

Teamwork, you're responsibility?

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Teamwork

- What
- Why
- How
- Small exercise
- Teamtraining
- What's your responsibility?
- questions



What's a Team?

What is your definition of a team?

What's a Team?

Two or more people who interact dynamically, interdependently, and adaptively toward a common and valued goal, have specific roles or functions, and have a time-limited membership.



A Team?

- Goal (patient)
- Teammembers
- Leader
- Sharing information, knowledge, experience and task's
- Sharing decisions
- Trust, mutual respect,



NewNet

Individual education



Teamwork



2008: **1960** patients died in Dutch healthcare (Nivel)

Why?

Teamwork and patient safety in dynamic domains of healthcare: a review of the literature. [Manser T Acta Anaesthesiol Scand.](#) 2009 Feb;53(2):143-51.

- **supports the relationship between teamwork and patient safety**
- **teamwork plays an important role in the causation and prevention of adverse events.**
- staff's perceptions of teamwork and attitudes toward safety-relevant team behavior were related to the quality and safety of patient care
- Observational studies on teamwork behaviors related to high clinical performance have identified patterns of **communication, coordination, and leadership that support effective teamwork**

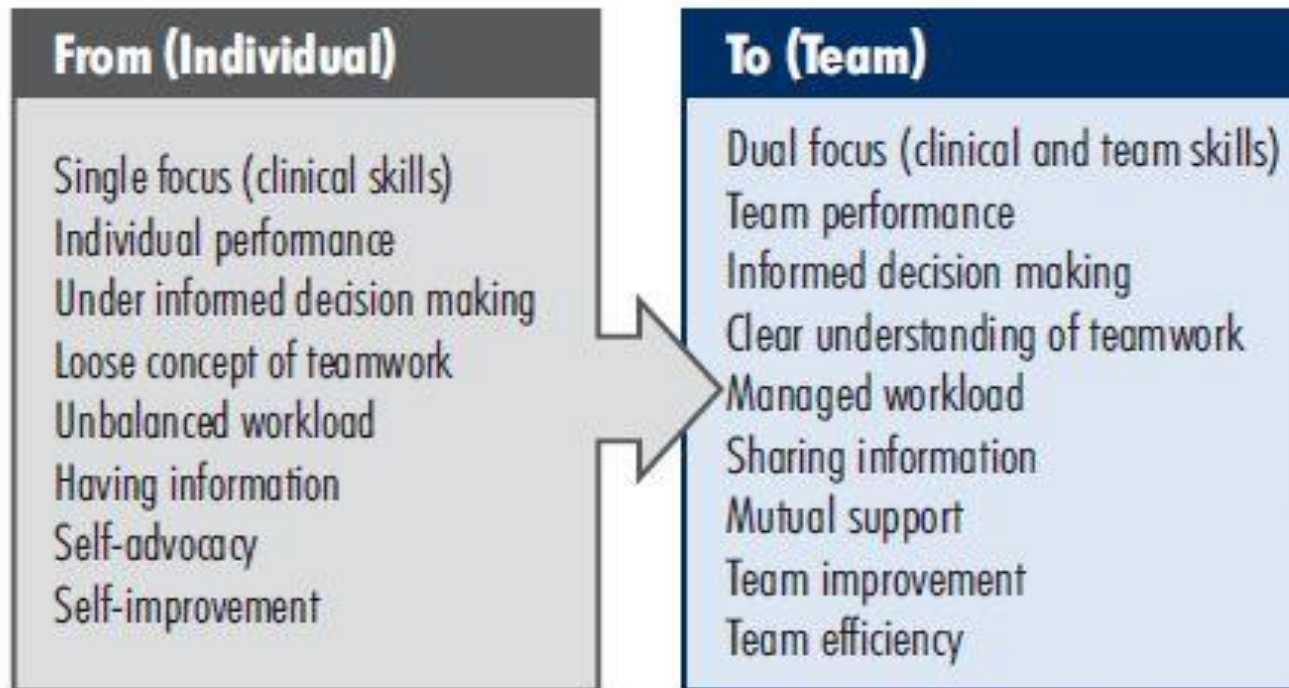
NO DOUBT!

