

# Making Teamwork and Communication Practical

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- Brief Overview – Culture Change Toolbox
- ‘Hands on’ and interactive game
- Moving forward to improve teamwork and communication



“Observations of performance in the operating theatre show that breakdowns in teamwork, leadership, communication, lack of situational awareness, and poor decision making are not uncommon and can lead to adverse outcomes for patients”

Flin & Yule (2005), University of Aberdeen's Non-Technical Skills for Surgeons project





Dr. B. SMITH  
00191001.com







# Culture Change Toolbox

General Healthcare

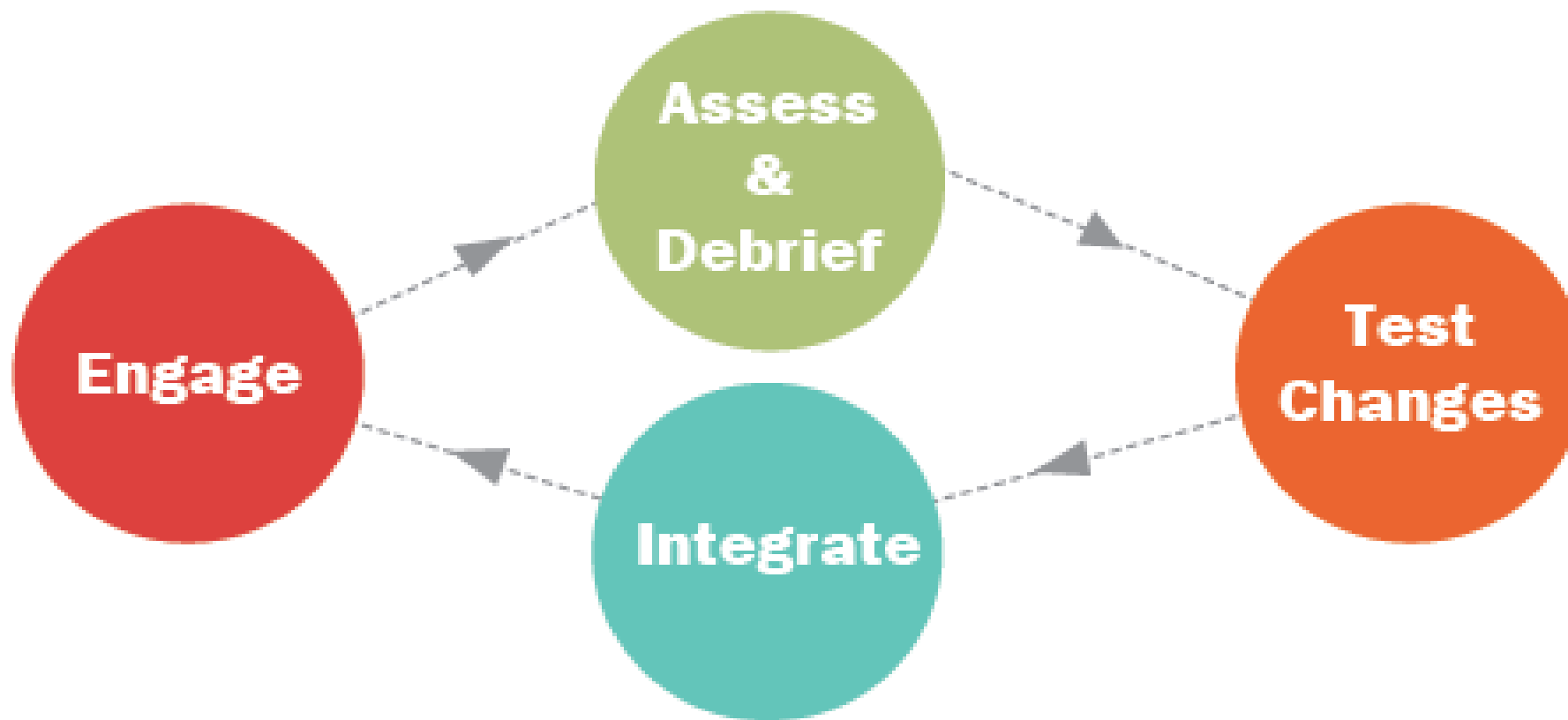


## Summary

Culture is the way we work together. Improving culture can be a concerted effort, or it can mean taking a different perspective on current change efforts. Collectively changing how we work together usually involves a few steps: awareness and engagement, assessment of current culture, discussions about what changes can be made, and making small changes over time. This guide contains tools that can be used as the focal point for a shift in culture.







Let's play a game!!

