



STORC OB Safety Initiative

Improving Clinical Teamwork

Activating Teams to Improve Teamwork and
Evaluating What Matters and What Works?

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Institute of Medicine



Number of people
who die each year
from medical
errors...



... equivalent to 3
jumbo jet crashes
every 2 days

Leape LL. Error in Medicine. *JAMA* 1994. Dec 21;272(23):1851-7
Photos: Public Domain and iStockPhoto



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The Problem

- ***Communication and teamwork are consistently among the top contributors to adverse obstetric events:***
 - 31% of adverse events in closed malpractice claims attributable to communication problems (White 2005)
 - Audit of stillbirths in the UK found 75% of cases were associated with “suboptimal care” (CESDI 2000)
 - Joint Commission on Accreditation of Healthcare Organizations (JCAHO) sentinel event alert reported 2/3 of unexpected sentinel events attributable to human factors such as communication (JCAHO)



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The AHRQ Project

Multi-center study to test whether simulation of obstetric emergencies and teamwork training improve the process of care and patient safety across hospital settings

Objectives

- Develop and test a standardized Curricula for simulated Obstetric emergency Response Drills & Safety –CORDS
- Implement and evaluate CORDS in rural settings
- Explore the ability of IT to create a statewide safety culture and to expand the reach of simulations

AHRQ Contract: 1 U18-HS015800



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The Goal

To Transform
Good Healthcare Teams Into
Extraordinary Teams To
Improve Outcomes
For Mothers And Babies.

Partners: NASA, Madigan Army Simulation Center

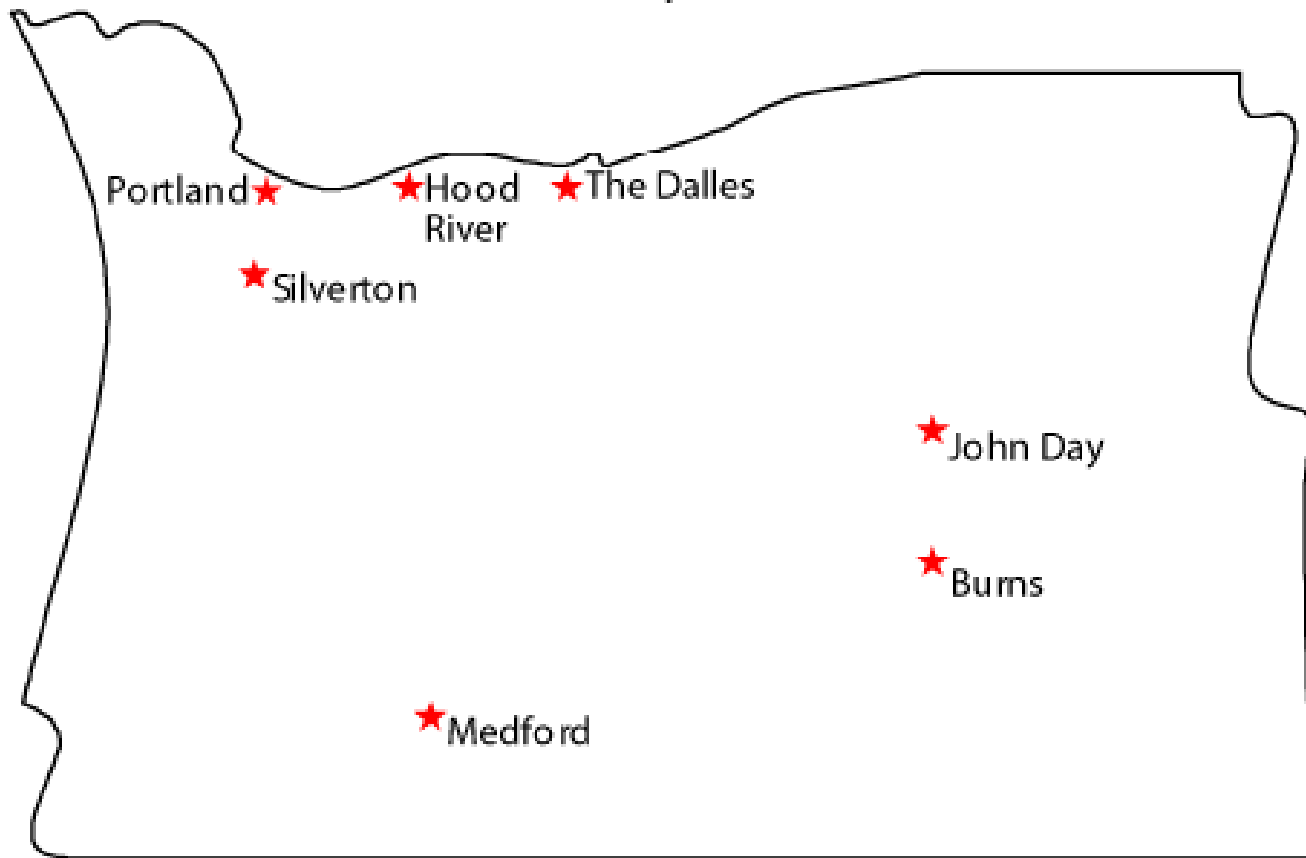


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OB Simulation Network

CORDS Study Sites





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The Challenge

“Our staff is time constrained and it is hard to get them away from patient care to improve their patient care”



