

Keys to Successful TRAUMA Team Dynamics



UNNM



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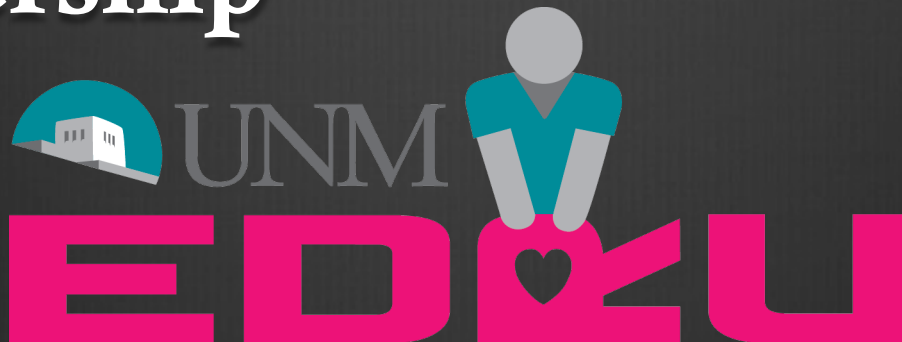
TRAUMA RE- ORG

✧ Culture

✧ Teamwork

✧ Communication

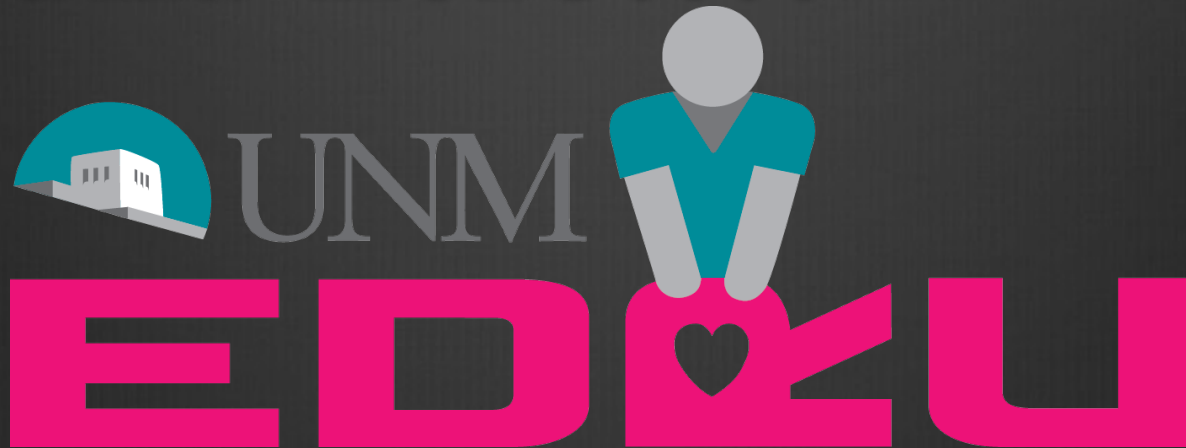
✧ Leadership



TRAUMA Re-Org “CULTURE”

✧ Culture: The knowledge, beliefs, customs and habits possessed by a group.

✧ The Way We do things
around here.....



Culture

Organizational culture eats strategy for breakfast, lunch and dinner



Culture



Strategy

Culture

...will overcome any structural chart or re-organization

✧ Climate versus Culture

✧ Culture: More powerful, lasting

Culture

✧ *Culture creates sustainability for an organization and acts as the most powerful force for cohesion*

