

Team Structure



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*Team***STEPPS**® 2.0

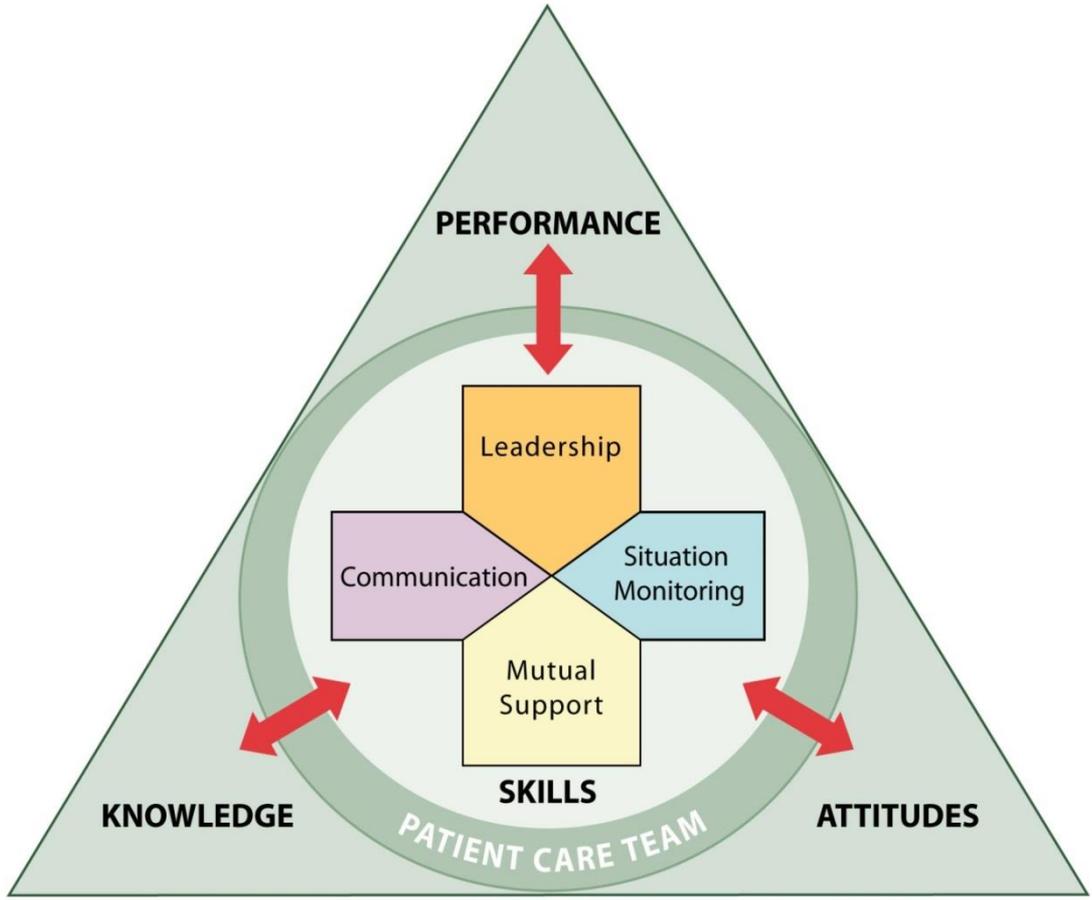
Objectives

- Discuss benefits of teamwork and team structure
- Define a “team”
- Identify the role of patients and their families as part of the care team
- Describe the components and composition of a multi-team system