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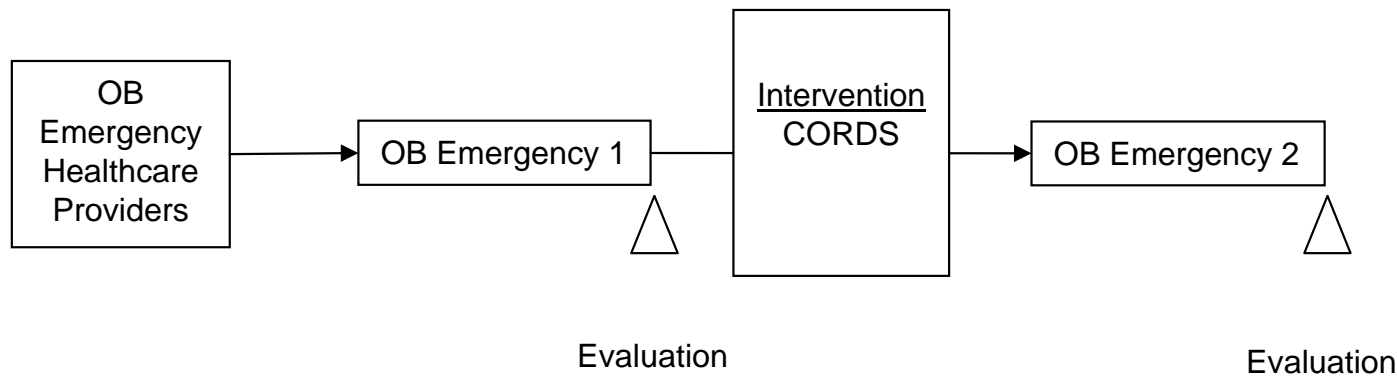
Principles & Beliefs

- “*In situ*” team drills are useful to activate clinical team members to learn and practice teamwork skills
- *In situ* simulation is useful for experiential learning and for learning about systems issues
- People learn to do well and retain what they practice doing
- Creating a safe environment to learn is critical



CORDS on Site

Figure A. CORDS simulation schedule in rural setting



DAILY SCHEDULE

7:30-10:00am.....Team #1
 10:00-12:30pm...Team #2
 1:00-3:30pm.....Team #3
 3:30-6:00pm.....Team #4
 6:00-6:30pm... clean up

TEAM SCHEDULE

7:30-7:40am
 7:40-7:50am
 8:00-8:15am
 8:15-9:00am
 9:00-9:15 am
 9:15-10:00am

Introduction & Safety Culture Survey
 Standard Vaginal Delivery
 OB Emergency Simulation # 1
 Debriefing & CORDS didactic
 OB Emergency Simulation #2
 Debriefing & Participant Evaluation



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Simulation & Teamwork Resources



|CORDS – Guide to Simulation

Curriculum for Obstetric emergency Response Drills and Safety



*Transforming Good Teams into
Extraordinary Teams*

Funded by:

**Agency for Healthcare Research and Quality (AHRQ)
Contract: 1 U18-HS015800**

|CORDS

Curriculum for Obstetric emergency Response Drills and Safety

CRM and Team Training Manual



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CORDS



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Feedback Letter



- Kudos
- Room/Environmental Issues
- Staffing/Roles/Documentation
- Processes/Protocols
- Communication
- Medications
- Devices/Materials



What Matters?

- What are the most valuable features of simulation/team training?
- What parts might be hurtful/harmful?
- Is simulation valuable over time (how much time)?
- Is simulation best for maintaining:
 - Clinical skills?
 - Teamwork?
 - Knowledge?
- Does the value of simulation/team training differ by experience/volume



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Current Work

- Second Round of Visits
 - Sections of Safety Climate Survey (sections more likely to change in short term)
 - Usefulness in practice in intervening time (including seeing others use CORDS skills)
 - Second round of simulations
 - Evaluate teamwork improvements
- Evaluating teamwork at the “Sharp End”

•AHRQ Contract: 1 U18-HS015800



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CLINICAL TEAMWORK SCALE

Rate Your Teamwork Now!



Rate it now!

See Results

STORC's Clinical Teamwork Scale measures the efficacy of teamwork at your hospital. Every time you participate in a delivery, come here and fill out a survey. Each quarter, you'll be able to see the latest aggregated results from your hospital.

▶ Participant Feedback

Using CORDS would definitely help me feel more prepared for emergency situations.

[Submit a Quote](#)

▶ Fascinating Trivia

An Indian Lotus tree's seeds are viable for up to 400 years.



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Next Steps

Research has proven our program to be clinically useful and wanted

Looking for mechanisms to sustain and expand the program

Ongoing evaluation of safety culture, program, and health outcomes



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Conclusion

THANK YOU!

Contact Information

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For information on this and other projects we are working on visit:

www.obsafety.org