Interprofessional communication in the delivery room
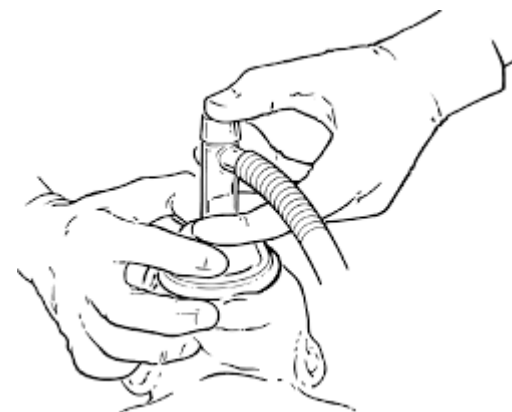
S. Melchior & M. Schuler Barazzoni

Service de néonatologie, CHUV, Lausanne

Jardine J *Risk of complicated birth at term in nulliparous and multiparous women using routinely collected maternity data in England: cohort study* BMJ 2020
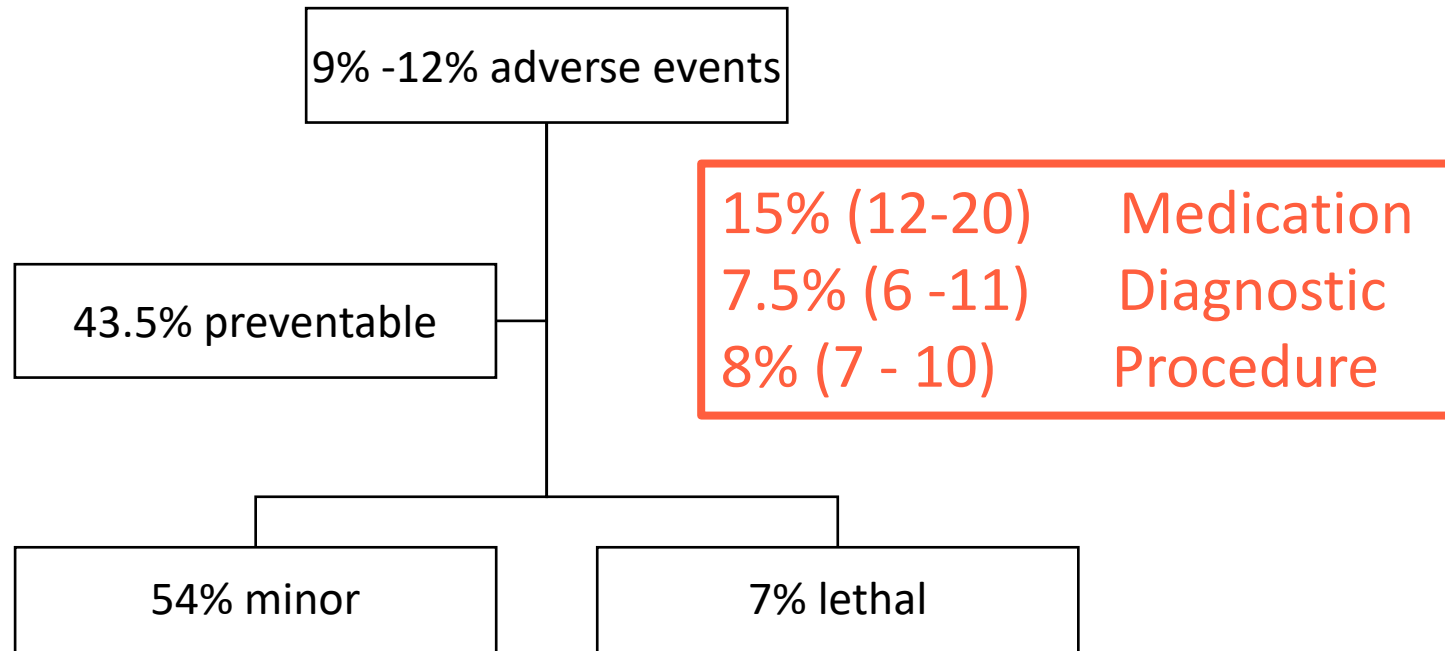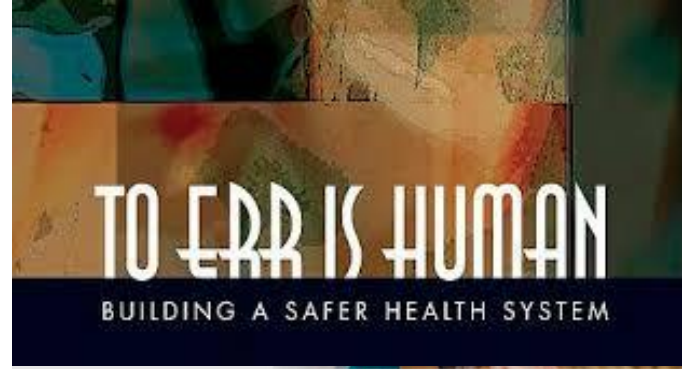
The Joint Commission *Sentinel Event Data 2023 Annual Review*
de Vries et al *The incidence and nature of in-hospital adverse events: a systematic review* BMJ Quality & Safety 2008
Skoogh A et al. *Adverse events in women giving birth in a labor ward: a retrospective record review study.*

