Getting to Zero!
Central Line–Associated Infection Prevention
Multidisciplinary Workshops 2016:
Communication & Teamwork

November 2016
Learner Objectives

1. The Learner will identify the importance of effective communication in the health care setting

2. The Learner will define the standards of effective communication

3. The Learner will identify communication challenges

4. The Learner will identify communication strategies and tools to enhance performance and Patient Safety
Learner Objective # 1

The Learner will identify the importance of effective communication in the health care setting
Effective Communication Skills are Vital for Patient Safety
Importance of Communication

- Joint Commission data continues to demonstrate the importance of communication in patient safety
  - 1995 - 2005: Ineffective communication identified as root cause for nearly 66 percent of all reported sentinel events*
  - 2010 - 2013: Ineffective communication among top 3 root causes of sentinel events reported**

** (JC Sentinel Event Data (Root Causes by Event Type) 2004-2012)
Communication is…

- The process by which information is exchanged between individuals, departments, or organizations
- The lifeline of the Core Team
- Effective when it permeates every aspect of an organization

Assumptions
Fatigue
Distractions
HIPAA
Learner Objective # 2

- The Learner will define the standards of effective communication
Communication

Brief

Clear

Timely
Standards of Effective Communication

- Complete
  - Communicate all relevant information

- Clear
  - Convey information that is plainly understood

- Brief
  - Communicate the information in a concise manner

- Timely
  - Offer and request information in an appropriate timeframe
  - Verify authenticity
  - Validate or acknowledge information
Learner Objective # 3

- The Learner will identify communication challenges
Communication Challenges

- Language barrier
- Distractions
- Physical proximity
- Personalities
- Workload
- Varying communication styles
- Conflict
- Lack of information verification
- Shift change
Central Line Placement
Debrief on Video

- What went well?
- What didn’t go well?
- Have you been involved in a clinical situation similar to this?
- What could have been done differently?
Learner Objective # 4

- The Learner will identify communication strategies and tools to enhance performance and Patient Safety
Communication Toolbox

I am CONCERNED!
I am UNCOMFORTABLE!
This is a SAFETY ISSUE!

“Stop the Line”
TeamSTEPPS Communication Pocket Guides

- Handout to Participants
- Contains Team Strategies and Communication Tools
REMEMBER—How To Access CVL Observation Checklist

– Applies to ALL central lines (UVC, UAC and PICC)
– No longer use the paper forms
– RN must add LDA after line placement (note “cm” marking)
References

1. BWH–CWN Clinical Practice Manual

2. AJN–”Champions for Central Line Care” A Team Approach for reducing CLABSI’s. September, 2014.