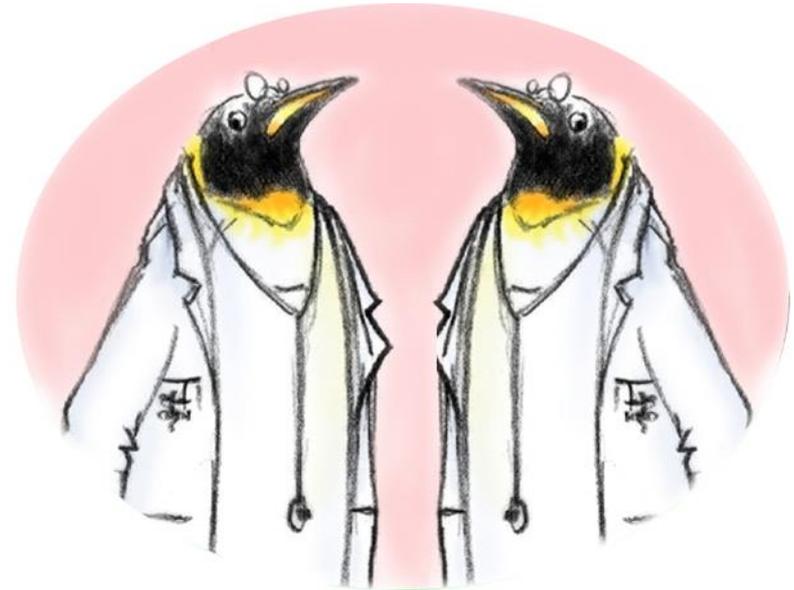
Team Structure

- Teamwork cannot occur in the absence of a clearly defined team
- Understanding a team's structure and how multiple teams interact is critical for implementation planning



What Defines a Team?

Two or more people who interact dynamically, interdependently, and adaptively toward a common and valued goal, have specific roles or functions, and have a time-limited membership



Exercise: Teams and Teamwork

Write down the names (or positions) of the people in your immediate work area or unit who contribute to successful patient care.



EXERCISE



Partnering With the Patient

Strategies for involving patients in their care

- Include patients in bedside rounds
- Conduct handoffs at the patient's bedside
- Provide patients with tools for communicating with their care team
- Involve patients in key committees
- Actively enlist patient participation



Clinical Team Responsibilities

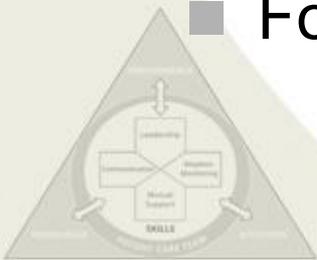
Embrace patients and their families as valuable and contributing partners in patient care

- Listen to patients and their families
- Assess patients' preference regarding involvement
- Ask patients about their concerns
- Speak to them in lay terms
- Allow time for patients and families to ask questions
- Ask for their feedback
- Give them access to relevant information
- Encourage patients and their families to proactively participate in patient care

