You can build a team

Module 16
Learning objectives

- Explore the principles of multidisciplinary teams
- Explore role and responsibilities in PC teams
- Recognise importance of patients and family focus
- Review what makes a good team
- Understand own conflict management style
- Discuss management of conflicts in teamwork
What makes a good team?
Team exercise

- In your hospitals teams
  - make a giraffe using only newspaper and sellotape
  - the winner will be the giraffe that is the tallest
  - in order to win the giraffe must stand unaided for 10 seconds
Teamwork

- What is the interdisciplinary approach?
  - an approach that involves two or more professions, technologies, departments working together towards a common goal
Teamwork in palliative care

Why is interdisciplinary approach needed?

- palliative care is holistic
  - physical, psychological, social, spiritual
- no one discipline can address adequately all these domains in the patient and family
- role of team members may shift/change/become more prominent/reduce across the domains with the disease progress
Interdisciplinary team

- Support staff: paramedics, volunteers
- Receptionist, data & filing, patient info, IT
- Traditional healers
- Spiritual care, social worker
- Doctor/Nurse
- Legal professionals
- Specialists/consultants
- Amenities: e.g. Cafeteria
- Diagnostics: Laboratory, x-rays, radiotherapy, mammography, pap smear
- Medicines department
What role do you play in your current teams?

What role do you see yourself playing in your palliative care team?
What are the challenges in working as a team?
Conflict in teams

- Conflict management styles
  - understand you own responses
  - may be different in different relationships
  - think of the affect on others
  - think about how to use less common styles
Palliative care

- ‘Adding life to days not days to life’
Teamwork

- Who?
  - generalist / specialist
  - nurse
  - doctor
  - volunteer
  - social worker
  - chaplain
  - counsellor / psychologist
  - physiotherapist / OT
Teamwork

- **How?**
  - Together
  - Everyone
  - Achieves
  - More

‘If you want to travel fast travel alone; if you want to travel far travel together’
Teamwork

- Partnership
  - with patient
  - with family
  - with palliative care colleagues
  - with other colleagues

‘together we can make a difference’
Teamwork

How?
- common goal / vision
- respect
- trust
- honesty
- good communication
- clear roles
- complementary skills
- humour

Without vision the people perish Prov29v18
Teams

- Difficulties
  - patient
  - personal
  - interpersonal
Team development

- Forming
- Performing
- Storming
- Norming
Team development

- **Forming**
  - friendly, no trust yet, leader directs, processes ignored, no clear roles and responsibilities

- **Storming**
  - ideas suggested by group, relationships made and broken, can get stuck here

- **Norming**
  - agreed rules and values, know their contributions, need to keep focus

- **Performing**
  - independent, motivated, confident, respect, collaboration, communication, agreed vision
Team support

- Informal
  - team philosophy
  - value
  - respect
  - laughter
  - time out
  - rituals / celebrations
Team support

- Formal
  - peer group support
  - team building
  - appraisal
  - supervision / mentoring
  - training / education
  - debriefing
  - management
These resources are developed as part of the THET multi-country project whose goal is to strengthen and integrate palliative care into national health systems through a public health primary care approach:

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- Part of the teaching materials for the Palliative Care Toolkit training with modules as per the Training Manual
- Can be used as basic PC presentations when facilitators are encouraged to adapt and make contextual