



# Effective Team Interactions



How individual members of a team interact and relate to one another can have a significant impact on the whole team successfully achieving its mission.

Many teams are made up of people who may not know each other well or have only worked infrequently with each other. Essentially “thrown together”, these teams might encounter difficulty working well together, communicating clearly and effectively, and understanding each other’s roles and responsibilities. Even teams that know each other can face challenges with teamwork and communication. Add stress or higher stakes, like we see in healthcare, and the gaps may become even bigger.

Members of teams with high psychological safety create a safe environment for innovation and improvement. Trust fosters collaboration that is focused on the importance of leaders creating workplace environments that nurture civility and respect where teams:

- Share views of what success looks like
- Share common goals of quality and safety
- Feel supported in performing their roles and tasks.

Psychological safety has been identified as a **key requisite** for high performing teams.

## THIS PROGRAM IS DESIGNED TO:

Recognize communication failures:<sup>3</sup>

- Failure to communicate clinical information
- Misinterpretation of information received
- Ambiguity over roles and responsibilities

And understand how they impact your team:

- Poor patient outcomes
- Misunderstandings
- Missed opportunities

## COMMUNICATION FAILURES ARE A SAFETY ISSUE



of communication breakdowns between healthcare providers included **important clinical information**.<sup>1</sup>



Estimated percentage of serious medical errors involving miscommunication between caregivers during the **transfer of care**.<sup>2</sup>



of CMPA cases with communication failures had **unfavourable medical-legal** outcomes.

<sup>1</sup>2015 Report Malpractice Risks in Communication Failures (2015), CRICO Strategies, Boston, MA: The Risk Management Foundation of the Harvard Medical Institutions Incorporated.

<sup>2</sup>[http://www.jointcommission.org/sentinel\\_event\\_statistics\\_quarterly/](http://www.jointcommission.org/sentinel_event_statistics_quarterly/), accessed July 13, 2011

<sup>3</sup>Greenberg C, Regenbogen S, et al. J Am Coll Surg 2007; 204:533-40

**Effective Team Interactions** is a workshop that enables more effective and safer team communications. Evidence-based and highly practical, it provides physicians and healthcare professionals with the skills they need to improve inter-professional team communication. The workshop explores the concepts behind team success and provides tools to support more effective team interactions, reducing risk to patients and healthcare providers.

### THIS PROGRAM IS FOR

Physicians, nurses, residents, other healthcare professionals

### FORMAT

A seven-hour course delivered over four online sessions.

### BENEFITS OF THE PROGRAM

- Developed in partnership with the CMPA and leverages the CMPA's breadth of knowledge and understanding of physicians' needs and healthcare safety issues
- Founded on extensive research of key issues facing Canadian physicians and healthcare professionals
- Taught by experienced faculty
- Participants experience a skills-based, evidence-based, interactive program that incorporates:
  - team effectiveness and psychological safety
  - strategies to overcome barriers to effective team communication
  - structured communication tools
  - a personalized learning and action plan

“ This is an outstanding course that has significantly changed the way that I interact with my patients and my peers. I have learned techniques and language to help me better clarify the medical diagnosis and plan, both when explaining to patients, but also in communicating care plans with colleagues. I think that this makes me a safer physician.

### Ophthalmologist

“ Well organized, great content, superbly moderated. Will expand your tools to deal with complex human relationships in the workplace, and hopefully start shifting mindsets of those in healthcare. Everyone should take this course, don't wait for problems to arrive.

### Program participant

## ACCREDITATION

### College of Family Physicians of Canada: 19 Mainpro+ credits (Group Learning)

This 2-credit-per-hour Group Learning program has been certified by the College of Family Physicians of Canada for up to 19 Mainpro+ credits.

### Royal College of Physicians and Surgeons of Canada: 10 MOC credits

#### (5.5 credits Section 1 and 4.5 credits Section 3)

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of The Royal College of Physicians and Surgeons of Canada and approved by the CMPA. You may claim a maximum of 5.5 hours (credits are automatically calculated).

This activity is an Accredited Simulation Activity (Section 3) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada and approved by CMPA. You may claim a maximum of 1.5 hour (credits are automatically calculated).

This program was co-developed with the CMPA and was planned to achieve scientific integrity, objectivity and balance.

## CONTACT INFORMATION:

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