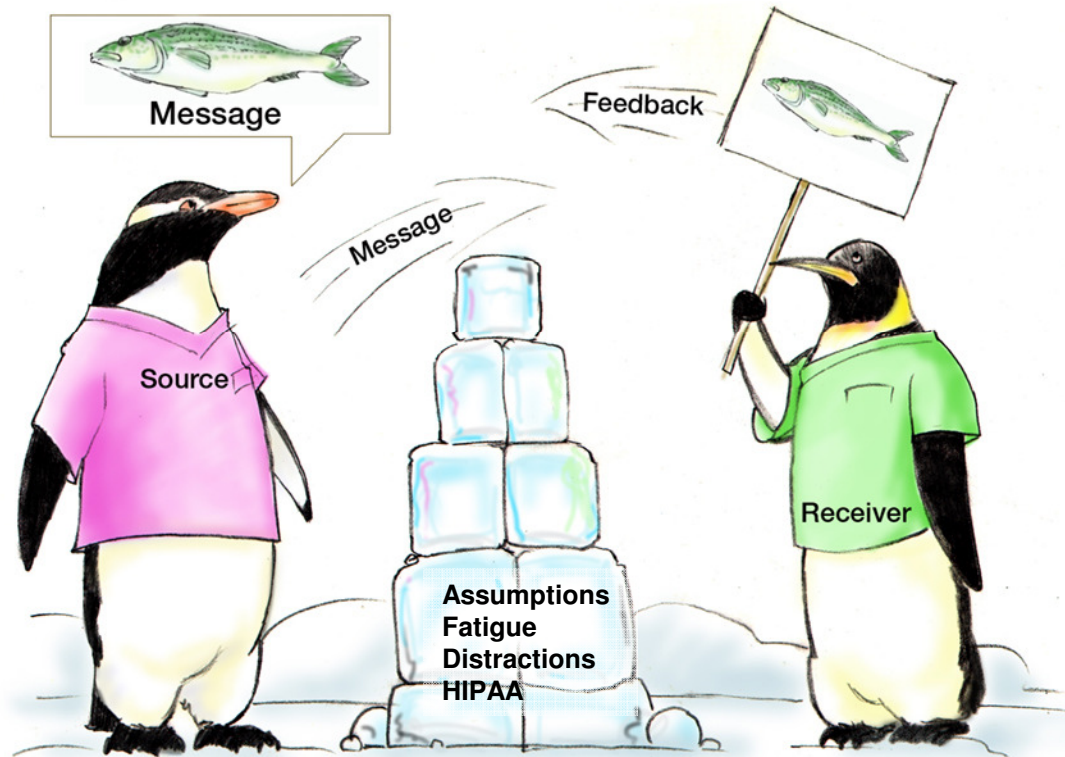




Communication



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PATIENT SAFETY



TeamSTEPPS

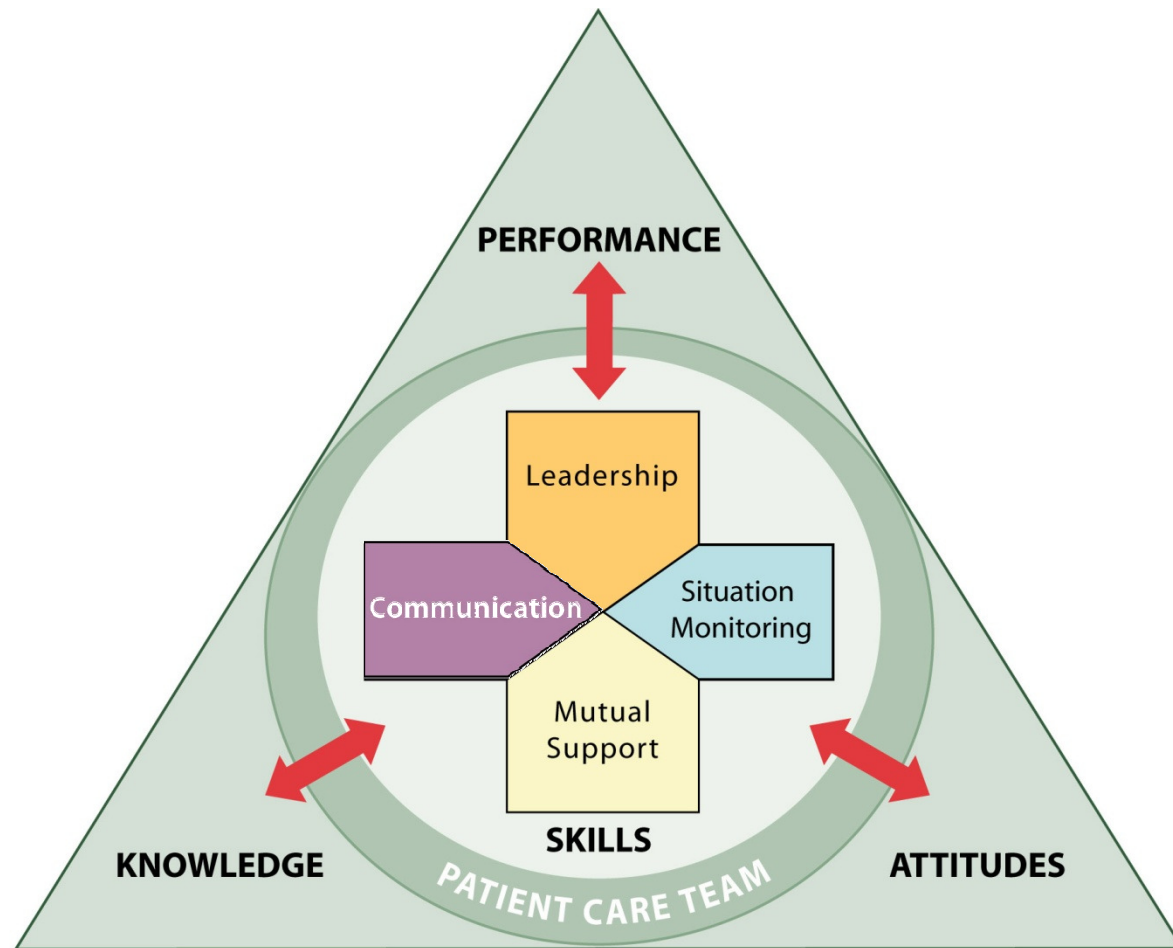


Objectives

- Describe the importance of communication
- Recognize the connection between communication and medical error
- Discuss the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) national patient safety goals
- Define communication and discuss the standards of effective communication