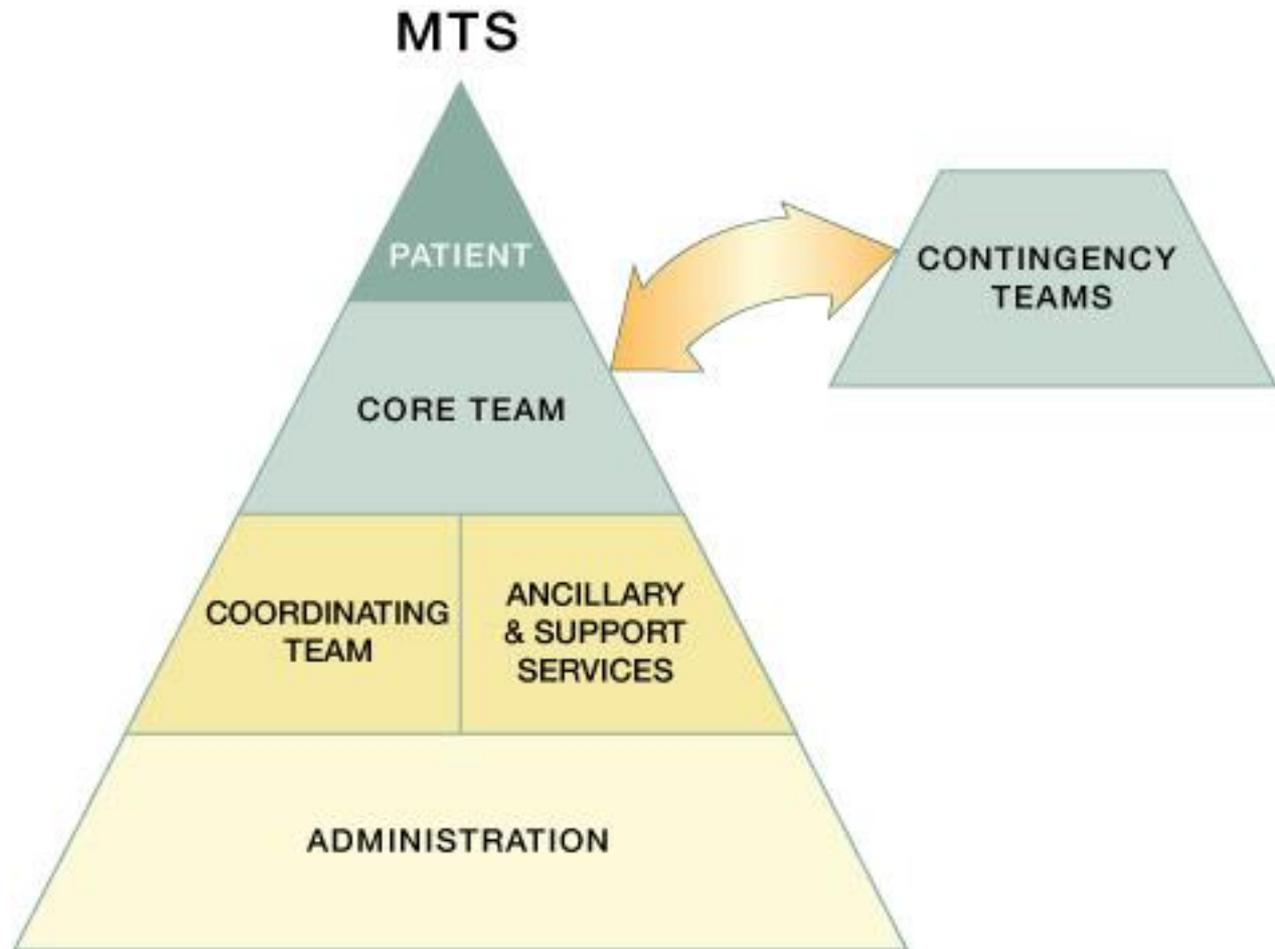


Patient and Family Responsibilities

- Provide accurate patient information
- Comply with the prescribed plan of care (e.g., schedule and attend appointments as directed)
- Ask questions and/or voice any concerns regarding the plan of care
- Monitor and report changes in the patient's condition
- Manage family members
- Follow instructions of the clinical team

