SNI Sepsis & CLABSI Collaborative

Learning Session 4
January 15, 2013
Burbank, CA
Welcome and Overview of Day
Learning Objectives

• Describe 2 key components of team development and team work
• Identify 2 techniques designed to enhance transparency of clinical data
• Demonstrate ability to describe process design and how it impacts clinical performance improvement
Learning Objectives

• Describe the barriers to implementing facility-wide strategies to prevent CLABSI’s and/or sepsis mortality

• Identify at least 2 strategies that can be implemented to ‘target zero’ CLABSI’s and/or significantly reduce sepsis mortality
Let’s Break the Ice
Team Dynamics

- Take the paper and tape that you have on your table and build the longest chain possible in 5 minutes
Team Dynamics

- Now do it again BUT this time you can’t speak and you can only use your left hand
Team Dynamics

• What did you observe?
• How could you impact the effectiveness of the team?
Interview with Dave
Time to Stretch
The Tennis Ball Exercise
Rules of the Exercise

• Break up into groups of 6-8 people
• Select a Timer/Scribe
Rules of the Exercise

- Using your tennis balls, spend 5 minutes designing and testing a process that meets the following specifications:
  - Each ball must be touched by each person at least one time
  - The ball cannot be passed to the person directly next to you
  - The balls must be moved from person to person
GOAL: Build a process that meets the design specification in the shortest period of time
Time Your Process
GO FOR IT
Reminder About the “Rules”

• Using your tennis balls, spend 5 minutes designing a process that meets the following specifications:
  – Each ball must be touched by each person at least one time
  – The ball cannot be passed to the person directly next to you
  – The balls must be moved from person to person
Let’s Tally the Scores
Are You Happy With These Times?
Back to the Drawing Board
New Scores?
So, what did you do?
First Three Steps
Designed, Measured, Benchmarked
Analyzed, Redesigned & Measured Again
Key Learning’s
“Every system is perfectly designed to achieve the results that it gets”

-Atlanta’s infamous ‘Spaghetti Junction’
Listen Up
Share Improvement Ideas
Tumble but get up and try again
How are others doing?
Steal or ‘borrow’ ideas from others
Keep Going
Best Process NOT Best People
Return from breakout sessions and lunch
Hospital Improvement Stories
Team Dynamics: Learning from Broken Squares
Summary and Next Steps