Teams, Team Communication and Transitions of Care Overview

Quality Colloquium: Healthcare Quality and Patient Safety Conference

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Causes Sentinel Events

Root Causes of Sentinel Events
(All categories; 1995-2005)

- Communication
- Orientation/training
- Patient assessment
- Staffing
- Availability of info
- Competency/credentialing
- Procedural compliance
- Environ. safety / security
- Leadership
- Continuum of care
- Care planning
- Organization culture

Percent of 3548 events

Targets for Teamwork
Communication failures account for the overwhelming majority of adverse events.

Medical care is complex and human performance has inherent limitations.

Effective teamwork can prevent mistakes.

Embedding evidence-based training and team behaviors can enhance safety.

Team training has a positive impact on workforce retention.

Leonard, Graham, & Bonacum, 2004

Pronovost in press Leonard, Graham in press
Train in Teams Those Who Are Expected to Work in Teams

...health care organizations should establish team training programs for personnel in critical care areas (e.g. the emergency department, intensive care unit, operating room) using proven methods such as the crew resource management techniques employed in aviation, including simulation.
Standard HR.2.30
- Ongoing education, including in-services, training, and other activities, maintains and improves competence

Element of Performance (EP) for HR.2.30
- EP #5. On-going in-services, training, and other education incorporate methods of team training, when appropriate
Whose on the Team

- Providers
- Patients ?
Provider Centric System

- Health care has been designed for and by providers
- Provider centric communications
- Health literacy – training patient to talk to providers
- How about provider literacy – training providers to communicate with patients
- Patient/provider communication a major source of injury and harm
Teamwork Is All Around Us
AHRQ/DoD Initiatives

- Activities began in 2002
- AHRQ issued PSO Task Order Contract to American Institutes of Research (AIR)
- Expert Panel
- Comprehensive Literature Review
- Case Study Analysis
- Journals/Articles
- Presentations
- Clinical Measures of Teamness (RAND evaluation contract Mod)
- Medical Team Training Curriculum TeamSTEPPS
- Edited Handbook
Collaboration Products

Medical Team Training Literature Review

Teamwork and Simulation

Relevant Evidence

Teamwork in Healthcare

Quality & Safety in Healthcare

Simulation and team training

Teamwork in Professional Education

The Role of Teamwork in the Professional Education of Physicians: Current Status and Assessment Recommendations

Article-at-a-Glance

Teamwork and Communication

Teaching Teamwork for Patient Safety
Need for Public Domain Support Materials

- Dueling Team Training in DoD elsewhere in Healthcare
- Training materials not readily available
- Materials developed by DoD not in Public Domain
- Need to get evidence base into practice
- Need to focus on actual training not development of materials
FLEXTRA Kit

A model for the development of resource materials to support instructor-delivered in service training and faculty development

Contains

- Instructors/Leader’s Guide
- Camera ready materials for handouts
- Presentation materials (PowerPoint slides & videos)
- Evaluation instruments

The Components of a Patient Safety Program

- Culture of Safety
- Innovations/Lessons Learned
- Team Training
- Regulatory Compliance
- Process Improvement
- Organizations Sharing/Collaborating
- Education
- Research & Development
- Reporting/Data Collection
Patient Reporting System

- Patients and family members can and often do identify risks and hazards that providers do not see.
- Patients are the ones who experience transitions of care, not providers.
- Need to provide a mechanism for patients to report patient safety events.
- AHRQ will issue a contract to develop the specifications for an IDEAL Patient Reporting System.
Impact of Improved Team Work

(Pronovost, 2003) Johns Hopkins Journal of Critical Care Medicine

Length of ICU Stay After Team Training

OR Teamwork Climate and Postoperative Sepsis Rates

(Per 1000 discharges)

Adverse Outcomes

Indemnity Experience

Pre-Teamwork Training  Post-Teamwork Training
Patient Experience with Care

- Best way to improve patient satisfaction and improve perception of care
- Improve your team work
Thank you and on with the good stuff

James B. Battles, Ph.D.
Senior Service Fellow for Patient Safety
Center for Quality Improvement and Patient Safety (CQuIPS)
Email: James.Battles@ahrq.hhs.gov