High Reliability Work Environment : Teamwork and Collaboration

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Objectives

- Multi –Disciplinary & Team Collaboration Strategies in the Operating Room
- Concepts of Professional Team Communication in the Operating Room

True or False

- The Operating Room (OR) is a highly dynamic, threat-filled environment in which the safe, effective delivery of care requires reliable teamwork among the many professionals tending to the patient.

True or False

- Breakdowns in such team interaction can have a negative effect on patient outcomes when they result in delays in treatment, uncoordinated interventions, or misinterpreted information.

True or False

- Those teams able to foster an increased ''mindfulness'' among their members avoid or minimize these breakdowns through adaptive responses to the rapid changes they encounter.

Are you one of them?

On Teamwork

Alone we can do so little; together we can do so much.

---- Helen Keller

Talent wins games, but teamwork and intelligence wins championships.

----Michael Jordan

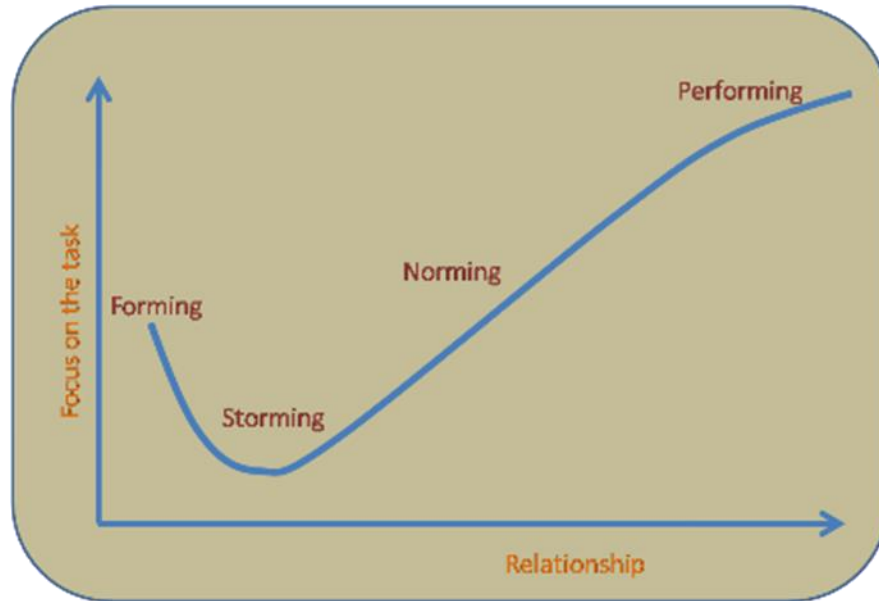Coming together is a beginning, staying together is progress, and working together is success.

---- Henry Ford

Teamwork

A dynamic process where healthcare personnel have complementary backgrounds and skills.

TEAMWORK:
Interdisciplinary collaboration

Tuckman's Teamwork Theory

Components of Teamwork

Teamwork consists of *essential qualities*, *structural qualities and process qualities*, where *synergy and goal - orientation* is important for **efficient teamwork** and to **achieve a mutual understanding of the goal**.

Sanberg

Components of Teamwork

- Interdependent collaboration
- Open communication
- Shared decision-making.

Effective teamwork in the workplace happens when:

- Individuals flourish as they use and develop their strengths. This is a focus on individual strengths and identifying where an individual's best contribution can be made.

- People come together building relationships and as they work together well results in effective Teamwork.

• When individual strengths and teamwork come together in pursuit of meaningful goals then performance starts to flow naturally and Results that are meaningful and rewarding to the team are achieved.

Communication

An effective, coordinated team must have an efficient mechanism for exchange of information.

At the simplest level, this requires the time, space, and regular opportunity for members to meet.

Communication

Fast Facts on Communication

- Flaws in communication can be present at <u>all organizational levels of care</u> and the effects may result in inefficiency, waste of resources and delays, and may even result in operating on the wrong patient or on the wrong part of a patient's body.

Fast Facts on Communication

- Poor communication can also lead to tension within the team, negative experiences and patient discomfort. These shortcomings are often due to communication taking place too late or that communication is either incomplete or incorrect.

Communication

Experiences of teamwork in regard to achieving patient safety, person-centered nursing care, interdependent collaboration and familiarity of the professionals' skills contributed to patient safety.

- A brief meeting, unfamiliarity of professionals' skills, uncontrolled tantrums and experiences of exclusion are counteractive to patient safety.

Common Barriers to Inter-professional Communication and Collaboration

- Personal values and expectations

- Personality differences

- Hierarchy

- Disruptive behavior

- Culture and ethnicity

- Generational differences

- Gender

- Historical inter-professional and intra-professional rivalries

- Varying levels of preparation, qualifications, and status

- Fears of diluted professional identity

- Concerns regarding clinical responsibility

- Complexity of care

- Emphasis on rapid decision making

Ideal system for communication would include:

1. A well-designed record system

2. A regularly scheduled forum for members to discuss patient management issues

3. A regular forum for discussion and evaluation of team function and development, as well as related interpersonal issues

4. A mechanism for communicating with the external systems within which the team operates

Team Communication

Strategies

Handing Off

Briefing and Debriefing

Huddles

Risk Reduction Management

Family Conferences

Checklists

Collaboration

Time Out Protocols

Thank You!