In hospital patients

TO ERR IS HUMAN
BUILDING A SAFER HEALTH SYSTEM

9% -12% adverse events

43.5% preventable

54% minor

7% lethal

15% (12-20)   Medication
7.5% (6 -11)   Diagnostic
8% (7 - 10)   Procedure

Failures in:
- following identified procedures
- **communication**
- teamwork

The Joint Commission *Sentinel Event Data 2023 Annual Review*
de Vries et al *The incidence and nature of in-hospital adverse events: a systematic review* BMJ Quality & Safety 2008
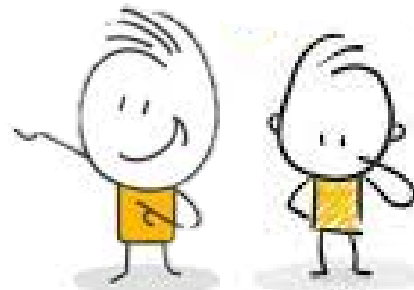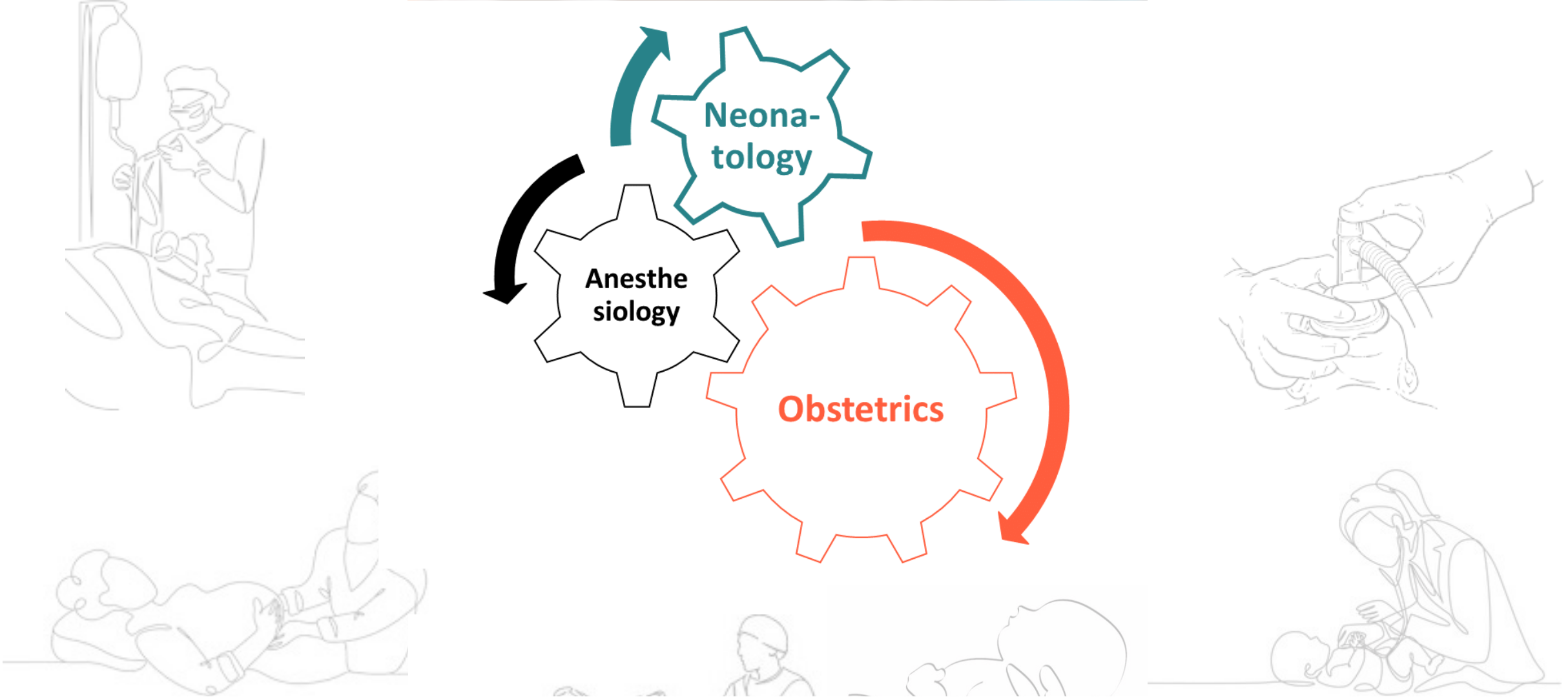Skoogh A et al. *Adverse events in women giving birth in a labor ward: a retrospective record review study*

