



AHA Team Training

Obstetrics Team-Based Approaches Improve Value

October 14, 2020

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AHA CENTER FOR HEALTH

INNOVATION

Rules of Engagement

- **Audio for the webinar can be accessed in two ways:**
 - Through the phone (*Please mute your computer speakers)
 - Or through your computer
- **All hyperlinks on the screen are active if you click on them**
- **Q&A session**
 - Will be held at the end of the presentation
 - Written questions are encouraged throughout the presentation
 - To submit a question, type it into the Chat Area and send it at any time during the presentation

Upcoming Team Training Events

Webinar

November 11, 2020 | 1:00 – 2:00 PM ET

[Register for the webinar](#) *Same Storm, Different Boat: Using TeamSTEPPS Strategies to Navigate the Uncharted Waters of Virtual Learning .*

Online Community Platform

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More virtual workshops and courses coming soon!

AHA Webinar

Obstetrics Team-Based Approaches Improve Value



Educated patients
become partners
in their own care!



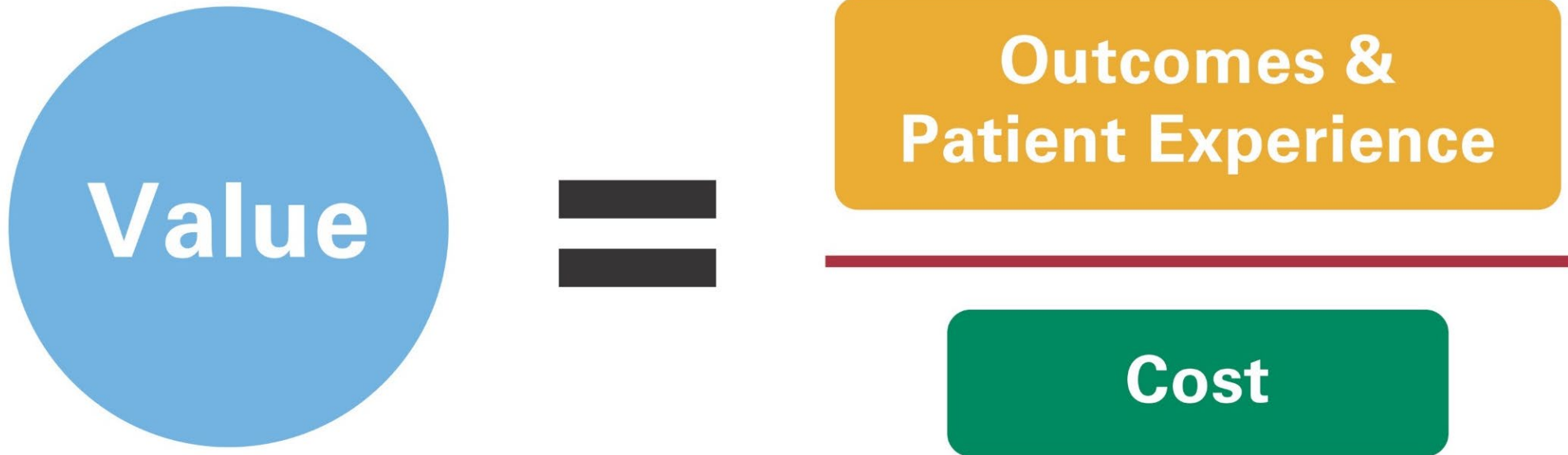


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The Value Initiative



Team-based Approaches for Obstetrics



Team-based Care Creates Value

THE Value Initiative

Issue Brief

Team-based Care Creates Value

This is part of a series of Issues Briefs framing the complex issue of affordability. These briefs can be used to initiate conversations with stakeholders in your community.

What is Team-based Care?

The health care needs of Americans are often complex, as is the health care system patients have to navigate during an illness. To better support patients and their families through an acute or chronic illness, hospitals and health systems are adopting team-based models of care that encompass patients' medical and social needs across the care continuum. Team-based care is a promising, low-tech approach that allows health care workers from varying professional disciplines to provide customized, patient-centered care to manage the physical, psychological and spiritual needs of their patients.