- Describe strategies for information exchange
- Identify barriers, tools, strategies, and outcomes to communication



TeamSTEPPS



JCAHO: Importance of Communication

Ineffective communication is a root cause for nearly 66 percent of all sentinel events reported*

* *(JCAHO Root Causes and Percentages for Sentinel Events (All Categories) January 1995–December 2005)*



JCAHO Goals That Relate To Communication

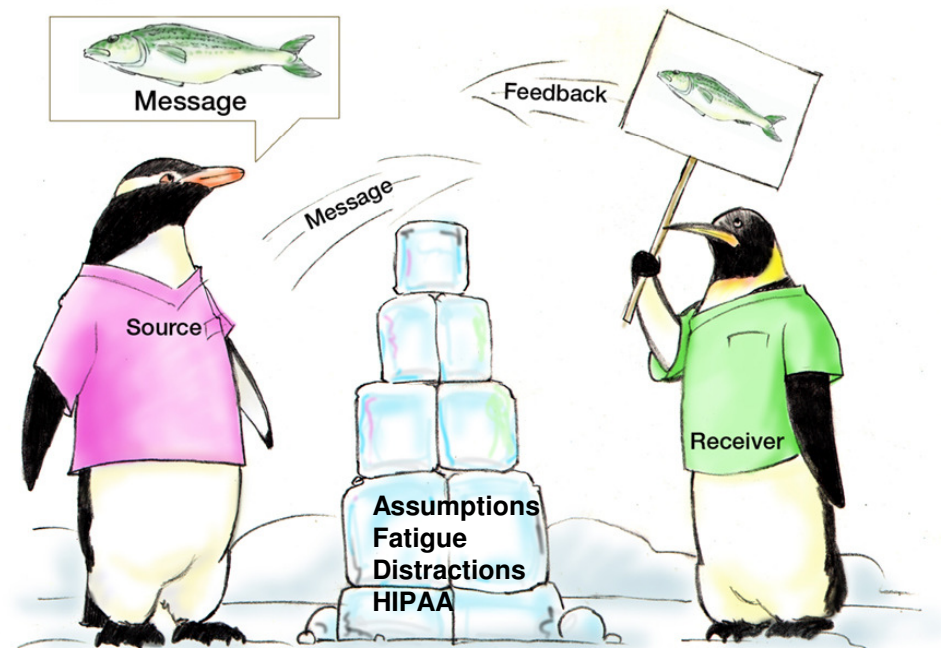
National Patient Safety Goals (NPSGs) related to communication:

