

PARTICIPANT HANDOUTS

“Lunchtime Learning” Professional Skill Development Distance Learning Series Event #2: Creating A Productive Healthcare Environment: Enhancing Teambuilding

Presented by:

Presented by Edward Leigh, MA, Founder & Director of the Center for Healthcare Communication

Live Broadcast Date/Time:

Wednesday, May 18, 2016

12:00–1:00pm Mountain Time / 1:00–2:00pm Central Time

Series Overview:

Join Community Health Association of Mountain/Plains States (CHAMPS) and Colorado Community Health Network (CCHN) for the [**“Lunchtime Learning” Professional Skill Development Distance Learning Series!**](#) These six one-hour webcasts will take place between April and September of 2016. Participants may attend any selection of events; all are designed to provide professional development and skills improvement as a component of a continuous process of advanced practice transformation, with the goal of positively impacting retention rates at Region VIII health centers. The events are primarily targeted at health center administrative and clinical support staff, although staff members from all levels of the health center are welcome.

Event Overview:

Dysfunctional teams put patients at risk. Excellent patient care depends on the ability of people to work effectively as a team. The safety of patients is directly correlated with team efficiency. This engaging and high-content session will provide tools to understand vital steps of the team-building process. The session focuses on these key areas: a clear understanding of each individual’s responsibilities in a team; keeping a team motivated; and handling team conflict. By attending this session, you will learn powerful strategies to create high-performing teams that lead to superior and safe patient care.

Learning Objectives:

Upon completion of this session, participants should be able to:

1. Analyze benefits of top-performing teams to enhance patient care
2. List steps for building superior teams
3. Describe the responsibilities of individual team members
4. Apply methods of handling conflict among team members

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SERIES TIMELINE

- Event #1: Utilizing Mindfulness to Reduce Stress and Prevent Burnout (Archive Available)
 - Event #2: Creating a Productive Work Environment: Enhancing Teambuilding
 - Event #3: Creating a Productive Work Environment: Decreasing Negative Attitudes
 - Event #4: Creating a Productive Work Environment: Establishing Boundaries
 - Event #5: Managing and Caring for Difficult Patients
 - Event #6: Interpersonal Considerations for Care of Elderly Persons
- Visit <http://champsonline.org/events-trainings/distance-learning> for complete details, including registration for individual events.

CHAMPS ARCHIVES

This event will be archived online and on CD-ROM. The online version will be available within two weeks of the live event, and the CD will be available within two months. CHAMPS will email all identified participants when these resources are ready for distribution. For information about all CHAMPS archives, please visit <http://champsonline.org/events-trainings/distance-learning>.

DESCRIPTION OF CCHN

Colorado Community Health Network (CCHN) is a non-profit organization representing the 20 Colorado Community Health Centers (CHCs) that together are the backbone of the primary health care safety-net in Colorado. CCHN is committed to educating policy makers and stakeholders about the unique needs of CHCs and their partners, providing resources to ensure that CHCs are strong organizations, and supporting CHCs in maintaining the highest quality care. For more information about CCHN, please visit www.cchn.org.

DESCRIPTION OF CHAMPS

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve their patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, please visit www.CHAMPSonline.org.

SPEAKER BIOGRAPHY

Edward Leigh focuses on creating high-performing healthcare environments, primarily focusing on effective communication between professionals and with patients. He travels throughout the US presenting high-energy and informative programs for hospitals, healthcare associations, universities, medical practices, long-term care facilities and government organizations. He is the Founder & Director of the Center for Healthcare Communication. He has a master's degree in health education from Kent State University and this year will begin his doctoral studies in the area of patient engagement. He recently completed the soon-to-be-published book, *Engaging Your Patients*. His expertise put him in the national spotlight through interviews on The Today Show, MSNBC News, The Discovery Health Channel and can currently be seen on The Oprah Winfrey Network. He has been interviewed by Montel Williams and Katie Couric.

Creating a Productive Healthcare Environment

Part I - Enhancing Teambuilding

Presented by: Edward Leigh, MA



www.CommunicatingWithPatients.com

Wednesday, May 18, 12-1PM Mountain Time

*Lunchtime Learning: Professional Skill Development Distance Learning Series,
Part 2 of 6*

Hosted by:



www.cchn.org



www.champsonline.org

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Interactive Poll

How strong is team building at your Community Health Center?

- Very strong
- Pretty strong
- Strong
- Somewhat strong
- Not at all strong



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Interactive Question

How many total people are watching this event at your computer (yourself included)?

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Program Objectives

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4. Apply methods of handling conflict among team members.

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Interactive Question

According to the Joint Commission, what estimated percent of serious medical errors involve miscommunication between caregivers when responsibility for patients is transferred or handed-off?