As hospitals and health systems continue to move toward value-based care, team-based approaches provide a pathway to value by improving outcomes, enhancing the patient experience and reducing cost. This issue brief explores how to build effective care teams and how organizations can utilize team-based models to improve value.

Creating Interdisciplinary Care Teams

Interdisciplinary care teams take the multidisciplinary approach to the next level by ensuring that the providers work collaboratively, rather than just alongside one another. Interdisciplinary care teams bring together health care professionals from several disciplines to work towards a common goal, allowing each team member to draw on their discipline's unique skills and capacities. This group of a clinical and non-clinical professionals coordinate their actions for a common purpose – either the prevention and treatment of disease or the promotion of health.

Defining Team-based Care

National Academy of Medicine defines **team-based care** as "The provision of health services to individuals, families, and/or their communities by at least two health providers who work collaboratively with patients and their caregivers – to the extent preferred by each patient – to accomplish shared goals within and across settings to achieve coordinated high-quality care."¹

Though often used interchangeably, multidisciplinary and interdisciplinary differ in their form and function.

Multidisciplinary Care Teams: A team composed of members from more than one discipline, offering patients a greater breadth of services. Team members work independently and in parallel, with each provider responsible for his or her own area. Communication between team members is formal, and team structure is often hierarchical with a designated leader overseeing the team.

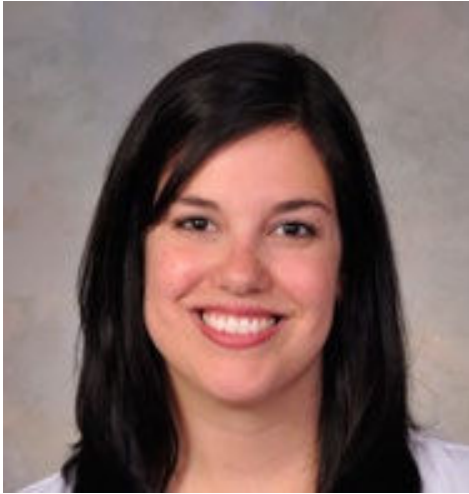
Interdisciplinary Care Teams: A team of professionals from various disciplines are involved in reaching a common goal, with each team member bringing his or her discipline's expertise to the team. Team members work formally and informally, and information is shared in a systemic way among team members. An interdisciplinary team is collaborative and integrates each profession's knowledge into the care plan.²

You are invited to explore The Value Initiative at:
www.aha.org/TheValueInitiative

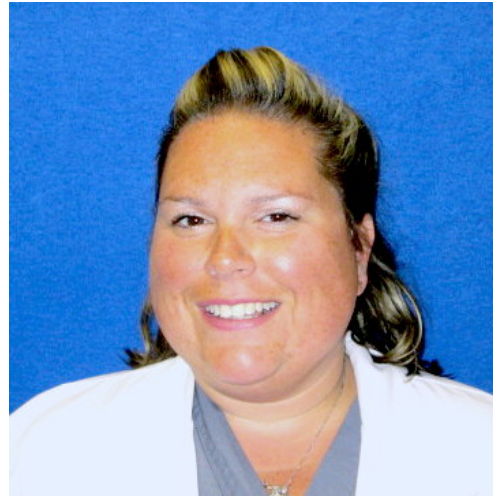
THE Value Initiative

Tools, resources and education to help you improve affordability and promote value in your communities.

