

EFFECTIVE TEAMWORK (WEBINAR)

Do you have a **desire to lead system change** and truly make a difference?

The **Physician Leaders' Network (PLN)** was designed **BY physicians FOR physicians and their teams**; this network provides essential tools to encourage and lead effective system transformation towards the Patient's Medical Home within an Integrated Health Care System.

The "**EFFECTIVE TEAMWORK**" webinar is an essential PLN tool. It is approximately 45 minutes in length and is delivered on a web-based platform that is free to access.

Below are some highlights of **EFFECTIVE TEAMWORK**:

INTERDISCIPLINARY TEAMS

- Interdisciplinary teams are needed to develop solutions to complex problems
- Teams must be working together to manage the growing complexity of patients and the system

PRIMARY CARE RESEARCH

- Through the Alberta Primary Care Research Grant, we looked at the current state of how primary care teams are operating. The majority of teams tend to 'work alone, together' – meaning they refer patients to each other or work in silos to serve the same panel of patients.
- Working alone together or in silos prevents teams from being able to effectively support the complexity of the tasks that are required in primary healthcare.

CORE TEAM ELEMENTS: THE 7 C'S OF EFFECTIVE TEAMWORK

CAPABILITY

- Right people
- Right mix of knowledge, skills & attitudes

COOPERATION

- Attitudes, beliefs & feelings that drive team behaviour
 - Psychological safety
 - Mutual trust
 - Collective efficacy

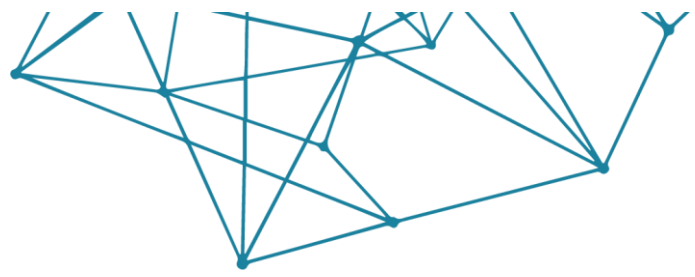
COORDINATION

- Regular communication – huddles, debriefs, EMR messaging, etc.
- Planning & self-correction
- 'Back-up' behaviour
- Mutual monitoring

COMMUNICATION

- Information exchange affecting a team's attitudes, behaviours and cognitions
 - Interpersonal skills
 - Psychological safety
 - (Communication influences cooperation & coordination)

physician leaders' network



COGNITION

- Shared understanding of roles and team goals
- Mental model: 'we' provide care
- Team norms

COACHING

- Team leaders:
 - Set the direction
 - Can be formal or informal, internal or external
 - Provide guidance and modelling
 - Share the load – 'distributed leadership'

CONDITIONS

- Supportive atmosphere
- Leadership sends 'signals' that teamwork matters

RESOURCES

CFPC PMH Report Card (2019): https://patientsmedicalhome.ca/files/uploads/PMH_ReportCard_2018-1.pdf

EnACT (Enhancing Alberta Primary Care Research Networks): <https://primarycareresearch.ca/>

Eduardo Salas - APCC Keynote 2015: <https://www.pcnpmo.ca/events-news/pastevents/APCC%202015/Dr.SalasKeynote.pdf>

Additional webinars on the PLN Website: <https://pcnmpo.ca/PLN/Pages/default.aspx>