TEAM?

>266 000 000

Suter E et al, *Role Understanding and Effective Communication as Core Competencies for Collaborative Practice,* Journal of Interprofessional Car

Getting tasks done

Communicating well
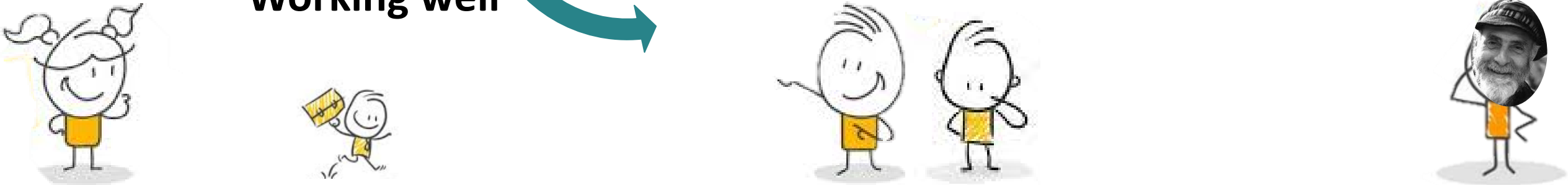
TEAM

Working well

Inanc Salih ZN et al *Facilitators of and barriers to successful teamwork during resuscitations in a neonatal intensive care unit* J Perinat 2019

Interprofessional communication

Structured processs :

- translate information openly, accurately and in a timely manner
- Short information exchange and dialogue
- Among different professionals
- Based on a shared language and common tools

Interprofessional communication

Lingard L. et al.*Towards safer interprofessional communication: constructing a model of "utility" from preoperative team briefings*. J Interprof Care 2006
Mishra A et al. *The influence of non-technical performance on technical outcome in laparoscopic cholecystectomy*. Surg Endosc 2008
Karam M et al *Comparing interprofessional and interorganizational collaboration in healthcare: A systematic review of the qualitative research*. Int J Nurs Stud. 2018

Interprofessional communication

Structured processs :
- translate information openly, accurately and in a timely manner
- Short information exchange and dialogue
- Among different professionals
- Based on a shared language and common tools

Respects **individual's roles** and collaboration
Enables coordinated and **safe patient care**.

Key element of collaboration
Basis for trusting interprofessional relationships

Lingard L. et al.*Towards safer interprofessional communication: constructing a model of "utility" from preoperative team briefings*. J Interprof Care 2006
Mishra A et al. *The influence of non-technical performance on technical outcome in laparoscopic cholecystectomy*. Surg Endosc 2008
Karam M et al *Comparing interprofessional and interorganizational collaboration in healthcare: A systematic review of the qualitative research*. Int J Nurs Stud. 2018

