

# Teaching QSEN Teamwork and Collaboration in an Online Graduate Course

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# Objectives

- Relate QSEN teamwork competencies to the online exercises/assignments
- Describe the TeamSTEPPS grading rubric
- Identify online collaboration tools that support teamwork

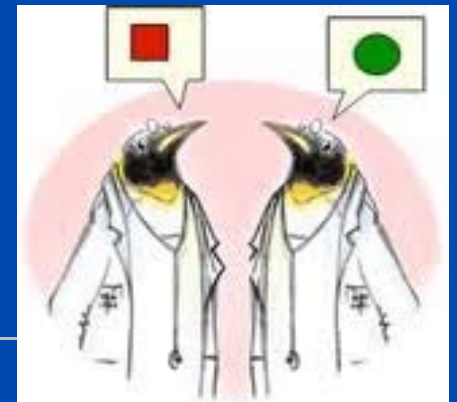
# Working in Teams

- Important in a leadership role is the ability to function as a leader and member of a team
- Students dislike working in teams
- Yet, many of today's team efforts are conducted online



# Challenges of Teaching and Learning Online

- Most students do not have the skills to work in online formats.
- Though not part of the official course content, faculty must teach the students to work in teams so that the course material can be learned by the student.
- Teamwork is embedded in online courses through assignments



# Online Module



## Working in Teams

Information on working in teams

[Add Content](#) [Rearrange](#) [Settings](#) [Reports](#) [Utilities](#) [Submissions](#) [Delete](#)



### AHRQ Team Guide

This handout gives more information of the definition of the characteristics in the grading rubric above.



### Grading rubric for team work based on TeamSTEPPS

Team characteristics developed by the Agency for Healthcare Quality and Research



### QSEN Teamwork and Collaboration Worksheet



### Team Performance Observation Tool



### Student Guide to Adobe Connect

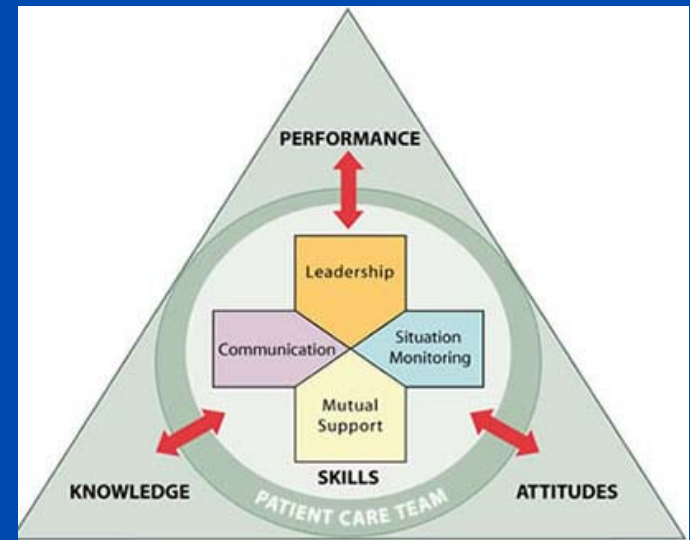


### Instant Messaging to Support Team Work

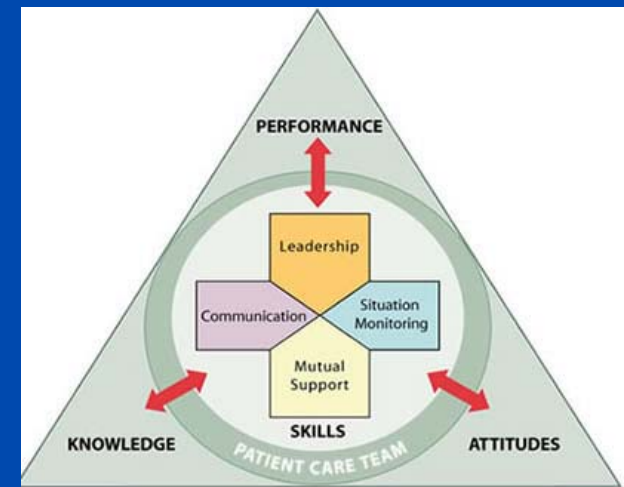
Directions for installing Windows Live Messenger. To be used for quick communication with Faculty and Team Members.

# Teamwork Grading Rubric

- Team structure
  - Delineates fundamentals such as team size, membership, leadership, composition, identification and distribution
- Demonstrated leadership
  - Ability to coordinate the activities of team members by ensuring that team actions are understood, changes in information are shared, and that team members have the necessary resources



- Situation awareness
  - Process of actively scanning and assessing situational elements to gain information, understanding, or maintain awareness to support functioning of the team
- Mutual support
  - Ability to support and anticipate other team member's needs through knowledge of their responsibilities and workload
- Communication
  - Process by which information is clearly and accurately exchanged among team members



