



1

**WANTED**  
**EXPERT**  
The internet needs experts. No experience required. Skills preferred: the ability to act 6 ft tall and 300 pounds, paraphrasing, head grammar and spelling, logging in, no education in specified field, no education in specified field, no education in specified field.

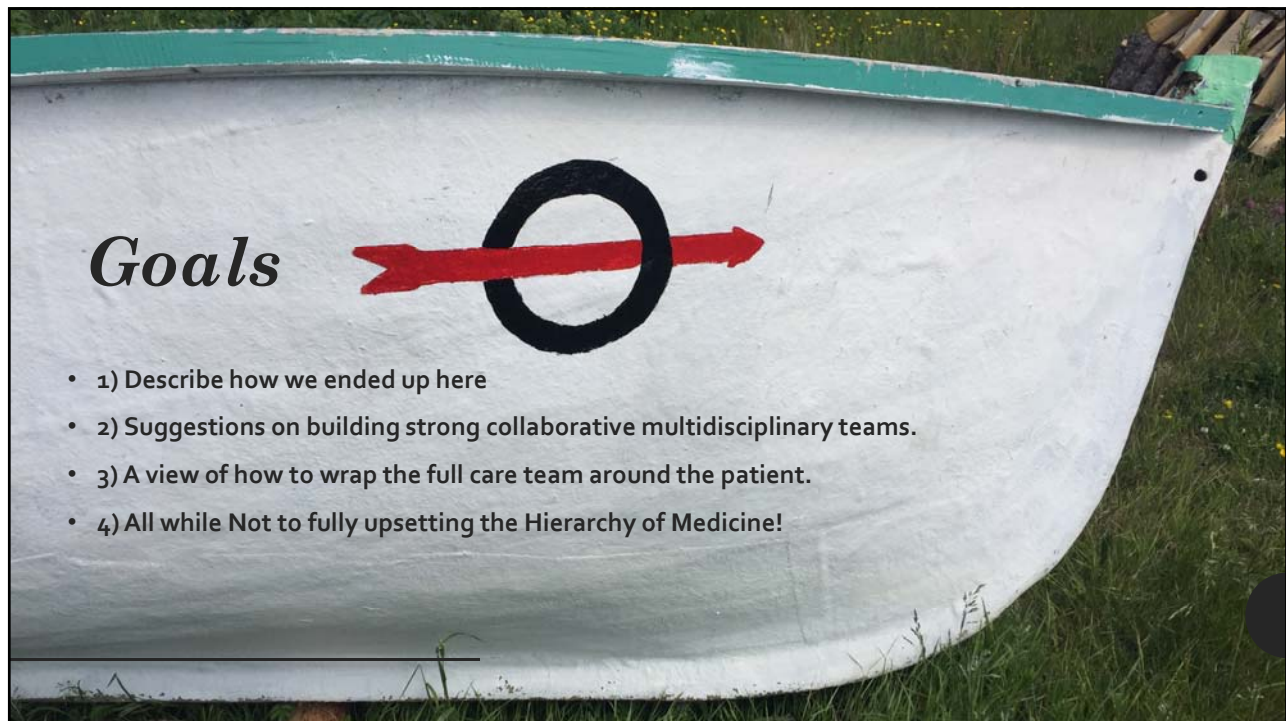
*Faculty  
Presenter  
Disclosure*

- **Faculty:**
  - Dr. Christopher Patey
  - Susan Snelgrove NP
  - Paul Norman RN
- **Relationships with commercial interests:**
  - **Grants/Research Support:** none
  - **Speakers Bureau/Honoraria:** none
  - **Consulting Fees:** none
  - **Other:**
    - All are Employees of Eastern Health
    - CIRIS Research Unit – Paul & Chris
    - SurgeCon Innovations INC – Paul & Chris

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Home > Programs > Effective Team Interactions

## EFFECTIVE TEAM INTERACTIONS

The **Effective Team Interactions** course will enable more effective and safer interactions between healthcare colleagues, through enhanced communications strategies and skills.

**This program is for:** Physicians, Residents and Healthcare Professionals

**Benefits of the program:**

Developed in partnership with the CMPA, this program leverages the CMPA's breadth of knowledge and understanding of physicians' needs and healthcare safety issues. The program taught by experienced faculty is evidence-based and highly practical and will provide physicians and healthcare professionals with the tools and skills to improve their interactions with their multi-professional colleagues.