Culture

✧ *Culture is learned...*

✧ *Power culture / Role culture / Achievement culture / Supportive cult*

✧ *2 main components*

✧ *Sociability*

✧ *Solidarity*

Towards a better Culture

✧ **Having a Purpose:**

Our Purpose

**✧ To Bring our collective
“A-game”**

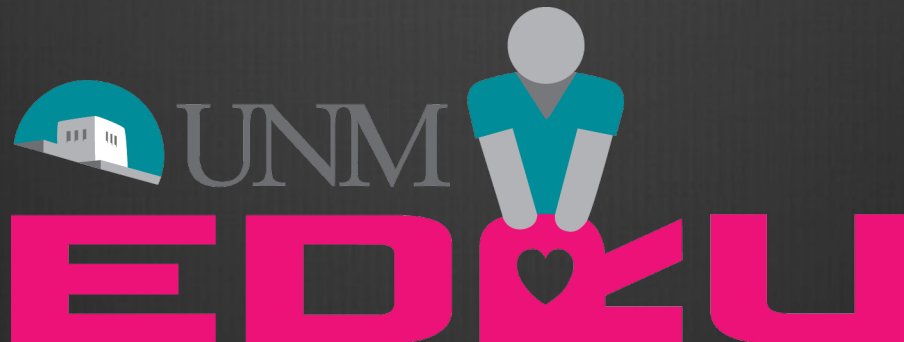
**consistently to each and
every trauma resuscitation,
in a collaborative fashion.**

Towards a better Culture

- ✧ Having a Purpose
- ✧ Having a Shared Vision: multi-disciplinary & professional
- ✧ Visualize the journey
- ✧ Involve all stake holders... Create a Dialogue
- ✧ Do something together
- ✧ Create wins

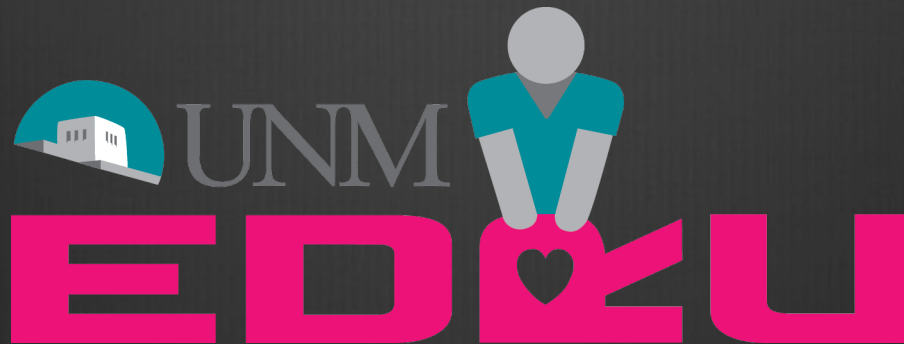
Creating wins

- ✧ Builds faith in the efforts
- ✧ Takes power from the cynics & pessimists
- ✧ Allows a useful focus/ day to day guidance



Culture

✧ It won't just happen. We must make it happen!



Teamwork

✧ Pit Crew Video

✧ <https://youtu.be/nQQbEfr9irE>

✧ The Story of the lug-nut

- ✧ 1mm ~ 0.3 sec ~ 90 ft ~ 5 car lengths
- ✧ Mean margin of victory < 1.7 sec
- ✧ EVERT LUG-NUT COUNTS!!

Trauma PIT CREW model

- ⊗ Potential for disastrous complications
- ⊗ Speed; not at the expense of attention to detail
- ⊗ There are no small roles
- ⊗ Performance requires training
- ⊗ Leadership & Communication are paramount
 - ⊗ Crew Chief role

Teamwork; Why? What?

- ✧ Major source of M&M in trauma care
- ✧ Teamwork: Cooperative efforts to achieve a common goal
- ✧ Common Team failings:
 - ✧ Inability to assign roles & responsibilities
 - ✧ Failing to hold team members to account & elevating them
 - ✧ Inability to advocate for a position or corrective action
 - ✧ Failing to use closed loop communication
 - ✧ Failing to prioritize / re-prioritize tasks
 - ✧ Failure to rehearse

“C”s of Communication

1. Cite names
2. Clear & Concise
3. Close the loop
4. Call out important changes

Communication

✧ Appropriately timed

✧ Sterile Cockpit rule

✧ Avoid ambiguous speech

✧ We need... perhaps we could... Why doesn't someone...

✧ Use the right kind of speech

Leadership

- ✧ Provides a structure to chaos and organization where previously there was none.
- ✧ **Facilitate shared mental model:** keep folks on the same page
 - ✧ What do you think? What should we do?
 - ✧ Or... quickly establish a mental model that others will support
 - ✧ Update the shared mental model. “we now have new info... +FAST.”
- ✧ **Challenge assumptions**
 - ✧ Why are you certain that this is hemorrhagic shock? Lets see an ECG before we run to the Operating room.
 - ✧ Yes this patient is unlikely to survive, but perhaps we can aggressively resuscitate for potential of organ donation

Leadership

✧ Leadership Styles ..

