

FACILITATOR GUIDE

For StoryCare™ 4-Week Rapid Improvement Cycle



www.storycare.com



INTRODUCTION

Keeping your team focused on the fundamentals of caring, service, and patient safety may be one of your biggest challenges as a unit manager, educator, leader or supervisor. The StoryCare™ system will help you and your team initiate, implement and sustain behaviors necessary for excellent team-based patient care day in, day out.

A Simple Tool

StoryCare is very easy to implement. It was designed to take just a few minutes of your staff's time each week with very little preparation on your part, but the fundamentals of StoryCare draw on cultural traditions going back thousands of years. From the beginning of human history people have been using storytelling to teach and engage each other with important ideas crucial to survival. Contemporary science and educators have confirmed what ancient people intuitively understood—we are all wired for story. Extensive research in the educational field and the social sciences has found that when coupled with reflection, stories can be a powerful springboard for changing behaviors to improve performance.

The Facilitators Guide

In this short Facilitators Guide, you'll find everything you need to make the StoryCare process a success *and* a hit with your team. There's a step-by-step explanation of how to hold an effective StoryCare huddle, as well as tips on engaging your staff between huddles with the lessons they glean from the StoryCare stories. There's also a *Frequently Asked Questions (FAQ)* section to address issues and questions you may confront.



GETTING STARTED WITH STORYCARE IS EASY!

Holding a StoryCare huddle is easy. In the first week allocate approximately 15 minutes for StoryCare in a “Kickoff” huddle. Begin by logging in to the StoryCare website www.storycare.com using your previously issued username and password. You will find the story you’re scheduled to use on the homepage area “Story Library” along with downloadable documents that include:

- 1) A Discussion Guide tailored to each transformation story that will guide you step by step on how to use the story to engage your team;
- 2) The Story Handout, a text for each individual story to read along and use for review; and,
- 3) Posters you can post in work areas that reinforce the message of that month's story. **The Audio Version of the Story** has been professionally produced to bring the story to life.



"You're Part of Our Care Team Now"

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As you listen to and read the story, underline the things that you think the team, experience did well, and circle the things you think may result in errors. Also, think about the questions below as you listen.

This story addresses the need to practice effective inter-team communication that includes the patient/family in a labor and delivery unit during an emergency cesarean delivery.

Questions for Group Discussion and Personal Reflection:

- What can we learn from this story related to our team communication?
- What are some things we can do to our unit to improve the way we handoff patients between teams?
- What's one thing you could do over the next 2 weeks to do a better job of patient handoff between teams? How can we ensure patients and families are involved?

Janel and Eliza's magical day was happening the way they had always dreamed it. The staff was nice and attentive, the accommodations were comfortable, and most of all the delivery was going well and allowing their firstborn son, Diego, to come safely into the world. Janel and Eliza had a great time and were so happy to have their firstborn son. Diego was born at 10:00 AM on the other side of the room, left them with a unique feeling that gave them an opportunity to see their firstborn.

However, as soon as their son was born, the parents could sense that something was wrong. There was no infant crying, no kicking or moving of the arms and the quick growth of his in the doctor's arms before being moved by a nurse on the other side of the room left them with a unique feeling that gave them an opportunity to see their firstborn.

"Nurse, where is my baby? He didn't breathe." "Get NICKI down here!"

One of the nurses picked up the phone. Janel's eyes darted around the room. The nurse on the phone said "Story help" and she immediately dialed the phone. Janel and Eliza were in the room and the doctor was on the other side of the room. "What is happening?" Eliza asked her husband. "What is wrong with our baby?"

"Everything will be OK, honey. Let them do their job," he replied hopefully.

"Nurse, is it 1-0-0-0-0?" Eliza asked.

