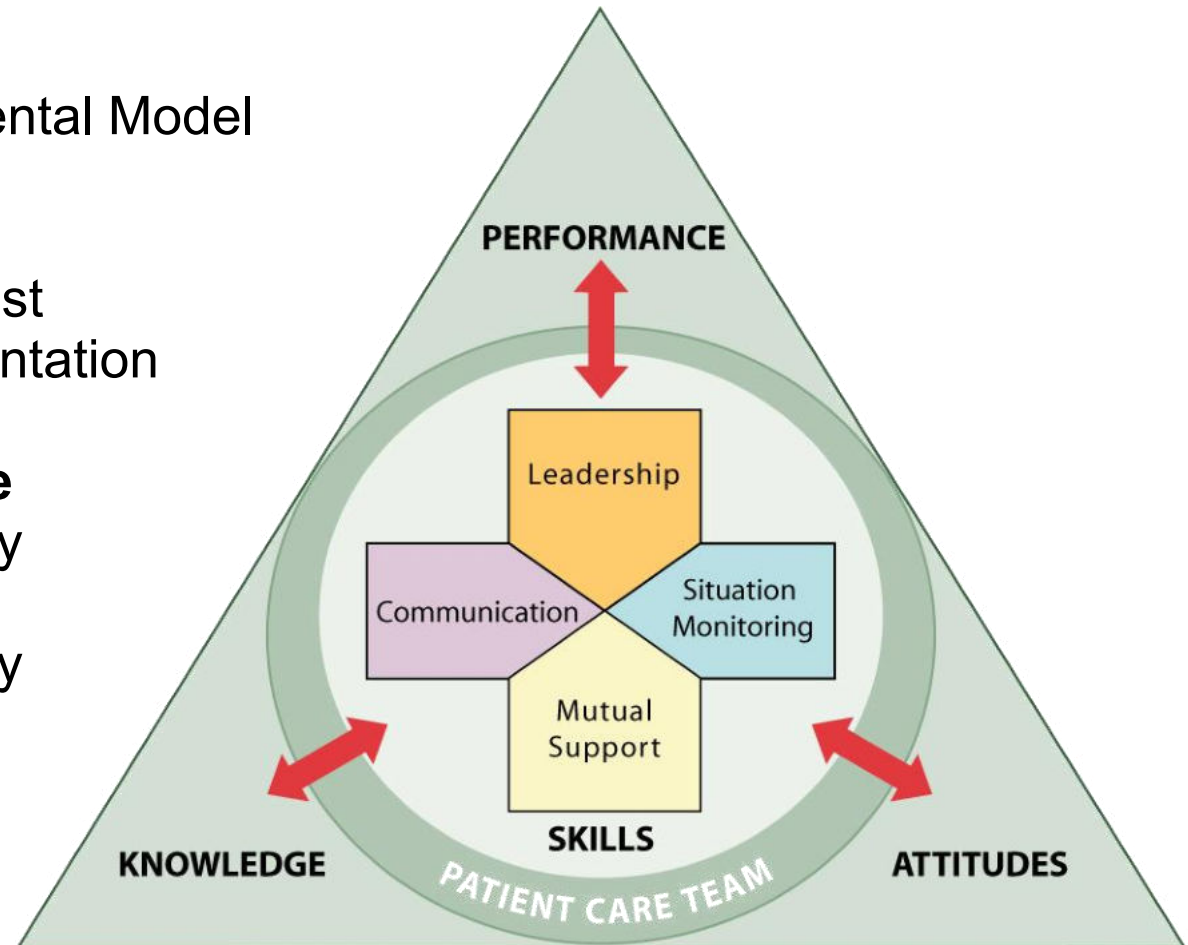CAHO - Continuing Quality Education Series

Outcomes of Team Competencies

- **Knowledge**
  - Shared Mental Model

- **Attitudes**
  - Mutual Trust
  - Team Orientation

- **Performance**
  - Adaptability
  - Accuracy
  - Productivity
  - Efficiency
  - Safety

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Multi-Team System (MTS) for Patient Care

