

Understanding Your Healthcare Team: Gauging Strengths and Limitations

Welcome! As you choose your seats, please be sure that you are not sitting directly next to someone that you know.



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Presenters

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- Gail Jensen, PhD, PT, FAPTA, FNAP
 - *Vice Provost for Learning and Assessment, Professor of Physical Therapy*
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Disclosures

THE AUTHORS HAVE NO RELEVANT FINANCIAL RELATIONSHIPS TO DISCLOSE.



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Learning Outcomes

By the end of this session, participants will be able to...

- Describe the seven drivers of team effectiveness.
- Self-assess the role of the seven drivers and to what extent they contribute to the effectiveness of their team.
- Generate action items using peer-to-peer coaching strategies

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The impact of high functioning teams



Improved safety, improved patient outcomes



Improved creativity and innovation



Increased job satisfaction and motivation

The data are compelling

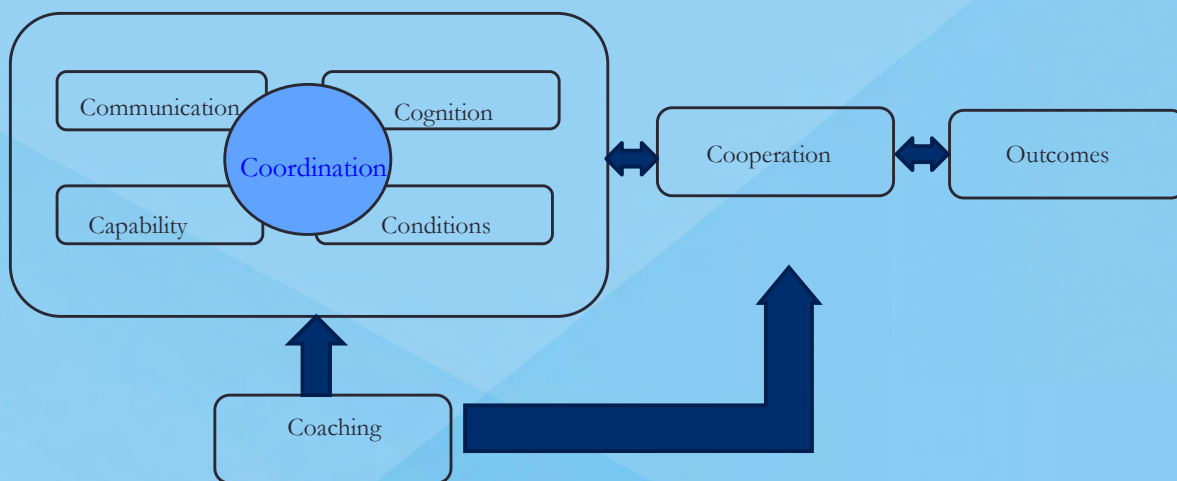
- Meta-analysis of 130 studies -- better teamwork processes **20 to 25% more likely to succeed** (LePine et al., 2008)
- Teamwork breakdowns prime source of **errors** (e.g., Institute of Medicine, 1999)
- Teamwork saves lives (Hughes et al., 2016)
- Orgs that boosted collaborative performance had 5% greater annual **revenue increases** than those emphasizing individual achievement alone

The Seven Drivers of Team Effectiveness

- Capability: right mix of knowledge, skills, and attributes
- Cooperation: right beliefs and attitudes
- Coordination: teamwork behaviors
- Communication: effective communication with each other and outside the team
- Cognition: shared understanding about key factors, priorities
- Coaching: necessary leadership behaviors
- Conditions: context for the team is favorable (resources, supportive culture)