BACK TO ALL PROGRAMS

DISCOVER ALL SAEGIS PROGRAMS AND SERVICES

LEARN MORE

- \$699 & 8 Hours
- Highly Informative & Researched
- True Intellectuals & Evidence Based
- **As Opposed Our TEAM TALK ---**
- Bay Story & we are Dirt Cheap
- 'Highly Leveraged' *what*
- We have a Breath of Nothing except Frontline Experience!
- Three of us put together we have Superior Intellectual Capacity.
- Guaranteed Heart and Grit & Thankfully now it is too Late for NLCFPC to get us off this stage!

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EMERGENCY

1 Cleanliness | 1 Facilities | 1 Services | \$1 Value ★☆☆☆☆

If you can avoid this hospital, please do. The doctors don't care, they push you along. No one explains anything. And the wait times are worse than St. John's.

Submitted Nov. 27, 2014 | flag

1 Cleanliness | 1 Facilities | 1 Services | \$1 Value ★☆☆☆☆

This hospital is unresponsive to patient needs; slovenly in appearance with an apathetic staff. The facility is filthy and lacking in hygiene in the extreme. This is certainly the worst hospital in Newfoundland, and likely in all of North America.

Submitted Nov. 1, 2014 | flag

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## *We are Frontline & A Rural Team*

Nurses/NP's

Paramedics

Physicians

Specialists

Smaller teams

In Rural Teams?

- Really feel part of a team
- Sense of community & belonging

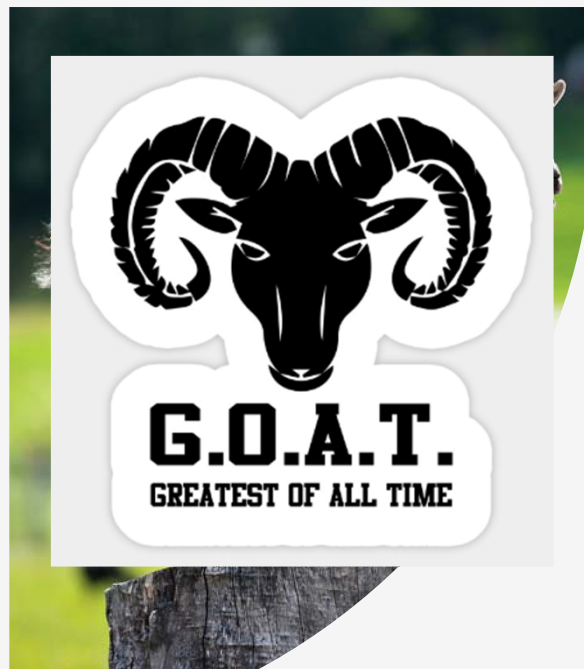


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## *Concept of GOAT*

*What comes to mind??*

*Throw some of those best teams at us...*



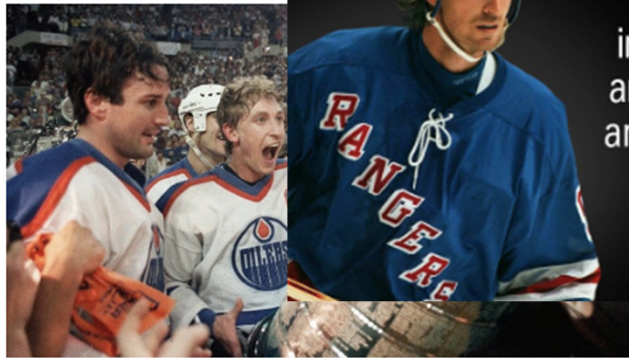
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## 1984-85 Edmonton Oilers voted greatest NHL team in history



'We had a love for the game,' says Wayne Gretzky

The Canadian Press · June 5, 2017



Wayne Gretzky and Paul Coffey await the presentation of the Stanley Cup after defeating the Philadelphia Flyers in the 1985 final. That team has been named by the NHL as the greatest in history. (Bill Grimshaw/Canadian Press)

**Hockey is a unique sport**  
in the sense that you need each  
and every guy helping each other  
and pulling in the same **direction**  
**to be successful.**

— Wayne Gretzky

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'95-96 CHI

72 WINS • 1996

The strength of the team  
is each **individual member.**  
The strength of each member is the **team.**

— Phil Jackson —

6 LIFE LESSONS FROM  
THE 1996 CHICAGO BULLS  
by Jack M Silverstein

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**Teamwork in Healthcare**


**Teamwork** in health is defined as two or more people who interact interdependently with a common purpose, working toward measurable goals that benefit from leadership that maintains stability while encouraging honest discussion and problem solving .