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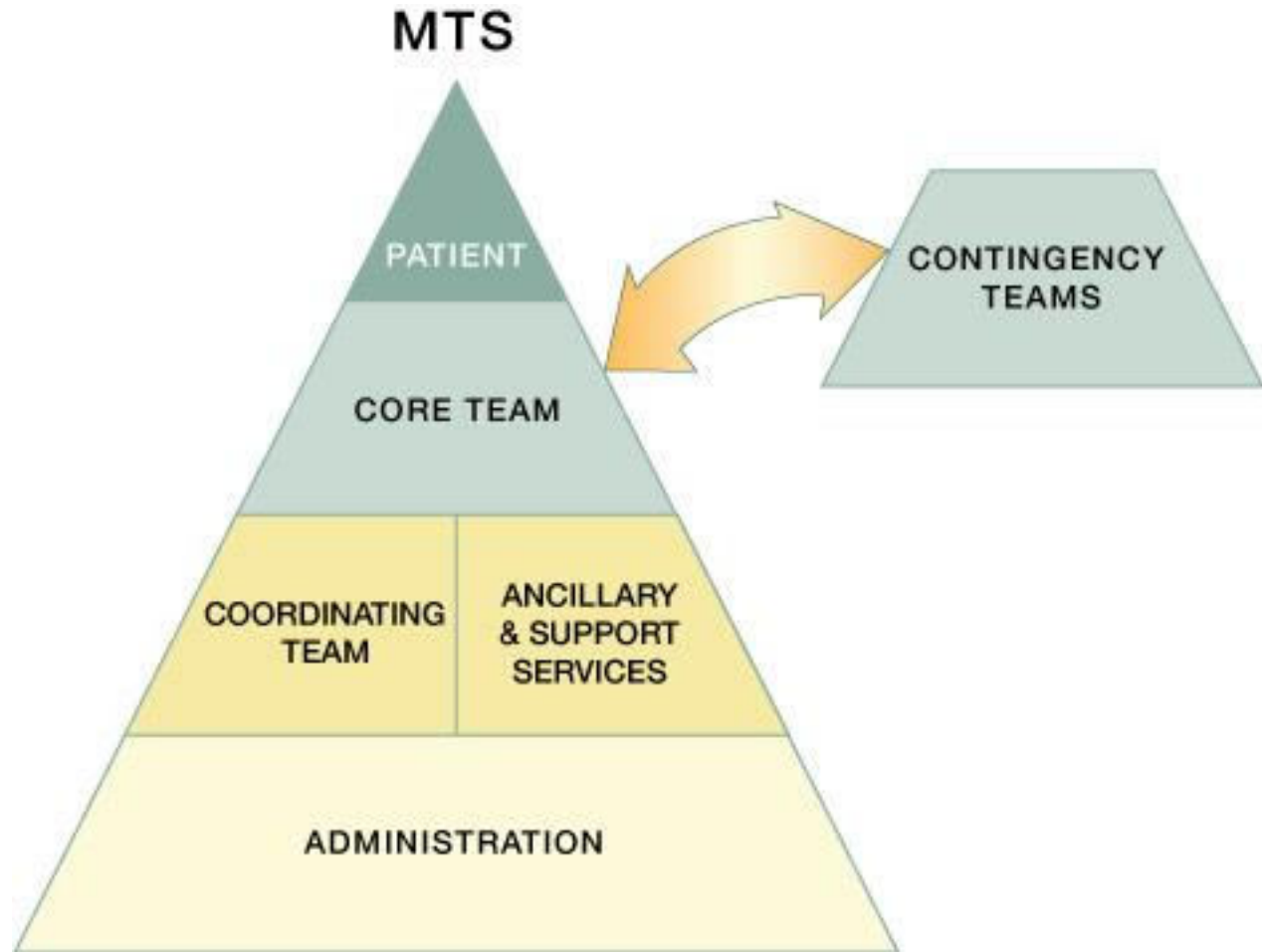
SBAR Provides…

A framework for team members to effectively communicate information to one another

Communicate the following information:

- **S**ituation—What is going on with the patient?

- **B**ackground—What is the clinical background or context?

- **A**ssessment—What do I think the problem is?

- **R**ecommendation—What would I recommend?