Ineffective communication: a swiss cheese?
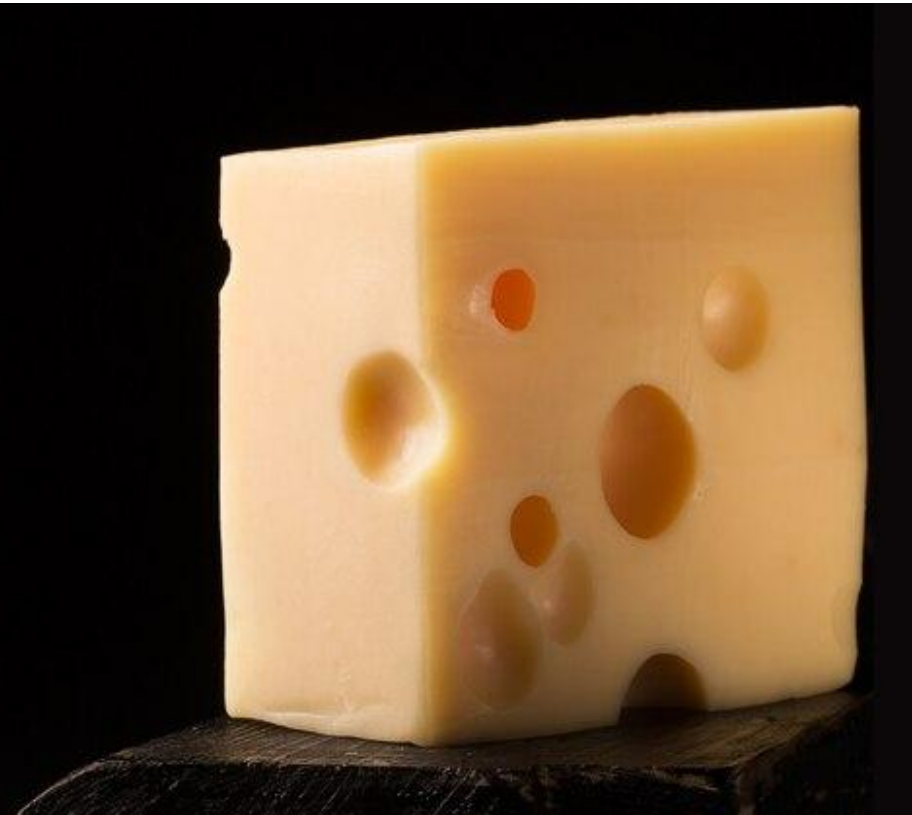
Suboptimal timing:
* Too late to be useful

Content:
* incomplete, inadequate, imprecise

Purpose
* lack of resolution

Audience
* gaps in group composition

One third of communication failures had immediate effects

Lingard L. *Communication failures in the operating room: an observational classification of recurrent types and effects* Qual Saf Health Care 2004

ALPHABET

A B C D E F G H I
J K L M N O P Q R
S T U V W X Y Z

Shared Mental Model