- Improve the effectiveness of communication among caregivers
 - Read-Back
 - Handoff
- Accurately and completely reconcile medications and other treatments across the continuum of care
 - Address specifically during handoff
- Encourage the active involvement of patients and their families in the patient's care, as a patient safety strategy



Communication is...

- The process by which information is exchanged between individuals, departments, or organizations
- The lifeline of the Core Team
- Effective when it permeates every aspect of an organization



Standards of Effective Communication

- Complete
 - Communicate all relevant information
- Clear
 - Convey information that is plainly understood
- Brief
 - Communicate the information in a concise manner
- Timely
 - Offer and request information in an appropriate timeframe
 - Verify authenticity
 - Validate or acknowledge information



TeamSTEPPS

Brief



Clear



Timely



Information Exchange Strategies

- Situation–Background– Assessment– Recommendation (SBAR)
- Call-Out
- Check-Back
- Handoff



TeamSTEPPS

SBAR provides...

- A framework for team members to effectively communicate information to one another
- Communicate the following information:
 - Situation—What is going on with the patient?
 - Background—What is the clinical background or context?
 - Assessment—What do I think the problem is?
 - Recommendation—What would I recommend?



Remember to introduce yourself...



TeamSTEPPS

SBAR Example



TeamSTEPPS

Call-Out is...

