TeamSTEPPSTM

Improving Patient Safety Worldwide Through Teamwork and Communication
Presenters

- Susan M Hohenhaus, RN, MA, FAEN
  President, Hohenhaus & Associates, Inc.

- Stephen M Powell, MS, Captain, Principal, Healthcare Team Training, LLC
Empowering Local Teams
Objectives

- Provide examples of personalized and culturally customized teamwork and communication improvement in the US and abroad
- Identify the multi-cultural barriers to communication and other teamwork skills
- Create awareness of the mandates for improved teamwork and communication worldwide
What is TeamSTEPPSTM?

- Evidence Based
- Public Domain
- Internet available - Worldwide Access
CRM did not export well at first!

- High Power-Distance cultures in Asia and many Latin America countries promote absolute authority of leaders
- Uncertainty Avoidance is high in Korea, Greece and Latin America and low in the US
- Key factor for CRM acceptance was achieving “cultural harmony” or balance with these national culture dimensions.

Situation

- Hierarchy
- Paternalistic vs. Collaborative
- Gender
- Language
- Religion
- Socio-economic position
Background

- Visits to all US regions
- Visits to all types of clinical settings (rural, urban, suburban, critical access)
- Visits to international sites
- Formal training in large groups AND observations and coaching IN THE UNIT
Assessment

- The issues are the same regardless of what country, ethnicity, language
- Only the faces change
- Human error is inevitable
- Prioritizing the challenges is the challenge
Recommendation

- Formal communication and teamwork skills training is essential.
- Evidence-based TeamSTEPPS™ creates a common language for teamwork knowledge, performance and attitudes.
Debrief

S- Cultural barriers in healthcare are universal

B- TeamSTEPPS™ is an evidenced-based teamwork curriculum to aid any healthcare organization anywhere

A- Implementation of teamwork and communication training across ALL disciplines is incredibly important for safe and effective patient care

R- Spread teamwork and communication skills
Lessons Learned

- Respect local customs
  - Survey the Culture
- Information age breaking down barriers
- “LET SBAR help you find your Voice”
  - L-Language (common)
  - E-Empowerment
  - T-Trust and teamwork
Patient Safety and Teamwork

Knows **NO** Boundaries

- Sense of Urgency Worldwide
- JCI Patient Safety Goals
  - R2: Closed Loop Communication
  - R4: Use a Pre-procedure √ list
  - R5: Complete a “pre-flight”
  - R6: Include the Patient
- WHO Patient Safety Solutions

Andrea Harris “Beyond Boundaries”
Nine Solutions for Patient Safety

Teamwork Competencies in the Solutions

- S2: Patient Identification
- S3: Communication during Handovers
- S4: Correct procedure/Correct patient
- S6: Assuring medication accuracy at handovers
- S9: Improved hand hygiene

Sir Liam Donaldson, Chair of the Alliance and Chief Medical Officer for England, said: "Patient safety is now recognized as a priority by health systems around the world."
Changing National Culture Dimensions

- Traveling Nurses from abroad
  - Almost 12 percent of nurses in the U.S., and 20 percent of physicians, are foreign born
- Foreign National MDs
  - 40,000 Indian Physicians in US
  - 105,300 Asian Physicians in US
  - 1000 physician J1 VISA exemptions annually mostly for rural MD coverage

US Census Bureau 2005
What about our patients?

- 49.6 million Americans (19%) speak a language other than English at home.
- Between 1990-2000, this number grew by 15.1 million or 47%.
- In ED visits, no interpreter was used in 46% of patients with limited English.
- Only 23% of US teaching hospitals provide training for clinicians working with interpreters.

Teamwork & Cultural Dimensions

Questions