

## Loyola University Medical Center

Loyola partnered with Healthcare Team Training (HTT) to assess, train, implement and coach new behaviors in the OB area. Multiple training sessions were conducted as well as onsite simulations.

An event occurred that provided the opportunity to put the TeamSTEPPS® training skills into practice. A high risk C-section was performed where the abdominal organs were expected to be outside the abdomen of the baby. Due to the complexity of the delivery, numerous care teams, for a total of 21 people, were involved in the preparation, delivery and care of the mom and baby. The atmosphere was calm. The infant was delivered as expected with the organs on the outside of the body. The mother had complications with the closure. The staff handled the situation with a team approach which resulted in a successful, healthy delivery of mom and baby.

Below is a high level recap of the successful, team work skills that were implemented and enhanced the successful and safe delivery:

- ▶ *A morning brief prior to the surgery occurred.*
- ▶ *There was a team introduction.*
- ▶ *The WHO checklist was followed. All items were needed without anyone having to leave the room to obtain the needed tools which would result in a inefficient use of time which could lead to an error.*
- ▶ *The surgical brief followed the WHO checklist.*
- ▶ *A time out was performed and documented.*
- ▶ *Two glitches were captured and documented for future resolution.*
- ▶ *A debrief following the surgery.*

Since this time, many stories of good catches have occurred which have resulted in reduced harm and increased patient satisfaction. Loyola's partnership with HTT has been so successful, TeamSTEPPS® is planned on being implemented in other areas of their facility.

Revolutionizing Healthcare, One Team at a Time™