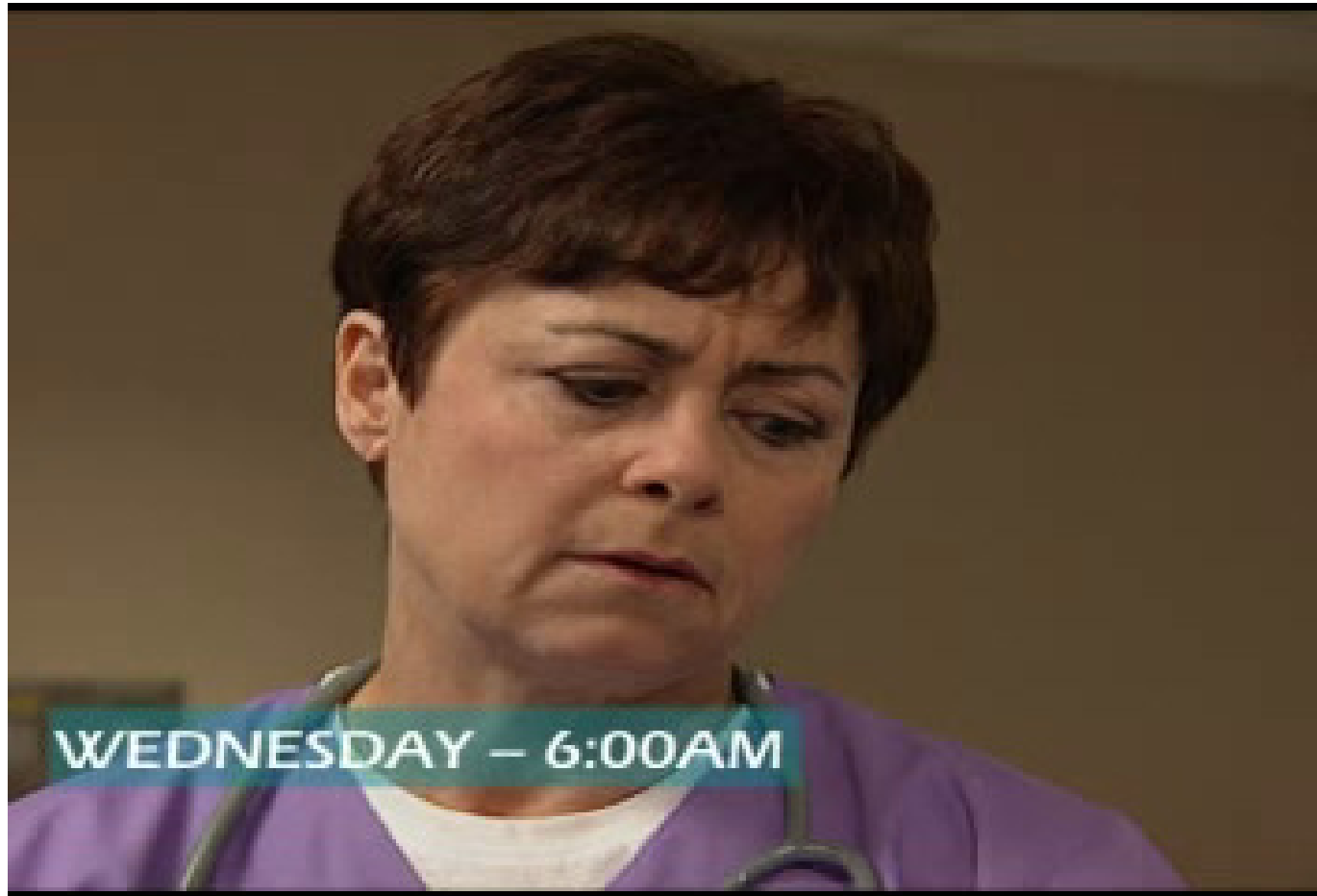
A strategy used to communicate important or critical information

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

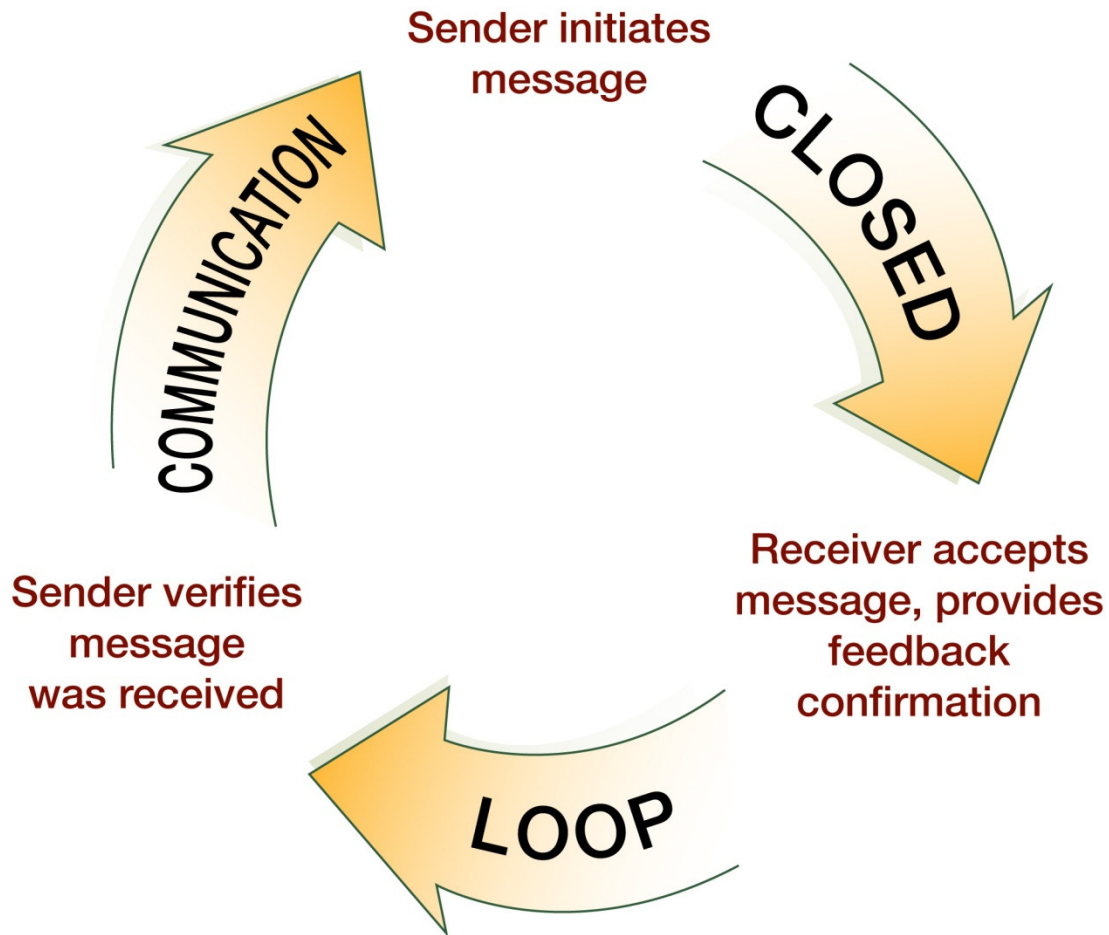
...On your unit, what information would you want called out?