Today's Presenters



Elissa M. Concini MSN, RNC-OB, C-EFM
Women's Health Quality and Safety
RN, Geisinger



Rachel Cunniffe, MSN, RNC-OB
Nursing Professional Development
Specialist, Geisinger



Diana Contreras, M.D.,
Chairman, Department of Obstetrics,
Gynecology and Women's Health,
Atlantic Health System

Today's Objectives

Understand, Identify, Discuss

Understand the use of
TeamSTEPPS in
obstetric care and its
impact

Identify tools and metrics
to track quality of
obstetric care

Discuss ways team-
based care brings value
to the patient, provider
and the hospital/health
system

History of TeamSTEPPS at Geisinger

Hospital	First Tool Timeline
GWV	February 2018
GBH	June 2018
GMC	October 2018
GHS	Sept-October 2018
GLH	January 2019
GCMC	October 2019*

Implementation in Obstetrics



Debriefs



Huddles



Briefs



IPASS the
BATON



CUS



SBAR



COVID-19 Implications

- Morning COVID-19 Huddle WH
- Weekly COVID-19 Huddle for Perinatal Teams
- COVID-19 Huddle prior to or upon patient arrival



Challenges and Successes

- **Challenges**

- Continual change
- Staff transition
 - Need for continued TeamSTEPPS education
- Firefighting
- Handoffs
- Real time feedback
- Interdisciplinary team communication*

- **Successes**

- Clear communication during change
- Imbedded tools
- Decrease in sentinel/serious events*
- Increase in staff communication and support
- Culture of Safety has shifted*
 - Proactive versus reactive

*some sites are improving, while others are having challenges

When the ball drops...

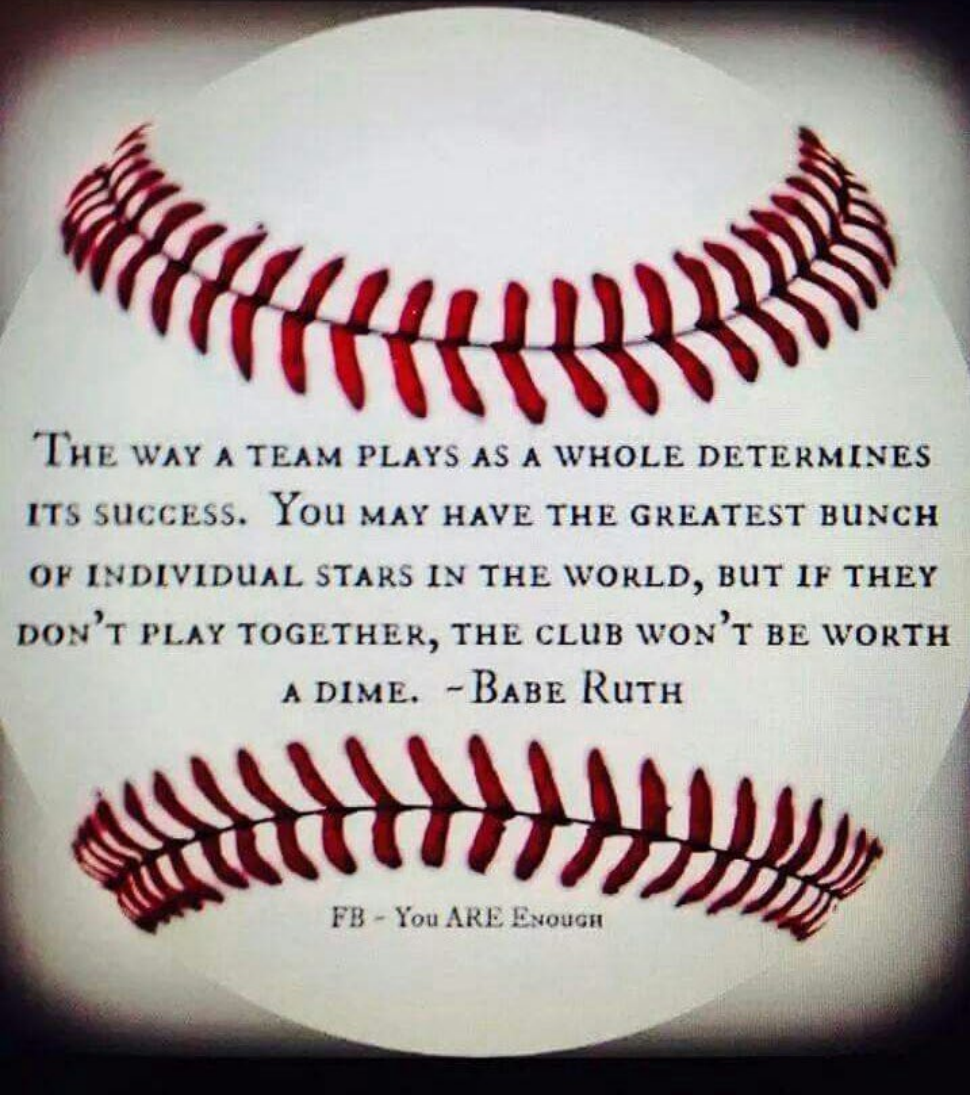
- The Team
 - Was ready
- The Outcome
 - Was good
- The Questions
 - Were overflowing



