

TeamSTEPPS®
COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)



**HOSPITAL
ASSOCIATION**
OF SOUTHERN CALIFORNIA®

**Hemet Valley Medical Center
&
Menifee Valley Medical Center
Team Presentation**

November 5, 2015

TeamSTEPPS®
COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

**HOSPITAL
ASSOCIATION
OF SOUTHERN CALIFORNIA®**

Who we are

Physicians for Healthy Hospitals (PHH) own and operate Hemet Valley Medical Center and Menifee Valley Medical Center, serving the cities of Hemet, San Jacinto and Menifee Valleys.



TeamSTEPPS® COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

**HOSPITAL
ASSOCIATION
OF SOUTHERN CALIFORNIA®**

Who we are



Hemet Valley Medical Center

- Located approximately 100 miles southeast of Los Angeles in the city of Hemet, California (population 80,000)
- Founded in 1943, Hemet Valley Medical Center serves as the largest private-employer in the Hemet-San Jacinto Valley.
- 417-bed acute care hospital (includes OB, subacute and chemical dependency unit)

TeamSTEPPS®
COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

**HOSPITAL
ASSOCIATION
OF SOUTHERN CALIFORNIA®**

Who we are



Menifee Valley Medical Center

- Located in Sun City, approximately 30 miles southeast of the city of Riverside with an overall local area population of about 85,385.
- Founded in 1989
- 84-bed acute care hospital

TeamSTEPPS®
COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

**HOSPITAL
ASSOCIATION**
OF SOUTHERN CALIFORNIA®

Why We're Glad to be Here

- Our Hospital's Unique Challenges
 - We are a physician-owned hospital
 - Staffing challenges
 - Impacted ED



Safe Communication Areas for Improvement

How we decided where to focus our efforts

In July 2015, PHH launched a Post-Graduate Medical Education Residency program.

- 20 residents representing 10 osteopathic medical schools throughout the country
- 4-year Diagnostic Radiology Residency
- 3-year Internal Medicine Residency
- 1-year Traditional Rotating Internship
- Medical Student rotations in Radiology, Internal Medicine, Emergency Medicine, Diagnostic Radiology, Addiction Medicine and General Surgery

TeamSTEPPS[®] COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)

**HOSPITAL
ASSOCIATION
OF SOUTHERN CALIFORNIA[®]**

Our Project: Safe Communication



Our gang! Program Directors,
Assistant Program Directors
and Residents



Our Project: Safe Communication

Of course we had concerns . . .

- Interns / Residents with limited experience
- New nurses and “Seasoned” nurses who’ve never worked with residents and interns
- New supervising faculty

Safe Communication Areas for Improvement

Communication Concerns:

- *Will communication be safe and effective?*
- *Potential for communication challenges at the bedside.*
- *Will staff feel comfortable questioning care decisions made by the residents and interns?*



**TeamSTEPPS®
COLLABORATIVE**

Partially funded by Inland Empire Health Plan (IEHP)

**HOSPITAL
ASSOCIATION
OF SOUTHERN CALIFORNIA®**

Safe Communication: Areas for improvement

TeamSTEPPS tool we chose to focus on:

CUS

- I'm concerned
- I'm uncomfortable
- This could be a patient safety issue





How we implemented the changes

- Key Individuals (Who)
 - Faculty support
 - Team members:
 - COO/CNO, Assistant CNO, Director Inpatient Services (Menifee), Director Quality Services, Director of Operations-Graduate Medical Education Residency, Education Director, Nursing Directors
- Key Strategies (What and How)
 - Assess baseline comfort of staff to voice concerns
 - Educate residents and staff to TeamSTEPPS tools
 - Educate medical staff to TeamSTEPPS project and tools



Areas for Improvement

Baseline Data:

Questionnaire administered to assess the current practice and comfort level of nurses voicing concerns to physicians /residents.

- *40% have had concerns about the care and safety of a patient but were afraid to voice their concerns to the provider.*
- *90% stated they have had instances where they have voiced concerns to the provider.*
 - *69% - providers listened to their concerns.*

“Some doctors give you an evil eye”



How we Implemented the Changes

- Education
 - TeamSTEPPS overview presented to the General Medical Staff, Residents and Nursing leadership
 - Nursing leadership to mentor staff
 - Director of Operations GME to mentor residents/interns





How we Implemented the Changes

- Education
 - CUS video presented to Residents
 - CUS video in staff lounge



How we Implemented the Changes

- Specific Changes in our Process/ Small Tests of Change
 - Still in the education phase of residents and staff



Other tools implemented

- Chasing Zero Video
- Bedside Shift Report Video
 - Includes Sue Sheridan video
 - Shown to nurses during orientation and Skills Days
- Resident Communication Training
 - Focused didactic lecture during orientation and at least once per academic year
 - Includes Sue Sheridan video
 - Introduction to CUS by nursing
(“please let the nurses CUS at you”)



Potential Barriers...

- Time & Resources
 - to effectively educate and mentor all disciplines
 - Keeping the project moving forward
- Push back from physicians / residents / staff
- Potential for negative feedback or unprofessional dialogue from physicians / residents when nurses “CUS”



Qualitative and/or Quantitative Data

- Challenge will be obtaining measurable data due to infrequency of events
 - Implementing a “CUS” log for staff to document when they use the tool
 - Encouraging staff to share when communication is successful (and not successful)
 - Identifying opportunities for improvement
 - Survey staff post full implementation to assess if project was successful



Where we are and Next Steps

- Still in education and mentoring phase
- Developing CUS Poster for nursing floors
- Use of Coffee Cart to heighten staff awareness
- Post information in our Employee Newsletter



Where we are and Next Steps

- Acknowledge and Reward those who CUS
- Share positive (and negative) experiences with employees and medical staff
- Roll out Just Culture to staff and physicians



The Value of Participating in the IE TeamSTEPPS Collaborative

Surprises

- Receptiveness of the residents and medical staff
- Western University embraces TeamSTEPPS and trains medical students
- TeamSTEPPS included as communication focus in ACGME Single Accreditation application and residency program Sponsoring Institution application (OPTI-West)



The Value of Participating in the IE TeamSTEPPS Collaborative

- Conclusions-
 - We're glad we chose to participate in the TeamSTEPPS Collaborative.
 - We believe we chose the right area of focus
 - It's going to be a lot of work . . .
 - Excited to see a positive outcome!