# Team Performance Observation Tool

Rating Scale: 1 Very Poor  
 2 Poor  
 3 Acceptable  
 4 Good  
 5 Excellent

From TeamSTEPPS



1.	Team Structure	Rating
a.	Assembles a team	
a.	Establishes a leader	
a.	Identifies team goals and vision	
a.	Assigns roles and responsibilities	
a.	Holds team members accountable	
a.	Actively shares information among team members	
Comments:		
Overall Rating: Team Structure		
1.	Leadership	Rating
a.	Utilizes resources efficiently to maximize team performance	
a.	Balances workload within the team	
a.	Delegates tasks or assignments as appropriate	
a.	Conducts briefs, huddles, and debriefs	
a.	Empowers team members to speak freely and ask questions	
Comments:		
Overall Rating: Leadership		
1.	Situation Monitoring	Rating
a.	Includes patient/family/stakeholders in communication	
a.	Cross monitors fellow team members	
a.	Applies the STEP process when monitoring the situation	
a.	Foster communication to ensure team members have a shared mental model	
Comments:		
Overall Rating: Situation Monitoring		
1.	Mutual Support	Rating
a.	Provides task-related support	
a.	Provides timely and constructive feedback to team members	
a.	Effectively advocates for the patient/family/stakeholder	
a.	Uses the Two-Challenge rule, CUS, and DESC script to resolve conflict (look at TeamSTEPPS to see what these are)	
a.	Collaborates with team members	
Comments:		
Overall Rating: Mutual Support		
1.	Communication	Rating
a.	Coaching feedback routinely provided to team members when appropriate	
a.	Provides brief, clear, specific, and timely information to team members	
a.	Seeks information from available sources	
a.	Verifies information that is communicated	
a.	Uses SBAR, call-outs, check-backs, and handoff techniques to communicate effectively with team members	
Comments:		
Overall Rating: Communication		
TEAM PERFORMANCE RATING		



**QSEN Teamwork and Collaboration Competencies for Advanced Clinical Practice Worksheet**

Name: \_\_\_\_\_

QSEN defines Teamwork and Collaboration as functioning effectively within nursing and inter-professional teams, fostering open communication, mutual respect, and shared decision-making to achieve quality patient care.

In the grid below, please rate the degree of your achievement of this competency. Place an X in the appropriate box.

QSEN Competency	Very Competent	Moderately Competent	Somewhat Competent	Not Competent
Analyze own strengths, limitations and values as a member of a team				
Analyze impact of own advanced practice role and its contributions to team functioning				
Demonstrate awareness of own strengths and limitations as a team				
Continuously plan for improvement in use of self in effective team				
Act with integrity, consistency and respect for differing views				
Acknowledge own contributions to effective or ineffective team				
Describe scopes of practice and roles of all health care team members				
Analyze strategies for identifying and managing overlaps in team member roles and accountabilities				
Analyze strategies that influence the ability to initiate and sustain effective partnerships with members of nursing and inter-				
Analyze impact of cultural diversity on team functioning				
Analyze differences in communication style preferences among patients and families, advanced practice nurses and other members				
Describe impact of own communication style on others				
Function competently within own scope of practice as a member of the health care team				

Cronenwett, L., Sherwood, G., Pohl, J., Barnsteiner, J., Moore, S., Taylor Sullivan, D., Ward, D., & Warren, J. (2009). Quality and safety education for advance nursing practice. *Nursing Outlook*, 57(6), 338-348.

**In the space below develop a Personal Action Plan for enhancing or achieving the above teamwork and collaboration competencies. Write more that one goal and specify activities for**

Action plan:

**Goal:**

**Activities:**

# Reflection on Competency Attainment



# Online Collaboration Tools



- <https://www.dropbox.com/gs>



- <http://google-docs.com/>



- <http://windows-live-messenger.en.softonic.com/>



- <http://secondlife.com>



- Adobe Connect—your url

# Adobe Connect

- Available for Team Meetings
- Recordings shared with Faculty to grade team participation



## ADOBE Connect Web-conferencing Rooms for Team Use

Blue, Red and Green Teams

[Add Content](#) [Rearrange](#) [Settings](#) [Reports](#) [Utilities](#) [Submissions](#) [Delete](#)



### [Student Guide to Adobe Connect](#)

[settings](#) [reports](#) [utilities](#) [submissions](#) [delete](#)



### [Blue Team ADOBE Web-Conference Room](#)

Click to enter. Login using your kumc email address and the password you created for ADOBE Connect.



### [Red Team ADOBE Web-Conference Room](#)

Click to enter. Login using your kumc email address and the password you created for ADOBE Connect.



### [Green Team ADOBE Web-Conference Room](#)

Click to enter. Login using your kumc email address and the password you created for ADOBE Connect.

# Sample Activity

- **Each Team** will develop a plan to implement an electronic health record for the Jayhawk Community Living Center located on KUMC Isle.
  - As the informatics team you have been chosen to lead the committee to implement the electronic health record for the Jayhawk Community Living Center.
- The team will meet at least once in Windows Live Messenger or Adobe Connect to work on the plan and will submit a transcript or url link of the meeting.
- Present your Implementation Plan in the KUMC Isle Poster Pavilion.
  - The team will present their poster and answer questions posed by the other teams.
  - Each team member should present at least one slide.



