

# The Human Factor: Effective Teamwork and Communication

According to risk management, malpractice, and Joint Commission Sentinel Event data, the overwhelming majority of unanticipated adverse events within hospitals stem from communication failure. Because patient safety relies so heavily upon the communication skills of your team, HealthStream has partnered with Visible Productions, an award winning multimedia producer, to offer The Human Factor: Effective Teamwork and Communication.

Developed with the help of Dr. Michael Leonard, a physician leader in Patient Safety for Kaiser Permanente and the Institute for Healthcare Improvement (IHI), this one of a kind program is designed to promote effective teamwork and communication within your organization. Through interactive online courses, The Human Factor delivers:

- Practical techniques for improving communication
- Effective strategies for changing your institution's safety culture
- Proven solutions to teamwork problems

The program consists of six 20-minute modules that provide insight into the medical culture with regard to human error, the inherent limitations of human performance, and fundamental differences in communication styles between physicians, nurses, and other personnel. Based on real world scenarios within a hospital setting, your employees will benefit from practical clinical examples that have been widely applied across the healthcare industry. This easy-to-understand format provides practical tools and behaviors for implementation in virtually any care environment.



### Use this program as:

- A training session or orientation program segment for new hires
- An adjunct to a live presentation or a refresher to reinforce learning
- A stand-alone distance learning program for those who may not have access to live training sessions
- A way to prepare for JCAHO accreditation review

### Target Audience

- Teams or departments within a hospital including ICU, OB, Labor and Delivery, ER, and OR

### Features

- Modules: each approximately 20 minutes in length or a total of two hours
- CE credits for physicians (2.75 category 1 credits) and nurses (3.3 contact hours)
- Outlines SBAR, a very effective situational briefing model

### Benefits

- Reduce errors and improve outcomes
- Increase employee efficiency and productivity
- Enhance workplace satisfaction



## Course Listing

### Module I: The Human Side of Patient Safety

- The scale and scope of medical error and patient harm
- A personal example of how a good clinician makes a mistake
- Why the current culture of medicine makes it hard to talk about mistakes
- Public perceptions of medical error
- Why there will always be human error – inherent limitations of human performance
- The nature of skilled humans working in complex systems
- Honest disclosure with patients
- A clinical example of system error and open disclosure

### Module II: Reshaping the Culture of Healthcare

- Differences in communication style between nurses, doctors and other clinicians
- Complicating factors in clinical working relationships
- Studies demonstrating the value of good teamwork and collaborative care
- Effective teamwork in cardiac surgery – Paul Uhlig's work
- Safety attitude questionnaire data – differences in perceptions of teamwork among team members

### Module III: Effective Communication: A Most Valuable Tool for Providing Safe Care

- Safety lessons from other high-risk industries
- The concept of high reliability in healthcare
- Examples from Weick and Sutcliffe's high reliability classification
- The evolution of high reliability in commercial aviation
- Aviation examples of poor and excellent team performance and communication
- Parallels to medical system errors and failures

### Module IV: Practical Communication Skills that Prevent Errors and Improve Outcomes: 1

- The practical skill of briefing
- Elements of effective briefing
- When and how to do an effective briefing
- Setting the tone for effective teamwork
- What effective leadership looks like
- SBAR – an effective situational briefing model
- Examples of good and bad briefings
- Clinical applications of SBAR

### Module V: Practical Communication Skills that Prevent Errors and Improve Outcomes: 2

- Assertion and critical language
- Why we need effective assertion/critical language – lots of people are hesitant to voice a concern
- Examples of critical language
- A clinical example of failed assertion
- Using the 3rd person model for effective assertion
- An example of effective assertion
- Situational awareness
- Red flags – markers of risk or loss of situational awareness
- The normalization of deviance – the Challenger accident
- Psychological safety – a critical factor for effective teamwork and communications

### Module VI: JCAHO Commission Patient Safety Goals

- The latest JCAHO Patient Safety Goals with clinically relevant examples
- Four JCAHO Goals from previous years, which JCAHO now considers as “standards” and should be embedded in the patient safety culture