Mohammed S. et al *Metaphor no more: a 15-year review of the team mental model construct*. J. Manag. 2010

Salas E. et al. *Is there a "big five" in teamwork?* Small Group Research, 2005

Shared Mental Model

Shared understanding among team members related to important aspects:

Roles, tasks, situation...

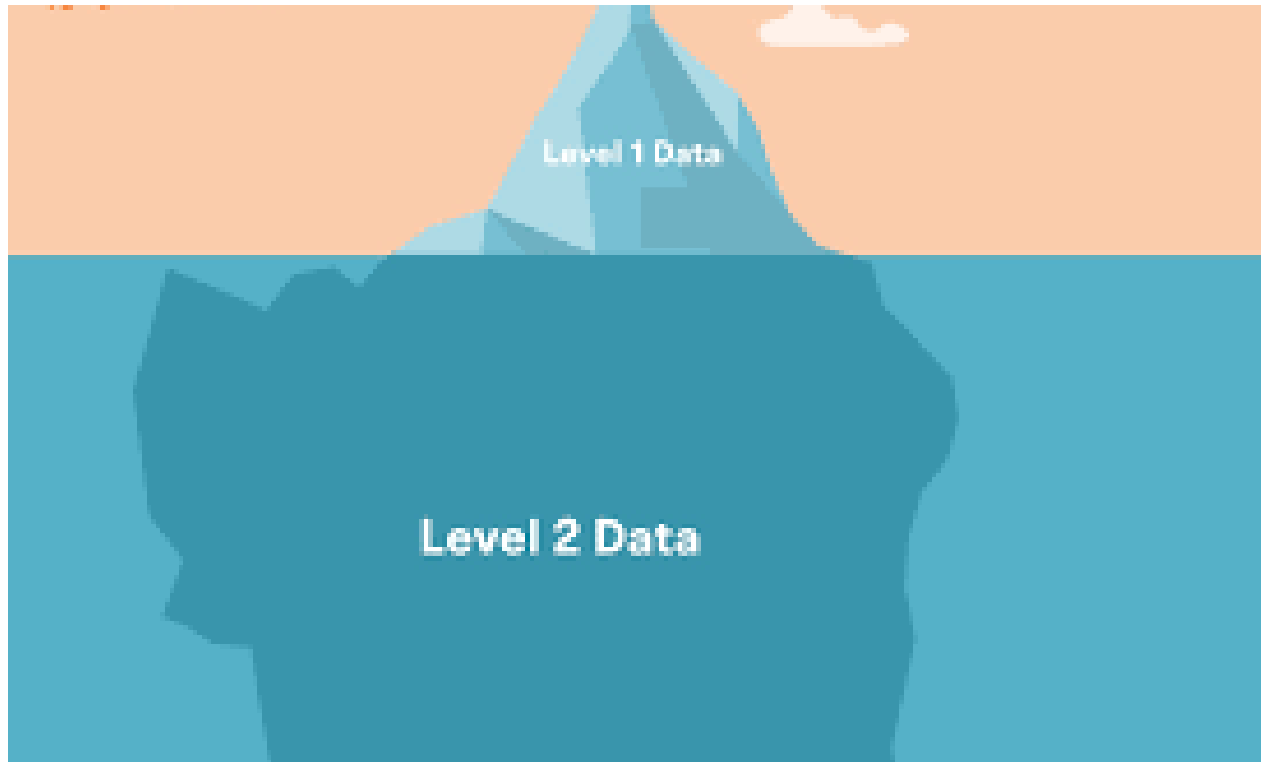Mohammed S. et al *Metaphor no more: a 15-year review of the team mental model construct*. J. Manag. 2010
Salas E. et al. *Is there a "big five" in teamwork?* Small Group Research, 2005

