

EFFECTIVE TEAMWORK IN THE ICU

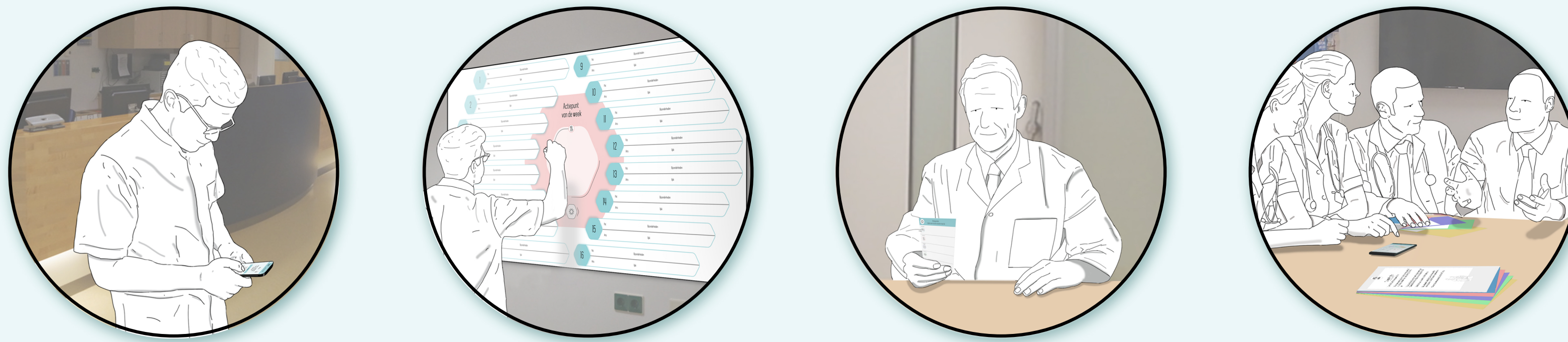
Accelerating the transition towards desired behaviour during acute procedures

In order to minimise the human errors and adverse events in the department, the ICU staff members of the LUMC need to participate with two training exercises. These training exercises are called ALS+ and CRM, and focus primarily on teamwork and non-technical skills.

Although they are being taught how effective teamwork can be established during acute procedures, the ALS+ and CRM trainers noticed that the shown behaviour of the ICU staff members still does not match their expectations at all times. It was found that this difference is caused by two key factors. First, the ICU staff members do have little awareness on how acute procedures are affected by behaviour. Second, the ICU staff members are barely triggered to reflect on their behaviour, while they also have few opportunities to apply their learnings from the ALS+ and CRM training into practice. In order to tackle these factors, the iCare-initiative needs to be launched.

The iCare-initiative consists of four product solutions, which are launched in different time periods: an application, digital patient boards, pocket cards and debriefing-flyers.

In the short term, the ICU staff members can expose which non-technical skills they need to change with the use of the debriefing-flyers, while they are reminded of these learnings and other desired behaviours via the pocket cards. Once the ICU staff members feel more comfortable to reflect on their behaviour (during acute procedures), the application and digital patient boards will be launched. The application allows the ICU staff members to individually develop their non-technical skill set and to reflect more consciously on their behavioural impact. Furthermore, the patient boards continuously trigger the ICU staff members to reflect, but also allow them to share useful information with the entire department via a highly accessible platform.



AIM

Although the iCare-initiative consists of four separate product solutions, they all work together in one integrated system. This system mainly aims to prepare the ICU staff members for (potential) acute settings, to create awareness about which non-technical skills they should improve or apply, and to allow the ICU staff members to (individually) develop specific behaviours.

