WIN 8 - Working in Teams

Lesson 2 - Teamwork Overview

Narrator:
Managing an effective healthcare team is a challenging responsibility—one that's becoming increasingly important. Canadian workplace culture emphasizes interdisciplinary team work and shared learning for a number of important reasons.

Our aging population and growing patient base calls for more complex skills and knowledge. At the same time, specialization within health professions is causing knowledge gaps between disciplines. In order to provide high quality, seamless care for patients, the best option is to function as an effective team.

But what is an effective team? A number of studies suggest it has some key characteristics.

A solid team has an established, collaborative leader. One who possesses a clear vision for the team and who actively provides support and supervision to team members.

Team members share a set of values directing the kind of service and care they provide.

The team has a culture of interprofessional trust, respect, and consensus, where each member's contributions are valued.

The vision of the team is supported in practical ways through efficient processes and infrastructure.

Documented feedback is encouraged in order to improve quality of care, particularly as it applies to patient outcomes.

Decision-making is done collaboratively within the team, and systems that promote communication are used effectively.

The team is made up of members with an appropriate mix of skills, competencies, and personalities.

Members are each skilled communicators. They understand the concepts behind effective teamwork, collaborative leadership, and communication. They also have a high level of professional knowledge and experience.

Each member's role is respected, yet an effective team has a culture of interdependence, working together.

And each member has access to training opportunities, rewards, recognition, and career development.

Creating and maintaining a team like this doesn't happen easily. It takes a leader who is willing to put in the time and effort to make it all come together.