

## TEAM APPROACH

### Collaboration and Communication

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### Objectives

- ▣ Importance of healthy communication in the interprofessional healthcare team
- ▣ How to collaborate in healthy way to maximize outcomes and minimize stress/conflict

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### Scary Stats

- ▣ Poor communication costs US businesses up to \$1.2 trillion annually
- ▣ 43% of employees experience burnout, stress and fatigue due to communication issues
- ▣ 91% of employees feel their managers are poor communicators
- ▣ 68% of statistics are made up

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### Communication

- ▣ Goal= mutual understanding
- ▣ Problem= communication involves people

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### Healthy Communication

- ▣ Enhances decision making
- ▣ Builds trust
- ▣ Reduces conflict/tension
- ▣ Encourages positive work culture
- ▣ Fosters stronger teamwork
- ▣ Protects patients

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### Healthy Communication is Difficult

- ▣ We're dealing with people
- ▣ High stress levels
- ▣ Avoidance
- ▣ Different styles
- ▣ Hierarchy
- ▣ Time

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### People involved:

- ▣ Admissions, RN, lab/radiology tech, RN1, MD 1, PCT, MD2, PA/NP, RN2, PT/OT, Pharmacist, Resp, Environmental, MD3, PA/NP, MD4, dietitian, chaplain, SW.
- ▣ Standard Inpatient stay- 10 to 30 staff
- ▣ ICU- 50 or more
- ▣ You see why communication and collaboration is vital?!

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### Things to remember:

- ▣ Understanding does not mean agreeing
- ▣ Communication is a skill
- ▣ Believe the best
- ▣ Own it!

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### Speaker / Listener

- ▣ Active listening
- ▣ Speak only for yourself
- ▣ Paraphrase what you hear
- ▣ Don't give a rebuttal
- ▣ Share the floor
- ▣ Use "I" statements

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### Example:

- ▣ Whitney "I felt a little betrayed and hurt when you changed that patient's meds without telling me"
- ▣ Me "So, what I hear you saying is you were upset about me changing the medication without letting you know"
- ▣ Whitney "yes, I feel like maybe you didn't trust me and I wish you would've let me know"
- ▣ Me "I am so sorry for not letting you know. I was trying to get encounters closed quickly and didn't think to let you know"
- ▣ Whitney "So, what I hear you saying is you were getting inbasket work done and got in a hurry and didn't think to reach out"
- ▣ Me "yes, exactly. I will try to do better in the future"
- ▣ Whitney "thank you for that, and thank you for working on the inbasket"

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### Collaboration

- ▣ Working together with others to achieve a common goal
- ▣ Keys:
  - Shared Goals
  - Mutual Respect
  - Healthy Communication
  - Defined Roles
  - Joint Decision-making

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### Why Collaboration Matters

- ▣ Improves patient safety and outcomes
- ▣ Reduces errors
- ▣ Enhances satisfaction
- ▣ It's what working in healthcare is all about

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### Tips for Success

- ▣ Frequent touch points (debriefs/huddles)
- ▣ Respect each other
- ▣ Ask questions
- ▣ Establish shared goals
- ▣ Define roles
- ▣ Accept feedback/criticism professionally
- ▣ Build trust
- ▣ Be flexible
- ▣ Celebrate success (recognize individual contributions)

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### Conflict Resolution

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| <ul style="list-style-type: none"> <li>▣ Unavoidable</li> <li>▣ Own your junk</li> <li>▣ Address issues early</li> <li>▣ Focus on the problem, not the person</li> <li>▣ Stay calm and respectful</li> <li>▣ Take time-out if needed</li> <li>▣ Seek common ground</li> <li>▣ Communicate clearly</li> <li>▣ Avoid passive or passive-aggressive behavior</li> </ul> | <ul style="list-style-type: none"> <li>▣ Communicate clearly</li> <li>▣ Avoid passive or passive-aggressive behavior</li> <li>▣ Bring in others when needed</li> <li>▣ Find common ground</li> <li>▣ Agree on action</li> <li>▣ Check in later/future</li> <li>▣ Keep the conversation open</li> <li>▣ Bring in others when needed</li> </ul> |
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### Things to Avoid

- ▣ Blaming
- ▣ Stonewalling or silent treatment
- ▣ Escalating , yelling
- ▣ Bringing up unrelated past issues
- ▣ Invalidating
- ▣ Constant withdrawing
- ▣ Negatively interpreting

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### Problems:

- ▣ Personal
- ▣ Professional
- ▣ Solution will vary depending on the problem
  - Speaker/listener
  - Manager involvement
  - Systems/processes

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### Scenarios:

- ▣ An RN has a difficult time getting a provider to call them back regarding orders.
- ▣ A sick patient has no clear plan and/or has discrepancy in plans from different staff involved

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