

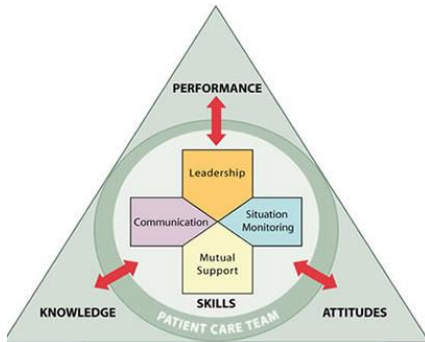
Tiffany M. Snow, DNP, RN, ACNS-BC, CCRN; Danielle Mouradjian, MSN, RN, CCRN; Cara Lorenzi, BSN, RN, CCRN, CPAN
Hospital of the University of Pennsylvania, Philadelphia, PA

WHAT WE LEARNED

Members of an inter-professional perioperative team were able to implement the tools represented within the TeamSTEPPS® framework and improve communication and teamwork during emergency clinical events.

PURPOSE

Improve communication and optimize teamwork during emergency events by utilizing the tools represented within the AHRQ's TeamSTEPPS® platform



BACKGROUND

- ❖ Poor communication leads to adverse clinical events/sentinel events
- ❖ “Communication openness” identified as below the benchmark on a AHRQ survey
- ❖ Strategic plan to improve communication & teamwork during emergency events

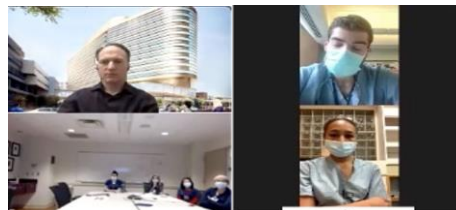
PROGRAM DESIGN

- ❖ Covid-19 required social distancing-based learning.
- ❖ **Pre-Brief:** Session Orientation (TeamSTEPPS®); Learning Objectives
- ❖ **Simulation Video:** Concise one-hour virtual session
 - ❖ Interactive (Zoom Meeting)
 - ❖ Highlight teachable moments
- ❖ **Debrief:** Maximize individual participation; Group discussion; Communication skills practice
- ❖ **Summation:** Takeaway points

PARTICIPANTS

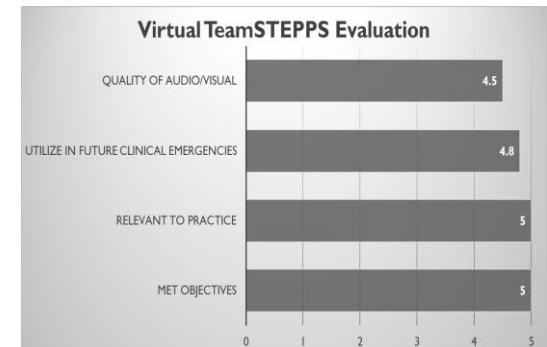
All-Inclusive Perioperative Team

- ❖ Perioperative Nursing
- ❖ Anesthesia Faculty
- ❖ Anesthesia Residents
- ❖ Certified Nursing Assistants
- ❖ Surgical Residents



POST-SIMULATION SURVEY

80 Responses: All Disciplines Represented
Administered one week & 6 months after session



CONCLUSIONS

Opportunities for Improved Communication based on:

- ❖ Shared Goals
- ❖ Mutual Respect
- ❖ Shared Knowledge

Observed utilization in emergency events & daily practice

Future: Implement throughout the organization