“GREAT CATCH”

- Anticipation of high-risk patients and recognition of additional support for care and deliveries.
 - Shoulder dystocia
 - Transfer of patients to GMC (placenta percreta)
 - Anesthesia prepping GWV Main OR
 - Anticipation of additional equipment for OR
 - NICU Staffing/Census
- Identification that a patient had been on the unit without being seen and evaluated by the unit provider
- Role designation for patient flow and timely discharge





Impact of TeamSTEPPS

- Sentinel/Serious events
- Brief attendance
- Debrief compliances with C-sections
- Huddle attendance/frequency
- Completion of action items from all debriefs (simulation/drills/real cases)

Future of Team STEPPS in OB

Support importance
of current tools

Additional tool
deployment (IPASS)

New provider
education

Re-boot at multiple
sites

Dig deeper into
Culture of Safety

Team building with
TeamSTEPPS

Keep your eye on the ball!

- Continuing education
- Clear communication
- Timely follow-up
- Frequent pulse checks
- Celebrate successes



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Obstetrics Team-Based Approaches Improve Value

Diana N. Contreras, MD, MPH

Medical Director, Women's Health Service Line



**Atlantic
Health System**



Atlantic Health System

- **Atlantic Health System's Hospitals**
 - ✓ Morristown Medical Center in Morristown, NJ
 - ✓ Overlook Medical Center in Summit, NJ
 - ✓ Newton Medical Center in Newton, NJ
 - ✓ Chilton Medical Center in Pompton Plains, NJ
 - ✓ Hackettstown Medical Center, NJ
 - ✓ Goryeb Children's Hospital in Morristown, NJ





Atlantic Health System

- 4 Labor and Delivery Units
- NICU
 - Morristown Medical Center
 - Overlook Medical Center
- Residents
- MFM System wide
 - Morristown Medical Center
 - Overlook Medical Center





