COMMUNICATION & TEAMWORK COURSE CURRICULUM

Instructors:
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Kara Heck

Course Description:
This single-session course targets the key elements of communication, teamwork, and collaboration. Participants will discuss how these elements are utilized to ensure medication safety in order to minimize error or harm. Participants will discuss strategies for safe nursing and inter-disciplinary hand-offs. TeamSTEPPS (strategies and tools to enhance performance and patient safety) will be utilized to develop effective communication and teamwork in the attendee.

Purpose:
The purpose of this course is to aid the participant in the understanding of communication pitfalls, develop a strong sense of mutual respect for colleagues and patients/families, and to support the development of strong nursing and inter-disciplinary communication skills.

Goals/Learning Objectives:
By the end of this session, participants will be able to:
1. Discuss the role of teamwork and communication failures in unanticipated adverse events
2. Describe the key components of a safe and effective patient care handoff
3. Participate in effective handoff communication strategy utilizing TeamSTEPPS
4. Discuss essential characteristics of safe medication orders
5. Apply techniques for improving medication safety

Course Participation
Participants must complete pre-work assignments and participate in class discussions and activities for completion of course.

STRIDE Policies:
Attendees will be required to complete all assigned pre-work prior to attending each session.

Course Schedule:
2.0 hours - Communication & Teamwork

REQUIRED STUDIES

Assignments Prior to Course:
1. Josie’s Story by Sorrel King: Chapters 1-13
2. Module: TeamSTEPPS Essentials Course
POTENTIAL ADDITIONAL MATERIALS

Additionl Resources (optional):

- AHRQ Patient Safety Primer: Handoffs and signouts. – 1.usa.gov/18qDLcl
- Los Angeles Times: Doctors could learn something about medical handoffs from the Navy. – lat.ms/17yUck4
- Topic 11, Improving Medication Safety, in the WHO Multiprofessional Patient Safety Curriculum provides an excellent overview. Pages 229-237 are appropriate for student reading, while pages 238-244 provide additional guidance for faculty – bit.ly/1aubB2J
- Sterling JA. A Call to Action: Range Orders and Therapeutic Duplication. Hospital Pharmacy 2012; 46(2):82-88.
- State specific rules for writing prescriptions can usually be obtained via the Board of Pharmacy and/or Medical Board.
**Agenda: COMMUNICATION & TEAMWORK**

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