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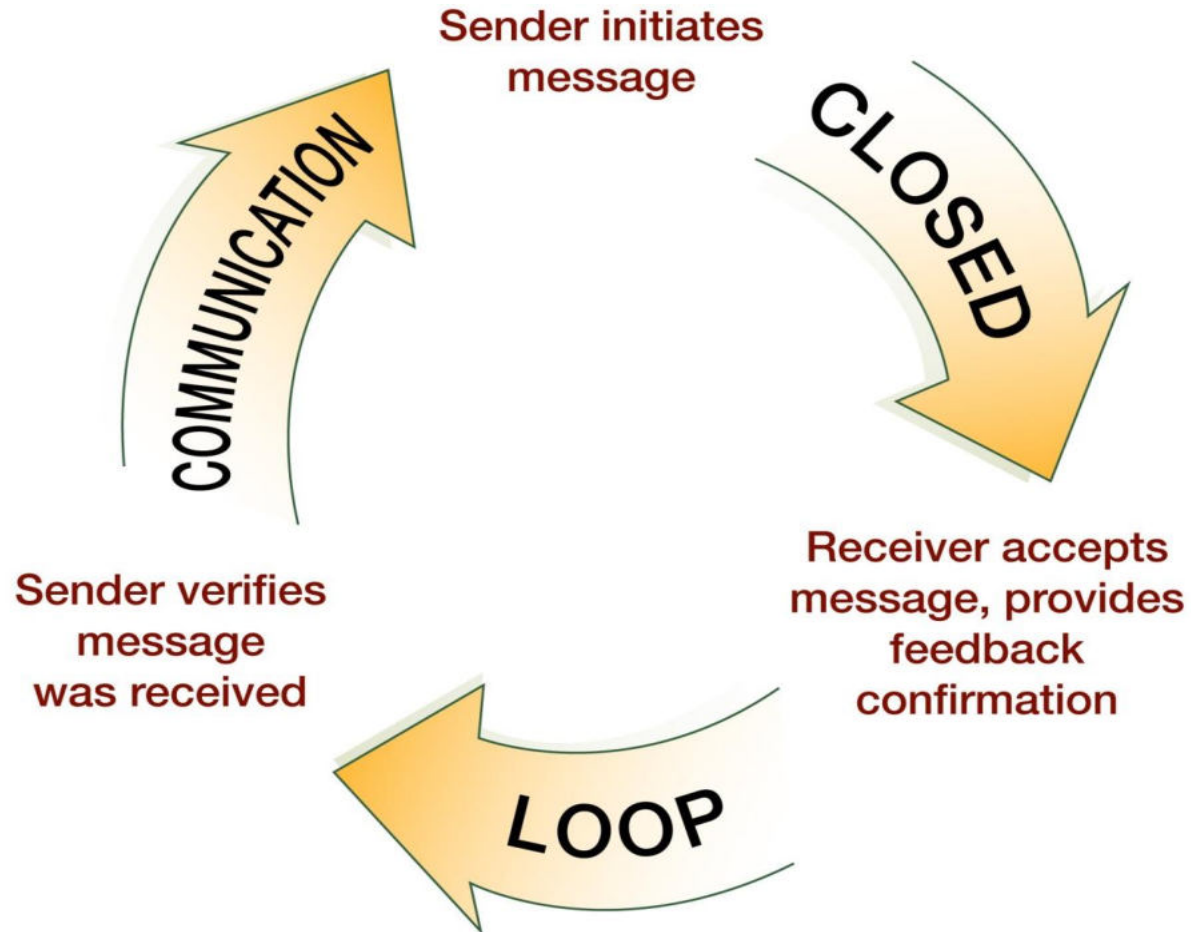
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Call-Out is…

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

SEAL!

Check-Back is…

Sender initiates message

CLOSED

COMMUNICATION

Receiver accepts message, provides feedback confirmation

Sender verifies message was received

LOOP

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Handoff is…

- The transfer of information during transitions in care across the continuum

  - Includes an opportunity to ask questions, clarify, and confirm

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I-PASS for structured handovers

I	Illness Severity	• Stable, "watcher," unstable
P	Patient Summary	• Summary statement • Events leading up to admission • Hospital course • Ongoing assessment • Plan
A	Action List	• To do list • Timeline and ownership
S	Situation Awareness and Contingency Planning	• Know what's going on • Plan for what might happen • Review safety issues
S	Synthesis by Receiver	• Receiver summarizes what was heard • Asks questions • Restates key action/to do items

Starmer et al. Pediatrics. 2012 Feb;129(2):201-4.