Atlantic Health System

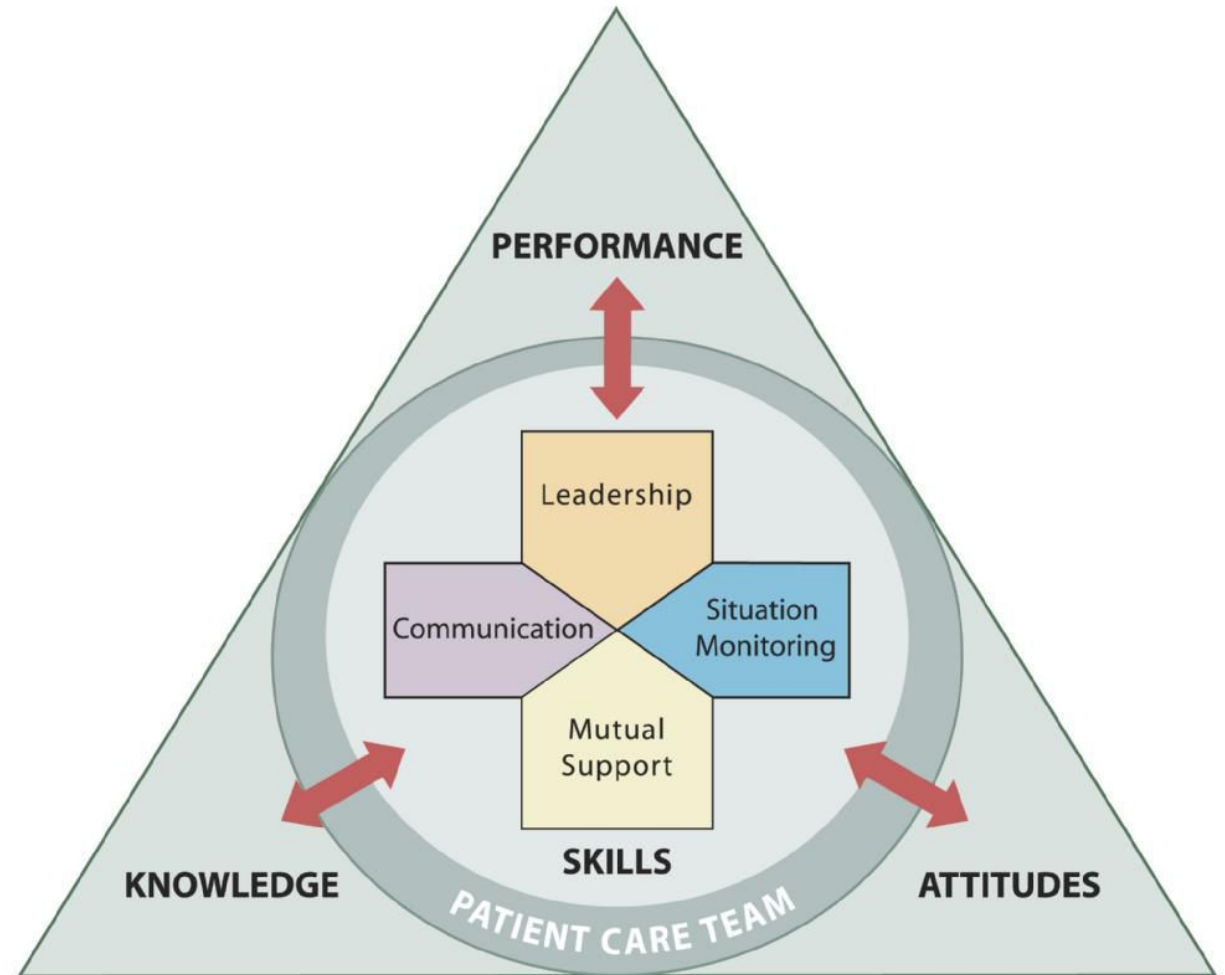
- System-wide TeamSTEPPS training 2019
- All L&D nurses
- L&D employees
- All OB/GYN department providers
 - Physicians (including the GYN only providers)
 - Midwives
 - Nurse practitioners





Atlantic Health System

- TeamSTEPPS Principles
 - Leading Teams
 - Mutual Support
 - Communication
 - Situational Monitoring



TeamSTEPPS Principles at Atlantic Health System (Same at all sites)

- Twice daily Briefs
 - Established time
 - Established attendance
 - NICU
 - Anesthesia
 - Nursing (L&D and P/P)
 - Providers
 - Social workers
- Huddles
 - Category II tracing huddle
 - Other



TeamSTEPPS Principles at Atlantic Health System (Same at all sites)

- Pre-C/section Huddles
- TOAD
 - Timing
 - Obstetrics
 - Anesthesia
 - Department status
- Post C/S Huddle/Debrief
 - 3 TeamSTEPPS questions- including the patient
 - What did we do well?
 - What could be improved?
 - What is one thing we should change immediately?



