TeamSTEPPS®
COLLABORATIVE
Partially funded by Inland Empire Health Plan (IEHP)
HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA®

Riverside University Health System
Team Presentation

OR Debrief Process

November 5, 2015

TeamSTEPPS® COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA®

Provider Enrollment

High Reliability Operating Room

Continuous - Evolving – Team

TeamSTEPPS® COLLABORATIVE
Partially funded by Inland Empire Health Plan (IEHP)
HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA®

Provider Enrollment

- Reporting Culture
  - Just Culture

> "Today's hospitals function in a reactive mode, investigating incidents in which patients have already been harmed, conducting RCA, and instituting corrective action plans to prevent future occurrences."
>
> The Joint Commission

TeamSTEPPS® COLLABORATIVE
Partially funded by Inland Empire Health Plan (IEHP)
HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA®

Best-Practice Baseline

- Reporting Culture
  - Just Culture
  - Top Report Generating Department → Benchmarks
  - ≥70% Pre-Incident

- Baseline Data
  - Baseline IR's: 11/month
  - All Post-Incident

TeamSTEPPS® COLLABORATIVE
Partially funded by Inland Empire Health Plan (IEHP)
HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA®

Implementation

- Opportunity For Improvement → ”OFI”
- Weekly Multi-disciplinary team meeting
- Results
  - Baseline Reporting: 11 IR/month
  - Executive Education
  - Initial Roll-out: 40/Month
  - RN, Surgeon, Anesthesia education
  - Current Reporting: >460/month

TeamSTEPPS® COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA®

Results

- ID + Quantification
  - Equipment Mal-function
  - Equipment Shortages
  - Near miss patient safety events
  - Increased resources
  - Educational gaps
  - Patient flow improvement
  - Reduction in surgeon tardiness
  - Improved surgeon communication
  - Radiology process improvement

- Staff Morale

TeamSTEPPS® COLLABORATIVE
Partially funded by Inland Empire Health Plan (IEHP)
HOSPITAL ASSOCIATION OF SOUTHERN CALIFORNIA

Where we are going

- Integration with efficiency metrics
- Quantification of the $$ cost to institution
- Integrate into quarterly OR drills

The Value of Participating in the IE TeamSTEPPS Collaborative

- Questions