BUILDING A PSYCHOLOGICALLY SAFE AND COLLABORATIVE WORKING ENVIRONMENT ON L&D

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INTRODUCTION: Background

- L&D is an intense, high stakes environment where communication between and amongst health professions is critical for the safety and well-being of health care professionals and patients.
- Improper communication is cited by the Joint Commission as a key contributor of negative sentinel events.1
- Use of simulations and practice scenarios to demonstrate different perspectives as a short term intervention with the opportunity to develop a better understanding of goals among team members.2
- Creating a culture of safety requires individuals from all aspects of the healthcare team unifying under a common goal to foster an environment of respect, curiosity, and accountability.3

METHODS: Measures/Metrics

Utilize SBAR to Create Collaborative Learning Environment

- SBAR: Situation Background Assessment Recommendation
- Extra focus on the Assessment and Recommendation to develop collaboration regardless of role/training level

Measure #1: CLEQ Surveys

- Clinical Learning Environment Quick Survey3,4
- 10 questions
- Pre-intervention (Aug 2020) Post-intervention (Feb 2021)

Measure #2: Participant feedback

- During the post-intervention survey, participants were asked about SBAR and its impact on achieving the aim of the project

IRB Submission

- Monitoring the CLE and quality/safety interprofessional project teams are accreditation requirement, Sponsoring Institution’s Research Subject Protection Program determined that this type of work does not constitute human subject research.

RESULTS: Continued

Measure #1: CLEQ Survey Social Domain

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SCALE</th>
<th>Mean 08/20</th>
<th>Mean 02/21</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel supported by team/unit members in my/team’s everyday on-going learning</td>
<td>1 = Strongly Disagree 5 = Strongly Agree</td>
<td>3.85 4.24</td>
<td>0.39</td>
<td></td>
</tr>
<tr>
<td>People in this work area/unit treat each other with respect, trust each other and are inclusive</td>
<td>1 = Strongly Disagree 5 = Strongly Agree</td>
<td>3.74 3.90</td>
<td>0.16</td>
<td></td>
</tr>
<tr>
<td>The inter-professional teams in this area/unit work together effectively using ongoing communication, collaborative decision making and coordinated team-based care</td>
<td>1 = Not at All Effective 5 = Extremely Effective</td>
<td>3.38 3.66</td>
<td>0.28</td>
<td></td>
</tr>
</tbody>
</table>

Measure #2: Participant Feedback

Survey Items Overall (N=40) Nurses (N=20) Residents (N=9/12) Faculty (N=6/9)

| My SBAR use has increased by ____ % over last 6-8 months (August 2020) | 39% 58% 25% 17% |
|---|---|---|---|---|
| Other team members’ SBAR use has increased by ____ % over last 6-8 months (August 2020) | 31% 57% 26% 17% |
| Use of SBAR on L&D has ____ influenced the creation of a collaborative, Interdisciplinary learning environment where team members feel confident to speak up without fear of being put-down or retribution (1=Very Negatively to 5 = Very Positively) | 3.7 3.9 3.5 3.3 |

Discussion

Key Findings

- Improvement noted in every CLEQ question, particularly in the social domain, which is most applicable to project theme
- Subjective improvement in SBAR usage
- Respondents endorsed a positive impact of SBAR on project AIM

Limitations

- Cannot determine causation as other factors changed during the study period (i.e. new nursing management)
- Different team members were surveyed pre and post intervention, which may change results

Next Steps and Sustainability

- After COVID, can resume in-person demonstrations to foster more participation
- Make additional scenarios for handouts and videos
- Expand the project to include post-partum

Aim/Purpose/Objectives

AUORRA AIM: Apply tested interventions to facilitate a safer environment for patients and caregivers

OB/GYN AIM: Create a collaborative, interdisciplinary learning environment where team members feel confident to speak up without fear of being put-down or retribution

METHODS: Interventions

Participants

- Active members of L&D:
  - Resident Physicians
  - Attending Physicians
  - Registered Nurses
  - Certified Nurse Midwives
  - Medical Students
  - Nursing Students

Interventions

- SBAR Scenarios:
  - Handouts
  - Videos
  - Live Demonstrations
  - Participant incorporation of SBAR into daily routine