TeamSTEPPS Principles at Atlantic Health System

Transforming Teams of Experts into an Expert Team

- System wide policies/Common language
 - 23 policies including:
 - Physician communication policy
 - Hypertension management policy
 - Pitocin management policy
 - Post partum Hemorrhage management policy
 - Maternal Early Warning Signs and escalation policy



TeamSTEPPS Principles at Atlantic Health System

Transforming Teams of Experts into an Expert Team

- Common Goals System wide
 - System wide Collaborative
 - Multidisciplinary – participants from all sites
 - Nursing
 - Physicians (Full time and voluntary)
 - Midwives
 - Risk
 - Quality
 - CMO/CNO
 - Coding
 - Data Analyst
 - Epic support



TeamSTEPPS Principles at Atlantic Health System

Transforming Teams of Experts into an Expert Team

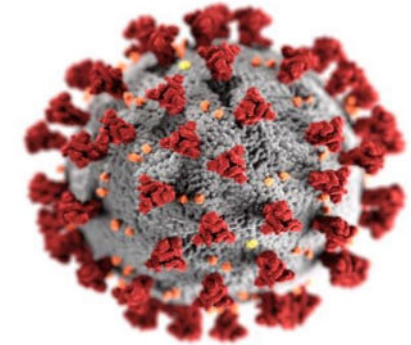
- System wide Collaborative
 - Workgroups with representation for each site
 - Hemorrhage: goal to decrease number of post partum hemorrhages
 - Hypertension: goal treatment with correct medication within less than 30 and 60 minutes
 - NTSV: goal to decrease to below 23.9%
 - Situational Awareness: goal to engage entire team during briefs and huddles
 - Stop the Line



Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Team Structure/Mutual Support/Leadership
 - Service line driven – shared mental model-standardized approach system wide
 - Nursing and physician representation for each hospital site
 - Care of the Covid 19+ and Covid 19 – negative patient on L&D
 - L&D ORs for C/S
 - Vaginal Birth - elimination of elective inductions
 - Postpartum care - rapid discharge
 - Visitors
 - Personal protective equipment

Novel Coronavirus
(COVID-19)



Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Team Structure/Mutual Support/Leadership
 - Nursing and physician representation for each hospital site
 - Collaboration with ED and Medicine – same approach at all sites
 - Mild illness and no laboring issues - discharge from ED with discussion with L&D team
 - Mild illness and laboring issues L&D admission
 - Moderate or severe illness - admission to Covid respiratory floor or ICU
 - L&D would go to the patient
 - Nursing and providers

Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Team Structure/Mutual Support/Leadership system wide
 - Subgroups – Collaboration – Shared Goals
 - Algorithms
 - Transport
 - Security
 - Environmental services



Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

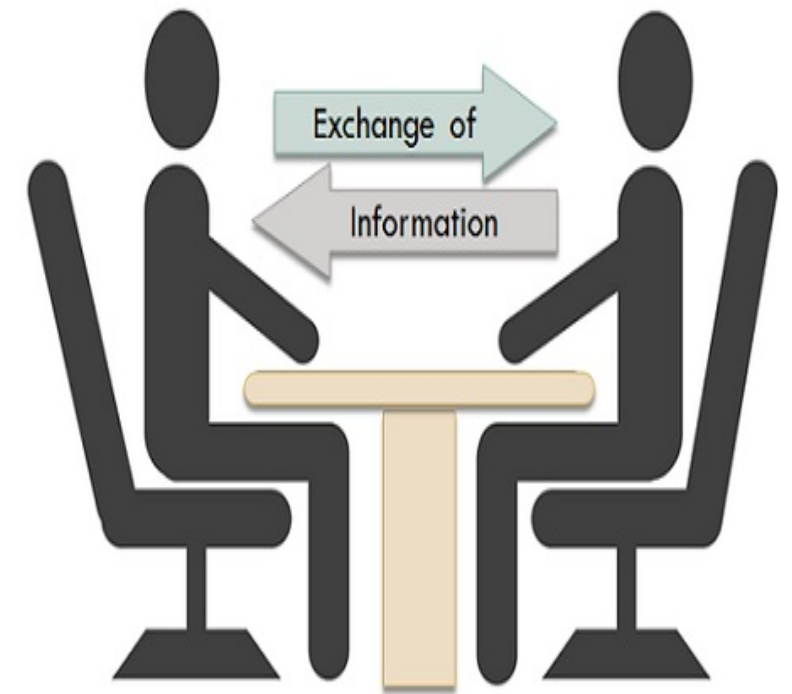
- Team Structure/Mutual Support/Leadership system wide
 - Subgroup created
 - Standardized Prenatal Care – Hospital and system owned practices
 - Immediate change to incorporating virtual care
 - Standardized visit frequency
 - Fewer in person visits
 - Standardized communication to patients and visitors
 - Emails
 - Website