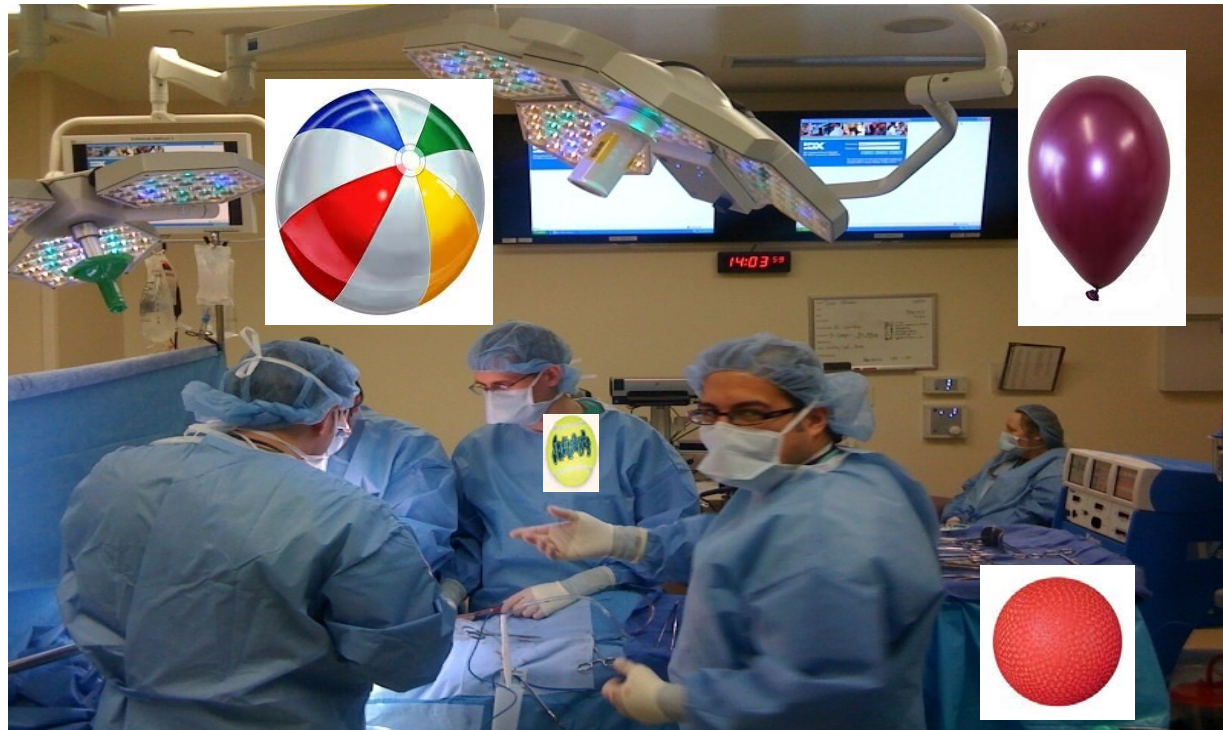


# Telephone Game



# Simulation: Beach Balls in the OR -

Scott Ellner and Cyndy Ross-Richardson,  
Saint Francis Hospital & Medical Center





# Critical Language

A phrase that is commonly understood to imply “stop the line – there is a safety concern”

Example: I need clarity



# Non-technical skills

- Cognitive and interpersonal skills to complement technical proficiency to improve and achieve safe, effective and efficient performance.
- Surgery, anaesthesia, nuclear power, and aviation show breakdowns in teamwork, leadership, a lack of situational awareness, and poor decision-making contribute to adverse outcomes in systems.
- NOTSS (Non-Technical Skills for Surgeons) taxonomy (Flin et al., 2003, *Anaesthesia*, 58, 233 – 242)



# The “Trade Game”

\*\*Adapted from Trade Game, Dr. Marcus Watson’s in collaboration with the Queensland Government and the Centre of Healthcare Improvement



# Rules

1. A member of each Team must always stay within 2 metres of the Team sign
2. Tokens can be exchanged at any rate agreed between 2 parties
3. The Blood Pressure token is a wild token and can be used to replace any other token.
4. Half of the team members must wear a mask
5. Two team members on each team must link arms and stay “connected” through the duration of the game.





# Let's play!



# The Debrief



# The Debrief

Who won the game?



# The Debrief

What did you see and experience through the game?

What went well?

What could have been done better?



# The Debrief

How was your team and leader?



# The Debrief

Did the teams play by the rules?

How did the game impact teamwork and communication?



# The Debrief

When thinking about teamwork and communication, what examples just experienced (during this game) could translate to briefing/debriefing and coaching surgical teams?



# The Debrief

What support would you need to make this approach helpful in your organization?





# Contact

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