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Sharing the Plan: Briefs

- **A team briefing is an effective strategy for sharing the plan**

- **Briefs should help:**

  - Form the team

  - Designate team roles and responsibilities

  - Establish climate and goals

  - Engage team in short- and long-term planning

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Monitoring & Modifying the Plan: Huddle

Problem Solving

- Hold ad hoc, "touch base" meetings to regain situation awareness

- Discuss critical issues and emerging events

- Anticipate outcomes and likely contingencies

- Assign resources

- Express concerns

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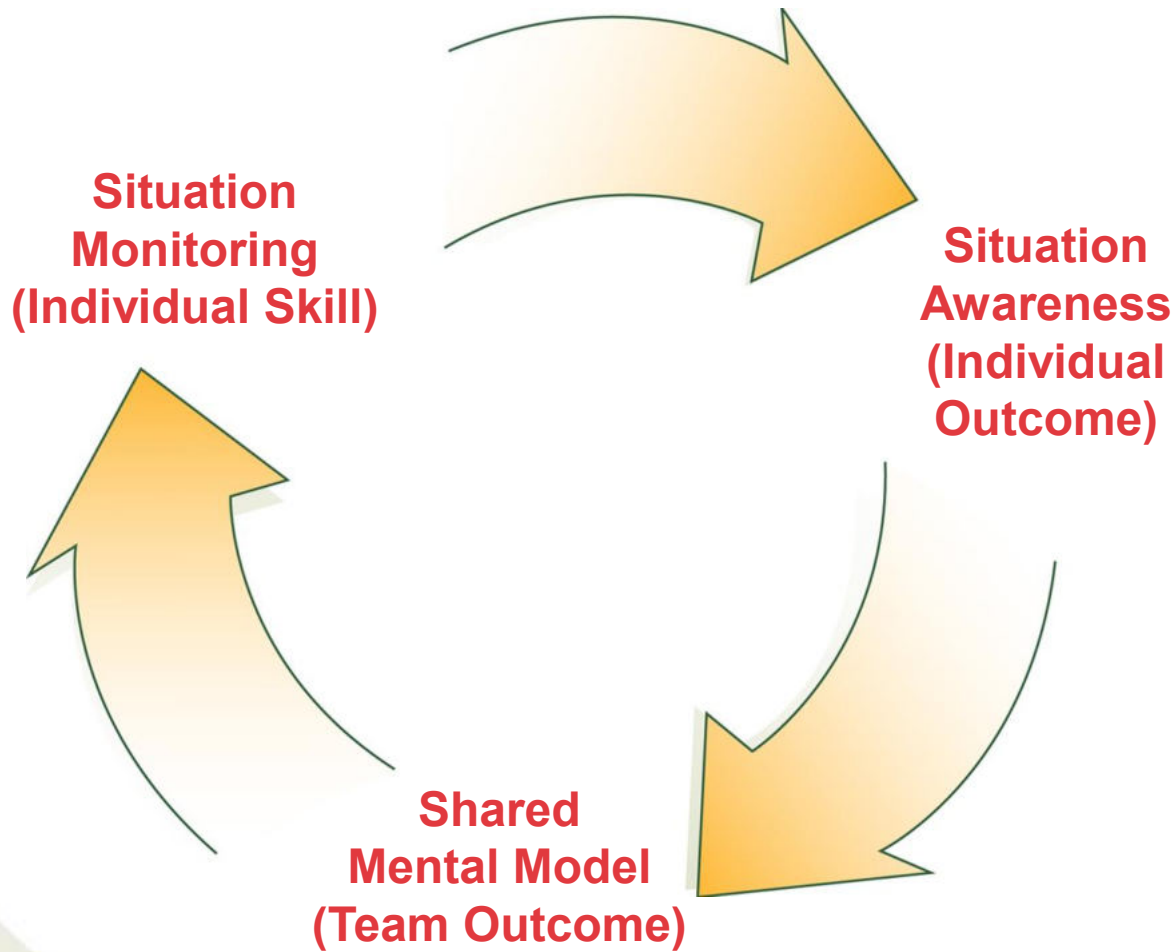
Reviewing the Team's Performance: Debrief

Process Improvement

- Brief, informal information exchange and feedback sessions

- Occur after an event or shift

- Designed to improve teamwork skills

- Designed to improve outcomes

  - An accurate recounting of key events

  - Analysis of why the event occurred

  - Discussion of lessons learned and reinforcement of successes

  - Revised plan to incorporate lessons learned

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A Continuous Process

Situation Monitoring (Individual Skill)

Situation Awareness (Individual Outcome)

Shared Mental Model (Team Outcome)

