



# Being effective team player

Patient Safety  
Lecture no. 4

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# Objectives:



Understand the importance of teamwork in health care



Know how to be an effective team player



Identify teams types and nature



Differentiate between the stages of team development



Assess the successful teams



Utilize different tools to promote communication and performance of the team

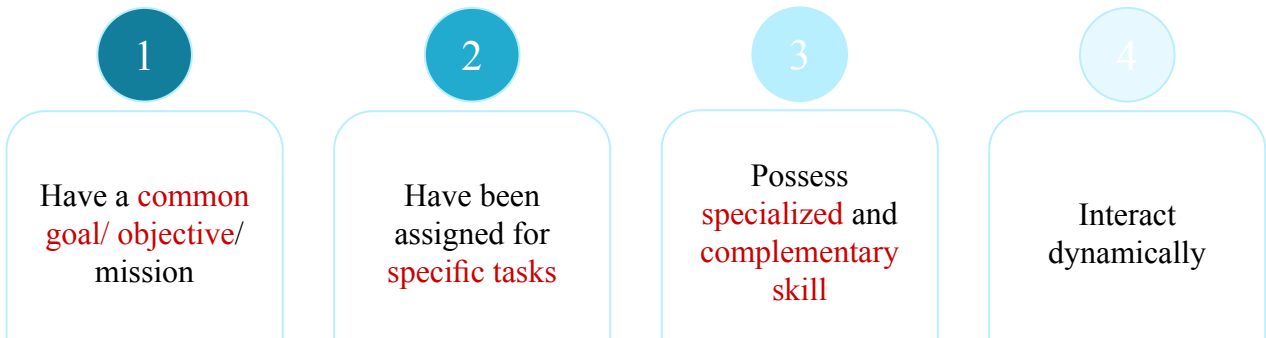
◆ This lecture was presented by Khalifa bin Khamis

◆ For the required reading **from Blackboard** click [here](#)

# Introduction

## What is a team ?

⦿ A team is a group of two or more individuals (have limited lifespan of membership) who:



## Why teamwork is an essential element of patient safety ?

⦿ The importance of effective teams in health care is increasing due to factors such as:

### The increased incidence of **complexity and specialization of care**

- Example: a pregnant woman with diabetes who develops a pulmonary embolus.
- The health-care team might include nurses, a midwife, an obstetrician, an endocrinologist and a respiratory physician, as well as the patient.

### Increasing co-morbidities and incidence chronic disease

### Global workforce shortages

### Initiatives for safe working hours

## What are the benefits of working as a team ?

Organizational benefits	Team benefits	Patient benefits	Benefits to team Members
<ul style="list-style-type: none"> <li>○ <b>Reduced</b> hospitalization time and <b>costs</b></li> <li>○ <b>Reduced</b> unanticipated <b>Admissions</b></li> <li>○ <b>Better accessibility for patients</b></li> </ul>	<ul style="list-style-type: none"> <li>○ <b>Improved coordination of care</b></li> <li>○ Efficient use of healthcare services</li> <li>○ Enhanced communication &amp; professional diversity</li> </ul>	<ul style="list-style-type: none"> <li>○ <b>Enhanced satisfaction with care</b></li> <li>○ <b>Acceptance of treatment</b></li> <li>○ <b>Improved health outcomes &amp; quality of care</b></li> <li>○ <b>Reduced medical errors</b></li> </ul>	<ul style="list-style-type: none"> <li>○ <b>Enhanced job satisfaction</b></li> <li>○ Greater role clarity</li> <li>○ Enhanced wellbeing</li> </ul>



# Teams Found in Healthcare

<b>Core Teams</b>	<ul style="list-style-type: none"><li>○ Core teams consist of team leaders and members who are <b>directly involved in caring for the patient</b>.</li><li>○ Include direct care providers such as nurses, pharmacists, <b>doctors</b>, dentists, assistants and, of course, the <b>patient</b>.</li></ul>
<b>Coordinating Teams</b>	<ul style="list-style-type: none"><li>○ Is the group responsible for day-to-day <b>operational management, coordination functions</b> and resource management for core teams.</li><li>○ <b>Nurses</b> often fill such coordinating. <i>-This depends on the facility-</i></li></ul>
<b>Contingency Teams</b>	Contingency teams are formed for <b>emergent or specific events</b> (e.g. cardiac arrest teams, disaster response teams, rapid response e teams) <b>"Code Blue"</b>
<b>Ancillary Services</b>	<ul style="list-style-type: none"><li>○ Ancillary service teams consist of individuals who provide <b>direct, task-specific, time-limited care</b> to patients or support services that facilitate patient care.</li><li>○ Such as radiologist, pharmacist..</li><li>○ <i>They are an important team and they work in the background</i></li></ul>
<b>Support Services</b>	<ul style="list-style-type: none"><li>○ Support services teams consist of individuals who provide <b>indirect, task-specific</b> services in a health-care facility</li><li>○ Such as <b>Transportation team, security team, cleaners team</b>.</li></ul>
<b>Administration</b>	Administration includes the <b>executive leadership</b> of a unit or facility and has 24-hour accountability for the overall function and management of the organization.



