



# Team Health is **Contagious**

TELLING STORIES TO SAVE LIVES



## Key Funding Partner

### Federal Acknowledgement

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# What to Expect Today

Team Health Is Contagious



## COMPONENTS OF CULTURE

“A set of interrelated behaviors, actions, cognitions, and attitudes that facilitate the required task work that must be completed” (Salas et al., 2005)

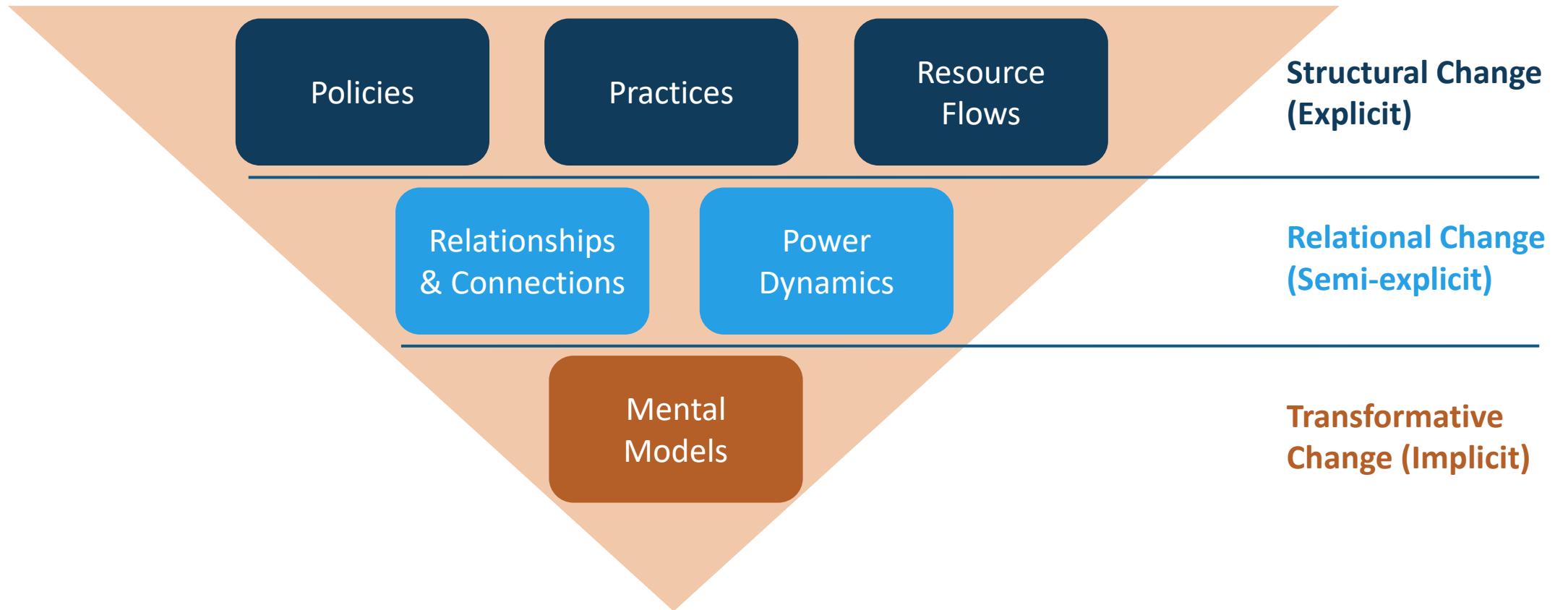


## HABITS THAT BUILD CULTURE

Culture shapes how members understand and participate in their work. Cultures that seek input, promote accountability, operate as a whole, and identify solutions are most likely to be healthy.

# Changing Systems For Health

Kania, J, Kramer, M, Senge, P. (2018) *The Water of Systems Change*



[https://www.fsg.org/wp-content/uploads/2021/08/The-Water-of-Systems-Change\\_rc.pdf](https://www.fsg.org/wp-content/uploads/2021/08/The-Water-of-Systems-Change_rc.pdf)



