

# IMPROVING TEAMWORK AND COMMUNICATION IN THE OR

June 27, 2013 | 8:30 – 15:15  
Vancouver Airport Marriott Hotel  
Richmond BC



*Goal for the day: To discuss and co-create in detail the elements of a teamwork training module, modifications for BC sites, local execution and support.*

8:00 - 8:30

## Breakfast

8:30 – 8:45

### Welcome

Non-technical Skills in the OR  
How Does Culture Fit Into Creating High Performing Health Systems?  
Doug Cochrane, Chair BCPSQC

8:45 – 9:15

### Getting Your Blood Flowing: Communication Icebreaker

Rebecca Brooke, Quality Leader BCPSQC & Allison Muniak, Human Factors Specialist

9:15 – 9:45

### Team Training Built From the Ground Up: A Success Story

St. Francis Hospital & Medical Center, Connecticut, USA  
Scott Ellner, Surgeon Champion & Cyndy Ross-Richardson, NSQIP Surgical Clinical Analyst

9:45 – 10:00

## Break

10:00 – 10:45

### Why Are We All Here?

**Needs Assessment: What content does my site need in a team training program?**  
Allison Muniak, Rebecca Brooke, Marlies van Dijk

10:45 – 11:05

### Overview of All Programs: the 30,000 ft perspective

Rebecca Brooke and Marlies van Dijk, Director of Clinical Improvement BCPSQC  
Five programs to review (South Carolina, St. Francis, Team STEPPS, Kaiser Patient Safety University, University of Aberdeen)

11:05 – 11:50

### Experience the Content

**Communication** – Speaking up & Crucial Conversations  
Rebecca Brooke  
**Teamwork** – Getting the Team on the Same Page  
Marlies van Dijk  
**Leadership** – What does Leadership for Safety Culture Look Like?  
Ron Collins, Clinical Advisor BCPSQC

11:50 – 12:40

## Lunch

12:40-13:40

### Simulation: Beach Balls in the OR

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

13:40-14:15

### Experience the Content

Allison Muniak  
Situation Awareness – What Is It?  
Problem Solving

14:15 – 14:30

## Break

14:30 – 15:00

### Let's be Practical! How do we execute?

Marlies van Dijk

15:00 – 15:15

### Wrap Up! How this program would fit into overall strategy?

Doug Cochrane



BC PATIENT SAFETY & QUALITY COUNCIL