



Being effective team player

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Objective :

- ▶ 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

Successful Outcome Using Team Techniques

<https://www.youtube.com/watch?v=yWd56QVL1VQ>

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 specialized and complementary skill



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



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;
- ▶ Increasing incidence chronic disease;
- ▶ Global workforce shortages
- ▶ Initiatives for safe working hours



Teams found in health care:

Core teams

Coordinating
Team

Ancillary services

Contingency
teams

Support services

Administration

Core teams

Core teams consist of team leaders and members who are **directly involved in caring for the patient**

- ▶ Include direct care providers such as nurses, pharmacists, doctors, dentists, assistants and, of course, the patient .



Coordinating teams

- ▶ 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

Contingency teams are formed for **emergent** or specific events (e.g. cardiac arrest teams, disaster response teams, rapid response teams).



Ancillary services

- ▶ Ancillary service teams consist of individuals who **provide direct, task-specific, time-limited** care to patients or support services that facilitate patient care.
- ▶ Such as cleaners staff

Support services

Support services teams consist of individuals who **provide indirect**, task-specific services in a health-care facility.

Such as Transportation team, security team

Administration

Administration includes the **executive leadership** of a unit or facility and has 24-hour accountability for the overall function and management of the organization.

Stages of team development

<https://www.youtube.com/watch?v=D3petxmsfSg>



Stages of team building

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.

Stages of team building

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 .

Stages of team building

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.

Stages of team building

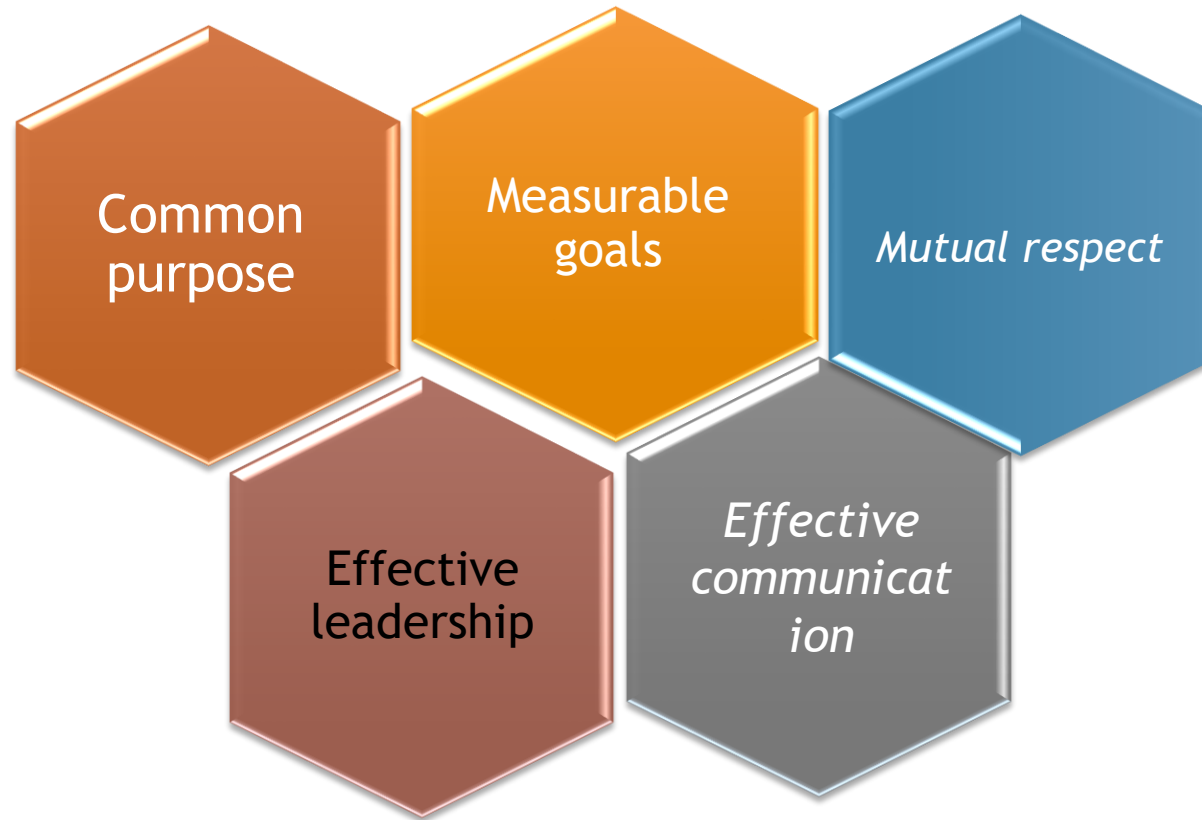
Performing Stage:

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 introduced to each other in more details.
- ▶ Responsibilities must be assigned accordingly.
- ▶ Clear communication.
- ▶ Social activities.
- ▶ Role should be in rotation.
- ▶ Everyone should be treated equally.

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?

Effective communication

- ▶ **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=4SdyKnjPG7](https://www.youtube.com/watch?v=4SdyKnjPG78)

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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

Individualistic nature of health care

Changing roles

In many health-care environments there is considerable change and overlap in the roles played by different health-care professionals.

Changing settings

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 centers

Health-care hierarchies

Health care 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 health care

Many health-care 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 health-care delivery can have an immediate and positive impact on patient safety
- ▶ The effective teamwork is essential for minimizing adverse events caused by miscommunication, associated with improved and reduced medical errors
- ▶ The teamwork can have benefits for the individual practitioners in the team and the team as a whole, as well as the organization
- ▶ 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

SO ... DO YOU HAVE ANY
QUESTIONS FOR ME?