TeamSTEPPS



Check-Back is...



TeamSTEPPS



TeamSTEPPS

Handoff

The transfer of information (along with authority and responsibility) during transitions in care across the continuum; to include an opportunity to ask questions, clarify, and confirm



TeamSTEPPS

Handoff

- Optimized Information
- Responsibility– Accountability
- Uncertainty
- Verbal Structure
- Checklists
- IT Support
- Acknowledgement

***Great opportunity for
quality and safety***



TeamSTEPPS



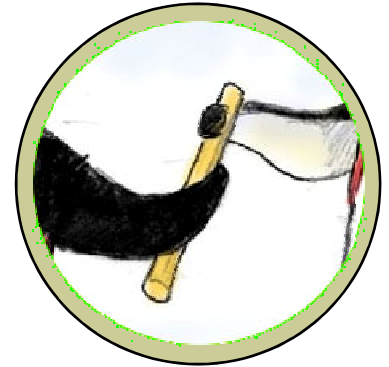
MONDA



TeamSTEPPS

“I PASS THE BATON”

- I**ntroduction: Introduce yourself and your role/job (include patient)
- P**atient: Identifiers, age, sex, location
- A**ssessment: Present chief complaint, vital signs, symptoms, and diagnosis
- S**ituation: Current status/circumstances, including code status, level of uncertainty, recent changes, and response to treatment
- S**afety: Critical lab values/reports, socio-economic factors, allergies, and alerts (falls, isolation, etc.)
- THE**
- B**ackground: Co-morbidities, previous episodes, current medications, and family history
- A**ctions: What actions were taken or are required? Provide brief rationale
- T**iming: Level of urgency and explicit timing and prioritization of actions
- O**wnership: Who is responsible (nurse/doctor/team)? Include patient/family responsibilities
- N**ext: What will happen next? Anticipated changes?
What is the plan? Are there contingency plans?



Question, Clarify, and Confirm



TeamSTEPPS



Communication Challenges

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



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 Follow-Up 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
- *Patient 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 (SBAR, call-out, check-back, handoff)



Summary

Pulling it All Together



“The truth of the matter is that you always know the right thing to do. The hard part is doing it.”

