Falling Through the Cracks: Greg's Story
Webinar #2

What is a team?

A **team** is a **group** of individuals working together to achieve a goal.

Teamwork vs. Group work

Link to video:

https://youtu.be/0hV65KIItlE

Please click the link to view video when prompted

Making Space with TRIZ

Stop counterproductive activities and behaviours to make space for innovation

http://www.liberatingstructures.com/6-making-space-with-triz/

How can we make sure we *never* experience effective teamwork?

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Is there anything on the list that we are currently doing *(in healthcare)* that in any way, shape, or form resembles this item?

If yes – circle it

Go back to list on whiteboard #1 and have facilitator circle all that apply.

What first steps will help you stop what you know creates undesirable results?

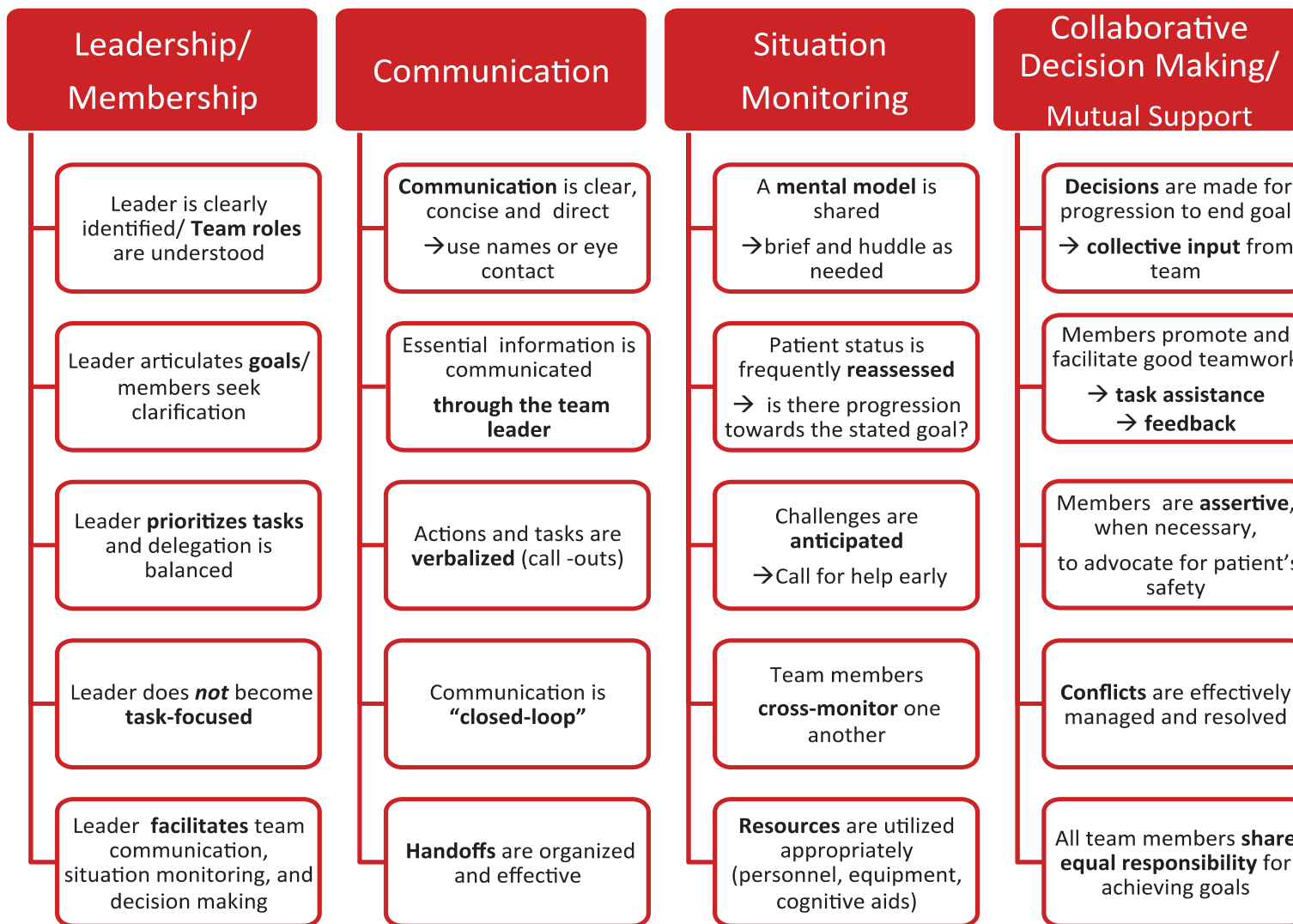# What steps can we take to stop the bad behaviours on the list?

Teamwork

- teamwork is a critical foundation required for the health system
- Patient is a member of the team – *potentially the only consistent member of the team*
- Greg was not treated as a member of his care team
- Greg's providers did "their jobs" but because they didn't work as a team Greg experienced gaps in the continuity of his care

https://gregswings.ca/teamscheme

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Leadership/ Membership	Communication	Situation Monitoring	Collaborative Decision Making/ Mutual Support
Leader is clearly identified/ **Team roles** are understood	**Communication** is clear, concise and direct →use names or eye contact	A **mental model** is shared →brief and huddle as needed	**Decisions** are made for progression to end goal → **collective input** from team
Leader articulates **goals**/ members seek clarification	Essential information is communicated **through the team leader**	Patient status is frequently **reassessed** → is there progression towards the stated goal?	Members promote and facilitate good teamwork → **task assistance** → **feedback**
Leader **prioritizes tasks** and delegation is balanced	Actions and tasks are **verbalized** (call -outs)	Challenges are **anticipated** →Call for help early	Members are **assertive**, when necessary, to advocate for patient's safety
Leader does *not* become **task-focused**	Communication is **"closed-loop"**	Team members **cross-monitor** one another	**Conflicts** are effectively managed and resolved
Leader **facilitates** team communication, situation monitoring, and decision making	**Handoffs** are organized and effective	**Resources** are utilized appropriately (personnel, equipment, cognitive aids)	All team members **share equal responsibility** for achieving goals

Adapted from: CIHC National Interprofessional Competency Framework *and* TeamSTEPPS

Round 2:
What first steps will help you stop what you know creates undesirable results?

Go back to Whiteboard #2 and add ideas

Closing comments:

"Optimism isn't a belief that things will automatically get better; it's a conviction that we can make things better."
— Melinda Gates

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