# KEY CONCEPTS

Application to Fatality Review

# Burnout and Secondary Traumatic Stress (STS)

KEY CONCEPTS FOR UNDERSTANDING IMPACT



## **BURNOUT: CHRONIC STRESS**

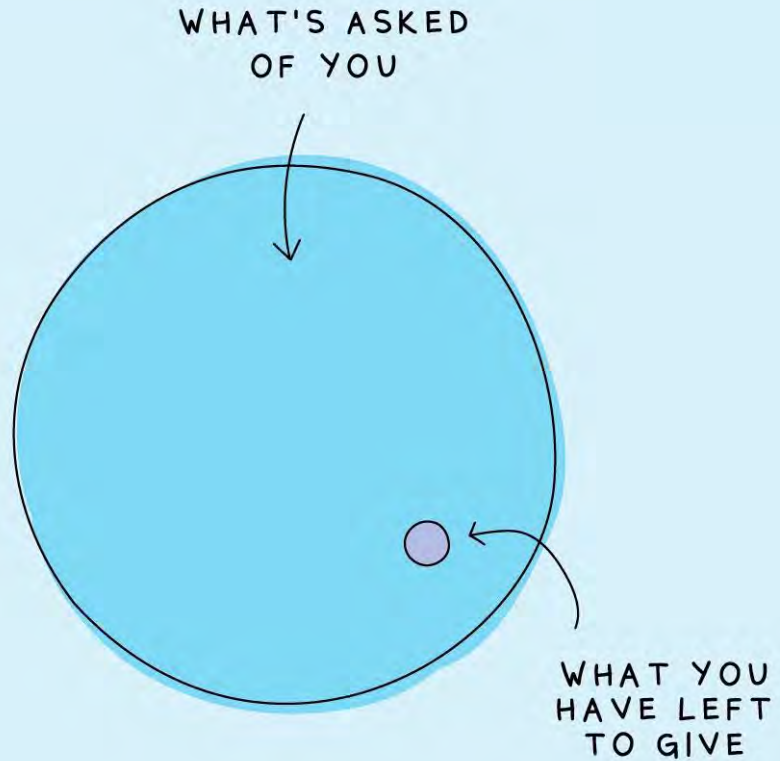
Feelings of hopelessness and difficulties in dealing with work or doing a job effectively. Burnout is characterized by feelings of energy depletion or exhaustion, increased mental distance from one's job, or reduced efficacy.



## **STS: EXPOSURE TO OTHERS TRAUMA**

STS is trauma resulting from hearing about the trauma experiences of another. STS is characterized by hypervigilance or avoiding similar situations, feelings, of anger, guilt, exhaustion, or problems sleeping.

## HOW BURNOUT HAPPENS



@LIZ ANDMOLLIE

## Liz and Mollie

<https://www.lizandmollie.com/>

# How Does Trauma Show Up In Fatality Review?

## A Few Examples

### Individual Experiences

- Nonspecific pain or ailments such as headaches
- Neglecting personal needs
- Hypervigilance or avoiding
- Indifference, apathy, hopelessness
- Intrusive thoughts
- Blaming self or others – oversimplifying causes

### Team/Social Experiences

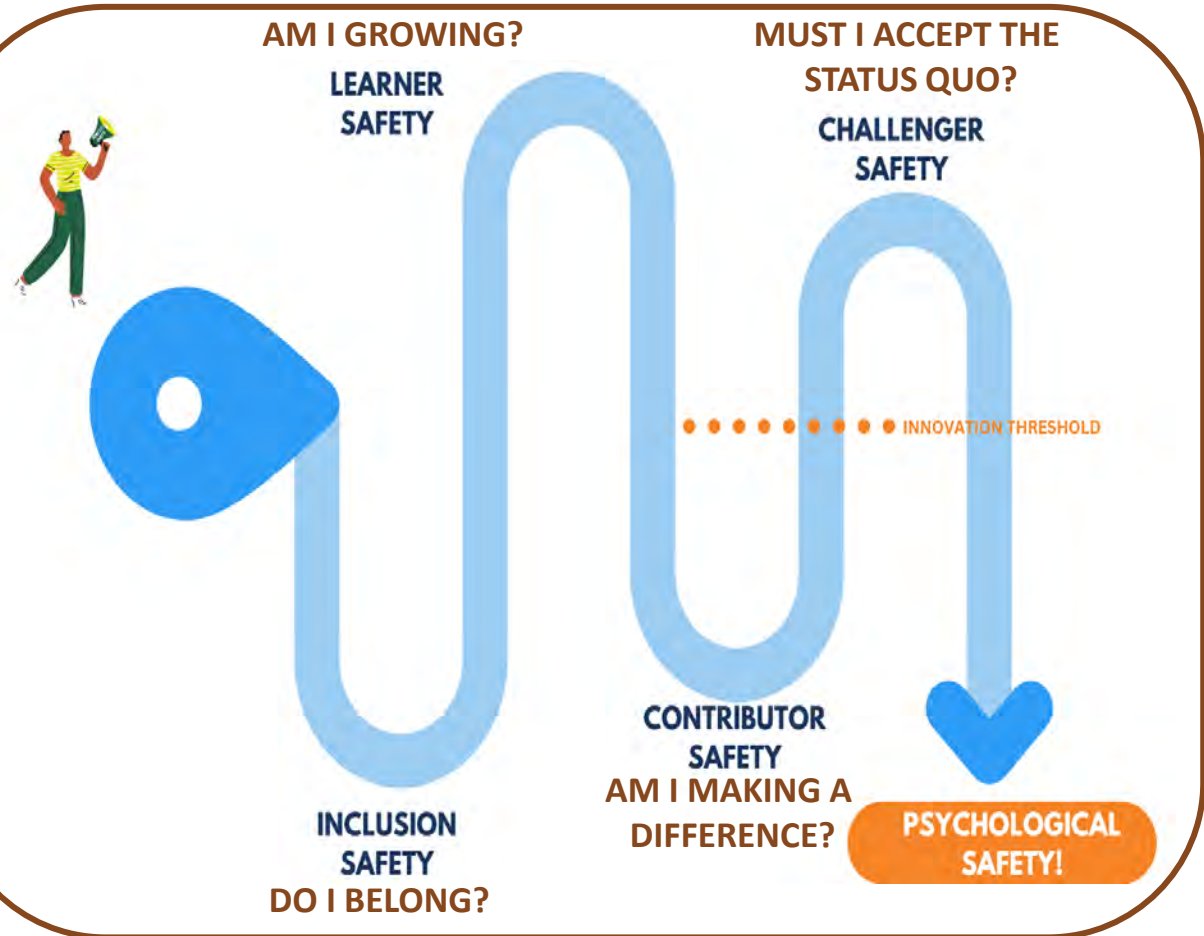
- Skipping social aspects of the meeting
- Anger, Interruptions, Disrespect
- “Othering”
- Inappropriate or gallows humor
- Stereotyping
- Denying problems; avoiding conflict

