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Team Training Enhances Collaboration and Patient Safety: A Systematic Approach and Implementation Suggestions

Begum Yalcin
Koc University School of Nursing

Abstract

Teamwork is very important in healthcare. Lack of communication can cause irreversible conditions for patients. Along the years many methods are used to improve teamwork and true collaboration. This article aimed to provide a review of the existing literature on how team training has a powerful impact on collaboration and patient safety.

Keywords: *Teamwork, team training, patient safety, collaboration*

1. INTRODUCTION

Many years ago when companies like Volvo used the term “team” in their production process. That was a new term and it was also different term than the “groups”. In a group, members do not need a joint effort to success a goal on the other hand teamwork requires a positive synergy through coordinated efforts (Robbins and Judge 2012).

Teamwork is defined as behaviors, cognitions and attitudes to achieve the same goal (Salas et al. 2008, Robbins and Judge 2012). It is a dynamic process involving health care providers with complementary skills and knowledge (Xyrichis and Ream 2008). Everyone included into the care of a patient has a very crucial part in order to achieve the shared goal, which is the well-being of the patient. Poor teamwork within healthcare professionals indicated in the literature that causes problems for patient safety and multidisciplinary healthcare team dysfunction. (Kalisch et al. 2007). It is indicated that poor communication among the staff causes patient safety threats such as increase in medical errors and mortality rates and low job satisfaction of health care providers (Salas et al. 2008, Kalisch and Lee 2010, Rose 2011). Col

Healthcare service is a team play. Everyone share a huge amount responsibility. Because of this reason team training is used for to develop a true collaboration. Team training is used in health care and has a positive impact of the quality of the care and the organizational change (DeVita et al. 2005, Weaver et al. 2011).

2. METHOD

Aim:

The aim of this article to provide an overview of the methods used team training in healthcare.

Literature Search

The systematic literature search was conducted using CINAHL, PUBMED and WILEY databases. The search started with English language research articles published in peer-reviewed journals between 2004-2014 using keywords “teamwork”, “team training” and “patient safety”.

First database searched resulted with 800 articles. It is narrowed down to 44 articles after the initial search. After reading their abstracts 20 articles were included to the study based on the relevance of the subject. The articles were not limited by only nursing researches.

3. RESULTS:

According to the studies included in the review (Table 1) team training has affects on patient safety and communication improvements. Studies conducted team training with different approaches such as didactic instructions, simulation, training and active participation. Regardless of a specific method team training works, it enhances collaboration and improves communication skills within healthcare professionals.

Table:1 Studies focused on team training in healthcare

Study	Method used in team training	Results
Stoller, Rose, Lee, Dolgan, & Hoogwerf, 2004	Used experiential learning regarding teamwork and leadership, including a "reef survival exercise" and table discussions	Participants universally found the method beneficial in teamwork development
Vazirani, Hays, Shapiro, & Cowan, 2005	Determine the impact of a multidisciplinary intervention on communication and collaboration among doctors and nurses on an acute inpatient medical unit.	Resulted in better communication and collaboration among the participants.
DeVita, Schaefer, Lutz, Wang, & Dongilli, 2005	Human simulation training	It is useful in terms of training multidisciplinary teams.
Kalisch, Curley, & Stefanov, 2007	Team training interventions were used to enhance collaboration.	Outcomes; lower patient fall rate, turnover rate
Sehgal et al., 2008	4-h team- work training program as part of the Triad for Optimal Patient Safety (TOPS) project.	It is effective in teamwork training.
Weaver et al., 2010	A multilevel evaluation of the TeamSTEPPS training program was conducted within the OR service line with a control location.	The trained group demonstrated better teamwork behaviors.
Deering et al., 2011	Implemented TeamSTEPPS training in Baghdad Combat Hospital.	Communication-related errors, medication and transfusion errors, decreases.
Mayer et al., 2011	Implemented TeamSTEPPS in pediatric and surgical ICU and evaluated the implementation.	In post training improved implementation was successful.
Riley et al., 2011	TeamSTEPPS® didactic vs simulation training program	It was significantly improved after simulation training on perinatal morbidty.
Peckler, Prewett, Campbell, & Brannick, 2012	One day training program was done in ED	The program was successful comprehensive training was useful.
Colacchio, Johnston, Zigmont, Kappus, & Sudikoff, 2012	Implementation of TeamSTEPPS was done in NICU and its staff.	Participants gave positive feedbacks and stated that improved teamwork.

Slater, Lawton, Armitage, Bibby, & Wright, 2012	Evaluated the team based training program.	Method is found useful in improving patient safety.
Jones, Skinner, High, & Reiter-Palmon, 2013	Two quasi-experimental designs: a cross-sectional comparison	The intervention group's behavior regarding teamwork was better.
Klipfel et al., 2013	Situ-simulation A unit-based quality improvement project was designed to enhance these skills. TeamSTEPPS was used.	The interdisciplinary team performance of nurses and urology residents was enhanced by responding to a simulated patient
Brodsky et al., 2013	Developed a multidisciplinary, small group, interactive workshop based on Team STEPPS	Compared the results of the pre training survey and post-training and it showed that communication among staff was improved.
Meurling, Hedman, Sandahl, Felländer-Tsai, & Wallin, 2013	Simulation training was used in an ICU and its staff.	Result indicates that different profession responded training differently however all of them benefited from the SBTT
Fernandez et al., 2013	Computer-based team- work training versus placebo training	Computer-based team training has positive impacts on teamwork and patient care during simulated patient resuscitations.
Figueroa, Sepanski, Goldberg, & Shah, 2013	Simulation based training used in cardiac emergency care situations. TeamSTEPPS was used.	SBTT provides an excellent tool for teaching and implementing new processes.
Ballangrud, Hall-Lord, Persenius, & Hedelin, 2014	Qualitative descriptive 18 ICU nurses attended simulation based team training	Training increases awareness of clinical practice.
Patterson, Geis, Falcone, LeMaster, & Wears, 2013	Multidisciplinary healthcare providers responded to critical simulated patients in an urban ED during all shifts.	218 healthcare providers responded situ simulation was useful enhancing teamwork.

4. Discussion:

Teamwork is essential in healthcare services. In order to improve teamwork several methods can be used (Weaver et al. 2011). Situ-simulation and implementation of TeamSTEPPS are both useful for team members to develop a better communication and a safe environment for the patients (Weaver et al. 2010, Deering, et al. 2011).

Results showed that training increases awareness of clinical practice (Ballangrud, Hall-Lord et al. 2014), reduce medical errors and patient falls and mortality rates (Riley, Davis et al. 2011) (Kalisch et al. 2007, Slater et al. 2012). Teamwork training is used in multidisciplinary teams and it has positive impact on communication (Vazirani et al. 2005, Colacchio et al. 2012).

5. Clinical Implementations:

The methods can be used in team-training are situ- simulation and TeamSTEPPS. Evidence showed that both have positive impact and it is also useful. Healthcare professionals should consider these methods if they are experiencing lack of communication, which causes problems regarding patient safety, they should consider team training and support a positive work environment which endorse open communication.

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