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Incorporating The Essential Competencies Of Teamwork & Communication With TeamSTEPPS[®] Strategies & Tools Into The Clinical Nurse Leader Curriculum

Paula Clutter, PhD, RN, CNL, CNE, CENP, CMSRN

Associate Professor, TWU College of Nursing

Clinical Nurse Leader (CNL)

The CNL is a master's educated nurse who provides leadership at the clinical microsystem level to address the Institute of Medicine's quality aims



Institute of Medicine Quality Aims

“STEEEP” Healthcare Challenge

- 1) **S**afe
- 2) **T**imely
- 3) **E**ffective
- 4) **E**fficient
- 5) **E**quitable
- 6) **P**atient Centered



CNL Essential Competencies

- American Association of Colleges of Nursing (AACN) White Paper on the Education & Role of the CNL (February 2007)
- AACN Competencies & Curricular Expectations for CNL Education & Practice (October 2013)
- AACN The Essential of Master's Education In Nursing (March 2011)

- **Teamwork & communication are essential CNL competencies**
- **Effective communication & teamwork are vital in the delivery of safe & quality patient care**
- **The CNL must possess these valuable skills & assist in improving the teamwork & communication skills of other healthcare team members**

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TeamSTEPPS®

Evidence-based program that focuses on communication & teamwork skills among healthcare professionals to improve patient safety & promote quality care



<http://teamstepps.ahrq.gov>

TeamSTEPPS

Team Strategies & Tools to Enhance Performance & Patient Safety



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov

PATIENT
SAFETY

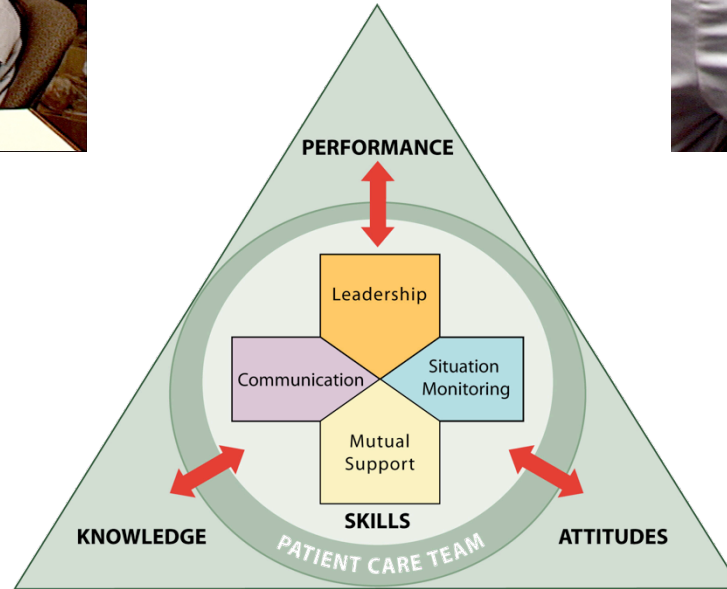




Communication



Leadership



Mutual Support

Situation



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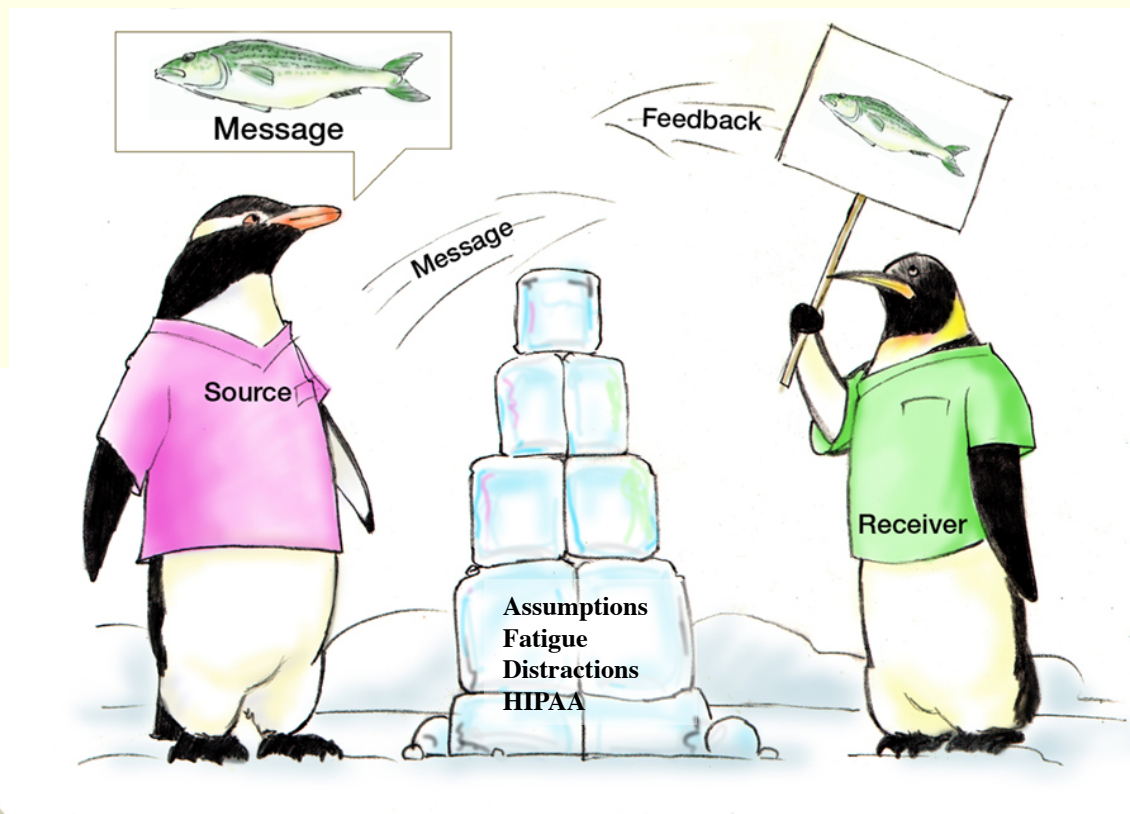
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TeamSTEPPS®





