

TeamSTEPPS Newsletter



LEADERSHIP

Ability to coordinate the activities of team members by ensuring team actions are understood, changes in information are shared, and that team members have the necessary resources.

Effective Team Leaders

- Organize the team
- Articulate clear goals
- Make decisions through collective input of members
- Empower members to speak up and challenge, when appropriate
- Actively promote and facilitate good teamwork
- Skillful at conflict resolution

The art of getting someone else to do something you want done because he wants to do it...

—Dwight D. Eisenhower

Working Together As A Team

The main goal of TeamSTEPPS is to improve teamwork performance, and provide higher quality, safer patient care.

Most healthcare today is delivered in teams. *Our challenge is not whether we will deliver care in teams but rather how well we will deliver care in teams.* It is necessary for teams to know clearly what their purpose is, what role each member of the team has to play, what each person is responsible for, what is not within their scope, and the resources they have to achieve their goals.

Effective teamwork depends on the individual team members' ability to.

- Anticipate the needs of others.
- Adjust to each other's actions and the changing environment.
- Have a shared understanding of how a procedure or plan should be carried out.
- Communicate effectively.
- Enlist the patient's participation as part of the team (when appropriate).

I recently had the opportunity to be involved in a situation that required leadership and teamwork. The ED was very busy with two emergent patients requiring immediate transfers to another facility. One transfer was on hold due to the urgency of the other. The Med/Surg nurse (Nora Parnell) and standby nurse (Celia Wallis) were called in. On arrival, a quick huddle was done with the ED staff. They immediately went to work. While the ED nurses cared for the two critical patients, Celia called report using their nursing documentation and then began discharging patients. Nora, one of our newest nurses, took charge of a patient with increasing confusion. Rhonda, lab tech, quickly responded to the urgency of the situation by getting blood to the medics in time for transport. Everyone worked together as a team. To the staff that were involved, I want to THANK YOU ALL for the great teamwork. Carie Sherman, Newsletter Champion.

TeamSTEPPS tools used; situation monitoring, mutual support, communication, leadership, huddle, shared mental model and feedback resulting in safe patient care.

SUCCESS STORY

Sarah Tallon recently wrote she has found the team huddles to be very beneficial to her work in the ED. Sarah also works in the ED for another health care system she stated, "After observing the huddles at West Valley I now use it during my shifts as dept float to quickly convey important information to the staff team regarding patients and other work flow issues. It has been well received due to the quick way information is disseminated. It also allows all levels of staff to understand the plan, we are now all on the same page. Communication has increased and no one is left out of the loop."

I am glad that simple tools can improve patient care and staff satisfaction in this day of increasing dependence on technology.