A photograph of three young girls of diverse backgrounds smiling together in a classroom. The girl on the left has light brown hair and is wearing a blue denim shirt. The girl in the middle is wearing a pink and white patterned headscarf and a light green long-sleeved shirt. The girl on the right has dark hair and is wearing a blue and white plaid shirt. They are all smiling warmly at the camera. The background is a blurred classroom with bookshelves and a green chalkboard.

# Inclusion

Inclusion is being accepted without fear or rejection. Psychological safety begins with inclusion. When a team member experiences rejection, they might seek attention through “fitting in”. Barriers to inclusion should be closely examined and resolved.

# The 4 Stages of Psychological Safety™



Stage	Definition of Respect	Definition of Permission	Social Exchange
1. Inclusion Safety	Respect for the individual's innate need to be included, accepted, and gain a sense of belonging.	Permission for the individual to interact and be their true and authentic self.	Inclusion in exchange for human status & the absence of harm.
2. Learner Safety	Respect for the individual's innate need to learn, grow, and develop mastery.	Permission for the individual to engage in the learning process and make mistakes.	Encouragement in exchange for engagement.
3. Contributor Safety	Respect for the individual's innate need for autonomy, and meaningful contribution.	Permission for the individual to work with appropriate autonomy and independence.	Autonomy with guidance in exchange for performance and results.
4. Challenger Safety	Respect for the individual's innate need to innovate and improve the status quo.	Permission for the individual to make challenges to the status quo in good faith.	Air cover in exchange for candor.

# How Does Psychological Safety Show Up In Fatality Review?

## A Few Examples

### Inclusion

- Training for new team members
- Structured meetings
- Accessibility needs are met
- Community agreements

### Input

- Ideas and thoughts are solicited and heard from all team members
- Dissenting voices are encouraged

### Accountability

- Difficult conversations occur
- Individual and collective responsibility
- Clear process for uncovering and mitigating conflict
- Feedback

### Collective Identity

- No single person or agency is to blame
- Problems or challenges belong to the team
- Relationships are valued and prioritized



# BUILDING HEALTHY TEAMS

Key Habits for Success

# WORKPLACE MENTAL HEALTH & WELLBEING

US Surgeon General's Framework

Two core human needs are security and safety, and when they are achieved, there is an opportunity for growth and connection.

Balancing work and home continues to be an important with ensuring folks engage in work that matters and have the autonomy to make their own decisions.

## Five Essentials for Workplace Mental Health & Well-Being

Centered on the worker voice and equity, these five Essentials support workplaces as engines of well-being. Each Essential is grounded in two human needs, shared across industries and roles.





## Plan Forward

PREP (prepare, enact, review and anticipate, and promote resilience) for success.



## Reflect Back

Intentional debriefing can normalize failure or missteps as a collective concern.



## Communicate Effectively

Communication, both verbal and nonverbal, is the foundation of teamwork.



## Test Change

Embrace and test change to allow for innovation and pivoting.



## Appreciation

Intentionally drawing upon strengths and affirming efforts (not just successes) are key to engagement.



## Promote Professionalism

Create signal words and providing feedback are vital to a team culture.



**Healthy Culture is both protective and effective**

# Plan Forward PREP Huddles

Building a Strong Foundation for Success

## Prepare

Ensure that all materials ready in advance; be wary of sliming.

## Review

Review agenda, establish group norms and intentions.



