BUILDING DREAM TEAMS: 
Improve the Patient Experience with High-Functioning Teams

Presented by UCLA Health Training
Shola Richards, Director
Sherry Dodge, Specialist
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“If you want to go fast, go alone. If you want to go far, go together.”
-African Proverb
Creating High Functioning Teams

HOW WE GOT HERE
The Effect of Teamwork on the Patient Experience

- “Teams working together in high-risk and high-intensity work environments make fewer mistakes than individuals. They demonstrate greater flexibility, adaptability, resistance to stress, cohesion, retention and morale.” (Baker et al. 2005a; Gully et al. 1995, 2002)

- “A healthcare system that supports effective teamwork can improve the quality of patient care, enhance patient safety, and reduce workload issues that cause burnout among healthcare professionals.” (Teamwork in Healthcare, 2006)
"Teamwork can have positive effects, particularly in quality and safety. Teamwork can also reduce medical errors, improve quality of patient care, and reduce burnout of healthcare professionals." (Oandasan et al. 2006)

"Several investigators have reported a link between nursing staff satisfaction and teamwork and linked higher levels of nursing teamwork with fewer patient falls, lower vacancy, and turnover rates." (Morey et al. 2002)
Making it a Great Place to Work!
Course Objectives

• Recognize qualities of high functioning teams and identify key areas for improvement.

• Discover our emotional triggers and learn how to manage them professionally.

• Identify specific behaviors associated with emotional intelligence.

• Identify key goals and strategies for creating an environment that will make your team an even better place to work.
It’s NOT about “Trust Falls”
The *Real* Objective behind the Objective

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- Discover our emotional triggers and learn how to manage them professionally.
- Identify specific behaviors associated with emotional intelligence.
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- Flip the concept of team building on its heels and move away from the manager as the problem.
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- Identify key goals and strategies for creating an environment that will make your team an even better place to work.
The *Real* Objective behind the Objective

- Flip the concept of team building on its heels and move away from the manager as the problem.
- Plenty of self-reflection, high personal ownership and opportunities for personal epiphanies.
- Identify specific behaviors associated with emotional intelligence.
- Identify key goals and strategies for creating an environment that will make your team an even better place to work.
The *Real* Objective behind the Objective

- Flip the concept of team building on its heels and move away from the manager as the problem.
- Plenty of self-reflection, high personal ownership and opportunities for personal epiphanies.
- Really talk about emotional intelligence and help everyone to see themselves as leaders.
- Identify key goals and strategies for creating an environment that will make your team an even better place to work.
The *Real* Objective behind the Objective

- Flip the concept of team building on its heels and move away from the manager as the problem.
- Plenty of self-reflection, high personal ownership and opportunities for personal epiphanies.
- Really talk about emotional intelligence and help everyone to see themselves as leaders.
- Create a positive and inspirational environment that would result in real, sustainable personal growth.

It begins with U
Creating High Functioning Teams

THE PROCESS
3-Hour Agenda Overview

I. Welcome/Ground Rules/Objectives (30)

II. Emotional Triggers (20)

III. Characteristics of High-Functioning Teams (15)

   BREAK (10)

IV. Creating Team Ideals (60)

   BREAK (5)

V. Emotional Intelligence (15)

VI. Creating an Attitude Shift (15)

VII. Personal Commitment (10)
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Phase 1: Rotation Activity

Brainstorming Session
How would you like your team to achieve this?
Phase 2: Creating Team Ideals

Trust

1. Our team will be a good example by letting staff know they can do the job without constant supervision.

2. Our team will be committed to having difficult conversations when we feel there is a breach in trust.

3. Our team will commit to transparency, by explaining the whys, what & how.
WHAT WE DISCOVERED
What We Discovered

- Pre-meetings with managers
- 3-hour session works best
- Present as a team to model teamwork
- Ground rules set the tone
- “Suitcase training” requires flexibility
Common Challenges & Solutions
Challenge #1: Rogue Participant
Challenge #2: Less Than Ideal Room
Challenge #3: Struggling to Find Ideas
I am confident that we can create meaningful change on this team.

1111% INCREASE!
I feel that I have the ability and tools to positively affect this team.

112% INCREASE!
Our team has a specific plan to address the interpersonal challenges facing this team.

761% INCREASE!!!
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