Communication tools

Open communication

Saying it out loud

Thinking

Doing

Intending to do

Level 1 Data

Level 2 Data

verbal competence
indicates what needs to be said

phraseology
how it should be said
(attract attention, concise, exhaustive)
Tools (E-SCAR)

H!under B et al, *Reducing preventable adverse events in obstetrics by improving interprofessional communication skills Results of an intervention study* BMC Pregnancy Childbirth 2020

Inanc Salih ZN et al *Facilitators of and barriers to successful teamwork during resuscitations in a neonatal intensive care unit* J Perinat 201
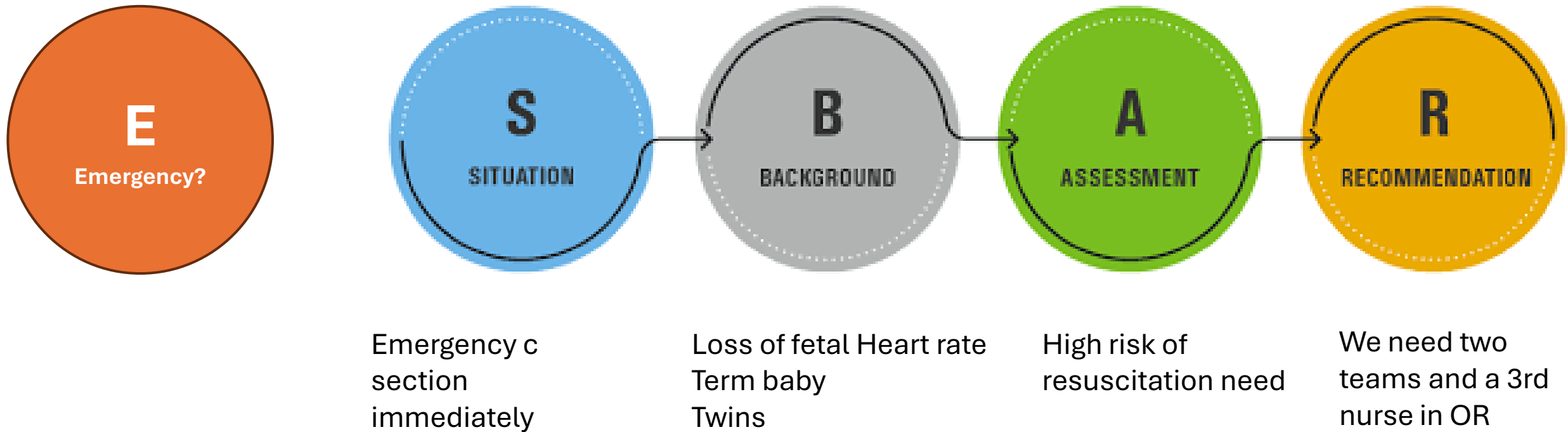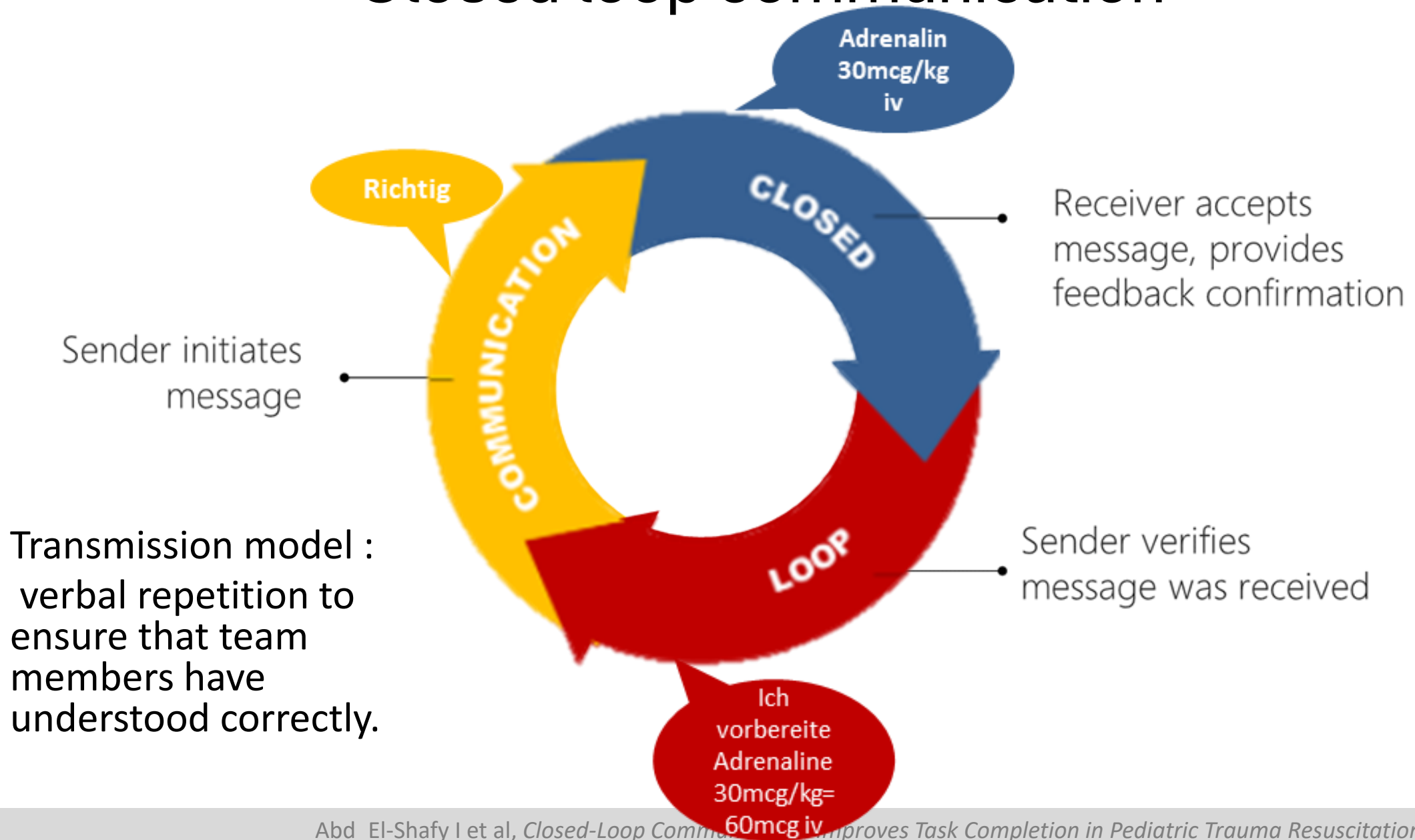
Cros J et al,