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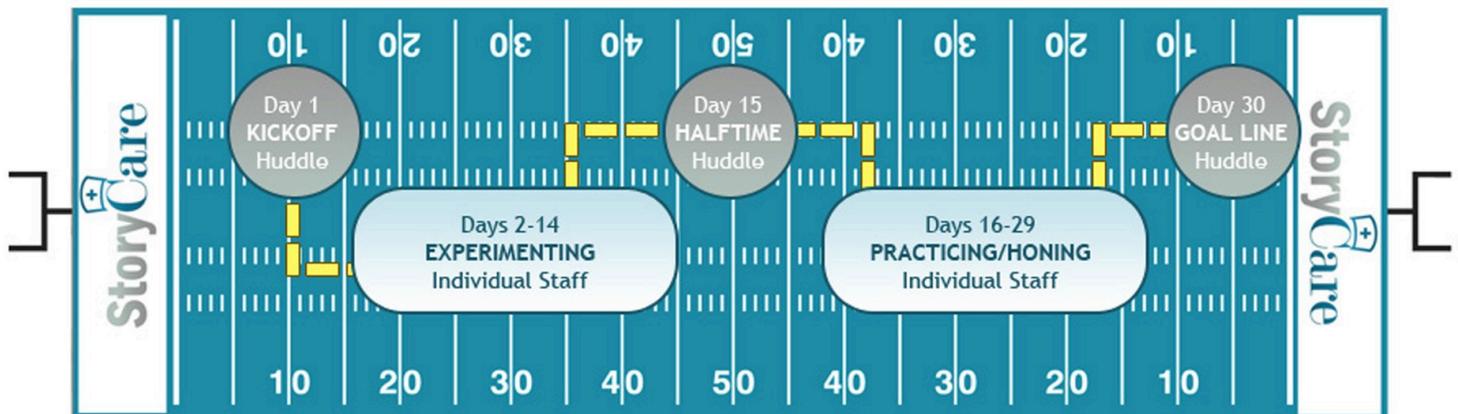
RATIONALE: Establishing clear and effective methods for handing off patients between departments is critical to patient safety. By making staff aware of the consequences of poor or inconsistent handoffs, teams can only ensure a safer transition for the patient, but also create an environment that reduces patient and family member anxiety, thereby increasing satisfaction and optimizing outcomes. Staff is also empowered to manage good team and inter-team communication with an awareness of the impact that their words have on patients, as well as developing new ideas for improving patient handoffs. Handoffs involving patients and family in their care plan improves safety and satisfaction.

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The Written Version of the Story—When playing the story as an audio file for the team, distribute printed copies of the written version to each staff member at the beginning of the huddle. We have learned that some learners will be more engaged if they can hear and/or see the story while they read it at the same time.

Before you start, check to ensure that you have web-access with audio capabilities required for your team's size. Then, play the story right from the StoryCare website. You'll want to review the Discussion Guide ahead of time so you are ready to facilitate the team discussion following the story. Remember what you learned during your facilitator training and practice sessions!

Kickoff to Goal Line: The StoryCare 4-week Rapid Cycle Improvement Process



INTRODUCING THE STORYCARE PROGRAM TO YOUR TEAM

Important! Ensure that everyone attending can hear clearly and easily see you. Avoid meeting in high traffic areas or places with continual distractions.

Start by introducing the team to the StoryCare concept. Here are a few talking points:

