

Road Map to a Safety Culture

For Patients, Residents, and Clients



Teamwork

Specific Action(s)	Audit Questions
<i>Effective Process Improvement (EPI) Work Plan</i>	<ol style="list-style-type: none"> 1. The steps for identifying a specific action plan and measure of success for Teamwork are completed. 2. The work group has devised a structured implementation plan for Teamwork. 3. Structured roll-out strategies for Teamwork are in place. 4. A plan is in place to sustain implementation progress and spread of Teamwork.
1. Determine readiness to engage in teamwork efforts.	1a. The facility has completed an internal site assessment to determine organization readiness to move forward with their teamwork efforts.
2. Recruit and train teamwork facilitators.	<ol style="list-style-type: none"> 2a. The facility has recruited unit-based clinicians as teamwork instructors. 2b. Training is provided for teamwork instructors.
3. Train team members.	3a. Training is provided for all team members.
4. Assess gaps in teamwork.	<p>4a. Teams/units/departments use a structured assessment to assess their teamwork gaps.</p> <p>Teamwork areas assessed include, at a minimum:</p> <ol style="list-style-type: none"> 4b. Psychological safety 4c. Mutual respect 4d. Constructive conflict resolution 4e. Responses to disruptive behaviors 4f. Communication practices 4g. Individual and shared accountability 4h. Team role definition, including leader roles
5. Establish site/specific teamwork/communication work plans.	<ol style="list-style-type: none"> 5a. Teams/departments develop site-specific work plans to address identified gaps. 5b. The work plan is implemented. 5c. Dedicated coaching time is provided to teamwork instructors, team members, providers and the team as a whole.
6. Re-assess gaps to ensure training has successfully addressed them.	<ol style="list-style-type: none"> 6a. Teams/departments use a structured assessment to reassess their teamwork environment after training. 6b. Results are utilized to adjust plan as needed and celebrate positive outcomes.
7. Align hiring, training, and performance standards with teamwork goals.	<ol style="list-style-type: none"> 7a. Teamwork is included in orientation and ongoing unit training. 7b. Clear statements are included in the medical staff rules and regulations and in the code of conduct that identify teamwork as a critical, required behavior.