

Piedmont Fayette Hospital

Healthcare Team Training (HTT) began with a Leadership brief, as well as an on-site assessment at Piedmont Fayette Hospital. HTT then conducted training sessions along with simulation. First, TeamSTEPPS® was rolled out in the Women's Services Unit. The patient safety champions within the hospital were enthusiastic and began their own training, drills, class time and group planning sessions to educate their fellow team members within the facility. Their energy was contagious and other team members began implementing the methodology.

Their teamwork and communication skills were quickly put to the test. One night following the training, a young woman was in labor in the Emergency Department. During labor, the charge nurse became the situational leader and organized the staff in the midst of chaos. As a result, a healthy,

beautiful baby was born. Both mom and baby were safe and healthy! After delivery, the charge nurse requested a team debrief. To her surprise, most of the staff hurried away. She persuaded a small portion of the team to stay, including one of the physicians who initially walked away. He returned—his interest was sparked. First, she began by thanking everyone for their participation and she commended their teamwork. This technique was appreciated and proven effective and is still being used today.

The Emergency Department (ED) was favorably impressed by the response to this situation and subsequent debriefing in the ED, they sent a letter to the Women's Services executive team to commend the charge nurse involved. As a result of "glitch" reports, staff were able to design safer processes for the anesthesia carts, the staffing of the holding nursery, cesarean

sections, specimen collections in labor and delivery, and many more areas to change the safety culture of the hospital. In addition, the staff conducts formal White Board reports at 0800 and 2000 every day.

In summary the staff standardized processes, developed mutual trust, and changed their attitudes. The Risk Management staff reported a decrease in adverse events with a reduction in the reserves for the OB area. Increased physician and nurse satisfaction are attributed to the newfound stability in Nursing Management as well as the increased role the staff have in developing Standard Operating Procedures.

HTT and Fayette Piedmont continue to embark on a partnership and future TeamSTEPPS® implementations are planned for other units within the hospital

