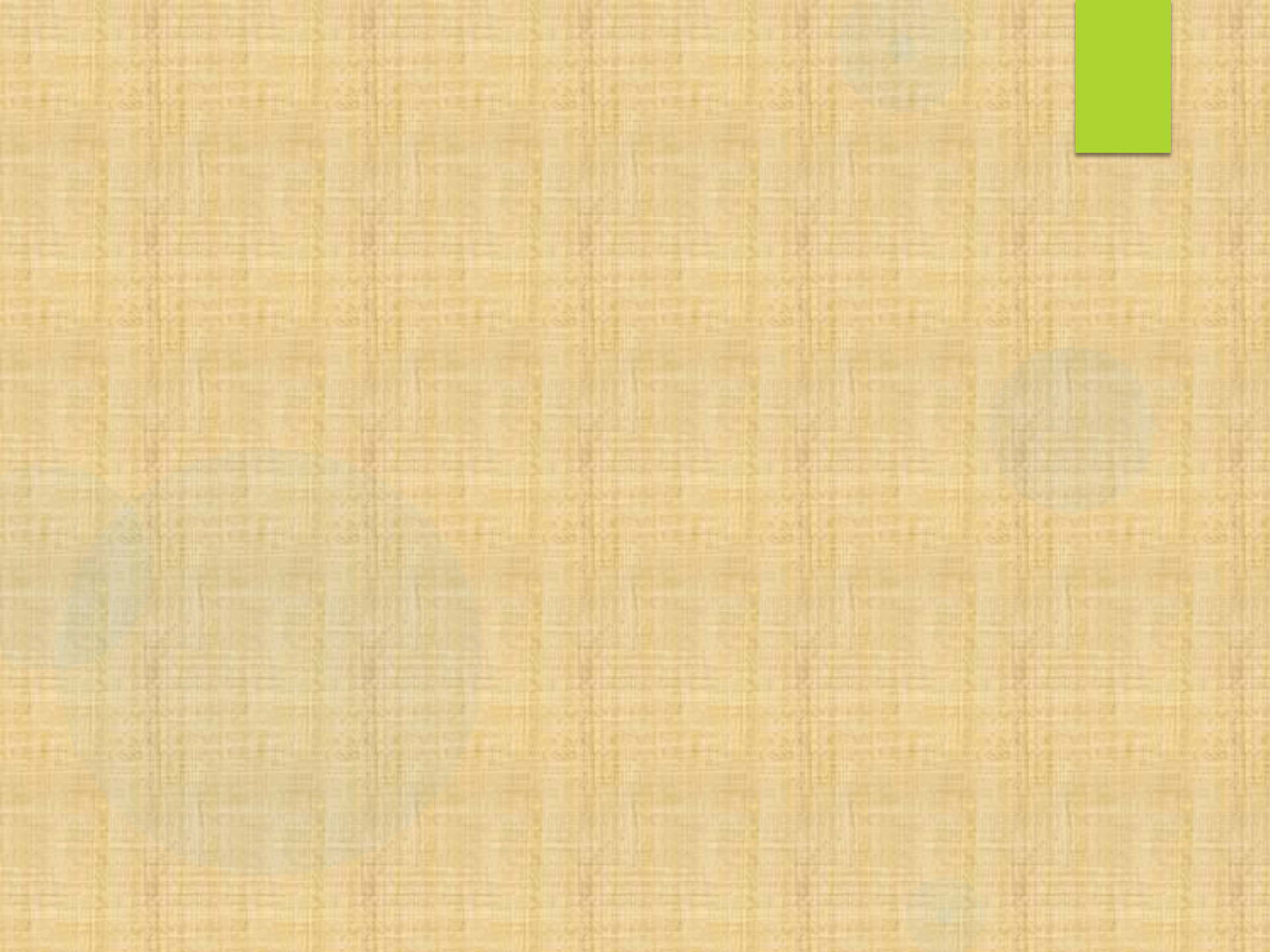
