

## Unit 1b: Health IT Teams

### Examples and Characteristics

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### Clear purpose/mission

- Goal agreement through a common commitment to patients' needs
- Action that will improve the quality of care

Healthcare teams need to identify appropriate patient-related goals and link these with both team and professional goals, while upholding the organization's mission (Maple, 1987).

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### Appropriate Culture

- Define expectations and mechanisms of accountability for all teams.
- Shared team vision and experiences of success.

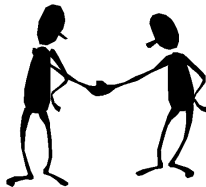


Image: MS Clipart

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## Specified Task

- Motivating for the team members
- Shared responsibility and accountability for the achievement

Healthcare IT teams need to clearly define the specific aspect of complex and inter-related patient care which they address.

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## Distinct Roles

Roles can be flexible enough in a team to accommodate individual differences, personal development needs, and changes in the members of the team.

Conflicts can be alleviated when the professionals work across disciplinary boundaries in the best interest of the members of the team.

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## Leadership

- Leadership should reflect the team's stage of development.
- Strategic focus must be maintained.



Image: <http://www.womenpr.com>

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## Relevant Members

- Right amount of members
- Appropriate mix and diversity of task and interpersonal skills.



Image: MS Clipart

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## Adequate Resources

- Financial assistance, administrative and technical support, and education and training
- Safe physical environment

In healthcare environments, a potential for conflict can exist due to clinical responsibilities, training needs, and issues of patient safety and confidentiality. (Hackman, 1990)

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## Individual Contributions

Think about the teams you have been on. What do you see as your contributions? At a minimum, individual participation in teams requires self-knowledge, trust, commitment, and flexibility.



Image: MS Clipart

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## Self-Knowledge

Personal and professional	Professional expectations
Understanding of the colleague's skills and responsibilities	Perceptions of colleagues images of the individual

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## Trust

- Through developing confidence in each other's competence and reliability.
- Need to discuss openly any similarities and differences in their professional values and standards.



<http://bostonbiker.org/files/2009/10/trust.jpg>

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## Commitment

Developed via self-knowledge and ability to trust	Willingness for short-term personal sacrifice for good of the team
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## Flexibility

- Open attitude
- Accommodate different personal values
- Be receptive to the ideas of others.



Image: <http://www.computerweekly.com>

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## Team Processes



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## Coordination

- Embrace member variety
- Incorporate different perspectives of members
- Optimize integration of unique skill sets

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## Communication

An observable exchange of information and subtle interactions of power, attitudes, and values



Image: <http://www.flyingsoto.com.au>

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## Cohesion

This attribute acknowledges members' personal attraction to the team and the task. Members cooperate interdependently around the team's task in order to meet team goals.



<http://www.tonybadry.co.uk/wp-content/uploads/2011/04/Social-Cohesion1.jpg>

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## Decision Making

A range of team member's knowledge and skills that contributes to expand information and generates more legitimate decisions.



<http://quadtechint.com/wp-content/uploads/2011/04/decision-making-softwareDMS.jpg>

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## Conflict Management

- Aid in creative thinking
- Address elements of destructive team processes



<http://howtomanagehumanresources.blogspot.com>

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## Social Relationships

- Showing empathy and support
- Offering assistance when needed
- Sharing information
- Mutual problem solving



<http://www.leadingvirtually.com/wp-content/uploads/2008/09/alltogether2.jpg>

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## Performance Feedback

- Timely and accurate
- Should focus on the future
- Open communication channels
- Targets team performance



<http://rachehaviland.com/ewp/wp-content/uploads/2010/11/Relationships.jpg>

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## Summary/Conclusion Unit 1: Health IT Teams

### Characteristics of Effective Teamwork

- Organizational Structure
- Individual Contribution
- Team Processes

### Roles of Health IT Teams

### Value of Collaboration for Health IT Professionals

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