–Norman Schwarzkopf



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PATIENT
SAFETY



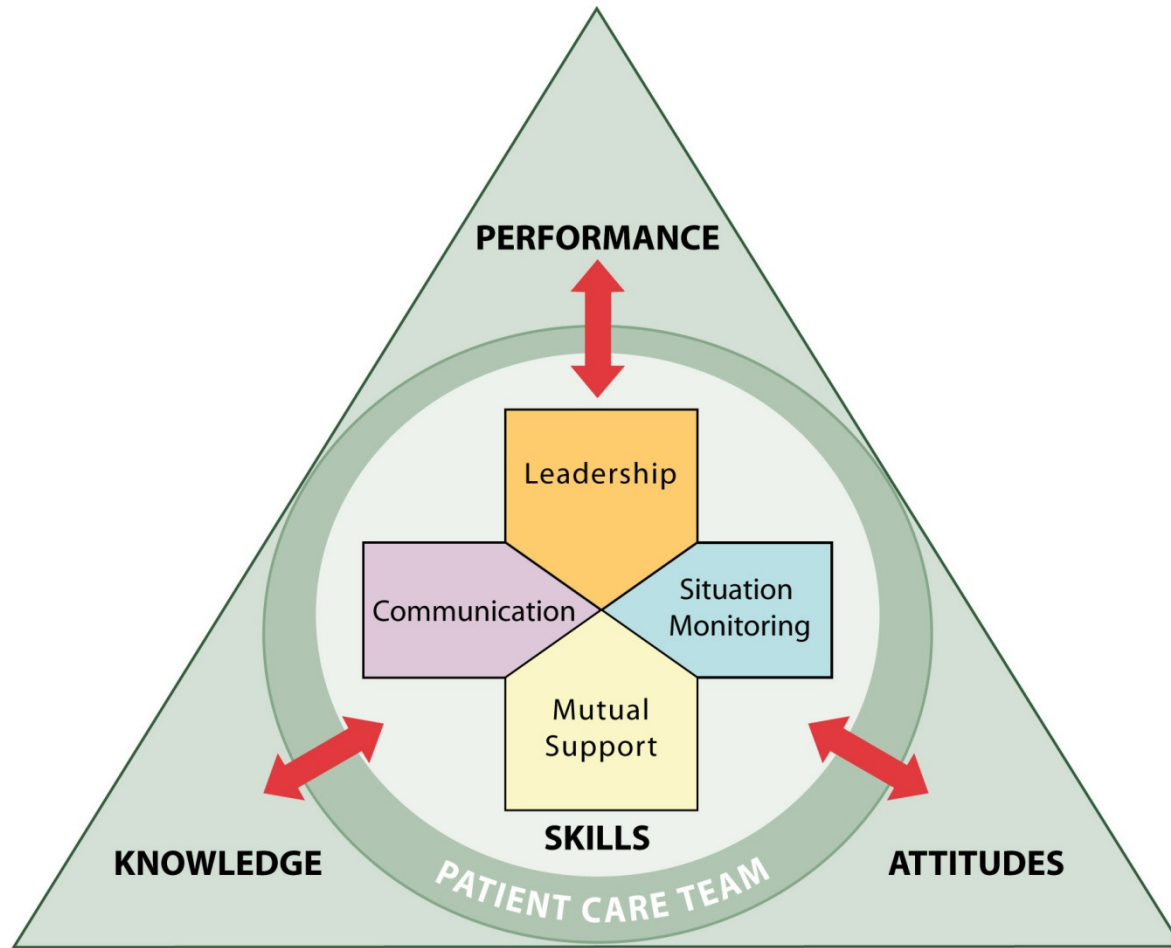
TeamSTEPPS

Objectives

- Discuss how to use the tools and strategies presented in this training
- Demonstrate how to appropriately apply the tools and strategies to real-life situations
- Practice using tools and strategies for overcoming barriers to team effectiveness



TeamSTEPPS



Barriers to Team Effectiveness

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TeamSTEPPS

Identifying Opportunities to Use TeamSTEPPS Tools and Strategies



Summary

In the preceding section, we learned that teamwork strategies and tools—

- Are available to both team members and leaders
- Can be categorized according to the specific barriers to team effectiveness in a given situation
- Can all be applied to most situations because they complement one another



Action Planning

“To improve teamwork in your unit, what can you commit to focusing on?”

“The achievements of an organization are the results of the combined effort of each individual.”

–Vince Lombardi

