



TEAMWORK

Through our surveys, our patients are telling us that we need to improve on our communication skills.

When our patients are asked about Teamwork, this is a reflection of their entire stay with us and how the entire team worked together for their care. They want to see and KNOW that everybody is working together to ensure that their care is seamless. Our patients trust us when they see that we trust each other. How can we achieve this? Here are some ideas!

Communicate

- Through orders / discussion assure that all pertinent information is shared by the team.
- Secure chat – use it extensively for quick and fast communication with team members and recognize its limitations
- You are responsible to call the person when the chat has not been read promptly by the recipient
- No orders to be placed through chat
- Document in progress notes any important developments that occur via chat since they are otherwise unavailable in the chart
- Don't overuse chat particularly with on-call providers

Recognize Colleagues

- If you see somebody doing something well, acknowledge it, doing this in front of a patient (when you have the opportunity) builds up the associate and builds confidence for the patient.

Debrief

- After both positive and negative events
- Ask the team what went well and what are the opportunities for improvement.

Work Together

- Complete a task with somebody else



Resolve Conflict Quickly when it Arises