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Seng sengku

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Trimarie

Nolaj

RKorn

JeremyKo

Thuga2RN

Teresa Starfall

Thila thilasubramanian

Ellipse Wigglesworth

Penelope Mauclerc

Exador danex96

# Second Example

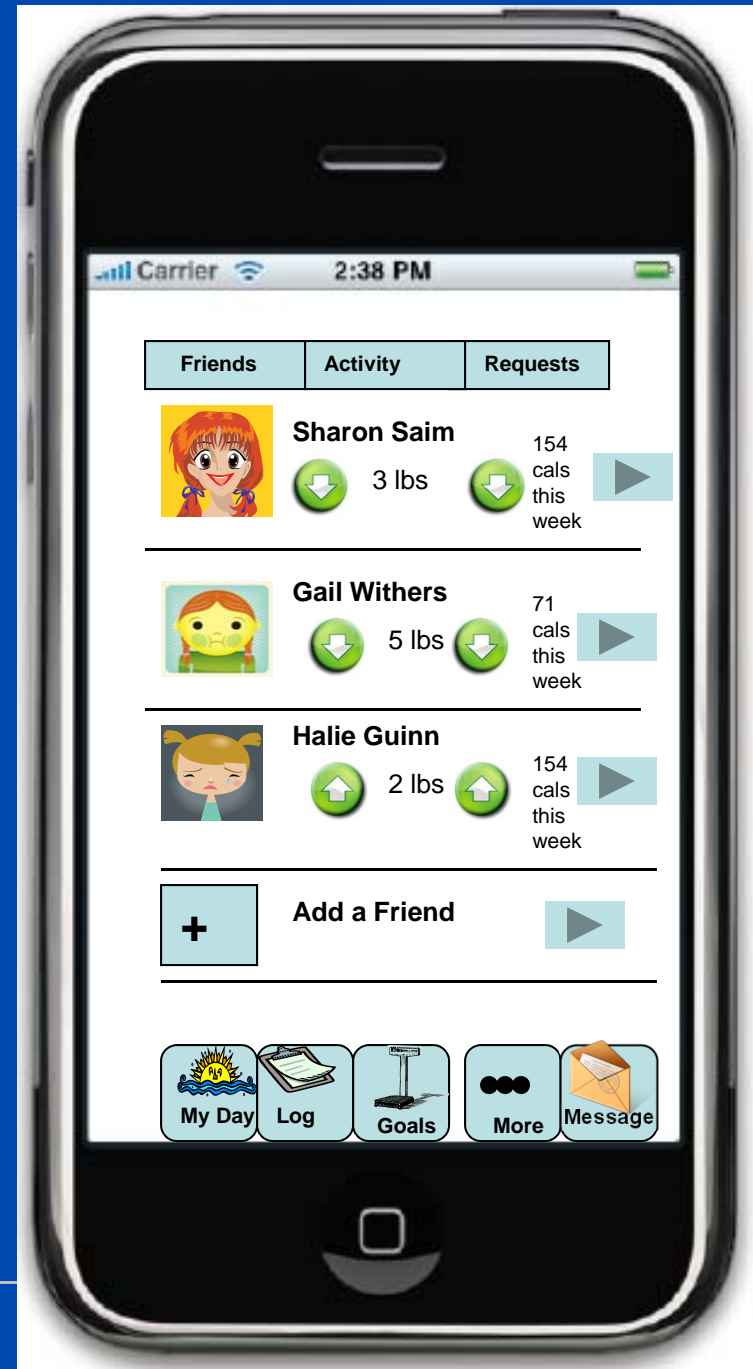


- Develop an iPhone application for the KUMC Isle Weight Management Center participants.
- Each member of your team should create at mock-up of at least 1 screen of the proposed application.
  - Use the “Group iPhone Mock-Up Planning Tool”;  
<http://iphonemockup.lkmc.ch/>
- Everyone who knows the URL can make changes to the same mock-up screen. Changes will be synchronously.
- Once you have the planning complete for the screens, use the iPhoneScreenTemplate file to create the final mock-up for each.



# KUMC Isle Weight Management Clinic Social Weight Management Network

Monitor your friend's weight loss journey and share your own. Use the message button to send and receive messages from friends in your network. Send a request to add new friends by using the + button.



# Student Reflection

- At the end of the course, each student completes the QSEN competency worksheet again
- Describes achievement of the action plan.
- This reflection on the teamwork activities and functioning is critical to the mastery of these competencies.





# Student Perceptions

- Students comment on how they dreaded doing team assignments; but then rave about how the experience was very positive because of the use of QSEN and TeamSTEPPS
- Rare complaints about team members—look forward to working with them again



# Faculty Perceptions

- Quality of student work is of higher quality
- Students know how to collaborate—evident in transcripts and recordings
- More time to give more in depth feedback
- Students feel sense of presence in online course



- TeamSTEPPS: Strategies and tools to enhance performance and patient safety (2006). AHRQ Pub. No. 06-0020-2.

<http://teamstepps.ahrq.gov/abouttoolsmaterials.htm>

# Questions?



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