Workshop Case Study Template

As part of the Scope of Work and Compensation in the Extended Faculty Agreement, each organization must provide a case study write-up to accompany their presentation. Case studies will be posted on either or both www.teamsteppsportal.org and www.teamstepps.ahrq.gov. Please fill in the template below and submit it to AHRQTeamSTEPPS@aha.org after the conference and before June 27th. We will be able to process your honorarium after receiving this document.

Name of Organization: Providence Hood River Memorial Hospital
Type of Organization: Critical Access Hospital
Location: Hood River Oregon
Web address: Oregon.providence.org
Description of project: Tuning Your Team Up for Success Workshop

Aim of Workshop: To give participants increased understanding of the role of temperament in building stronger, more connected teams. This interactive discussion included an opportunity for self assessment using a DISC tool and tips on how to lead and handle conflict with each temperament. The emphasis was on the benefits of variety on strong teams and placing people in positions that play to their strengths.

Target Audience: Healthcare team members

Required Resources: (Highlight resources needed including, technology, time frame, instructors, etc.)
- Resource 1 PowerPoint
- Resource 2 90 min
- Resource 3 Handouts
- Resource 4 Flip chart
- Resource 5 2 Instructors
- Resource 6 A room set up to facilitate participation

Comments on Participant Engagement:
- Personal DISC temperament survey
- Group discussion on each temperament type
- CUS simulation one on one

Next Steps for Participants: (How should participants leverage this information back at their home organization?)
Take time to consider temperament when building teams...for patient care, leadership, and teaching teams. Perhaps use one of the many DISC tools on line for your team. Be purposeful about bringing the strength of variety onto your team and learning how to lead and communicate in a way that enhances your teammate. Appreciating your teammate’s unique contribution will set your team up for success.
Advice for Colleagues: (Outline if you had to conduct this workshop again, what you would change?)
We would tell our first story in a different way: describing the temperaments without using the DISC labels until after the completed survey. We would look for an earlier opportunity for people to interact with those at their table. We would have also had some specific, more in depth DISC tools to refer the participants to for further study.

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