SBAR

S SITUATION **B** BACKGROUND **A** ASSESSMENT **R** RECOMMENDATION
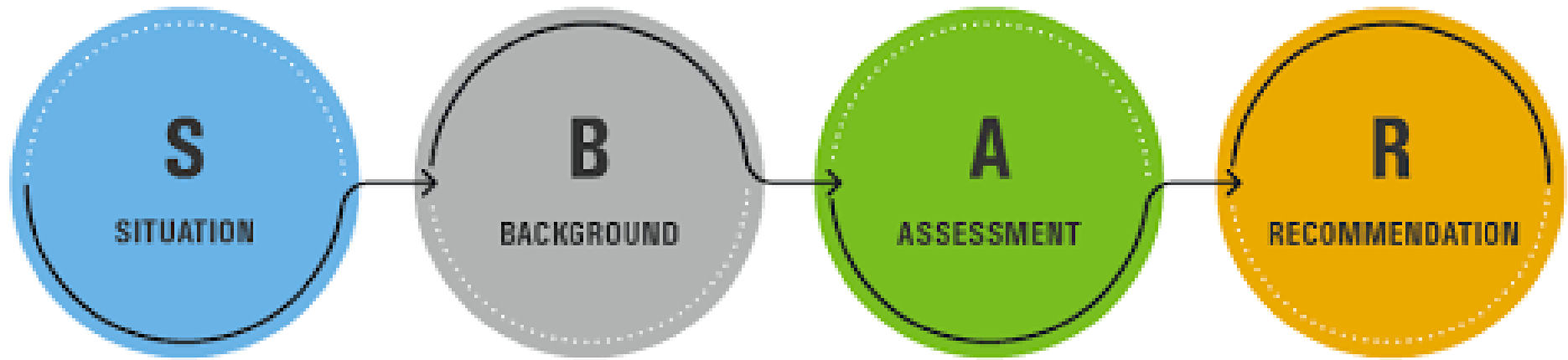
Outil interprofessionnel et multidisciplinaire par excellence
Transmission d'information

Rice K. *An intervention to improve interprofessional collaboration and communications: a comparative qualitative study*. J.Interprofessional Care. 2010

E - SBAR

E
Emergency?

S
SITUATION

B
BACKGROUND

A
ASSESSMENT

R
RECOMMENDATION

Emergency c
section
immediately

Loss of fetal Heart rate
Term baby
Twins

High risk of
resuscitation need

We need two
teams and a 3rd
nurse in OR

Rice K. *An intervention to improve interprofessional collaboration and communications: a comparative qualitative study*. J.Interprofessional Care. 2010

Closed loop communication

Transmission model :
 verbal repetition to ensure that team members have understood correctly.

Abd_El-Shafy I et al, *Closed-Loop Communication Improves Task Completion in Pediatric Trauma Resuscitation,* J Surg Educ 2018
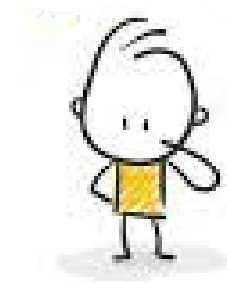
Speaking up

Expressing concerns contributes to:

- patient safety
- team cohesion,

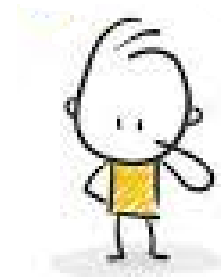... if dealt with!

May strengthen collaboration

Speaking up

Expressing concerns contributes to:

• patient safety

• team cohesion,

... if dealt with!

May strengthen collaboration

May generate tensions that are detrimental to teamwork.

2x

John J. *The flip side of speaking up: a new model to facilitate positive responses to speaking up in the operating theatre* Br Aneasth J 2020

BRIEFING   &   DEBRIEFING

CLINICAL BRIEFING:

Promotes a shared
mental model
One team for one task

CLINICAL DEBRIEFING:

Identify essential aspects of
teamwork

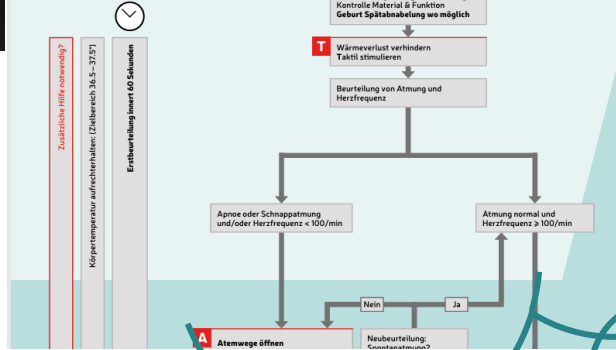Reinforce communication or
remediate gaps