- ✧ Autocratic / task oriented
- ✧ Supportive / Democratic
- ✧ Laissez-faire

✧ **The importance of explaining why; Give people a reason when asking them to do something**

https://youtu.be/cYbM_eF4L0k

Leadership

- ✧ **Leadership Styles** .. Autocratic vs Supportive vs Laissez-faire
- ✧ **The importance of explaining why; Give people a reason when asking them to do something**
- ✧ **Golden Rule: treat people as you'd like to be treated**
- ✧ **Be poised & calm, not emotional & erratic**

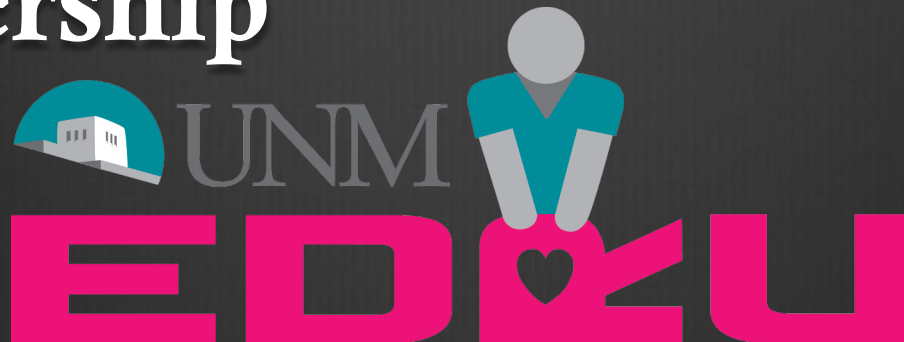
TRAUMA RE-ORG 2017

✧ Culture

✧ Teamwork

✧ Communication

✧ Leadership



TRAUMA RE-ORG

2017

✧ Culture

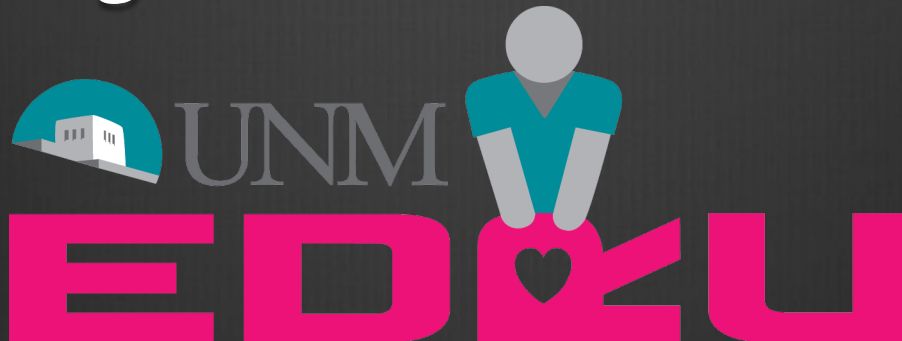
✧ Sociability

✧ Solidarity

✧ Shared purpose & vision