We know that failures in interprofessional teamwork and communication lead directly to compromised patient care, staff distress, tension and inefficiency; make a substantial contribution to medical error; and are a contributory factor in 61% to sentinel events.

Weller, Boyd, Cumin. Postgrad Med J. 2014 Mar;90(1061):149-54. doi: 10.1136/postgradmedj-2012-131168. Epub 2014 Jan 7.

Why?

Figure. Individual to Team



MS10019

Source: Agency for Healthcare Research and Quality. Team-STEPPS™: national implementation [online]. [cited 2009 Dec 2]. Available from Internet: <http://teamstepps.ahrq.gov/index.htm>.

How?

Team exercise

A Team?

- Goal?
- Teammembers, role's and task's?
- Leader?
- Sharing information, knowledge, experience and task's
- Sharing decisions
- Trust, mutual respect,

Barriers of teamwork

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

Teamtraining

- Do you need “team”training?
- Do nurses need teamtraining?
- Subjects?
- What do you need, as a nurse?
- What is your responsibility?

Wenckebach Skillscenter

- Interprofessional education
- Focus on teams
- Technical
 - Procedures, protocols, individual competences
- non-technical
 - Teamcompetences, human factors
- High fidelity simulation

Training in:

- Teamwork
- Leadership
- Communication
- Decision making
- Situational awareness

Crew Resource Management, TeamSTEPPS

Teamwork

- Building a team
- To maintain a team
- Membership
- Shared mental models
- Low vs high performance
 - “briefing”
 - “speak up”
 - “debriefing”



Leadership

- Motivational
 - Guarding the proces
 - Rolmodel
 - Conflict resolution
 - Coordination
-
- Briefings and debriefing
 - feedback




Communication

- Effective communication
- Implicit vs explicit
- Non-verbal
- In the air



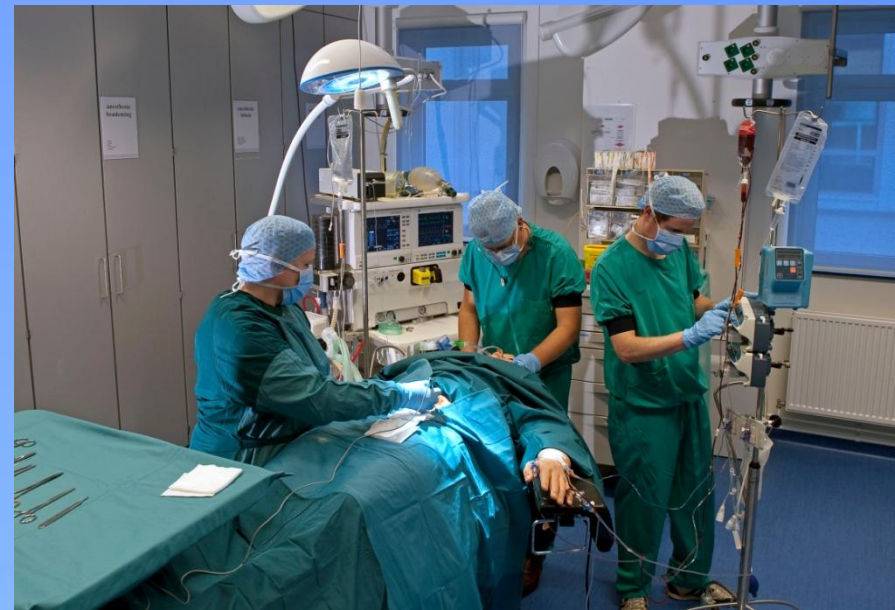
- Closed loop, check backs, call outs, SBAR

Decision making

- What's objective
 - stress
 - Using all resources
 - Human factors
- 
- DECT, SHELL, 10 seconds for 10 minutes,

Situational awareness

- Awareness and teamperformance
- Helicopter view
- Shared mental model



Cross monitoring, ask for input,

And You?

- What can you do?
- What are the challenges?
- What can help us to improve teamwork?

Tools

SBAR

Feedback

Speak up

Trust

Leadership support

Organizational support

Small steps





**There should be only one focus,
share this!**

Improving healthcare

- Share your focus
- Start and keep training team's
- Educate and train interprofessional
- Cooperate
- Focus on the connection
- Trust each other

Questions?