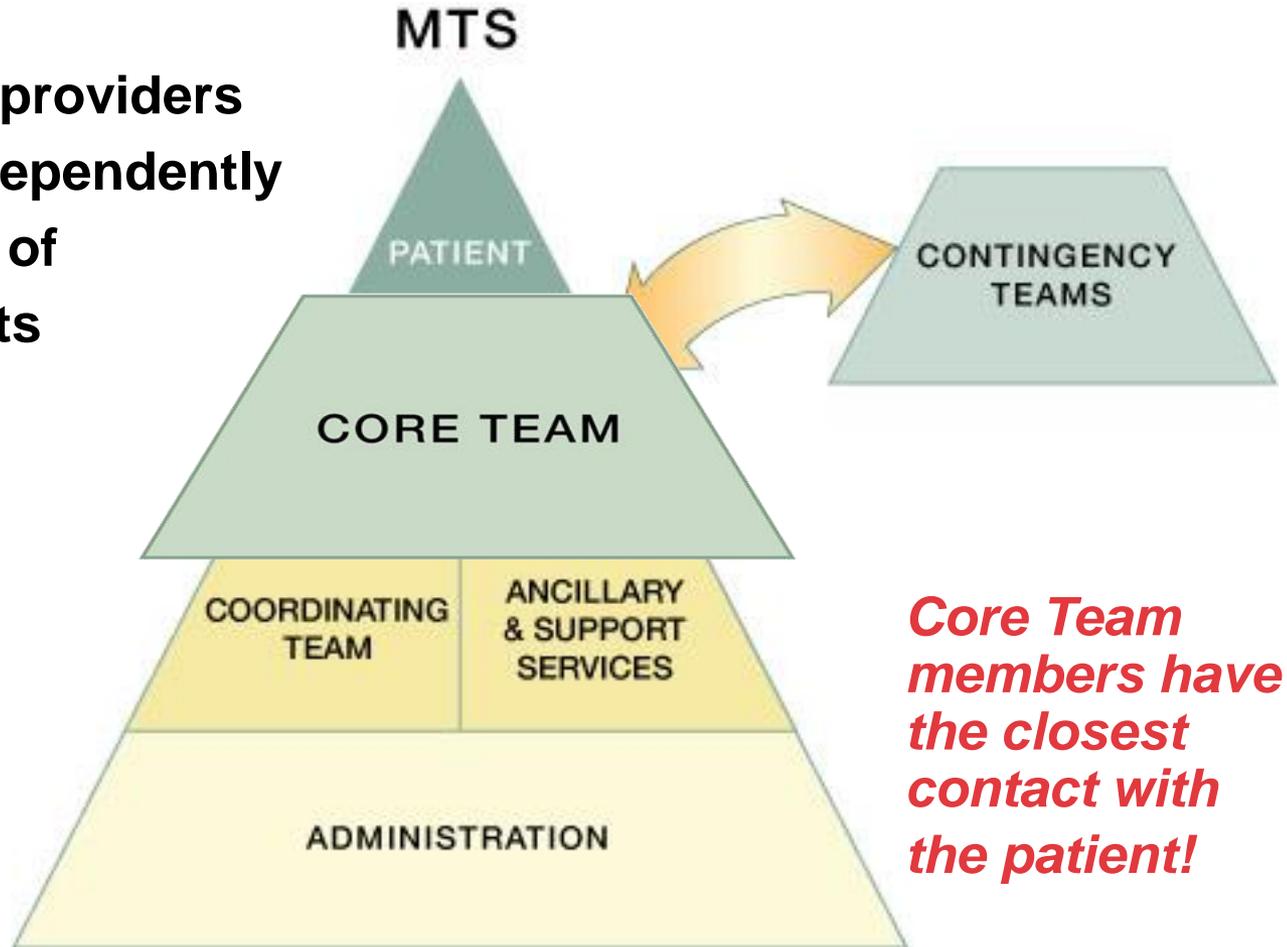


Multi-Team System (MTS) for Patient Care



A Core Team is...

A group of care providers who work interdependently to manage a set of assigned patients from point of assessment to disposition

