

CFHI Quality Improvement Primer: Working Together and Team Effectiveness

Watch the Primer << <https://youtu.be/HcJi08qTdNA>>>

(Duration: 13:40)



Faculty

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Acknowledgments

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Abstract

Working within complex systems often requires two or more individuals coming together to share knowledge, skills and experience. They come together in pursuit of a common goal, often with the expectation that by working together they will achieve more than they would by working separately. Recognizing that healthcare requires both a personal and business focus, it follows that there are varying forms of working together relationships or teams; inter-professional service delivery teams and inter/intra organizational teams that focus on the business of healthcare; including quality, cost, and innovation. Working with people from across organizations and/or sectors within healthcare, requires attention to be paid to the working relationships. While it is thought by many that working together is intuitive, it is hard work. This quality improvement primer on working together and team effectiveness aims to guide teams on that journey.

Objectives

- To gain an understanding of the foundational elements related to working together in the context of quality improvement
- To identify tools and resources that are available for groups who wish to explore their working relationships further, leading to more effective teamwork

Additional Resources

- Presentation slides: <http://www.cfhi-fcass.ca/sf-docs/default-source/on-call/primer-videos/Team-Effectiveness-Primer-E.pdf>
- Working Together Framework & Practical Tool (2012): <http://www.cdha.nshealth.ca/primary-health-care/working-together-framework>
- Development and Evaluation of a "Working Together" Framework and a Tool Kit to Enhance Inter-organizational Relationships in Healthcare: Effective Teamwork in Healthcare: Research and Reality: <http://www.longwoods.com/content/18669>