
MSQC % SSI, Gen and Vasc Cases, Non-emerg Jan-Mar 2011

Facilitating Collaborative Practice: Teamwork and Senior Leader Behaviors

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Every participating hospital in quality and patient safety collaboratives will achieve success, and meet quality and patient safety objectives.

**INSPIRATION – The Results**

- Pilot study between two hospitals
- Develop project plan for pilot study to include:
  - Method of teamwork assessment
  - Method of senior leader assessment
  - Development of Teamwork Toolkit
  - Development of Senior Leader Toolkit
  - Grant funding
  - Necessary approvals

**EVIDENCE – Organizational Data**

- Self reporting of briefings and debriefings indicates opportunity for high reliability.
- This suggests facilities could improve collaborative performance with interventions to senior leadership behaviors and improving unit teamwork.

**EDUCATION – What was Learned**

- October, 2012: Percent of hospital's self reported ability to perform surgical briefings and debriefings.
- Percent of time:
  - Briefings: 100% 50% 26% 8%
  - Debriefings: 100% 50% 26% 8%
- Four hour long sessions were developed using the assessment data. Sessions designed to be completed within monthly team meeting timetables.

**EDUCATION – The Teamwork Interventions**

- Session 1: Didactic and interactive instruction regarding the importance and impact team reflection (case debriefing) has on patient outcomes. Included instruction on the five teamwork domains identified by Imperial College. This session concluded with information on graciously professionalism, and reflection strategies to support gracious professionalism.
- Session 2: Didactic and scenario simulation on shared mental models, situational awareness and mutual support skills from TeamSTEPPS.

**REFERENCES**

- Address for video: "Just a Routine Operation"

**CONTACT INFORMATION**

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