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STEP

Status of the Patient

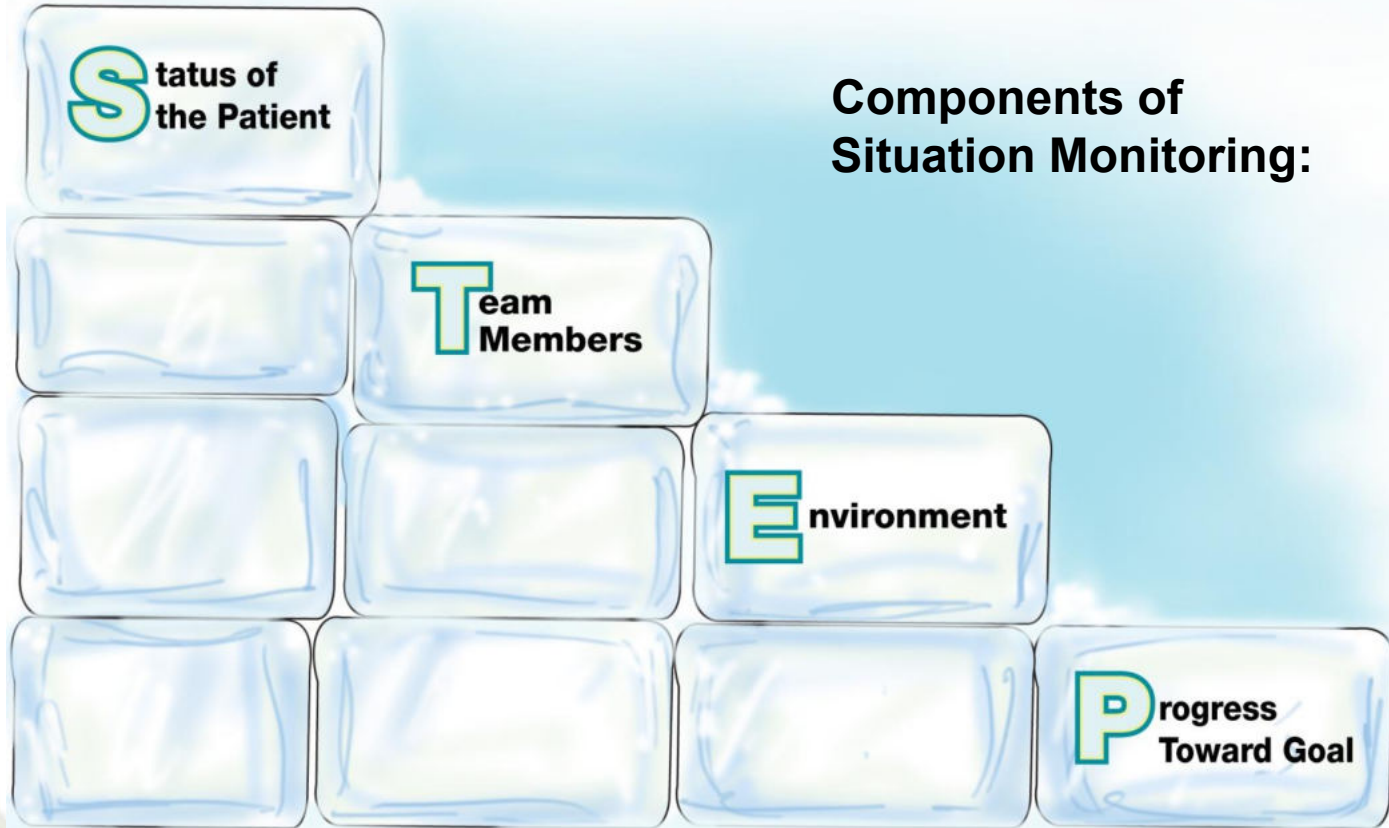**T**eam Members

Environment

Progress Toward Goal

Components of Situation Monitoring:

Mutual Support

Mutual support involves members:

1. Assisting each other

2. Providing and receiving feedback

3. Exerting assertive and advocacy behaviors when patient safety is threatened

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Please Use CUS Words
but *only* when appropriate!

I am **C**oncerned!

I am **U**ncomfortable!

This is a **S**afety Issue

STOP!

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Conflict Resolution
DESC Script

A constructive approach for managing and resolving conflict

D—**Describe** the specific situation

E—**Express** your concerns about the action

S—**Suggest** other alternatives

C—**Consequences** should be stated

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Tools & Strategies Summary

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 Coworkers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

TOOLS and STRATEGIES

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

Leading Teams
- Brief
- Huddle
- Debrief

Situation Monitoring
- STEP
- I'M SAFE

Mutual Support
- Task Assistance
- Feedback
- Assertive Statement
- Two-Challenge Rule
- CUS
- DESC Script

OUTCOMES

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