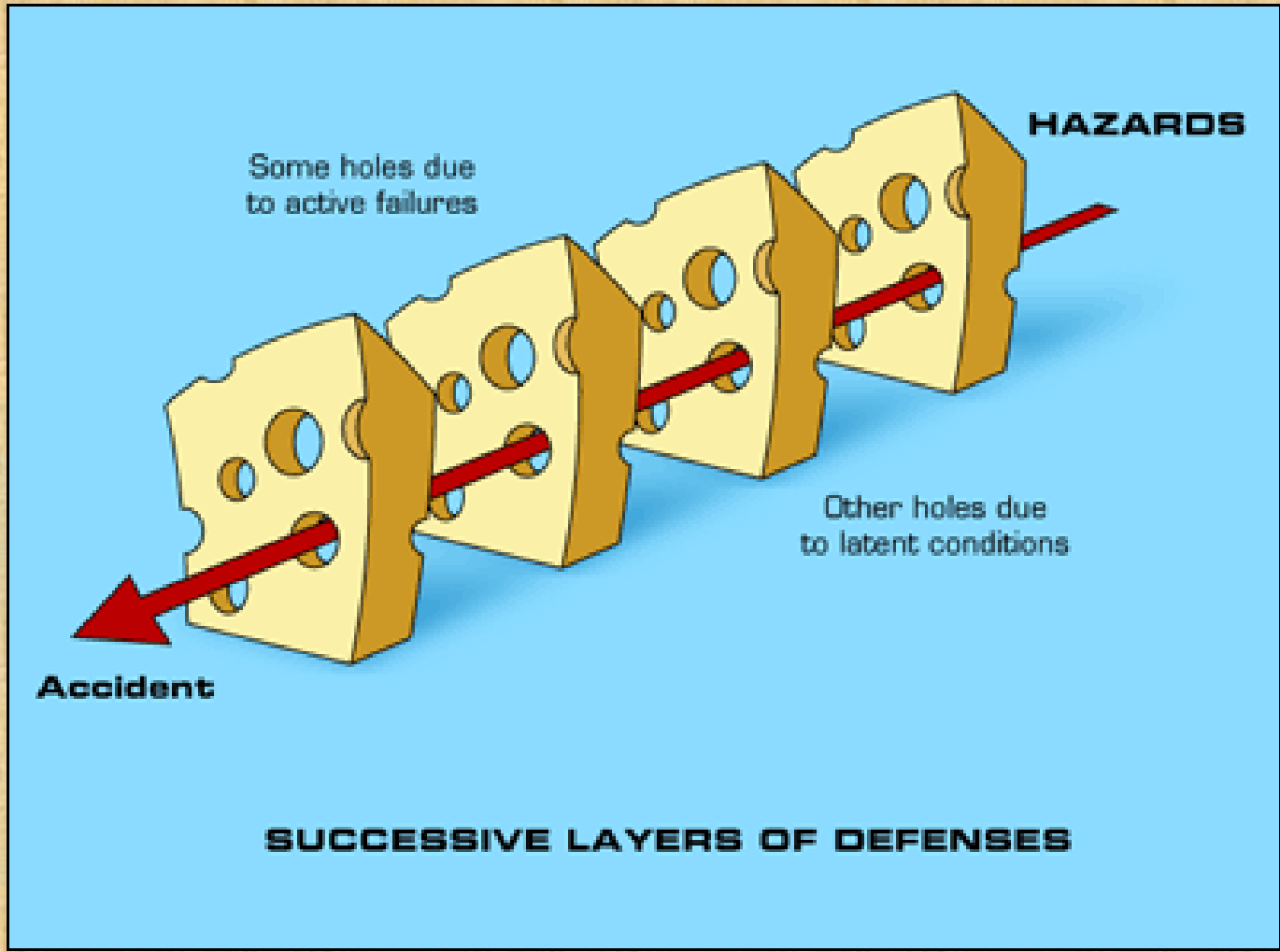




