Team Stripes – Discovery feedback report

# Executive summary (keep to one page)

A couple of sentences on how the CEC was engaged and why the team opted to use the team stripes framework

Discovery phase (Stripe 1) the team:

* Completed the Safety Attitudes Questionnaire (SAQ)
* Include other data inputs collected during the discovery phase

Key findings

* SAQ yielded an --% response rate
* Other data

These results were presented to the team and were used to focus the conversation through a CEC facilitated discussion. Items raised included

* A few dot points on the key issues raised which could be strengths and/or opportunities

The discussion output included a commitment by the team to work towards --------- (whatever it is). There ‘why’ was expressed as -------

Overall (what was the final summary of discussion?) the team demonstrated the will and commitment to make change happen with a vision for (for what? For example; improving patient and staff experience and streamlining work process).

Proposed way forward

Key priority action

* What was it? Just a sentence on what behaviours they agreed to change or include

|  |  |
| --- | --- |
| Other actions | Time frame |
| What else did they choose, or did you observe that could help their improvement |  |
|  |  |

# Background

Now give some detail to the exec summary. Answer succinctly how the CEC came to be engaged with this team. Then a sentence on why the team engaged with the Team Stripes framework (what was their problem?)

# Team stripes

Team Stripes is a framework used to enhance teamwork and communication. It is informed by a Human Centred Design approach which starts with gaining an understanding of the clinical unit context so that solutions can be tailored to meet the needs of that unit. This is an acknowledgement that‘one size does not always fit all’. We commence with a Discovery phase (Stripe 1) which includes observations, conversations and data collection.

# Discovery

What happened during the discovery phase? For example; the team were invited to participate in a survey to measure the unit safety culture using the Safety Attitudes Questionnaire (SAQ). What’s the rationale for using the SAQ (if it was used), for example;

The team (clinicians and non-clinicians) were invited to complete the Safety Attitudes Questionnaire (SAQ) which is used to measure safety culture by comparing the attitudes of different types of staff. The SAQ can also be used to measure changes over time, when the survey is repeated. The safety culture of a unit and the attitudes of staff have an impact on safety processes and are important when planning for safety improvement.

When did the survey open and close? How was it communicated to the team? How many people completed the survey? How was the survey made available (paper, online or both?) Was there a mix of clinicians and non-clinicians, was there MDT take up?

What other inputs were used? Patient and carer experience data? Incident data? Observations in clinical practice? (All results are included in a separate attachment).

Was there an opportunity for observation? The CEC (who) had the opportunity to spend time in the unit on X occasions with X number of primary aims

* To present Team Stripes to point-of-care staff and give them the opportunity to seek clarification and have an understanding for the use of the SAQ
* To gain an understanding of the local unit context and communication processes or whatever else you aimed to do

# Key results

What were some of the key findings arising during the discovery phase? Name some of the strengths and opportunities observed during the observation visits.

# Facilitated conversation

When did it happen? What date? Who attended from the CEC? Who facilitated? Was it co-facilitated with someone from the LHD? What did you do? Presented key results (not too many, just enough to start a facilitated discussion) and then using XXX model (what facilitation method was used? GROW?) invited staff to reflect and identify at least one key priority for improvement.

Was there a couple of quotes to highlight?

What was a salient quote?

What were some of the strengths they identified? What were the opportunities or challenges?

Was there a focus in the discussion that could sit in this breakout box?

## What would better look like? (or whatever similar question you asked)

What was the team’s response to this question?

|  |  |  |
| --- | --- | --- |
| Key priority action identified by the team | Rationale | Time frame (help them agree on a realistic time frame |

Further actions (these might be things they come up with or that you identified during the observation period

|  |  |  |
| --- | --- | --- |
| Action | Rationale | Time frame |
|  |  |  |
|  |  |  |

Next steps

The CEC (or equivalent sponsor) is committed to support the XXXX team to progress to Stripe 2. (it’s important to demonstrate a commitment to support the team during an action planning phase otherwise the summary provided is at risk of being put away until later). Action planning and some coaching can be gradually weaned when the team have started to make progress.

* At the request of the XXXX team we will:
	+ Present and discuss these recommendations with the multidisciplinary team
	+ Support and advise on the development of a multidisciplinary working party
	+ Provide the tools and support to progress through Stripe 2 and 3 of the Team Stripes Framework