

CUSP Tool: Shadowing Another Provider

(AKA: Seeing the World through a Different Lens)

PROBLEM STATEMENT:

Healthcare delivery is a multidisciplinary practice that requires coordination of care among different professions or provider types. However, healthcare providers often do not understand the daily responsibilities, teamwork and communication issues of other disciplines, which inhibits the effective coordination of patient care.

HOW DOES SHADOWING ANOTHER PROFESSION BENEFIT THE PARTICIPANT?

Shadowing another provider type will allow the shadower to gain a broader perspective of the role that other provider types play in the care of a patient. The shadower will observe such issues as oral and written communication practices and problems and the effect on collaboration and teamwork. Shadowers will be able to identify communication and teamwork defects that may impact patient outcomes.

PURPOSE OF TOOL:

The purpose of this tool is to provide a structured approach to identify communication, collaboration and teamwork defects among different practice domains in order to improve teamwork, collaboration and communication that affect patient care delivery.

WHO SHOULD USE THIS TOOL?

- Patient care areas as part of the Comprehensive Unit-Based Safety Program (CUSP)
- All staff involved in the delivery of patient care in units with SAQ scores that indicate a poor score in teamwork and safety (<60% in unit reporting good teamwork or safety climate).
- Staff unfamiliar with responsibilities and practice domains of another profession.

HOW TO USE THIS TOOL:

Review this tool prior to your shadowing experience to help you prepare to identify teamwork and communication issues that are important in patient care delivery between practice domains. Use this tool to identify problems within the practice setting of the individual you are shadowing. It is recommended that each provider spend 4 hours within another practice domain. Follow your healthcare provider through their daily activities. At the end of the day:

- I. Review your list of communication and teamwork problems. Be objective and use a systems approach to looking at patient care delivery.
- II. Discuss with the provider you followed: What you believe may reduce communication errors and teamwork problems affecting patient care delivery within your practice domain.
- III. Prepare a draft of the problems identified with your proposed solutions and meet with administration to discuss your findings.

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SHADOWING PROCESS

- I. What happened during the shadowing exercise that involved multiple practice domains? (Outline your observations. For this experience put yourself in the place of the other provider. Try to view the world as they do)
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- II. Put the pieces together. Below is a framework to help you identify communication and teamwork issues that effect patient care and the teamwork climate in the unit. Please read and answer the following questions.

SHADOWING PROCESS FRAMEWORK

I. Were any health care providers difficult to approach?

YES NO

THINGS TO THINK ABOUT:

Did that impact the health care provider you followed? (Obtained an order, ignored etc.)

YES NO

How?

What was the final outcome for the patient? (delay in care, etc)

Did this unapproachable provider negatively affect the general teamwork climate in the unit?

YES NO

Did the provider you followed seem comfortable working with this individual?

YES NO

2. Did one provider get approached more often for patient issues?

YES NO

THINGS TO THINK ABOUT:

Was it because another health care provider was difficult to work with?

YES NO

If one provider was approached more often, what patient care issues evolved? (delay in care delivery, overwhelming the provider)

3. Did you observe an error in transcription of orders by the provider you followed?

YES NO

4. Did you observe an error in the interpretation or delivery of an order?

YES NO

5. Were patient problems identified quickly?

YES NO

SHADOWING ANOTHER PROVIDER *continues*

SHADOWING PROCESS FRAMEWORK

THINGS TO THINK ABOUT

Were they handled as you would have handled them? Why not?

YES NO

Were there obstacles that prevented effective handling of the situation (lack of staff, equipment)

YES NO

Did the providers involved seek help from a supervisor?

YES NO

6. If you are following a nurse:

Did you observe that in a crisis or when there was an important issue, a nurse's page or phone call was not returned quickly?

YES NO

What was the outcome for this patient?

Were patient medications available to the nurse when they were due? If not average wait time?

YES NO

For the above questions: How did the nurse react? (Anxious, angry, upset, etc.)?

Could this affect the patient's outcome? (Delay in discharge to home etc.)

YES NO

7. If you are following a provider: Were there obstacles that the provider faced in returning calls or pages?

YES NO

If so, what were they?

8. If you are following a pharmacist: Were there obstacles that the pharmacist faced in dispensing on time?

YES NO

If so, what were they?

9. How would you assess:

Hand-offs: Was verbal or written communication during the hand off clear, accurate, clinically relevant and goal directed? (Oncoming care team was debriefed by out-going staff regarding patient's condition.) If no, explain why.

YES NO

Communication during Crisis: Was verbal or written communications during crisis clear, accurate, clinically relevant and goal directed? (Team leader quickly explained and directed his/her team regarding the plan of action.) If no, explain why.

YES NO

Provider Skill: Did the provider you followed seem comfortable and skilled at all procedures they participated in?

YES NO

If no, did they seek out a supervisor for assistance?

YES NO

Staffing: Did staffing affect care delivery? (Was there anyone to help with turning, weighing etc?) If yes, explain why.

YES NO

SHADOWING ANOTHER PROVIDER *continues*

SHADOWING PROCESS

III. What will you do differently in your clinical practice to communicate more effectively?

IV. What would you recommend for improving teamwork and communication?

SPECIFIC RECOMMENDATIONS	ACTIONS TAKEN

SHADOWING ANOTHER PROVIDER