

**Covenant School of Nursing**  
**Instructional Module 8 Learning Guide**  
**Topic: TeamSTEPPS- Change Management**

<b>Learning Goals/Outcomes</b>
Upon completion of this lesson, you will be able to: <ul style="list-style-type: none"><li>• List the eight steps of change</li><li>• Identify common errors to organizational change</li><li>• Discuss what is involved in creating a new culture</li></ul>
<b>Pre-Class Preparation</b>
Required: <ul style="list-style-type: none"><li>• none</li></ul> Additional Resources: <ul style="list-style-type: none"><li>• <a href="https://www.ahrq.gov/">https://www.ahrq.gov/</a></li><li>• <a href="https://www.ahrq.gov/teamstepps/instructor/fundamentals/index.html">https://www.ahrq.gov/teamstepps/instructor/fundamentals/index.html</a></li><li>• <a href="https://www.ahrq.gov/teamstepps/instructor/essentials/pocketguideapp.html">https://www.ahrq.gov/teamstepps/instructor/essentials/pocketguideapp.html</a></li></ul>
<b>Learning Activities</b>
Classroom Activities: <ul style="list-style-type: none"><li>• Lecture</li><li>• Active discussion</li><li>• Debrief/Review</li></ul> Laboratory/Clinical: <ul style="list-style-type: none"><li>• None</li></ul> Online: <ul style="list-style-type: none"><li>• None</li></ul>
<b>Evaluation Methods</b>
<ul style="list-style-type: none"><li>• None</li></ul>

Time Allotments:		
Classroom	Laboratory	Out-of-Class Work
1	0	0
Texas DECs		QSEN Competencies
<p><b>*Member of the Profession: I: A.</b> Function within the nurse's legal scope of practice and in accordance with the policies and procedures of the employing health care institution or practice setting; <b>Knowledge: 1c:</b> Federal, state, or local laws, rules, and regulations affecting nursing practice; <b>2:</b> Nursing scope of practice in relation to delegated medical acts and facility policies; <b>4:</b> Facility policies and procedures.; <b>Clinical Judgments and Behaviors: 3b:</b> Question orders, policies, and procedures that may not be in the patient's best interest</p> <p><b>I: B.</b> Assume responsibility and accountability for the quality of nursing care provided to patients and their families. <b>Knowledge: 4:</b> Continuing competency and professional development, <b>5:</b> Self-evaluation, staff evaluation, and peer evaluation processes, <b>7c:</b> Communication techniques and management skills to maintain professional boundaries; <b>Clinical Judgments and Behaviors: 6b:</b> Question orders, policies, and procedures that may not be in the patient's best interest, <b>7:</b> Use communication techniques and management skills to maintain professional boundaries between patients and individual health care team members;</p> <p><b>*Provider of Patient-Centered Care: II: C.</b> Analyze assessment data to identify problems, formulate goals/outcomes, and develop plans of care for patients and their families using information from evidence-based practice in collaboration with patients, their families, and the interdisciplinary health care team. <b>Knowledge: 2a:</b> Techniques of written, verbal, and nonverbal communication including electronic information technologies, <b>2b:</b> Principles of effective communication and the impact on nursing practice;</p> <p><b>II: D.</b> Provide safe, compassionate, comprehensive nursing care to patients and their families through a broad array of health care services, <b>Knowledge: 5a:</b> Channels of communication for decision-making processes within work settings; <b>Clinical Judgments and Behaviors: 2c:</b> Communicate changes in patient status to other providers</p> <p><b>II: E.</b> Implement the plan of care for patients and their families within legal, ethical, and regulatory parameters and in consideration of disease prevention, wellness, and promotion of healthy lifestyles, <b>Knowledge: 2:</b> Patterns and modes of therapeutic and non-therapeutic communication, delegation, and collaboration, <b>7:</b> Principles and strategies of stress management, crisis intervention, and conflict management, <b>10:</b> Intradisciplinary and interdisciplinary resources and organizational relationships including structure, function, and utilization of resources; <b>Clinical Judgments and Behaviors: 4:</b> Communicate accurately and completely and document responses of patients to prescription and nonprescription medications, treatments, and procedures to other health care professionals clearly and in a timely manner, <b>6a:</b> Collaborate with other health care providers regarding treatments and procedures, <b>9:</b> Use therapeutic communication skills when interacting with and maintaining relationships with patients and their families, and other professionals</p> <p><b>II: H.</b> Coordinate human, information, and materiel resources in providing care for patients and their families. <b>Knowledge: 3b:</b> Promoting a safe environment, <b>5:</b> Basic principles of management and communication within an organization, <b>6:</b> Roles and responsibilities of members of the interdisciplinary health care team;</p> <p><b>*Member of the Health Care Team: IV: A.</b> Coordinate, collaborate, and communicate with patients, their families, and the</p>		<p>Patient Centered Care  Teamwork &amp; Collaboration  Safety  Quality Improvement</p>

<p>interdisciplinary health care team to plan, deliver, and evaluate patient-centered care, <b>Knowledge: 2:</b> Patterns and processes of effective communication and collaboration, including assertiveness, negotiation, conflict resolution, and delegation, <b>3a:</b> Principles of change, team management, and leadership; <b>Clinical Judgments and Behaviors: 2a:</b> Use strategies of cooperation, collaboration, and communication to plan, deliver, and evaluate interdisciplinary health care,</p> <p><b>IV: D.</b> Communicate and collaborate in a timely manner with members of the interdisciplinary health care team to promote and maintain optimal health status of patients and their families,</p> <p><b>Knowledge: 1:</b> Principles of communication theory with patients, families, and the interdisciplinary health care team, <b>2:</b> Principles of management, decision-making, assertiveness, conflict management, communication, motivation, time management, delegation, and principles of change.</p>	
<b><i>IM Student Learning Outcomes</i></b>	<b><i>NCLEX Test Plan</i></b>
<p>2.Communication: Communicate effectively with individuals across the lifespan, families, and members of the healthcare team.</p> <p>6.Leadership: Collaborate effectively with interprofessional caregivers to promote optimal levels of health for patients, families, and the community.</p>	<p>Safe &amp; Effective Care Environment (collaboration with interdisciplinary team);</p> <p>Health Promotion &amp; Maintenance (therapeutic communication)</p>
<b><i>Concepts</i></b>	<b><i>Faculty</i></b>
<i>Communication</i>	Randall Stennett, DNP, RN-BC, CHSE
<p><b><i>Date originated:</i></b> 01-15-2018</p>	<p><b><i>Revision Dates:</i></b> 11-2021</p>

*Instructional Module 1 Learning Guide*

*Topic: TeamSTEPPS*

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*CSON Learning Guide (adopted 5-2015 by Faculty vote) – REV 9-2016*