# **What Can Hospitals Learn from Aviation? Introduction to Crew Resource Management and TeamSTEPPS**

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# Two Effective Models for Teamwork and Communication

- ▶ Crew Resource Management
- ▶ TeamSTEPPS

# Crew Resource Management is the Difference Between This



And This



# Crew Resource Management

- ▶ Fosters a culture of questioning authority when something appears to be wrong
- ▶ Focuses on situational awareness, self awareness, leadership, assertiveness, decision making, flexibility and communication



# *TeamSTEPPS*<sup>®</sup>

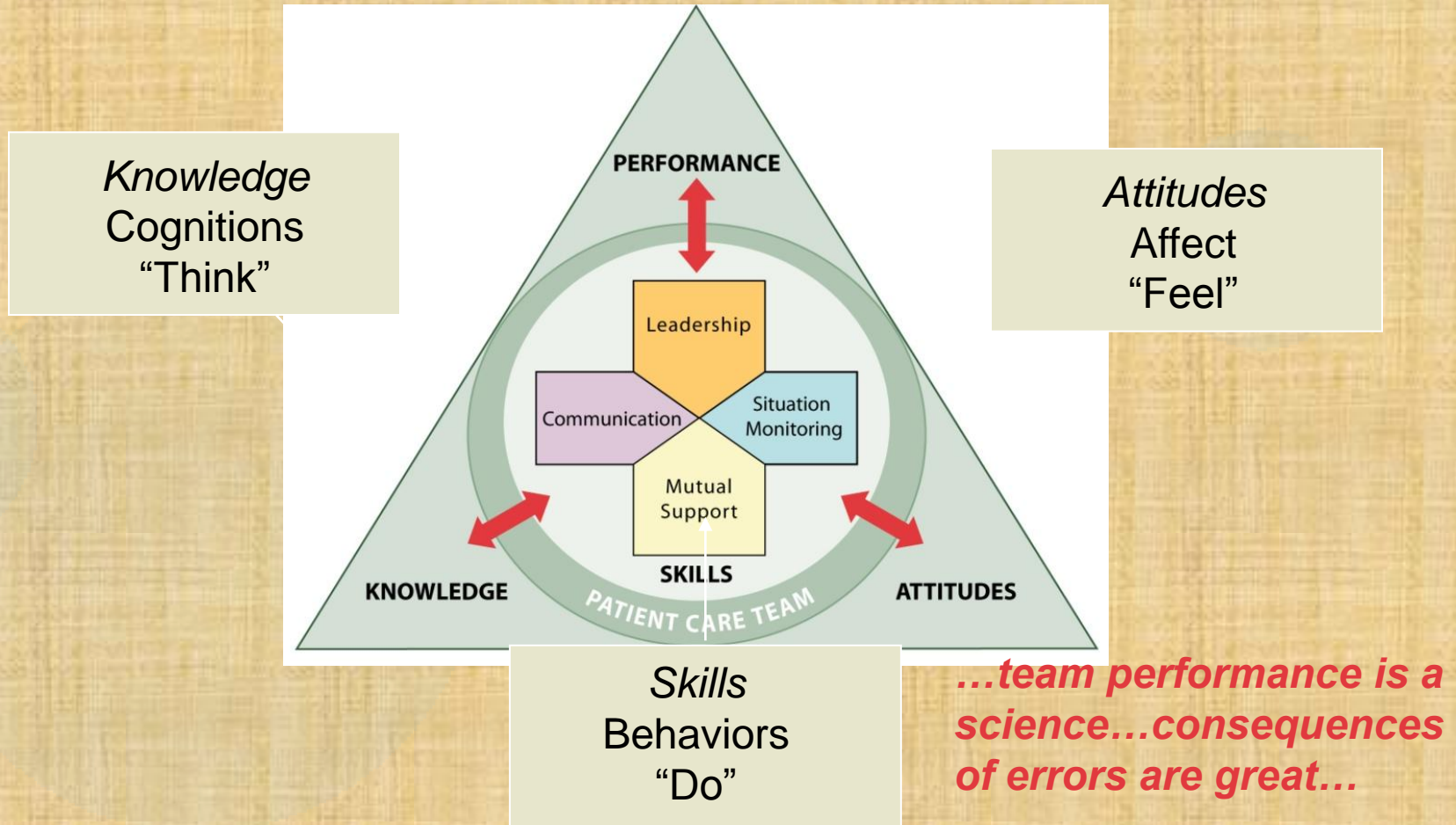
## **Team**

### **Strategies & Tools to Enhance Performance & Patient Safety**

*“Initiative based on evidence derived from team performance...leveraging more than 25 years of research in military, aviation, nuclear power, business and industry...to acquire team competencies”*

All TeamSTEPPS materials can be downloaded for free at  
<http://teamstepps.ahrq.gov/>

# What Comprises Team Performance?



# Teamwork Actions

- ▶ Recognize opportunities to improve patient safety
- ▶ Assess your current organizational culture and existing Patient Safety Program components
- ▶ Identify teamwork improvement action plan by analyzing data and survey results
- ▶ Design and implement initiative to improve team-related competencies among your staff
- ▶ Integrate TeamSTEPPS into daily practice.

***“High-performance teams create a safety net for your healthcare organization as you promote a culture of safety.”***

## *Effective Team Members*

- Are better able to predict the needs of other team members
- Provide quality information and feedback
- Engage in higher level decision-making
- Manage conflict skillfully
- Understand their roles and responsibilities
- Reduce stress on the team as a whole through better performance

***“Achieve a mutual goal through interdependent and adaptive actions”***

# Team Events

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- ▶ Briefs – planning
- ▶ Huddles – problem solving
- ▶ Debriefs – process improvement

***Leaders are responsible to assemble the team  
and facilitate team events***

***But remember...***

***Anyone can request a brief, huddle, or debrief***

# Facilitating Conflict Resolution

- ▶ Effective leaders facilitate conflict resolution techniques through invoking:
  - ▶ Two-Challenge rule
  - ▶ DESC script
- ▶ Effective leaders also assist by:
  - ▶ Helping team members master conflict resolution techniques
  - ▶ Serving as a mediator

# Teamwork Actions

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- ▶ Empower team members to speak freely and ask questions
- ▶ Utilize resources efficiently to maximize team performance
- ▶ Balance workload within the team
- ▶ Delegate tasks or assignments, as appropriate
- ▶ Conduct briefs, huddles, and debriefs
- ▶ Utilize conflict resolution techniques (i.e., Two-Challenge rule and DESC script)

# 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

# Information Exchange Strategies

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

# Teamwork Actions

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- ▶ 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)

# There is So Much More.....



TeamSTEPPS is normally a multi-day training done by master trainers either at your hospital or off-site. You can learn more about it at:

<http://teamstepps.ahrq.gov/>