Mind Over Medicine: Science and Strategy for Peak Performance Under Pressure
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"We don't rise to the level of our expectations; we fall to the level of our training" *-Archilochus*

Exercise 1*: How do you respond physiologically, cognitively and emotionally to extremely stressful situations?*

1. _____
2. _____
3. _____
4. _____

Pre-Brief: Prepare Yourself, Prepare the Team

Personal: Routine, Process, Improvement

Team:
-Establish lead
-Define/anticipate problems/priorities
-Assign roles to fix each problem
-"What am I missing?"

Exercise 2a: Clinical Pre-Brief Scenario. *You are working in the PICU when you learn that you will be receiving a 13-year-old who is being transferred from the floor with a GI bleed. While waiting for a colonoscopy on the floor, she became pale, diaphoretic and vomited up a large amount of bright red blood. She is currently obtunded, tachycardic and hypotensive. She will be arriving to your ICU in 10 minutes*

Exercise 2b: *Administrative Pre-Brief Scenario*: *You are the manager of an infusion clinic. 30 minutes before infusions are scheduled to start, a pharmacist discovers that multiple chemotherapy medications distributed this morning may have been compounded at ten times the intended concentration.*

Effective Leadership: Heads Up, Hands Off, Lead Out Loud

Step	Action
1) Take calm control of the room	"My name is ____ and I am leading this resuscitation. My first priority is to address the ABCs."
2) Stabilize ABCs	-Identify immediate life-threatening problems (delegate primary survey). -Assign team member to fix each problem (ABC interventions, PALS protocols)
3) Assess situation	Take a breath. Elicit concise patient summary. Now ask: Where are we now? Where are we going? How will we get there?
4) Execute protocol, reassess	Identify algorithm/protocol. Delegate team members to execute tasks. Actively solicit input. Reassess.

Communication Framework:
Team lead: Start every sentence with NAME, followed by the word PLEASE and the desired action, +/- why
Team members: Start every sentence with NAME, your observation, +/- your suggestion. Close the loop

Closed Loop Communication Practice

Each mini-scenario below presents a problem that requires immediate corrective action. For scenarios 1-3, the team leader should use a single sentence using the "name, please" framework to direct a specific team member to perform appropriate corrective action. For scenarios 4-6, the team member should use a single sentence using the "name, observation, suggestion" framework to bring the problem to the attention of the team leader.

Team Lead Communication—"Name Please"

*Scenario 1: You are leading the resuscitation of a 2-year-old with vomiting, diarrhea, and lethargy who has a critically low blood glucose of 25. As **team leader,** communicate with the **nurse** what action you would like them to perform*

Name **Please** **Why**

Scenario 2: You are the manager of the blood bank and you have just learned from a lab tech that multiple trauma patients may have received blood products labeled with the wrong blood type during the last hour.

Name **Please** **Why**

*Scenario 3: You are leading the resuscitation for a 7-year-old boy with septic shock who needs IV fluids and antibiotics. Multiple skilled providers have failed to obtain IV access. The patient is now hypotensive and obtunded. As the **team leader,** communicate with the **nurse** what action you would like them to perform.*

Name **Please** **Why**

Team Member Communication—"Name, observation, suggestion"

*Scenario 4: You are a nurse in a code of a 13-year-old who collapsed at school. The room is loud and chaotic and it is unclear what algorithm is being used. As a **team member**, communicate your concerns to the **team lead**.*

Name **Observation** **Suggestion**

*Scenario 5: You have been asked to operate the defibrillator on a patient with unstable v-tach with a pulse. The team leader has asked you to "shock" the patient. You do not recall how to put the defibrillator in "sync" mode and are unclear what "shock" means. As a **team member**, communicate your concerns to the **team lead**.*

Name **Observation** **Suggestion**

Scenario 6: Your department chair asks you to explain a complex regulatory requirement during an urgent meeting, but you are not familiar enough with the details to provide accurate guidance.

Name **Observation** **Suggestion**

Tricks of the Trade

Crescendo-decrescendo *ABC IV/O_2/Monitor* *Resuscitation Summary* *Priority Lists*