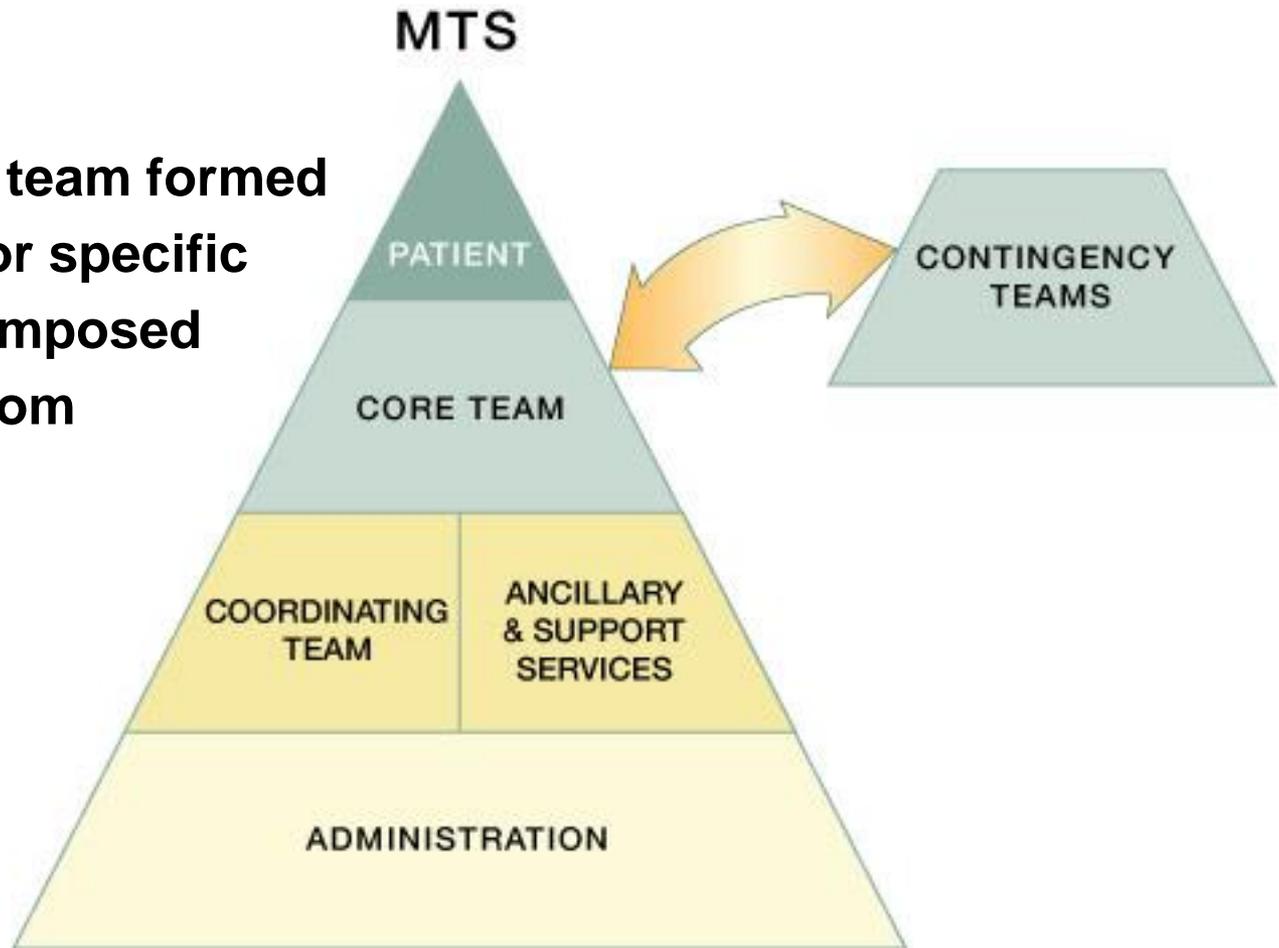


Core Team members have the closest contact with the patient!



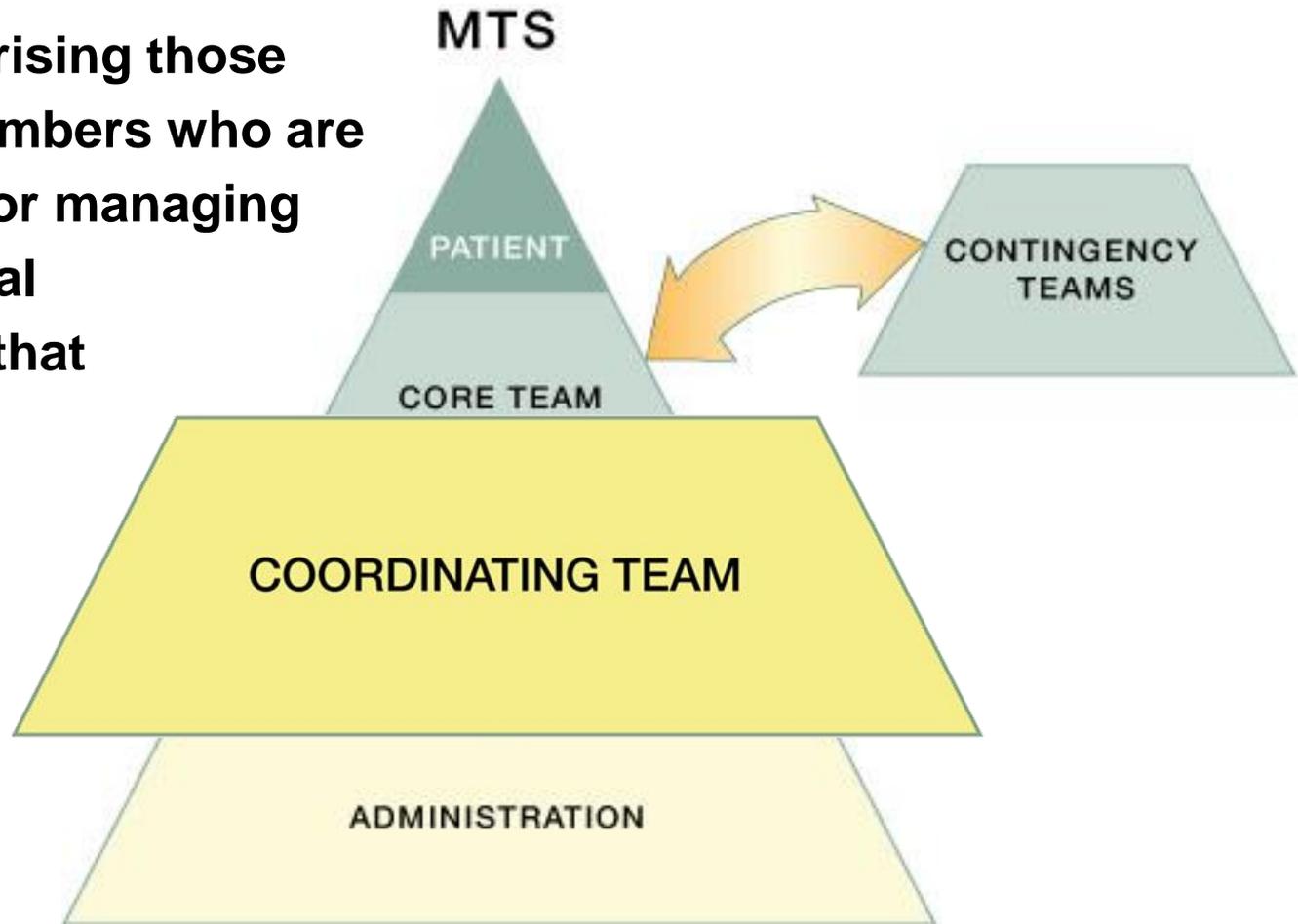
A Contingency Team is...