PRENATAL CARE - HEALTHY PREGNANCY

Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Communication
 - Daily call/Skype – operational with Nurse manager, hospitalist and residents
 - Daily call/Skype – providers, hospitals and office staff
 - 15 minutes update
 - 15 minutes Q&A
 - ID experts, NICU experts brought to the call to answer questions
 - Minutes sent via email to everyone system wide each evening
 - Book kept to reference changes



Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Communication
 - Sharing of information
 - Canvassing of social media
 - Canvassing of information from England, Spain, Italy, NYC
 - Published on internet
 - Friends/colleagues



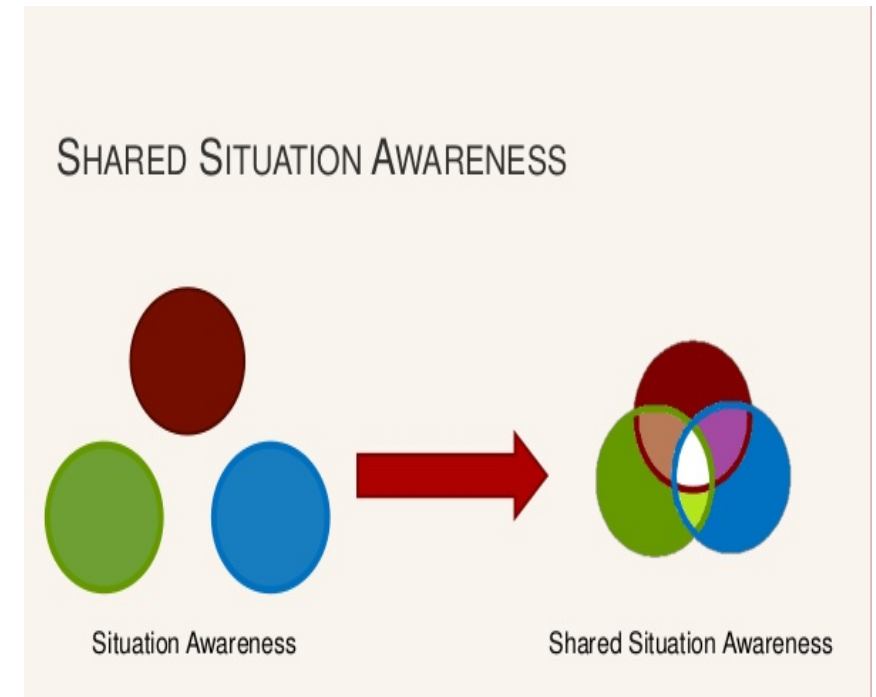
Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Situational Awareness - System wide/Site
 - Twice daily Briefs
 - Skype/Microsoft Teams
 - Number established and sent to everyone
 - Providers who had a patient in hospital on L&D notified to join



Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Situational Monitoring - System wide
 - Huddle for all Covid + or PUI patients on admission and at any decision making
 - Infectious prevention
 - MFM
 - Peds
 - Providers
 - Nursing



Obstetrics and COVID-19 at Atlantic Health System Management Based on TeamSTEPPS Principles

- Key points
 - Flexible
 - Adaptable
 - One common approach/language
 - Transparency
 - Teamwork
 - Communication
 - Leadership
 - Playbook



Obstetrics and COVID-19 at Atlantic Health System

- Challenges
 - Fear
 - CDC recommendation constantly changing
 - No standard
 - No history of disease
 - PPE required not known
 - Resources different at each hospital
 - Not known what would happen to mothers and babies



Obstetrics at Atlantic Health System

- Next Steps
 - Sustainability
 - More engagement of voluntaries
 - Virtual simulations
 - Telehealth





Questions? Stay in Touch!

www.aha.org/teamtraining

Email: teamtraining@aha.org • Phone: (312) 422-2609

