

You can build a team

Module 16

Learning objectives

- Explore the principles of multidisciplinary teams
- Explore role and responsibilities in PC teams
- Recognise importance of patients and family focus
- Review what makes a good team
- Understand own conflict management style
- Discuss management of conflicts in teamwork

- What makes a good team?



Team exercise

- In your hospitals teams
 - make a giraffe using only newspaper and sellotape
 - the winner will be the giraffe that is the tallest
 - in order to win the giraffe must stand unaided for 10 seconds

Teamwork

- What is the interdisciplinary approach?
 - an approach that involves two or more professions, technologies, departments working together towards a common goal



Teamwork in palliative care

- Why is interdisciplinary approach needed?
 - palliative care is holistic
 - physical, psychological, social, spiritual
 - no one discipline can address adequately all these domains in the patient and family
 - role of team members may shift/change/
become more prominent/reduce across the domains with the disease progress

Interdisciplinary team



Support staff-
paramedics,
volunteers



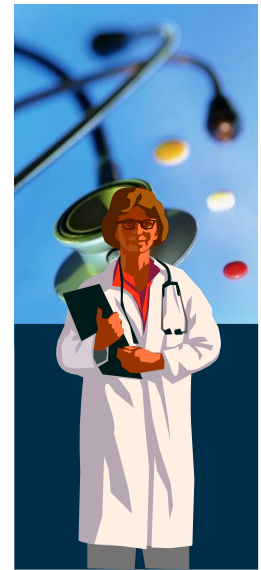
Receptionist,
data & filing
patient info, IT



Traditional
healers



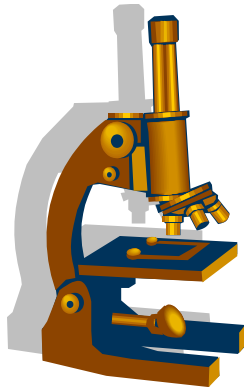
Spiritual care,
social worker



Doctor/
Nurse



Specialists/
consultants



Amenities:
e.g. Cafeteria

Diagnostics : Laboratory,
x-rays, radiotherapy
mammography, pap smear



Legal
professionals



Medicines
department

- What role do you play in your current teams?
- What role do you see yourself playing in your palliative care team?



- What are the challenges in working as a team?



Conflict in teams

- Conflict management styles
 - understand you own responses
 - may be different in different relationships
 - think of the affect on others
 - think about how to use less common styles

Palliative care

- ‘Adding life to days not days to life’



Teamwork

- Who?
- generalist / specialist
 - nurse
 - doctor
 - volunteer
 - social worker
 - chaplain
 - counsellor / psychologist
 - physiotherapist / OT



Teamwork

- How?
 - Together
 - Everyone
 - Achieves
 - More



‘If you want to travel fast travel alone; if you want to travel far travel together’

Teamwork

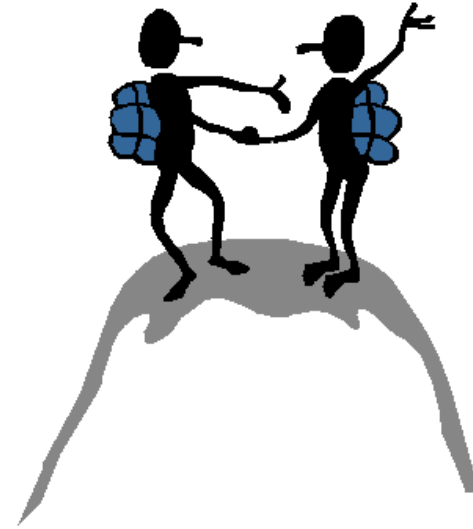
- Partnership
 - with patient
 - with family
 - with palliative care colleagues
 - with other colleagues



‘together we can make a difference’

Teamwork

- How?
 - common goal / vision
 - respect
 - trust
 - honesty
 - good communication
 - clear roles
 - complementary skills
 - humour