 Human Resources for Health

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*Healthcare  
Team Environment*



Do we really exist as Teams?

Or are you working in a Department?

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JONA  
Volume 43, Number 3, pp 142-148  
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THE JOURNAL OF NURSING ADMINISTRATION

## Nurse-Physician Teamwork in the Emergency Department

*Impact on Perceptions of Job Environment, Autonomy, and Control Over Practice*

David O. Ajeigbe, PhD, RNC  
Donna McNeese-Smith, EdD, RN, NEA-BC

Linda Searle Leach, PhD, RN, NEA-BC  
Linda R. Phillips, PhD, RN

**BACKGROUND:** Teamwork is essential to safety. Few studies focus on teamwork between nurses and physicians in emergency departments (EDs).

**OBJECTIVE:** The aim of this study was to examine differences between staff in the interventional group EDs (IGEDs) and control group EDs (CGEDs) on perception of job environment, autonomy, and control over practice.

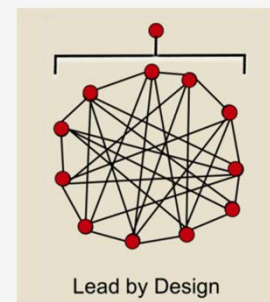
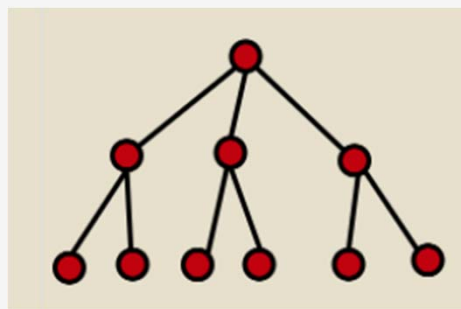
**METHODOLOGY:** This was a comparative cross-sectional study of the impact of teamwork on perceptions of job environment, autonomy, and control over practice by registered nurses and physicians (MDs) in EDs.

**RESULTS:** Staff in the IGEDs showed significant differences compared with staff who worked in the CGEDs on staff perception of job environment, autonomy, and control over practice.

**CONCLUSION:** Active teamwork practice was associated with increased perceptions of a positive job environment, autonomy, and control over practice of both nurses and physicians.

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*How does  
your Team  
Work?*



- On the Front Line in your Office/ Clinic/ Hospital  
How do you encourage TEAMWORK?

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# Paul's World



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*How Working as a Nurse Often Feels*



**Predicting Registered Nurse Job Satisfaction and Intent to Leave**  
 Larrabee, June H. PhD, RN; Janney, Michelle A. PhD, RN, CNAA; Ostrow, C Lynne EdD, RN; Withrow, Mary Lynne MSN, RN; Hobbs, Gerald R. Jr PhD; Burant, Christopher MA, MACTM  
 Journal of Nursing Administration: May 2003 - Volume 33 - Issue 5 - pp 271-283  
 Articles