## Promote Resilience

Encourage compassion by setting group norms such as, “in this space we honor families and one another. We are a team”.

## Enact

Institute “participate or pass” and lower tolerance for blaming, shaming, or sliming.

# Reflect Back

Cultures of Care and Learning Require Reflection



## INTENTIONAL DEBRIEFING

What went well?

What could have been better?

What will we do differently?



## RESTORATIVE ACCOUNTABILITY

Who was harmed?

What do they need now?

Whose responsibility is it to help?

# Promote Professionalism

Candor and Respect are Preconditions to Engagement

## Compassionate, Clear, Concise Redirections with OSSCR

### Open

- With specific situations or behaviors; provide concrete information

### Share

- How the situation makes you feel and what your concerns are

### Suggest

- Other alternatives and seek agreement

### Close

- Avoid enabling, don't expect thanks, not a control contest

### Reflect

- And breathe and move forward

## Train Your Brain on What is Important

For at least two weeks, log three good things that happened during the day:

Three good things that happened today are:

- 1.
- 2.
- 3.

# Hope is More than a Feeling

Adam Grant and Brene Brown

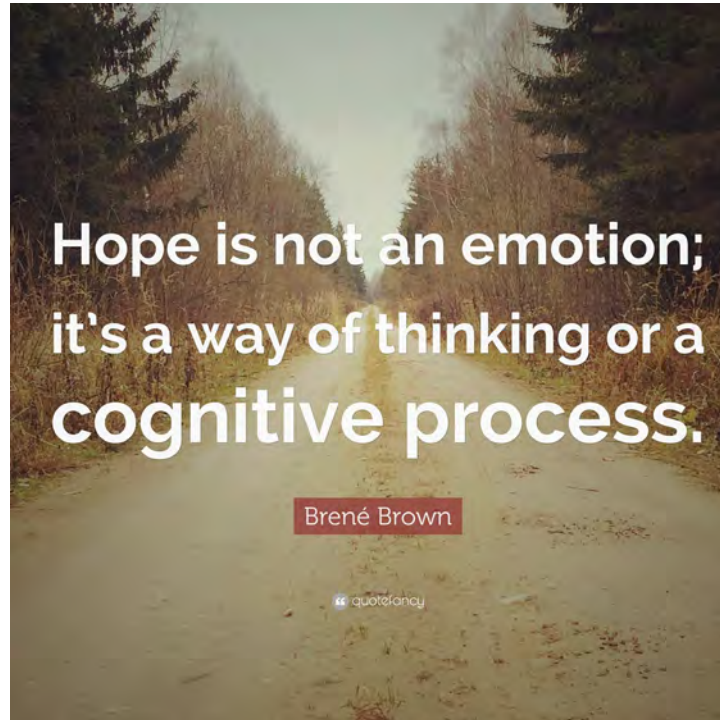


**Adam Grant** ✓  
@AdamMGrant

The attitude that helps most with intense stress is not mindfulness. It's hope.

In hard times, it's overwhelming to live only in the present. What brings strength is anticipating a brighter future.

Resilience lies in remembering that today's burdens may be lighter tomorrow.



**Adam Grant** ✓  
@AdamMGrant

Sending memes, links, and videos to others isn't trivial. It signals that you're thinking of them and want them to share your joy.

It's known as pebbling, based on penguins gifting pebbles to potential partners.

Pebbling is an act of care. Every pebble is a bid for connection.



# RESOURCES

Further Learning

# Resources

From the National Center for Fatality Review and Prevention



## TEAM HEALTH IS CONTAGIOUS

National Center guidance report

[https://ncfrp.org/wp-content/uploads/Team-Health\\_is\\_Contagious.pdf](https://ncfrp.org/wp-content/uploads/Team-Health_is_Contagious.pdf)



## Health Equity: Diversity, Equity, and Inclusion Assessment Guide for Multidisciplinary Teams

Guidance report: [https://ncfrp.org/wp-content/uploads/MDT\\_HealthEquity.pdf](https://ncfrp.org/wp-content/uploads/MDT_HealthEquity.pdf)

Facilitator's manual: [https://ncfrp.org/wp-content/uploads/FacilitatorsManual\\_HealthEquity.pdf](https://ncfrp.org/wp-content/uploads/FacilitatorsManual_HealthEquity.pdf)

# Resources

## Creating Group Agreements



### TEAMFIRST GUIDE

Strategies to build psychological safety and mindful organizing

[https://www.praedfoundation.org/wp-content/uploads/2020/02/TeamFirst-FieldGuide\\_01.2020.pdf](https://www.praedfoundation.org/wp-content/uploads/2020/02/TeamFirst-FieldGuide_01.2020.pdf)



### Surgeon General's Framework for Workplace Mental Health and Well-Being

<https://www.hhs.gov/surgeongeneral/priorities/workplace-well-being/index.html>