Teamwork

Collaborative Decision Making / Mutual Support

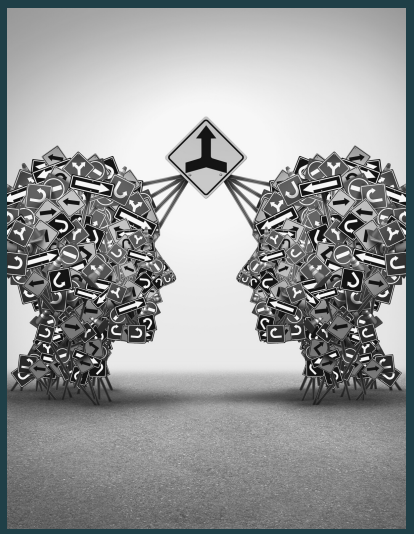
MAKING A PLAN AND SUPPORTING EACH OTHER

- Patient and family input is respected and prioritized
- Members promote and facilitate good **teamwork**
- All team members speak up and are assertive when necessary
- All team members share responsibility for achieving goals - it is understood that they rely on each other to be successful

Communication

HOW DO WE SHARE INFORMATION?

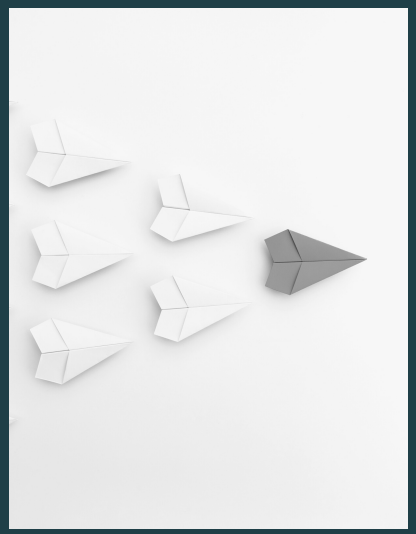
- Communication channels are open and communication is clear, concise and direct
- Information is available to all team members when they need it
- Communication is closed-loop
- Handoffs are organized and effective - all required team members are included including patients & family/support



Situation Monitoring

HOW DO WE STAY ON THE SAME PAGE?

- Shared understanding of situation and plan (shared mental model)
- Status is frequently reassessed
- Challenges are anticipated and planned for
- Team members cross monitor each other



Leadership / Membership

WHO IS ON THE TEAM?

- Everyone understands **who is on the team and what everyone's role is** (everyone has a role to play)
- Current Lead is clearly **identified**
- Patients and their family members are considered and empowered, enabled and have access to available tools to help them to be contributing members of the team
- Teams are built based on patient needs and evolve over time

Based on Team Scheme developed by University of Calgary: https://gregswings.ca/teamscheme

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