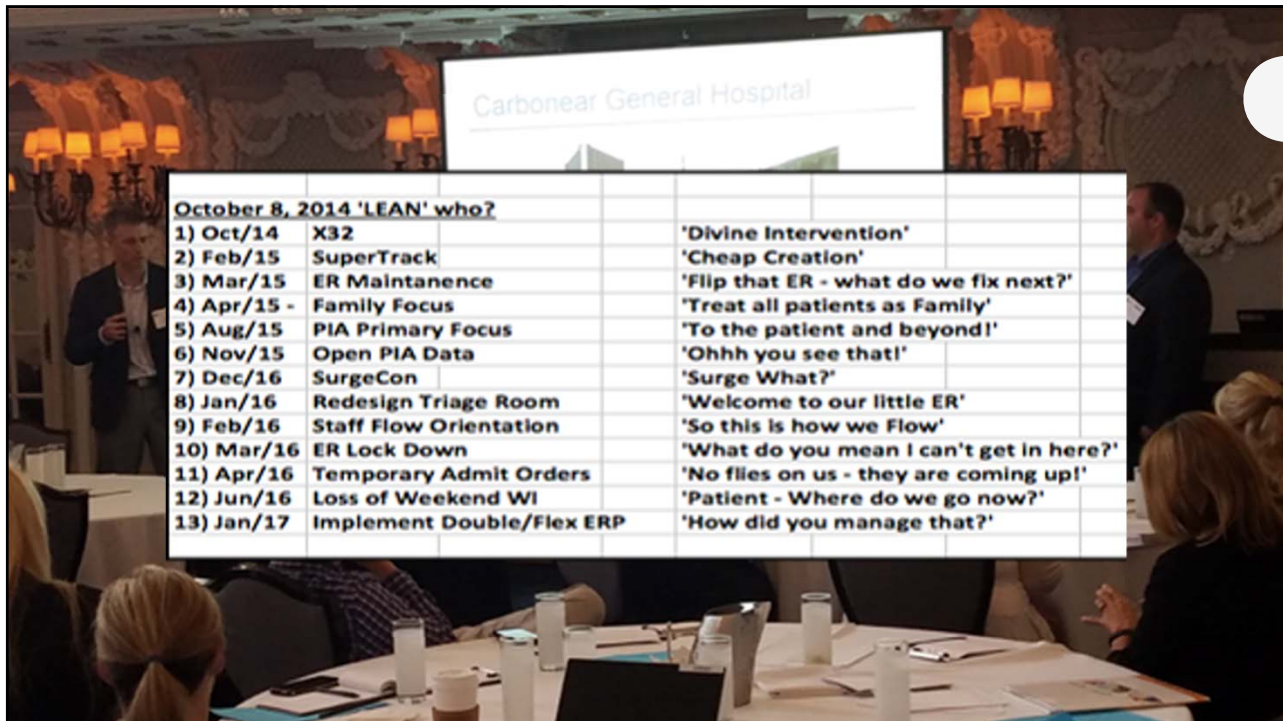
Results: The major predictor of intent to leave was job dissatisfaction, and the major predictor of job satisfaction was psychological empowerment. Predictors of psychological empowerment were hardiness, transformational leadership style, nurse/physician collaboration, and group cohesion.

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## *Don't kick over the sand castle*

- Communicate
- Sound strategy
- Positional awareness



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*TRUST TO DR. ROBOT*

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*So I have never met a  
food I did not like..  
What is a team food?*



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***SUSAN's  
World***



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So, what's it like to be  
a Nurse Practitioner?



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## FactSheet



### **NURSE PRACTITIONERS IN THE EMERGENCY DEPARTMENT**

- To effectively assess urgent / Non-Urgent conditions
- To work both independently and collaboratively in the ER setting
- To reduce ER wait times while promoting patient flow
- Priority is to facilitate a fuller implementation of NP's in the ED

Permission to reproduce is granted. Please acknowledge the Canadian Nurses Association.

[cna-aiic.ca](http://cna-aiic.ca)

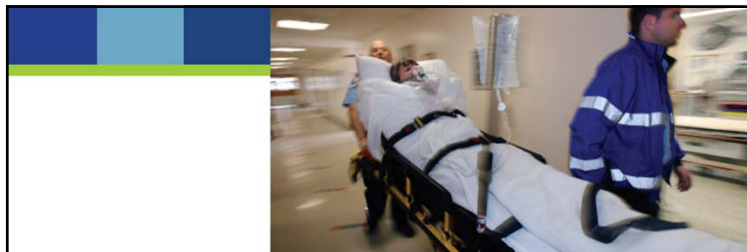
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# *RN or NP Role*



I was a nurse so why not do all nursing duties as well?

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A Strategy to Reduce **Emergency Department Wait Times** in Newfoundland and Labrador 2012



## Hello to my New ED!



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## **Dedicated 'OFFICE'**

- Front End Super-Track Space
- No Silos - Incorporated
- No Competition
- Work in Same Space



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## With Improvements & Incorporation... Nurse Practitioner Training in Rural Newfoundland



- MUN Nurse Practitioner Students
- University of Toronto Nurse Practitioner Students
- Athabasca University Nurse Practitioner Students

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*Create a  
NP  
Education  
Network*



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*Initiated  
NP  
Research*



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## *Professional Development*

- Fulfilling Competencies
- Leadership / Mentorship



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So, what's it like to be  
a Nurse Practitioner?