Communication culture needs a deliberate curriculum
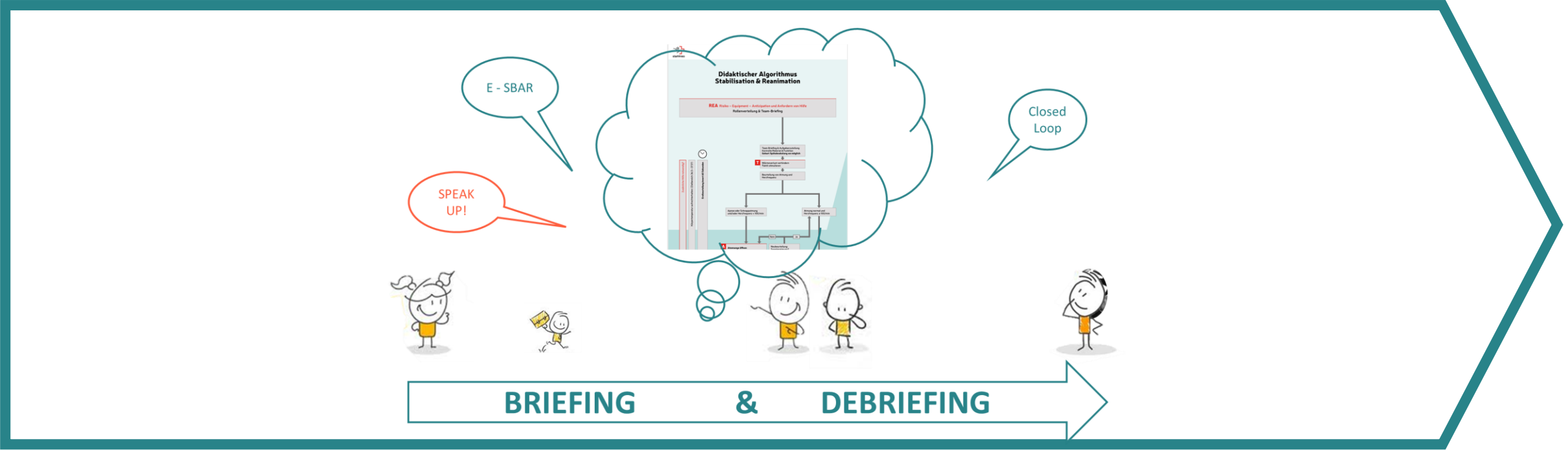
In the delivery room, interprofessional communication should not be taken for granted
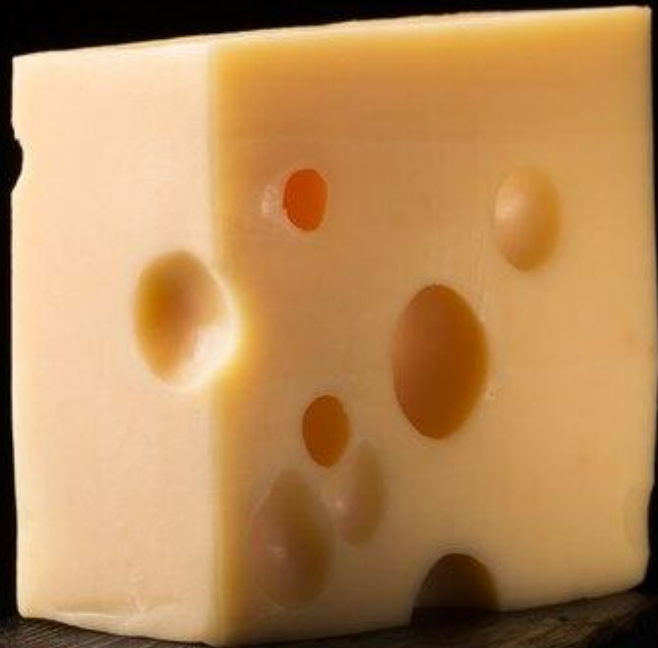
Every second counts.
Every word counts.

Ineffective communication: swiss cheese?

Suboptimal timing:
* too late to be useful
* Content:
    * incomplete, inadequate, imprecise

Purpose (lack of resolution), and audience (gaps in group composition).

* N
* One third of communication failures had immediate effects

Lingard L. *Communication failures in the operating room: an observational classification of recurrent types and effects* Qual Saf Health Care 2004

Anesthesio-logists   Midwives   Obste-tricians   NICU Nurses   Neonato-logists

Common communication framework

CRM PRINCIPLES
Leadership and role attributions
Communication
Human & material resources
Situation awareness

FOCUS on SAFETY

Team members have a similar understanding about…

Interaction

- Communicate
- Share information
- Interact
- Best methods to communicate

Equipment

Execution

Composition

Temporal

van Rensburg et al. *Five-Factor Perceived Shared Mental Model Scale: A Consolidation of Items Across the Contemporary Literature* Frontier Psychology 2021