- A. 30 - 40 %
- B. 40 - 50 %
- C. 50 - 60 %
- D. 70 - 80 %



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"There is no I in the word team."

I'm sure most of us have heard this popular quote. Yes, a team must focus on the goals of the group and not on any one individual (the "I"). However, a team is composed of a group of "I's" and we must understand how each "I" contributes to the success of the group.

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Effective Teamwork in Healthcare – Key Points

Patient Safety is the core reason that effective teamwork must take place in healthcare. Teams must function successfully to provide top clinical care.

Two people are a Team!: Every conversation between two people is an act of teamwork. This conversation involves effective listening to be sure information is correctly transferred. Ineffective transfer of information among team members is known as a “botched handoff.”

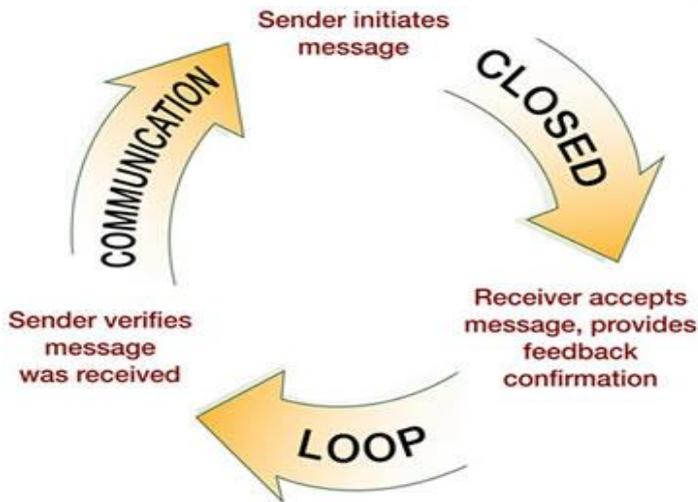
Botched Handoffs are the result of poor teamwork: Defective hand-offs can lead to patient harm in many ways including delays in treatment and inappropriate treatment.

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According to the Joint Commission, “An estimated 70-80 percent of serious medical errors involve miscommunication between professionals when responsibility for patients is transferred or handed-off.”

Check Back with Team Members



Slide courtesy of the Agency for Healthcare Research and Quality

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Check Back with Team Members

The receiver needs to accept the message **AND** confirm the message.

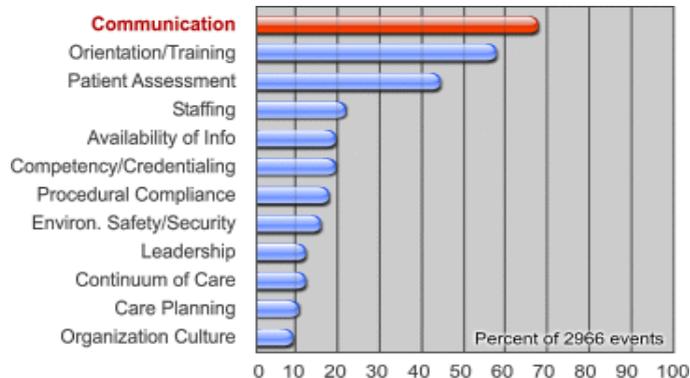
It is not enough for the receiver to simply state, "OK, got it." The receiver must repeat the message and the sender verifies it is correct

For example:

- Sender: Mary Smith BP is 120/80
- Receiver: I understand Mary Smith's BP is 120/80
- Sender: Yes, that is correct

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Root Cause of Sentinel Events (All Categories; 1995-2004) (According to the Joint Commission)



A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury.

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An example of Ineffective Teamwork

When a small group of people meet privately and determine the activities of the team.

When working on new projects involve ALL team members so everyone feels a sense of ownership in the new endeavor. This act can be accomplished through direct conversations or surveys.

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Teamwork Definition

Cooperative effort by the members of a group or team to achieve a common **goal**.
Work done by a number of associates, usually each doing a clearly defined portion, but all subordinating personal prominence to the efficiency of the whole.

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**Building successful
teams means building
successful goals.**

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Team Goals must be SMART Goals!

- Specific
- Measurable
- Acceptable / Action oriented
- Realistic
- Time frame

SMART Goals are also great tools for patient education. Help patients with their health by setting SMART goals.

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S

Specific - States exactly what you want to achieve.

M

Measurable - Establish clear definitions and calculations to determine that you are on track to meet and ultimately HAVE met your goal

A

Action-Oriented - Spells out specific steps you need to take to meet the goal. Describes the goal using verbs (action words). Outlines the activities.

R

Realistic - Takes into account that you have the resources that you will need to meet the goal. Assures that you have considered roadblocks to your success.

T

Time-bound - Have a clear beginning and end date. Assures that you have considered the time requirements necessary to complete the goal.