*After !!!!!!!*



*To Be Part Of An Awesome Team !!!!*

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## Chris' World



- Medical training learned little about working with a team yet everyday I am part of a **TEAM**
- Pulled to ED because of multidisciplinary **TEAM**
- Drawn to Carbonear - Rural & Potential and **TEAM**
- Frustrated with lack of true global dynamic **TEAM**
- Dug Deep to create a :
  - **Offensive** culture change - improve local care
  - **Defensive** wall to support those following
  - All Sounds like a **TEAM** to Me!

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Medical student

### DOCTORS left

Dr. Mankaeva

Dr Fadeel

Dr Sneddon

Dr Goodall

Dr Ilo

Dr Augla

Dr Gayapershad

Dr Tau

Dr Bottomley



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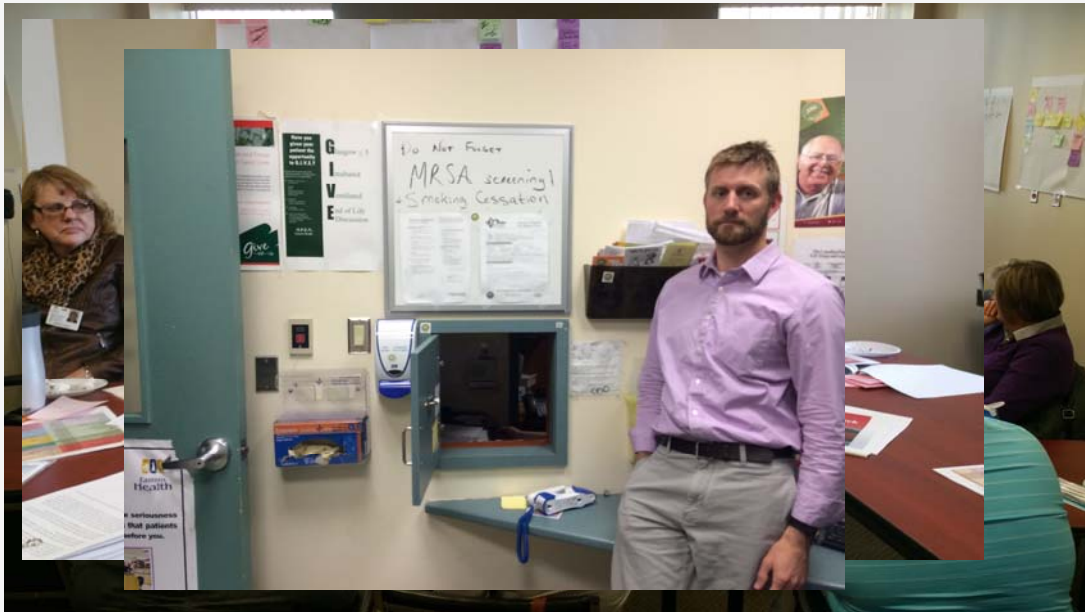


- Energetic, Innovative, Engaged
- We have been through it step by step
- Truly Listening and Putting up with Dr. Robot
- LEARNED - Every nurse has and wishes to add something to the system



- Arrived by Parachute
- Caring, Extremely Hard Working, Pride (As opposed to Paul)
- How can she just be dropped in – Trial by Fire!
- LEARNED – It is essential that we all do our best to 'incorporate' every team members to benefit all.

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Apr 11, 2018, 09:33  
 Apr 6, 2017, 06:03  
 Dec 3, 2014, 20:06  
 Oct 14, 2013, 10:50  
 Aug 28, 2013, 18:25  
 Apr 19, 2013, 08:13  
 Mar 27, 2013, 20:32  
 Sep 26, 2012, 19:27  
 Sep 26, 2012, 19:01  
 Aug 5, 2012, 14:32  
 Aug 5, 2012, 14:28  
 Aug 5, 2012, 07:14  
 May 30, 2012, 22:32  
 Apr 23, 2012, 07:58  
 Mar 23, 2012, 10:56  
 Feb 3, 2012, 08:18  
 Nov 24, 2011, 00:11  
 Oct 22, 2011, 08:19  
 Oct 22, 2011, 06:52  
 Oct 7, 2011, 07:11  
 Sep 14, 2011, 16:47  
 Aug 24, 2011, 17:22  
 May 31, 2011, 08:09  
 Mar 23, 2011, 17:12  
 Mar 20, 2011, 10:45  
 Mar 16, 2011, 17:41