Without vision the people perish Prov29v18

Teams

- Difficulties
 - patient
 - personal
 - interpersonal

FOREWORD BY DR. MENSA OTABIL

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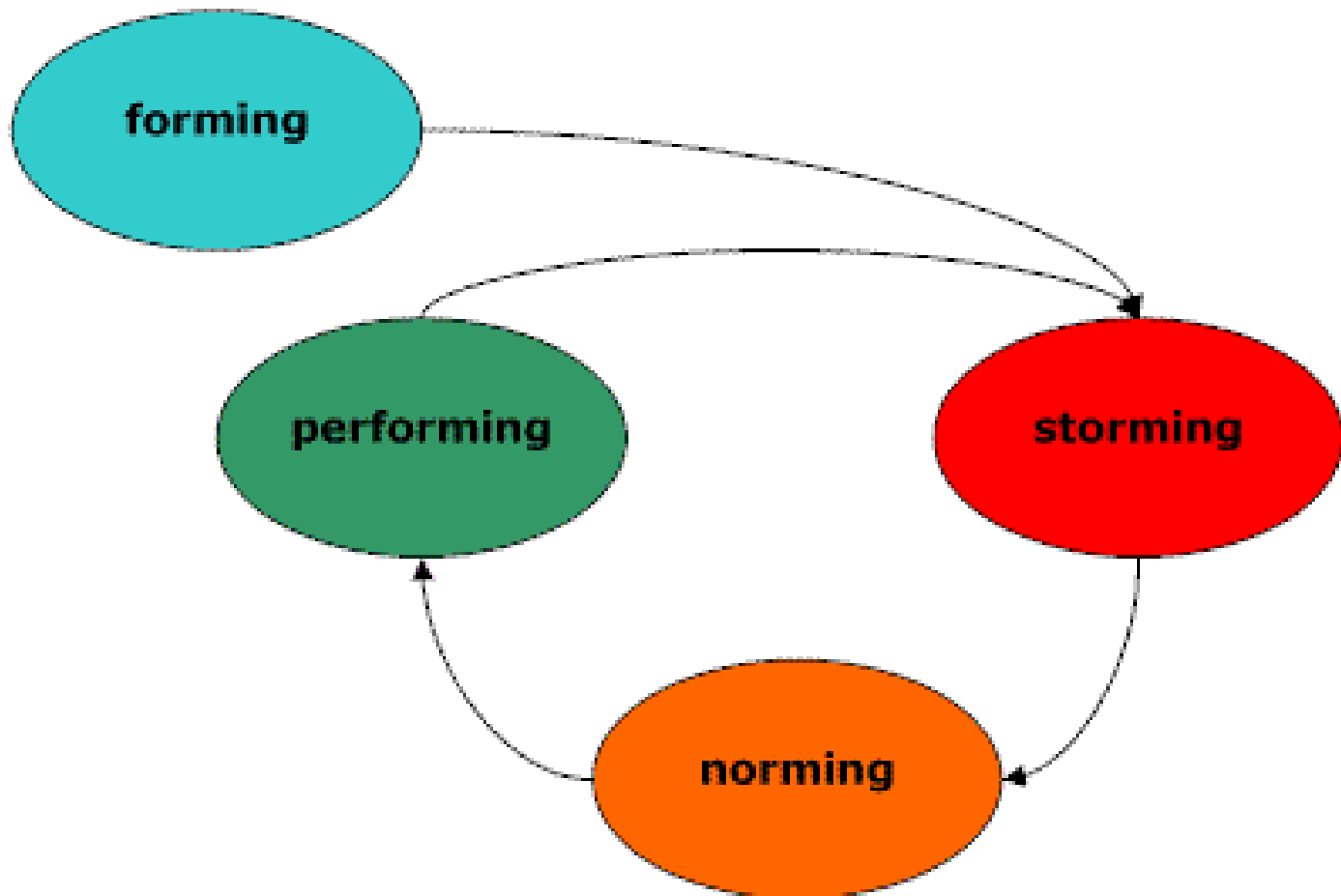
earlyLife

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YOU FAILED SO WHAT?
TETTEH NETTEY

Team development



Team development

■ Forming

- friendly, no trust yet, leader directs, processes ignored, no clear roles and responsibilities

■ Storming

- ideas suggested by group, relationships made and broken, can get stuck here

■ Norming

- agreed rules and values, know their contributions, need to keep focus

■ Performing

- independent, motivated, confident, respect, collaboration, communication, agreed vision

Team support

- Informal
 - team philosophy
 - value
 - respect
 - laughter
 - time out
 - rituals / celebrations



Team support

- Formal
 - peer group support
 - team building
 - appraisal
 - supervision / mentoring
 - training / education
 - debriefing
 - management



- n These resources are developed as part of the THET multi-country project whose goal is to strengthen and integrate palliative care into national health systems through a public health primary care approach
- Acknowledgement given to Cairdeas International Palliative Care Trust and MPCU for their preparation and adaptation
 - part of the teaching materials for the Palliative Care Toolkit training with modules as per the Training Manual
 - can be used as basic PC presentations when facilitators are encouraged to adapt and make contextual



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