

# **Team-Based Care:**

Collaboration and Compassion and the  
Bedside

# Objectives

- Define Team Based Care.
- Describe the association between Team Based communication and patient satisfaction and outcomes, and care team job satisfaction.
- Identify TeamSTEPPS and other strategies to increase patient quality of care, safety and satisfaction.
- Identify the unique contributions that each role can contribute to improve Team Based care:
  - Physician
  - Certified Nurse Midwife
  - Registered Nurse
  - Doula
- Identify what regional Hospitals/Birth Centers are currently doing to promote effective communication and a shared mental model among providers and patients.

# Team-Based Care

A team based model of care is one that strives to meet patient needs and preferences by actively engaging patients as full participants in their care while encouraging all health care providers to function to the full extent of their education, certification, and experience.

# Team Based Care Guiding Principles

- The patient and families are central to and actively engaged as members of the health care team.
- The team has a shared vision.
- Role clarity is essential to optimal team building and team functioning.
- All team members are accountable for their own practice and to the team.
- Effective communication is key to quality teams.
- Team leadership is situational and dynamic.

# TeamSSteps

Teamwork concepts that provide strategies and specific tools for improving communication and teamwork, reducing chance of error, and providing safer patient care.

# Outcomes of Team Stepps

- Knowledge
  - Shared mental model
- Attitude
  - Mutual trust
  - Team orientation
- Performance
  - Adaptability
  - Accuracy
  - Productivity
  - Efficiency
  - Safety

# **Team-Based Communication and Team Steps Improve...**

- Patient satisfaction
- Outcomes
- Team satisfaction

# Team Actions-What do I have to do?

- Recognize opportunities to improve patient safety
- Assess current culture
- Design and implement initiatives to improve team-related competencies among staff
- Integrate aspects of Teamstepps and Team Based Care into daily actions

# Team Huddles

- HCMC does safety huddle every day at 0800.
- Meet in Labor and Delivery conference room
- Who:
  - CNM/OB/FM
  - Anesthesia
  - NICU Team
  - Charge RN of Labor and Delivery and Postpartum
- What:
  - Admissions/Discharges
  - Current patient safety concerns
  - Previous 24-hour quality/safety issues

# Physician- Goals of Team-Based Care

Work toward the Triple Aim:

- Improve the experience of care of individuals and families
- Improve the health of populations
- Lower per capita costs

Team-Based Care has the ability to more effectively meet the core goals of a health care system

Care is safe

Care is effective

Care is patient centered

Care is timely

# Physician- Benefits of Team Based Care

- Engaging physicians in efforts to improve patient satisfaction also increases professional satisfaction for physicians
- Part of our training
- When physicians support midwives rates of intervention decrease, promoting physiologic birth
- Both ACOG and SMFM support efforts to lessen interventions, lengthen time between exams when maternal and fetal status allow.
- Recognize that even within high risk obstetric care there is room for tenets of physiologic birth

# Physician- Team-Based Care

Approach to care both in labor and delivery and throughout pregnancy may influence interventions and possible disruptions to physiologic birth

High risk rounds in clinic

Early involvement, “heads up” when patients present to labor and delivery

Shared Vision/ Common Goal

Key to success

Patient and family are engaged in decision

# Physician- Team-Based Care

Roles within the team may change

As patient acuity changes physician may change from backup resource to leading implementation of care plan

“Shared power”- connotes a collective approach to optimizing care

Involving the patient and family through transitions in team make-up/leadership

# Physician Team-Based Care

Effective communication is key to quality teams

Culture of trust, honesty, transparency and timeliness fosters improved team function

Continuous learning, translates to better and more efficient care

# Physician- What we need

Involving physician in patient care early

- Prenatal care consultations

- High risk rounds with CNMs and physicians

  - Both in morning report and in clinic

- Making physicians aware of patient's admission and any complicating history

- Letting patients know physician is available to team as needed

## Physician Team-Based Care

When more involvement is needed, possible transition of care to physician

Clearly state your view of what is needed of physician

Assess for vacuum

Urgent or emergent cesarean section

Assess labor progress, is more time reasonable

Set patient's expectations for possible recommendations from physician

# **Certified Nurse-Midwife: Meeting the Patient for the First Time**

**A** Acknowledge-first impression

**I** Introduce- brief description of role and expertise

**D** Duration- discussion of what to expect (visits, medication, lab results)

**E** Explanation- review options/evidence regarding diagnosis, meds & treatment

**T** Thank you-expressing gratitude

# Certified Nurse-Midwife: Briefs Prior to Birth

- Sponge/needle count
- Identify risk factors (PPH, shoulder dystocia, episiotomy, VAVB, meconium, ect)
- Discuss possible plan of action with Rn and family

# Certified Nurse-Midwife: Debriefs after Birth

- Count
- EBL
- Laceration(s)/repair
- Review birth events (nuchal arm, CAN, medications, fetal position)
- “What questions do you have?”

# Registered Nurse

- The RN meets the patient first in Labor and Delivery
  - Take a quick history
  - Find out her birth plan
  - Advocate for her

# Registered Nurse

- Hand-off Report and Safety Checks during shift change
  - Transfer of Care Communication
  - Safety hand off

# Registered Nurse

- SBAR to relay information to another provider about the patient
  - Situation
  - Background
  - Assessment
  - Recommendation
- CUS to call out patient safety concerns
  - “I am **C**oncerned”
  - “I am **U**ncomfortable”
  - “This is a **S**afety issue”

# Doula: Why Include a Doula in the Team?

- Doulas are recommended as one of the most effective tools to improve birth outcomes. Yet, only 6% of American women reported having doula support.
- When labor support is utilized, a community-based doula is most effective in increasing positive outcomes. This is someone not affiliated with the hospital nor a friend or family member of the birthing mother.

# The Doula's Role in Team-based Care

- The doula effectively engages the patient in their care and assists them in identifying their needs.
  - Creating a care preference guide
  - Encouraging education as well as open communication with their care team
- This naturally increases the patient's confidence while building their trust in their entire team allowing optimal engagement in their care.

# Doulas and The Greater Community

- What is the doula community doing to promote effective communication and positive relationships with care providers?
- Doulas can support all members of the team (herself and the patient included) to maintain the “five personal values that characterize the most effective members of high-functioning teams in health care”:
  - Honesty, Discipline, Creativity, Humility, and Curiosity

# Questions

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