# Stages of Team Development

## Forming Stage:

1. Initial stage when the team is formed and the members are coming together for the first time.
2. A best candidate should be selected to form a dynamic team, but a flexibility should be adopted in selection process.
3. **The skills of the members should match the team task & goals.**
4. **Voluntary team membership seems to work best when given as a choice**

In the forming stage, it's ideal to have 6 team members. But in healthcare you can choose the number of members and that depends on the resources.

## Storming Stage:

1. Each member tend to rely on his/her own experience.
2. Resistance to work together openly.
3. **Hesitate to express new ideas and opinions.**
4. **Interpersonal disagreement and conflicts.**
5. Personal goals rather than team goal

The storming stage happens a lot, and it takes time to get to the norming stage

## Norming Stage:

1. **Start to know each other.**
2. **Start to accept each others ideas and opinions.**
3. Understand the strengths and weaknesses of the team.
4. Members become friendly to each other.
5. Work together to overcome personal disagreement.
6. Share responsibilities and help each other.

## Performing Stage:

1. Members are **satisfied with the team progress.**
2. Members are capable **to deal with any task based on their strength and weaknesses.**
3. **Work together** to achieve the team goals.



# Stages of Team Development

## How to Move From Storming to Norming Stage?

- 1 Team members should be **introduce to each other in more details** (icebreakers).
- 2 Responsibilities must be assigned accordingly.
- 3 **Clear communication.**
- 4 Social activities.
- 5 **Role should be in rotation.**
- 6 Everyone should be treated equally.



# Characteristics Of Successful Teams

<b>Measurable Goals</b>	<b>Teams set goals</b> that are measurable and focused on the team's task.
<b>Mutual Respect</b>	Effective teams have members <b>who respect each others talents and beliefs</b> , in addition to their professional contributions.
<b>Common Purpose</b>	Team members generate a common and clearly defined purpose that includes: collective interests and demonstrates shared ownership.
<b>Good Cohesion</b>	Cohesive teams have a unique and identifiable team spirit and commitment and have greater longevity as team members want to continue working together.
<b>Effective Leadership</b>	<ul style="list-style-type: none"><li>○ Teams require effective leadership that set and maintain structures, manage conflict, listen to members and trust and support members.</li><li>○ <b>Effective leadership is a key characteristic of an effective team.</b></li></ul>
<b>Effective Communication</b>	<ul style="list-style-type: none"><li>○ The following strategies can assist team members in sharing information accurately: <b>SBAR</b><ul style="list-style-type: none"><li>→ <b>Situation:</b> What is going on with the patient?</li><li>→ <b>Background:</b> What is the clinical background or context?</li><li>→ <b>Assessment:</b> What do I think the problem is?</li><li>→ <b>Recommendation:</b> What would I do to correct it?</li></ul></li></ul>



# Challenges to Effective Teamwork

## Changing Roles

In many healthcare environments there is considerable **change and overlap in the roles played by different healthcare professionals.**

## Changing Settings

The nature of healthcare is changing in many ways, **including increased delivery of care for chronic conditions in community care settings** and the transfer of many surgical procedures to outpatient centers.

## Healthcare Hierarchies

Healthcare is strongly hierarchical in nature, which can be counterproductive to well functioning and effective teams where all members' views should be considered.

## Individualistic Nature of Healthcare

Many healthcare professions, such as nursing, dentistry and medicine, are based on the autonomous one-to-one relationship between the provider and patient.



## Conclusion

- ◎ The effective teamwork in healthcare delivery can have an immediate and positive impact on patient safety.
- ◎ The teamwork can have benefits for the individual practitioners in the team and the team as a whole, as well as the organization.
- ◎ The effective teamwork is essential for minimizing adverse events caused by miscommunication, associated with improved and reduced medical errors.
- ◎ The characteristics of the effective team are: Common purpose, Measurable goals, Effective leadership (the key element), Effective communication.
- ◎ SBAR, Call-out, Check-back are strategies can assist team members in accurately sharing information.



# Team Leaders

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# Team Members

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Nazmi M Alqutub

Aljoharah Alkhalifah

Nazmi A Alqutub

Aleen Alkulyah

Areej Alquraini

Aryam Almsari

Moath Alhudaif

Mohammed Alqutub

Rahaf Alshowihi

 Aishah Boureggah

Sarah Alshahrani

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