
The Importance of Providers Working as a Team

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Background

Background

- Why are providers unwilling to work on a patient care team
 - Differing opinions
 - Increased conflicts
 - Decreased financial incentive
 - Reluctance to change and/or accept new ideas and approaches challenging their own approach
 - Increased transparency and criticism

Why Teamwork is Vital

- Expanded access to care
 - Holistic approach (with access to more specialties)
 - More hours of coverage
 - Shorter wait times
- Fosters environment where all members are encouraged to utilize their scope most effectively
 - Better delegation of care
 - Understanding limitations of scope
- Improvement of intra- and inter-team communication
 - Increased understanding of communication styles between providers
 - Better continuity of care across different teams
- Decreased medical errors
 - Increased effectiveness in delivery of care
 - Increased transparency
 - More questioning of decisions

Barriers to Team Cohesion

Team/Organizational Level

- Inappropriate team size/composition
- Time/effort required to reach/maintain *performing* stage
- Financial/legal/organizational constraints
- Differences in work styles
- Limited integration of interdisciplinary communication skill development
 - Miscommunication
- Traditional hierarchy structure
 - *noted to also have benefits*
- Biases

Individual Level

- Poor understanding and appreciation of roles of other team members
- Willingness to accept feedback or suggestions from team members
 - Especially from professionals from other disciplines/backgrounds
- Specialization-focused education
 - Discipline-specific jargon - silo effect
- Incivility
 - Disrespect, gossip, withheld information, etc
- Biases

Consequences

- Decreased team trust
- Poor collaboration
- Decrease in communication
- Decreased staff satisfaction
 - Increased job turnover
- Delays in care
- Increased unnecessary costs
- Risk of inappropriate care



Best Practices as individuals

Best Practices as individuals

- Communicate respectfully
- Express appreciation for diverse knowledge- Inclusive behavior
- Speak up when expertise can be helpful
- Be transparent
- Develop good relationships among team members
- Make an effort to resolve conflict
- Focus the focus on the patient

Institutional Best Practices

Institutional Best Practices

What can be done on an organizational level?

- OB Collaborative Groups
- Reporting system
- TeamSTEPPS Approach
- Simulations
- Positive unit culture

Summary

- Teamwork is vital to healthcare team
- Barriers to teamwork impact patient care
- Individuals and organizations should be aware of the ways to best promote interdisciplinary teamwork

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