*Chris*

**Carbonear Emergency Physician Schedule** January 3, 2018

April - June 2018

April 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 RP	2 CP	3 MB	4 RB	5 HA	6 HA	7 CP
PM MD	LE	LE	RP	MB	PH	HA
8 RP	9 RP	10 CP	11 RB	12 MB	13 HA	14 HA
PM HA	MD	LE	RP	ZR	MB	PH
15 CP	16 RP	17 RP	18 RB	19 MB	20 MB	21 HA
PM HA	HA	MD	RP	LE	ZR	MB
22 HA	23 CP	24 RP	25 RB	26 CP	27 MB	28 MB
PM PH	HA	HA	RP	LE	LE	ZR
29 HA	30 HA					
PM MB	PH					

May 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 CP	2 RB	3 CP	4 RP	5 MB
AM PM		HA	RP	MD	LE	LE
6 MB	7 HA	8 HA	9 RB	10 CP	11 RP	12 RP
PM ZR	MB	PH	RP	HA	MD	LE
13 MB	14 MB	15 HA	16 RB	17 CP	18 RP	19 RP
AM PM	LE	ZR	RP	HA	MD	MD
20 CP	21 MB	22 MB	23 RB	24 HA	25 CP	26 RP
AM PM	LE	LE	RP	PH	HA	HA
27 RP	28 CP	29 MB	30 RB	31 HA		
PM MD	LE	LE	RP	MB		



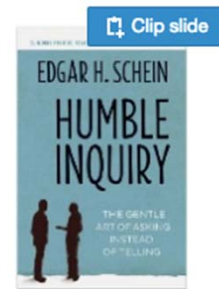
*My TOP 3 To Be a Good Team Player/Leader...*

- Listen More
  - & Listen to More!
- Step forward more often
  - And Less often!
- Remember Importance of the impact of Positive Change and Role Model



## Concept of Humble Inquiry

Humble Inquiry is the fine art of drawing someone out, of asking questions to which you do not already know the answer, of building a relationship based on curiosity and interest in the other person.



**Asking Over Telling:  
Using Humble Inquiry to build trust and do great work**

Ellen Grove & Bruce Scharlau #Agile2017

- You can't effectively pursue joy in work without a spirit of camaraderie and common purpose - Edgar Schein

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## Concept of Synergy



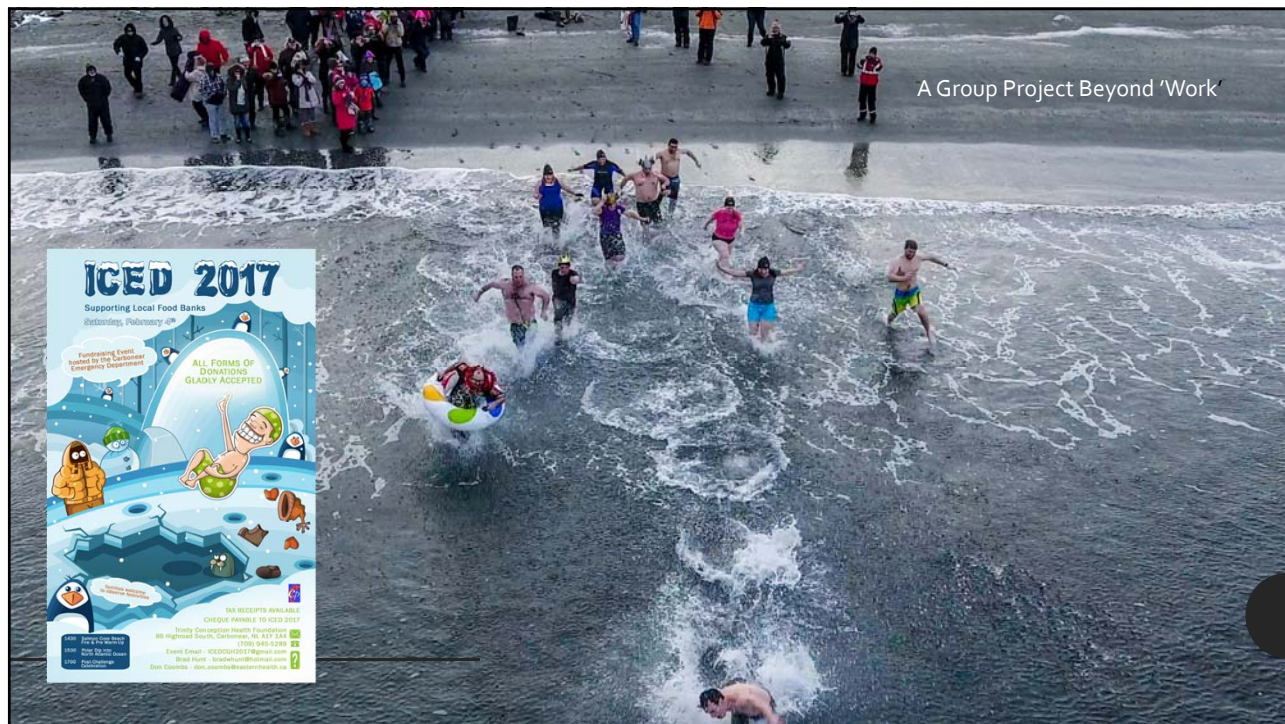
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A Group Project Beyond 'Work'