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Interactive Question

SMART is an acronym for a method of effective goal setting. What does the “T” stand for in the SMART acronym?

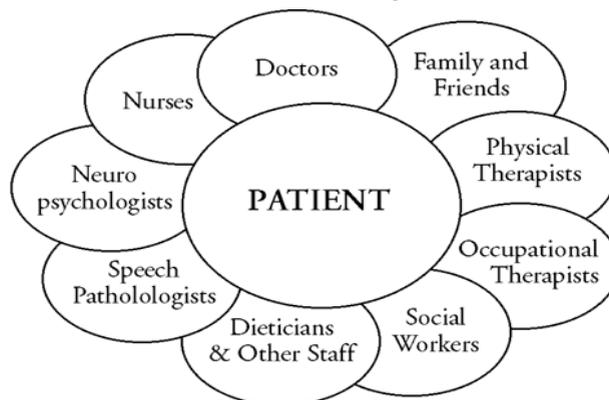
- A. Team
- B. Time
- C. Together
- D. Temporary



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Responsibilities of Individual Team Members

University of Iowa Hospitals and Clinics
Care Team for Brain Injured Patients



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Responsibilities of Individual Team Members

Job Description Responsibilities

These are the responsibilities clearly stated in the job description and are well understood by all team members. This type of responsibility tend to be broad statements.

Other Responsibilities

These items are not clearly identified and could become an issue. For example, one team member is not formally responsible for answering phone calls, yet they are near a ringing phone and the person who answers the phone is temporarily away. Does this person answer the phone? Another example -- who explains medications to patients? What exactly do they say to the patient? Who keeps other team members updated about the patient? These responsibilities can become an issue if they are not clearly defined.

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Responsibilities of Individual Team Members

“That’s not my job!”

A member of a team may state this item when asked to perform a certain task that is not listed in their formal job description.

It is vital that all team members know the responsibilities that are clearly stated within their job description, however they must also be aware of other responsibilities that may periodically be required based on current workplace situations.

These “other responsibilities” must be addressed early on in the process of team development. If these items are not mentioned, this sets the stage for problems.

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Interactive Question

In a Closed Loop System, the loop is officially considered complete when the receiver accepts the message.

- A. True
- B. False



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Team Conflict Resolution

Information from Mind Tools Company

Step 1: Prepare for Resolution

Acknowledge the conflict. Admit there is a conflict! The conflict cannot be resolved until we accept the fact there is an issue. The team must never ignore the issue for it will only grow and become even more challenging. Catch it early.

Agree to a cooperative process. Each member of the team must will willing to move toward resolution. This means putting the team first, and may involve setting aside individual opinions or ideas for the time being. Work toward the good of the team.

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Team Conflict Resolution

Information from Mind Tools Company

Step 2: Understand the Situation

Clarify positions. Each team member needs to clearly state his or her position. This is a vital step. Often openly discussing the different positions can help everyone view the entire spectrum of ideas and begin the resolution process.

Analyze in smaller groups. Break the team into smaller groups and carefully review each option, listing pros and cons. Use constructive language! Simply stating the idea is a horrible waste of time is not helpful. Remain open rather than critical.

Convene back as a team. This is a time for each subteam to discuss their thoughts and plans. This process can go a long way in moving toward resolution.

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Team Conflict Resolution

Information from Mind Tools Company

Step 3: Reach Agreement

At this point everyone understands all the options and have seen the pros and cons. With all the information the table, it is easier to reach an agreement on how to move forward.

Follow-up plans need to be planned. What will happen next? Who is responsible for what action?

Also, be sure to acknowledge the contributions of all team members. This builds team cohesiveness and can avoid future problems within the team.

NOTE: If there is still conflict and resolution is not reached, it may be time for negotiation, potentially blending possible solutions. Some teams may decide to have a vote.

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Happy Healthcare Team!



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Questions



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Thank you!



Edward Leigh, MA, Founder and
Director of the Center for Healthcare
Communication

Please join us next month for
a next **Lunchtime Learning
Professional Skill
Development** webinar on
June 15th!

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Thank You For Joining US!

Your opinions are very important to us.

Please complete the Evaluation for this event. Those attending the entire event and completing the Evaluation questions will receive a Certificate of Participation.

Each person should fill out their own Evaluation Survey.

Please refer to the SurveyMonkey link provided under the "Handouts" tab of the online event. The same link was provided in the reminder email sent out in advance of the event, and will be included in a follow-up email to those logging onto the live event. Please pass the link along to others viewing the event around a shared computer.

To learn more about trainings offered by CHAMPS and CCHN, please visit:

- www.CHAMPSonline.org/Events/
- www.CCHN.org/training-and-events



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Have a PUGtastic Day!