1. Discuss how since the beginning of human history, people have used stories to teach and as a springboard to trying new behaviors, as well as to remind community members of shared values.
2. Share that StoryCare was created to help keep your team focused on patient satisfaction and safety during your daily routines, and to facilitate finding the best ways for teams to make these principles tangible and real. It's not prescriptive yet is effective at unlocking positive behaviors. Ultimately, it depends on your team coming up with their own best practices based on what works for them and their setting.
3. Explain that at the beginning of every 4-week cycle, you'll kick off a huddle with a new transformation story. They're short, usually not more than 3 minutes. Everyone will listen to the story, and then briefly discuss it and its relevance to your team. Explain that as they go through the next month, you'll be asking them to experiment with the exemplary behaviors and think of how they can translate the lessons of the story into their daily practice with patients and their families.
4. Tell them that over the next two weeks you'll be asking them to identify one thing they did different to accomplish the goal exemplified in the story. Encourage them to experiment with staff, patients and families. Use your *Discussion Guide* as a "roadmap" to provide step-by-step guidance for engaging, monitoring, and evaluating team progress.
5. After two weeks, you will conduct a "Halftime Huddle" by bringing the team back together to replay and review the story and discuss new behaviors that team members are using. Record and document their reflections and feedback. Share your team's progress on the StoryCare.com homepage via the *My StoryCare* tab.
6. Then, during weeks 3 and 4, you'll be encouraging your team to practice and hone these emerging best practices. Continue to monitor team progress as described in your *Discussion Guide*. By the end of the fourth week, you will determine whether sufficient progress has been made to reach your improvement "Goal Line". If progress is slow, contact your Relationship Manager for assistance by clicking on the *Program Support* tab on the website. If your team has achieved their goal, your team is ready to kick off another improvement cycle with the next story.

Planning Prep



Topic is selected for this Improvement Cycle.
Leader reviews StoryCare media/support materials.

Kickoff Days 1



Leader plays story for team.
Staff discusses story and new behaviors to model.
Leader guides discussion.

Experimenting Days 2-14



Staff reflects on story and Models new behaviors.
Leader follows prescriptive Measures for implementation.

Halftime Day 15



Leader replays story and guides Discussion on new behaviors.
Staff addresses what's working Or needs further adjustment.

Practicing Honing Days 16-29



Leader reinforces staff and Collects new behavior stories.
Staff performance is reviewed for This cycle's Goal Line decision.

Goal Line Day 30



Leader shares evaluation of past cycle's changes with staff. New topic is introduced or another story on same one.

IMPLEMENTING STORYCARE'S 4-WEEK RAPID IMPROVEMENT CYCLE

Kickoff Tips for Successfully Facilitating the Transformation Story and Discussion:

1. Pass out the written document, then play the audio story.
 2. When done, ask the team one or all of the questions that you can find after the story in the *Discussion Guide* in order to spur discussion and engagement. This is an opportunity to identify key challenges and concerns your team has. Encourage participation from everyone. If someone tends to dominate the discussion, gently ask them if they can hold their idea to be certain that you hear from everyone in the group.
 3. If the team seems to be having difficulty coming up with any ideas, break them into pairs to discuss for 2 minutes together and then have them report back. Always come prepared with some of your own ideas that you can suggest if they are shy about participating. The *Discussion Guide* will offer you a number of suggestions.
 4. Briefly address the following question: "What are some things we can do in our unit/department to improve the way we [bring up the patient safety issue or patient satisfaction topic addressed in the story]?" If your team is large, suggest that people form groups of 3 or 4 to ensure that everyone will have a say, then bring them back to the larger group and ask a person from each group to briefly list the things they discussed.
 5. Then, ask them if they can identify different things they each can do in the next week to do a better job in their arena?
 6. If they individually can't think of something, ask them to be thinking about it during the upcoming days and tell them you'll be checking in with them as the week progresses. If they do identify one thing, ask them to experiment with that behavior or practice in the coming week and be prepared to share what they learned at the next huddle.
- Additional Tips can be found in the *Program Support* tab on the StoryCare website.