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## How Important is Team?

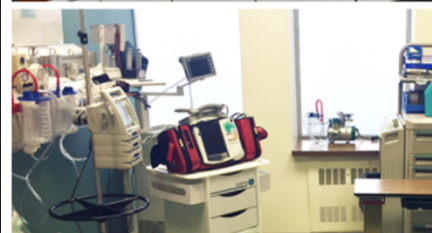
### Polar team



Members of the Carbonear General Hospital (GGH)'s emergency department who took part in the polar dip (l-r): Juanita Button, Susan Baggs, Susan Snelgrove, Pam Andrews, Brad Hunt, Ken McCarthy, Dr. Chris Patey, Nicole Pitcher, Phillip Holloway, Hasan Al-Obaidi, Shannon Chafe and Paul Norman

I am a physician at the Carbonear General Hospital (CGH) emergency department, and this unusual polar dip occurred as a way to build on one of the most essential components in health care – teamwork.

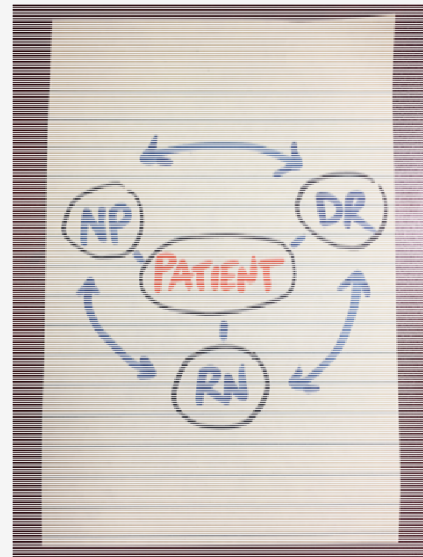
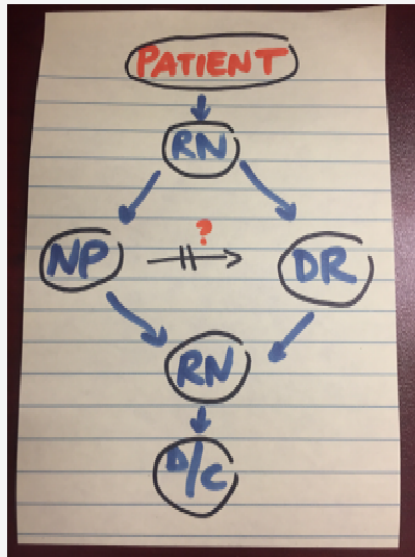
I know from experience that there is no place more crucial for teamwork than in an emergency department. Teamwork is paramount for health providers – nurses, physicians and paramedics alike – who work together in stressful, high-intensity and life-and-death situations.



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## *RN NP DR Circle*

*Every patient who arrives is delivered the most efficient fully supported team care to make the best decision for the patient*



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*So what  
does your  
Work  
WORLD  
Look  
Like?*



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### Service (team award)

The Carbonear Hospital Emergency Department LEAN Team has committed to making advancements in patient care when it comes to wait times, left-without-being-seen rates, and time to initial physician assessment.

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