

TeamSTEPPS[®]
COLLABORATIVE

Partially funded by Inland Empire Health Plan (IEHP)



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

Riverside University Health System
Team Presentation

L&D Communication Tools

November 5, 2015

Why We're Glad to be Here!

- Why:
 - L&D/Postpartum
 - Patient safety issues due to poor communication
 - Low patient satisfaction scores
 - Physician dissatisfaction due to poor communication between nursing staff and medical staff when asking about patient status

- What baseline data showed us
 - L&D
 - Patient satisfaction scores ↓.
 - Several comments from patients regarding lack of communication

Patient Satisfaction score increased

- ↑ 42% on the question:
“Using any number from 0-10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?”

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(Teamwork / Topic) Areas for Improvement

- **Small Tests of Change**
 - L&D
 - The Shift Huddle and Nurse to nurse bedside shift report were implemented simultaneously on the Labor & Delivery and Postpartum units in July 2015
 - This was a decision made by the team.



How we Implemented the Changes

“Bedside Shift Report”

- Put a team together which consisted of RN staff, CNE, Manager, Assistant Nurse Manager
- Discussed the intent and why we needed to make a change in our practice
- Set goals
- Set timeline for completion
- Discussed and planned education role out and best methods for training/in-services and video.
 - » Producer
 - » Director
 - » Script Writer
 - » Actors



We identified who was going to teach the classes
4 RNs and CNE

Discussed other needs such as:

- Patient boards

- More WOWs

- Identify language interpretation resources in place at our hospital

L&D TIMELINE /Description	Start Date	End Date
Introduction of project to management team (ANMs, New Manager, CNS)	3/4/15	3/4/15
Recruit staff for Planning committee	3/5/15	3/16/15
Planning committee meetings – including shooting & editing video, curriculum development, & inservice planning	3/18/15	6/17/15
Inservice staff (Six 3-hour sessions offered); each staff attended 1 session	7/1/15	7/8/15
Implementation of Shift Huddle & Bedside Reporting on L&D and Postpartum units	7/9/15	
Collect post-implementation feedback	7/9/15	8/12/15
Reconvene planning committee to Report on feedback assess need for additional work	8/19/15	

Staff Videos





Project Debrief

- What Worked

Feed back from staff

1. Faster Report (due to no distractions and/or interruptions)
2. Improved communication
3. Patients feel they are included in report because nurses are asking for their input
4. Able to catch near misses
5. Good to break old habits
6. Good staff buy-in and compliance
7. Huddle going well/has value
8. Important information is being communicated



Project Debrief

What didn't work:

1. Too many details requested by oncoming RN
2. RNs reluctant to use translator phone
3. Communication boards in each room will enhance report



The Value of Participating in the IE TeamSTEPPS Collaborative

Questions?