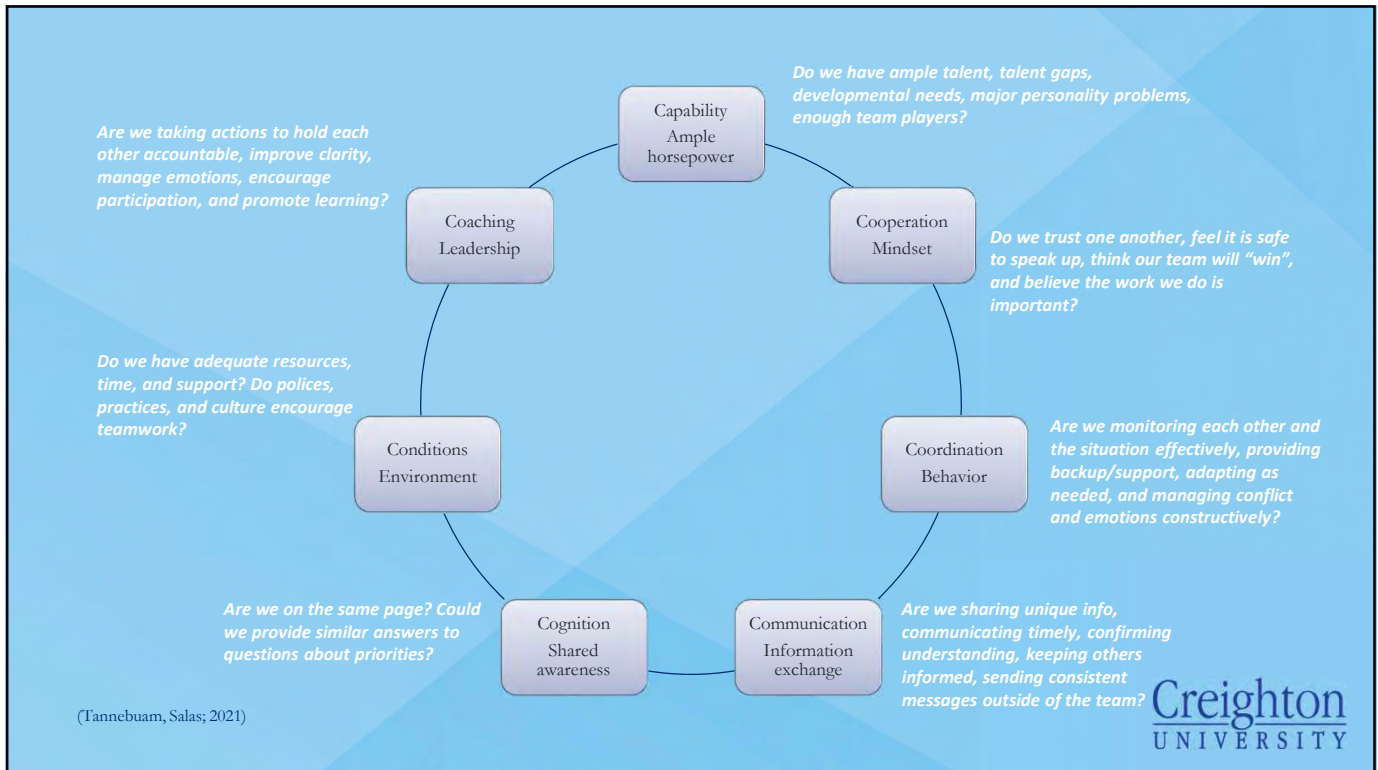
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Team Effectiveness Drivers



(adapted from Tannebaum, Salas; 2021)

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Self-Assessment

Let's do a quick diagnostic to understand your team

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Understanding Your Team

Driver

Key Questions

Notes/Thoughts

- *What is a possible concern/opportunity?*
- *How might we build on a strength or improve a weakness?*

Rating

- 5 = very strong
- 4 = Fairly strong
- 3 = Neither
- 2 = Fairly weak
- 1 = Very weak

Addressing Potential Concerns

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What teamwork experience have you had that represents an ineffective collaboration?

2 minutes to discuss the challenge and describe the help you need.

1 minute to ask clarifying questions.

turn chair

4 minutes to generate ideas.

turn chair back

1 minute to share what you found valuable about the situation.

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Report Out & Practical Tips

What similarities did you find in your discussion?

What valuable takeaways did you get from your “consultants?”

What, from today, are you willing to take with you back to your own teams?

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Questions?

Thank you

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