

TEAM STRIPES

INFORMATION FOR CLINICIANS & HEALTH PROFESSIONALS

Team Stripes is a framework which is used to enhance teamwork and communication for clinicians working at the point of care. It is practical and structured and, recognising the diverse needs of most health care units, it is designed to ensure an individualised unit-specific approach to safety and quality improvement.

How?

1. Team Stripes starts with a diagnostic phase which involves focused information gathering. Key to this phase is the measure of the unit's safety culture. Other data collected may include patient compliments and complaints, voluntary incident reporting and staff experience feedback.
2. The combined data gathered during the diagnostic phase is used as a guide as we work with your team through a facilitated conversation. The conversation will create a picture of 'where you are now' to help inform 'where you want to be'. The data exploration provides evidence when agreeing on the unit-specific improvement goals.
3. Participating teams work sequentially through each stripe to gain a maximum of four stripes before starting again. The use of improvement science methodology is needed to progress through the stripes. Teams are supported in building capability using this methodology.
4. Using improvement science methodology and the ability to choose programs based on priority will ensure sustainability and a unit-specific approach to safety and quality improvement.



Team Stripes is a multidisciplinary team-based approach. The use of this framework will equip clinicians with the tools, education and system awareness to foster a culture of safety with no tolerance for preventable harm.

The role of the CEC team

While the CEC team will undertake and lead the initial diagnostic phase, this new way of working is a partnership approach. We will:

- Undertake initial diagnostics which includes data analysis and reporting
- Guide teams to essential resources such as the Safety Huddle toolkit
- Provide or source education and coaching
- Co-ordinate referral to other teams
- Set up unit-specific dashboards
- Assist with tailoring the improvement plan to meet your unit-specific improvement goals

Support

We will guide teams to newly developed resources which are a component of Stripe 2 and are considered Team Safety Fundamentals, such as:

- Safety Huddle toolkit
- Leadership WalkArounds guide
- Quality Learning Boards
- Multidisciplinary bedside rounds

About Team Culture and Communication

The CEC's Team Culture and Communication program aims to enhance teamwork and communication at the point of care and support clinicians to create the conditions to allow quality and safety improvement to occur.

For further information, please visit <http://www.cec.health.nsw.gov.au>

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Figure: The Team Stripes Framework