✧ Do things together

✧ Celebrating small wins



TRAUMA RE-ORG

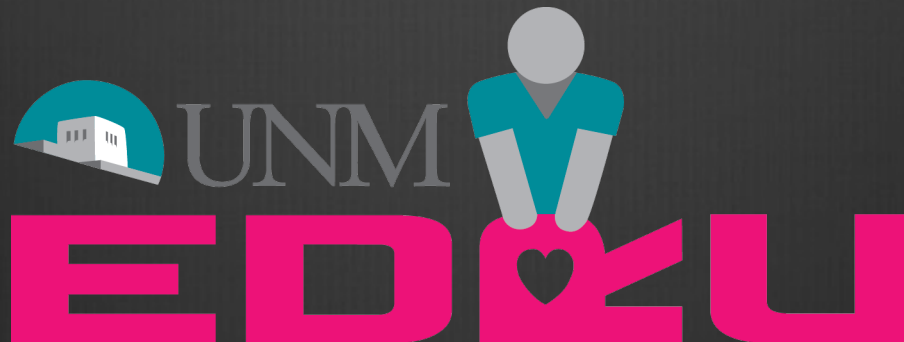
2017

✧ Teamwork

✧ Roles & Responsibilities

✧ No small roles

✧ Importance of rehearsing



TRAUMA RE-ORG 2017

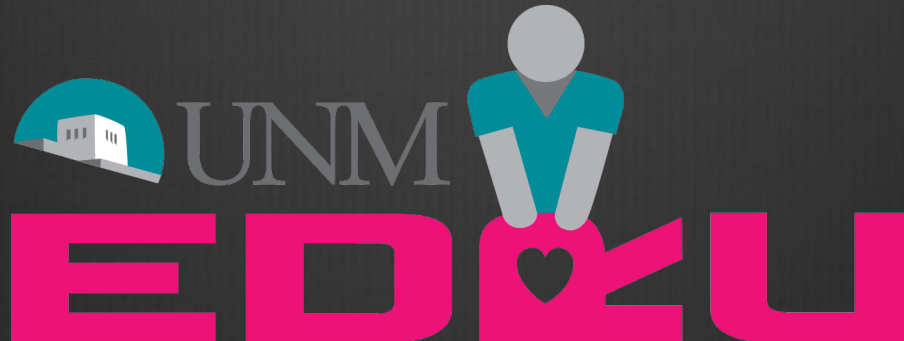
✧ Communication

✧ 4 C'S (cite names, clear/ concise/ close loop/ call out changes)

✧ Right speech at the right time

✧ Avoid ambiguity

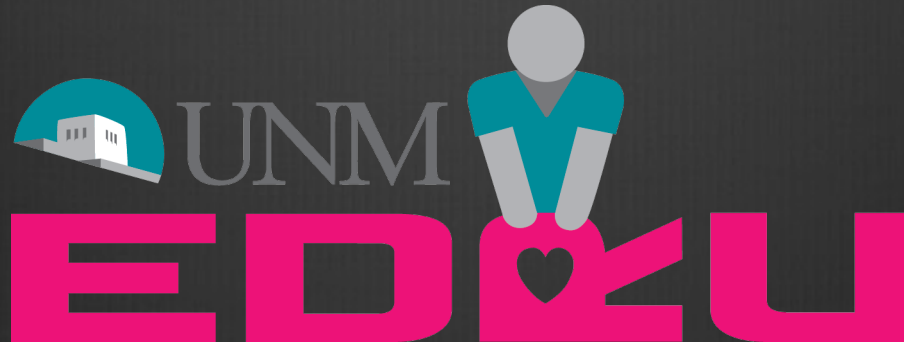
✧ Sterile Cockpit rule



TRAUMA RE-ORG 2017

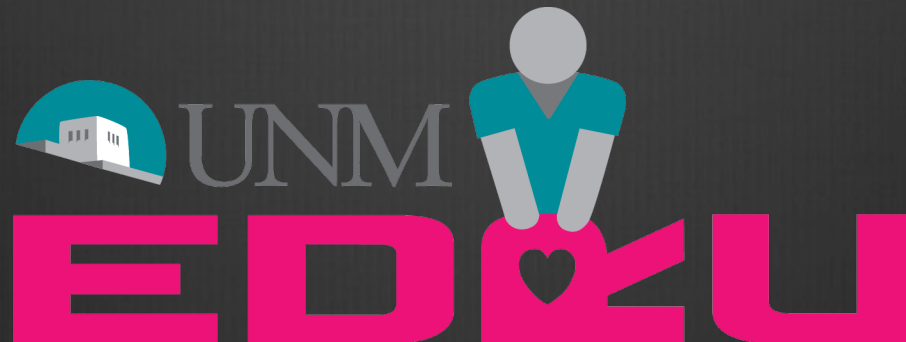
✧ Leadership

- ✧ Communication strategies to facilitate shared mental model
- ✧ Using/supporting talent around you
- ✧ Golden rule



WE ARE THE TRAUMA TEAM

✧ Let's make the Re-Org
a success story



TRAUMA RE-ORG 2017

