



Professionalism

Being Effective Team Player

(9)



Objectives:

- Understand the importance of teamwork in health care;
- Know how to be an effective team player;
- Identify teams type and nature;
- Differentiate between the stages of team development;
- Assess the successful teams;
- Utilize different tools to promote communication and the performance of the team

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Correction File

This work covers: slides

Grey = Extra explanation



Why teamwork is an essential element of patient safety?

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

1. The increased incidence of complexity and specialization of care.
 - E. g. 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.
2. Increasing co-morbidity. (so you need more than speciality to treat the patient)
3. Increasing incidence of chronic diseases.
4. Global workforce shortages.
5. Initiatives for safe working hours. (عند وجود فريق سيخفف ضغط ساعات العمل على الفرد)

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

- Interact dynamically.
- Have a common goal, objective, mission.
- Have been assigned for specific tasks.
- Possess (have) specialized and complementary skill.



The team might be:

- **Multidisciplinary team** (OR team), VS **Intact team** (same discipline e.g IV team)
- **Single owner** VS **different owner**
- **Fixed team**, (A constant set of members) VS **Fluid team** (the memberships may change frequently)
- **Temporary teams** VS **Permanent teams** (human resources team, operation team)
- **Physical Team** VS **Virtual team**

Teams found in health care

Core teams الفريق الأساسي	<p>Core teams consist of team leaders and members who are directly involved in caring for the patient.</p> <ul style="list-style-type: none">• Include direct care providers such as: nurses, pharmacists, doctors, dentists, assistants and, of course, the patient.
Coordinating teams فريق التنسيق	<ul style="list-style-type: none">• Is the group responsible for day-to-day operational management, coordination functions and resource management for core teams.• Nurses often fill such coordinating.
Contingency teams فريق الطوارئ	<p>Contingency teams are formed for emergent or specific events (e.g. cardiac arrest teams disaster response teams, rapid response teams).</p>
Ancillary services الخدمات المساعدة	<p>Ancillary service teams consist of individuals who provide direct, task-specific, time-limited care to patients or support services that facilitate patient care. (e.g. cleaners staff).</p>
Support services	<p>Support services teams consist of individuals who provide indirect, task-specific services in a health-care facility.</p> <ul style="list-style-type: none">• Such as Transportation team, security team.
Administration	<p>Administration includes the executive leadership of a unit or facility and has 24-hour accountability for the overall function and management of the organization.</p>



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 and goals.
4. Voluntary team membership seems to work best when given as a choice.

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.

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. Member 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.

How to move from storming to norming stage?

- Team members should be introduce to each other in more details.
- Responsibilities must be assigned accordingly.
- Clear communication.
- Social activities. (e.g lunch break or coffee)
- Role should be in rotation.
- Everyone should be treated equally.

How the use of the team improves patient care ?!



Organizational benefits

1. Reduced hospitalization time and costs
2. Reduced unanticipated admissions
3. Better accessibility for patients

Patients benefits

1. Enhanced satisfaction with care
2. Acceptance of treatment
3. Improved health outcomes and quality of care
4. Reduced medical errors



Team members benefits

1. Enhanced job satisfaction
2. Greater role clarity
3. Enhanced well-being

Team benefits

1. Improved coordination of care
2. Efficient use of health-care
3. Enhanced communication

Characteristics of successful teams

Effective leadership

- Teams require effective leadership that set and maintain structures, manage conflict, listen to members and trust and support members.
- Effective leadership is a key characteristic of an effective team

Effective communication

- The following strategies can assist team members in sharing information accurately
 - **SBAR**
 - **Situation** What is going on with the patient?
 - **Background** What is the clinical background or context?
 - **Assessment** What do I think the problem is?
 - **Recommendation** What would I do to correct it?
 - **Call-out:** Call-out is a strategy to communicate important or critical information to inform all team members simultaneously during emergent situations. Such as CPR announcement
 - **Check-back/read-back**
 - Doctor: Give 25 mg Benadryl IV push.
 - Nurse: 25 mg Benadryl IV push?
 - Doctor: That's correct.
- Video, SBAR: <https://www.youtube.com/watch?v=4SdyKnjPG78>

Common purpose

Team members generate a common and clearly defined purpose that includes collective interests and demonstrates shared ownership

Measurable goals

Teams set goals that are measurable and focused on the team's task.

Good cohesion

Cohesive teams have a unique and identifiable team spirit and commitment and have greater longevity as team members want to continue working together

Mutual respect

Effective teams have members who respect each others talents and beliefs, in addition to their professional contributions

Challenges to effective teamwork

Changing roles	Changing settings	Health-care hierarchies رُتَب مَوْظَفِي الرِّعَايَةِ الطَّبِيَّةِ	Individualistic nature of health care
In many health-care environments there is considerable change and overlap in the roles played by different health-care professionals.	The nature of health care 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 centres	Health care is strongly hierarchical in nature, which can be counterproductive to well functioning and effective teams where all members' views should be considered	Many health-care professions, such as nursing, dentistry and medicine, are based on the autonomous one-to-one relationship between the provider and patient.

MCQ's.

- 1. A characteristic of effective teamwork:**
 - a. Health-care hierarchies
 - b. Individualistic nature of health care
 - c. Measurable goals
- 2. Increased delivery of care for chronic conditions in community care settings is an example of:**
 - a. Changing roles
 - b. Changing settings
 - c. Health-care hierarchies
- 3. Transportation team is considered of the:**
 - a. Support services.
 - b. Ancillary services.
 - c. Administration

Answers: 1-C 2-B 3-A

Mind map