Experimenting Tips after the StoryCare Kickoff:

1. One of the most powerful tools you have at your disposal to effectively manage, mentor and supervise is *meaningful conversation*. As you interact with your team members over the 2 weeks following the StoryCare kickoff, ask them about their reaction to the story and what things they have been thinking about. Have they tried anything new as a result? If so, how did it go? If not, ask them to think about one thing they could try doing that could improve the patient experience, team performance or enhance the safety of the patients and families that they serve.
2. The more attention you give to the principles embodied in the stories, the more your team will attend to them as well. **Your leadership and guidance is the key.**

Halftime Tips for Reviewing and Sharing:

1. Open the meeting by briefly reviewing the principle or practice that was covered in the story played in the previous meeting. Play the story again as a reminder.
2. Ask your team to share what behaviors/practices they each experimented with and what the outcome was.
3. Then, invite team members to identify one of these strategies that they would like to experiment with in the coming week.

Practicing and Honing Tips for Change:

1. Monitor your team's performance by looking for new “norms” as described in your *Discussion Guide*. Assign “Stars” based on your personal observations. Assess progress and make adjustments. Contact your Relationship Manager as needed.
2. Remember to record progress during your normal “rounding process” within your unit. These observations are not just about “carrying a clipboard” but rather about engaging with team members, patients and families.

Goal Line Tips for Decision-making:

1. Discuss with your team all the strategies that they experimented with in the previous weeks. Ask them to choose one behavior or strategy that they as a team would like to adopt from now on as their best practice. Record findings and share on *My StoryCare*.
2. Share your insights, success stories and challenges from this StoryCare Cycle with your Relationship Manager at *My StoryCare*.
3. Based on your team's progress over the 4 week cycle, make your decision to reinforce the current story for additional time or move to your next month's transformation story. Share your decision with your Relationship Manager



Story Resources

The *Observing Change* section presents the “ah ha” moments your team is likely to discover during the StoryCare process. *Learning Opportunities* are engineered in each transformation story. The *Best Practices* section leverage evidence-based tools to accelerate team improvement. You can “mouse over” each best practice for a detailed description of the supporting tool or practice. Your Relationship Manager can also assist you with other tools. *Encouraging Innovation* allows your team to unlock its creativity and experience to ensure behaviors are “owned” by the team. Remember, keep it Fun! Don't forget to celebrate your short-term wins as your team improves. Finally, we need your *Suggestions* to make StoryCare better so don't hesitate to give us feedback.



For more information about StoryCare, go to www.storycare.com or contact HTT at (678) 369-6317

FREQUENTLY ASKED QUESTIONS (FAQS)

Question: If I don't have a computer where my team meets, can I download the audio file to my computer and then to my I-Pod or MP3 player and play it using portable speakers.

Answer: No. You must have an internet enabled device to stream the media—a laptop or desktop computer with speakers, an iPad, a smart phone, iTouch or other internet ready device with supplemental speakers.

Question: I have a few members of my team who are very shy when it comes to speaking up in groups. How can I get them involved?

Answer: Instead of opening up the discussion following the story to the wider group, ask team members to turn to the person next to them and take a minute or two to discuss what they learned from the story and its relevance for your team. Then, bring the pairs back to the larger group and elicit what they learned.

Question: I have a couple team members who just don't seem to be getting with the program—they haven't identified anything they'd like to do, and seem resistant to trying anything new. How can I get them engaged?

Answer: Arrange for a one-on-one session with them. Start by listening to their reasons for not participating. Reiterate the importance of this program to not only you, but to the team, and the patients you serve. If they need help, give them a choice between one or two of the many behaviors that the team is experimenting with. Ask them to think it over and get back to you by the next day with some ideas of what they would like to try. If they remain resistant, ask them politely not to interrupt the StoryCare process for the rest of the team.

Question: I played the story but couldn't get people to open up and participate. What do I do?

Answer: Play the story again at the next meeting and immediately put people in groups of 2 or 3 to discuss the questions. Then, invite them to report back to the larger group.

Question: Is there one right way to address the issues in the story?

Answer: Although the transformation stories are highly engineered to generate self-awareness of positive behaviors, you are the experts in your field. You will generate the ideas and original thinking that will ultimately make StoryCare successful. You are the ones who will develop and select the final behaviors that work for you, your team, and your patients.



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