Communication



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PATIENT SAFETY



*Team***STEPS**

BARRIERS

- Inconsistency in Team Membership
- Lack of Time
- Lack of Information Sharing
- Hierarchy
- Defensiveness
- Conventional Thinking
- Complacency
- Varying Communication Styles
- Conflict
- Lack of Coordination and Follow-Up with Co-Workers
- Distractions
- Fatigue
- Workload
- Misinterpretation of Cues
- Lack of Role Clarity

TOOLS and STRATEGIES

Brief
Huddle
Debrief
STEP
Cross Monitoring
Feedback
Advocacy and Assertion
Two-Challenge Rule
CUS
DESC Script
Collaboration
SBAR
Call-Out
Check-Back
Handoff

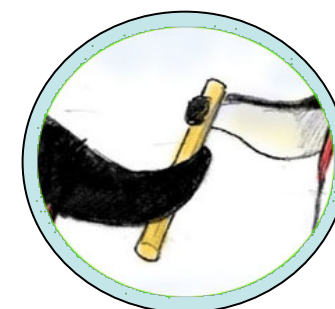
OUTCOMES

- Shared Mental Model
- Adaptability
- Team Orientation
- Mutual Trust
- Team Performance
- *Patient Safety!!*

TeamSTEPPS®

TeamSTEPPS® “I PASS THE BATON”

- I**ntroduction: Introduce yourself and your role/job (include patient)
- P**atient: Identifiers, age, sex, location
- A**ssessment: Present chief complaint, vital signs, symptoms, and diagnosis
- S**ituation: Current status/circumstances, including code status, level of uncertainty, recent changes, and response to treatment
- S**afety: Critical lab values/reports, socio-economic factors, allergies, and alerts (falls, isolation, etc.)



THE

- B**ackground: Co-morbidities, previous episodes, current medications, and family history
- A**ctions: What actions were taken or are required? Provide brief rationale
- T**iming: Level of urgency and explicit timing and prioritization of actions
- O**wnership: Who is responsible (nurse/doctor/team)?
Include patient/family responsibilities
- N**ext: What will happen next? Anticipated changes?
What is the plan? Are there contingency plans?

Question, Clarify, and Confirm

TeamSTEPPS®

Please Use CUS Words

but *only* when appropriate!



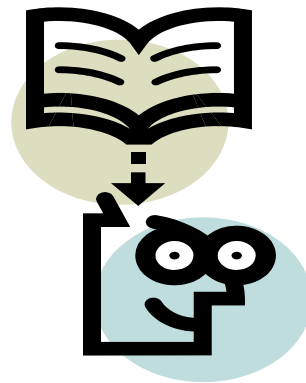
TeamSTEPPS®

- Curriculum tools and materials are available online and in print format
- The TeamSTEPPS® curriculum includes ready-to-use training materials focusing on teamwork & communication strategies & tools

CNL Track Requirements

40 Credit Hours

- Six core courses (20 credit hours)
- Four CNL courses (20 credit hours)



CNL Track Requirements

- N5013: Theoretical Foundations of Nursing Practice (3 credit hours)
- N5024: Research & Quality Improvement in Nursing (4 credit hours)
- N5644: Advanced Assessment/Differential Diagnosis (4 credit hours)

Core Requirements (20 Credit Hours)

- N5003: Health Policy & Promotion
(3 credit hours)
- B5333: Advanced Pathophysiology
(3 credit hours)
- N5663: Pharmacotherapeutics for Advanced
Nursing Practice (3 credit hours)

CNL Courses (20 Credit Hours)

- N5016: Clinical Nurse Leader I
(6 credit hours/includes 90 clinical hours)
- N5026: Clinical Nurse Leader II
(6 credit hours/includes 90 clinical hours)

CNL Courses (20 Credit Hours)

- N5034: CNL Immersion Experience I
(4 credit hours/includes 180 clinical hours)
- N5044: CNL Immersion Experience II
(4 credit hours/includes 180 clinical hours)

CNL Courses

- The TeamSTEPPS® curriculum will be incorporated into the CNL courses
- The CNL clinical practicum will provide opportunities to integrate the TeamSTEPPS® concepts of communication and teamwork into the healthcare microsystem

Evaluation of Approach

- The CNL competencies of teamwork & communication will be assessed through course work & hands-on experience in clinical agency practicums
- The feedback from students, clinical preceptors and clinical agencies will be used in the evaluation process

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