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

Shant Adamian, DO, Callie Cox Bauer, DO, Nicole Salvo, MD, Deborah Simpson, PhD, Jennifer Vollstedt, RN, Cynthia Wick, RN
Ob/Gyn Residency Program, Milwaukee, Wisconsin

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
- 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
- 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

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 Survey
- 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 it’s impact on achieving the aim of the project

RESULTS: Continued
Measure #1: CLEQ Survey Social Domain

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SCALE</th>
<th>Mean 02/21</th>
<th>Mean 02/20</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel supported by team/unit members in my/teammate’s everyday on-going learning.</td>
<td>1 = Strongly Disagree</td>
<td>1.5</td>
<td>2.5</td>
<td>1.0</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</td>
<td>1.5</td>
<td>2.0</td>
<td>0.5</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</td>
<td>1.5</td>
<td>3.0</td>
<td>1.5</td>
</tr>
</tbody>
</table>

Measure #2: Participant Feedback
- 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.

Aim/Purpose/Objectives
AURORA 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
- 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

RESULTS
- 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