

Working in Teams, Unit 5

Leveraging Integration Techniques

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Objectives

At the end of this unit the learner will be able to:

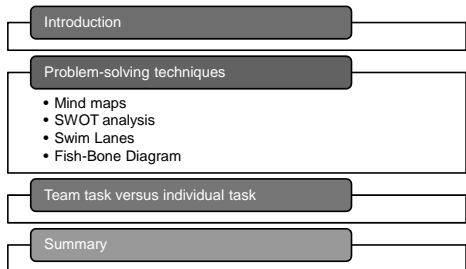
- 1) Use problem-solving techniques (mind maps, SWOT analysis, swim lanes, and fishbone diagrams) when working in teams.
- 2) Differentiate between a team task and an individual task.
- 3) Demonstrate a practical understanding of the dimensions of team formation and management.

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Unit 5 Outline



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Introduction

- In this unit the learner will be able to obtain knowledge and skills to develop a mind map, conduct a SWOT analysis, and use swim lanes and fishbone diagrams.
- We will also discuss ways to determine when a deliverable is a team task versus an individual one.
- Learning activities are provided throughout the unit.

Problem-Solving Techniques: Mind Mapping

Mind Mapping is the name given to a method or strategy that makes it easier to put your thoughts in graphic form.

Drawing Simple Mind Maps



SWOT Analysis

A method of organizing the the pros and cons of a problem or situation by the SWOT (Strengths, Weaknesses, Opportunities, and Threats) format.

SWOT analysis enables pro-active decision making.

The SWOT analysis template helps organize your questions.

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Here are some examples of what a SWOT analysis can be used to assess

- Company's viability including market statistics, etc.
- Process for distributing and delivering technology
- New products or brands
- Business strategies and business planning
- Strategic options, such as product marketing or product launching
- Corporate acquisitions
- Researching potential business partnerships for the HIT deployment across different healthcare institutions
- Changing suppliers or distributors
- Tracking outsourcing for HIT projects

(BA 101 Principles in Marketing.)

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SWOT Analysis Template

Subject of SWOT analysis: (define the subject of the analysis here)

STRENGTHS •Advantages of proposition /idea •Capabilities •Competitive advantages •Resources, Assets, People •Etc.	WEAKNESSES Disadvantages of proposition /idea Gaps in capabilities Detriments of competition Lack of resources.
OPPORTUNITIES Market opportunities Competitors' vulnerabilities Industry or lifestyle trends Global and niche market influences Etc.	THREATS Political repercussions Legislative effects Environmental effects technological Innovations Etc.

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SWOT Analysis Example

This SWOT analysis scenario is based on a business-to-business manufacturing company, that historically relies on distributors to take their products to the end user market.

The opportunity, and therefore the subject for the SWOT analysis, is for the manufacturer to create a new company of its own to distribute its products directly to certain end-user sectors, which are not being covered or developed by its normal distributors (*see SWOT Analysis Handout*).

BA 101 Principles in Marketing

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Activity: HIT Team SWOT Analysis

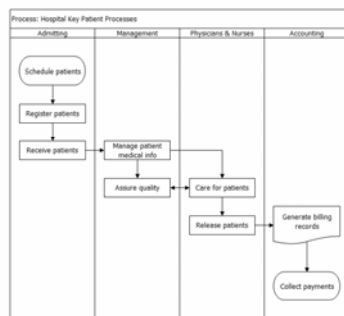
- The health information kiosk (used in the earlier activity) to be built for the hospital that would be set in the lobby for patients, families, and caregivers to retrieve various types of health information will also be used in this activity.
- Now that you have designed your mind map, please do a hypothetical SWOT analysis for the team to consider the strengths, weaknesses, opportunities, and threats in building and implementing such a device.

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Swim Lanes



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Activity – Swim Lane

Your team has been tasked with reducing duplicate workflow with the new computerized provider order entry application. Swim lanes templates are one of the tools that can be used. Processes for each department are listed in the swim lanes. You will easily be able to identify the workflow redundancies and make workflow decisions once the selected computerized provider order entry application is chosen.

Your team leader has asked you to create a swim lane for one of the ancillary department's interactions with the other departments of the hospital. It will be necessary to contact a local hospital's Nutrition Department to understand the workflow and interactions that the department has with other departments within the hospital environment.

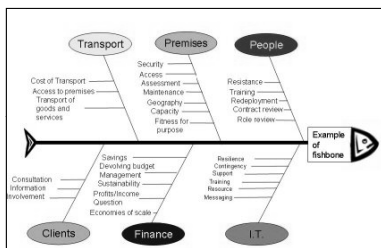
1. State what hospital was contacted.
2. State the name and role of the person contacted.
3. Write a 3 – 5 page report on the swim lane findings.

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Fishbone Diagram



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Activity – Fishbone Diagram

Your team has been tasked with understanding the impact of implementing a new Radiology Information System (RIS) will have on other departments in a hospital environment. Currently, the Radiology Department does not interact electronically with other applications.

Your team leader as asked you to create a Fishbone Diagram to illustrate the effect of implementing this new Radiology Information System to other departments in the hospital.

1. Contact a Radiology Department in a hospital.
2. State the name of the person and their title that you spoke to.
3. Interview the person and with the information gathered create a Fishbone Diagram.
4. Write a 3 – 5 page report with your findings (include the Fishbone Diagram as one of the pages)

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Team vs. Individual Tasks

Individual task or team task?

The answer: It depends on the task!

The task may be small or large, simple or complex.

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Activity

Visit a healthcare institution health IT department to obtain an example of a team versus individual project deliverable and responsibilities. Please describe the following in this assignment:

- The type of institution you visited,
- The project or issue you will provide as an example of both a team project and an individual one,
- Your reflection of what you learned from the assignment and 3 take-away points from the activity.

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Summary

In this unit you learned to:

- 1) Use problem-solving techniques (mind maps, SWOT analysis, swim lanes, and fishbone diagrams) when working in teams,
- 2) Differentiate between a team task and an individual task, and
- 3) Demonstrate a practical understanding of the dimensions of team formation and management.

As you visited a healthcare institution for one of your assignments, you learned where team vs. individual tasks may be required for certain deliverables.

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- Mindtools. Learn how to draw Mind Maps. c1995-2010. Available from: http://www.mindtools.com/pages/article/newISS_01.htm
- PM Crunch. Team Tasks Vs. Individual Task. c2006-2007. Available from: http://pmcrunch.com/project_management_process/team-tasks-vs-individual-tasks/
