


Facilitator Content Guide: Bullet Points for Narration by an Onsite Facilitator


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1) Welcome and Introduction

	<p>Background on TeamSTEPPS program:</p> <ul style="list-style-type: none"> ● History ● Purpose ● Importance of teamwork and communication in healthcare quality and safety <p>Describe simulation video scenario.</p> <p>Recommendations for observing team interactions. Assume team members are capable and well intentioned: focus on their behavior, not their character.</p> <ul style="list-style-type: none"> ● Are team members oriented to the issues at hand? ● Could tools such as briefings and huddles improve effectiveness? <p>Orient participants to the Participant Worksheet:</p> <ul style="list-style-type: none"> ● Notes to be taken during video. <p>Prepare participants for the small group discussions to follow:</p> <ul style="list-style-type: none"> ● Expectation that all participants contribute to the discussion.
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3) Debriefing

	<p>Intro to the Debriefing session</p> <p>Ground rules for small groups</p> <p>Assume that the individuals portrayed in the scenario are intelligent, capable, and caring professionals who are doing their best</p> <ul style="list-style-type: none"> ● <i>This statement encourages respectful discussion, curiosity, and open dialogue among participants. You can learn more about it here.</i> <p>Begin by reviewing notes and formulating thoughts.</p>
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	<p>Spend specified time discussing the following:</p> <ul style="list-style-type: none"> • What was your overall impression of the video? What went well? When did things start to go “less well”? • What could the team have done to include the patient’s daughter before starting the patient visit? • Who was the leader during this situation? Who else could have taken on the role of leader? How could a leader help the team be more effective? • How could the team benefit from a debrief after this situation? What information should they share? <p>Rotate role of discussion leader for each topic, by name alphabetically or by seating position.</p> <p>Allow time after discussing these questions for the group to identify priority behaviors and skills for daily practice to share with large group.</p>
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4) Video Scenario Recap and Summation

	<p>Recap video shows good use of TeamSTEPPS tools.</p> <p>Consider content of recap video and small group discussion key takeaways during summation.</p> <p>Goal of summation is to identify specific ways for each participant to improve teamwork skills in their own work.</p>
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