A time-limited team formed for emergent or specific events and composed of members from various teams



A Coordinating Team is...

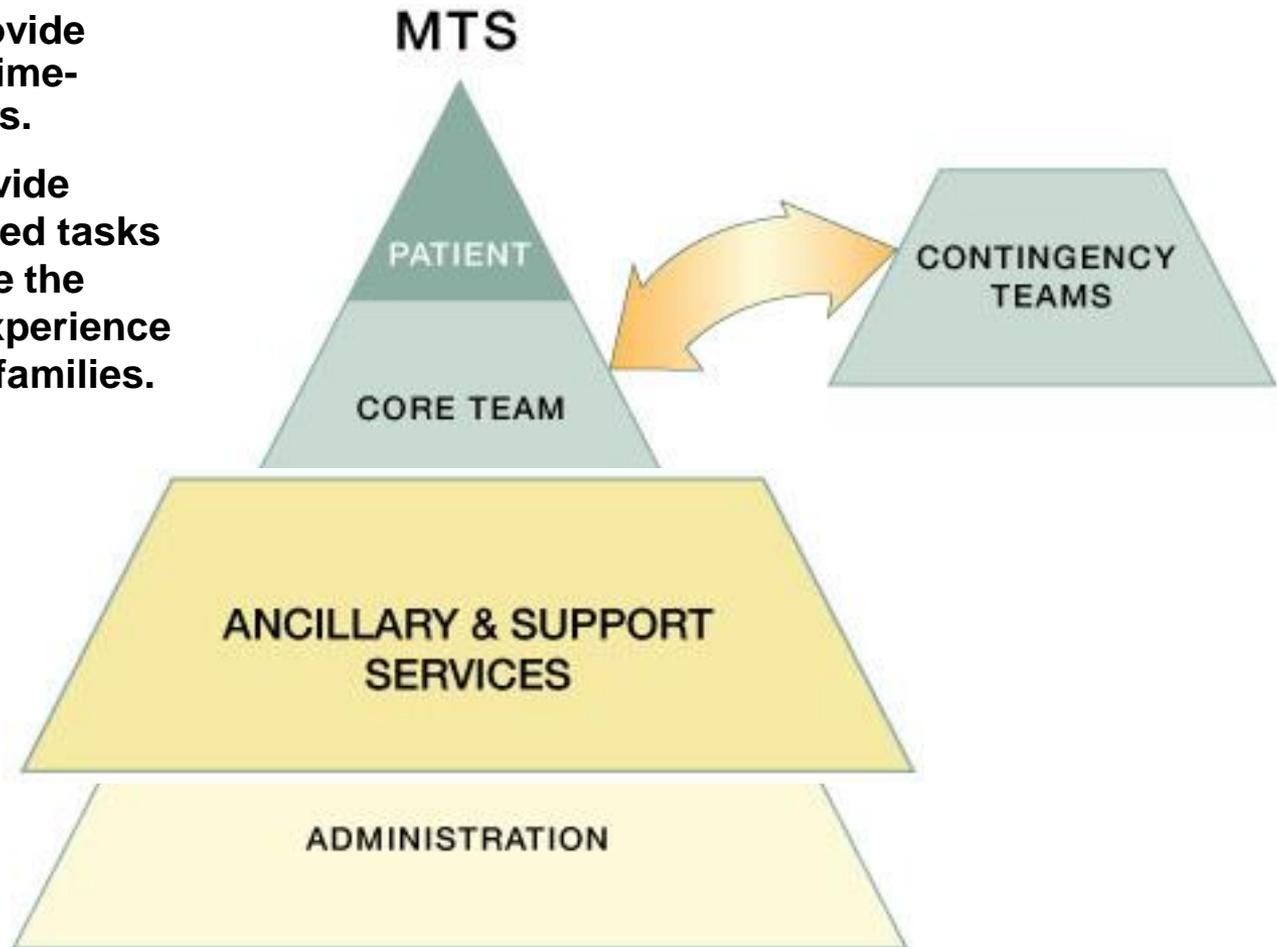
A team comprising those work area members who are responsible for managing the operational environment that supports the Core Team



Ancillary & Support Services

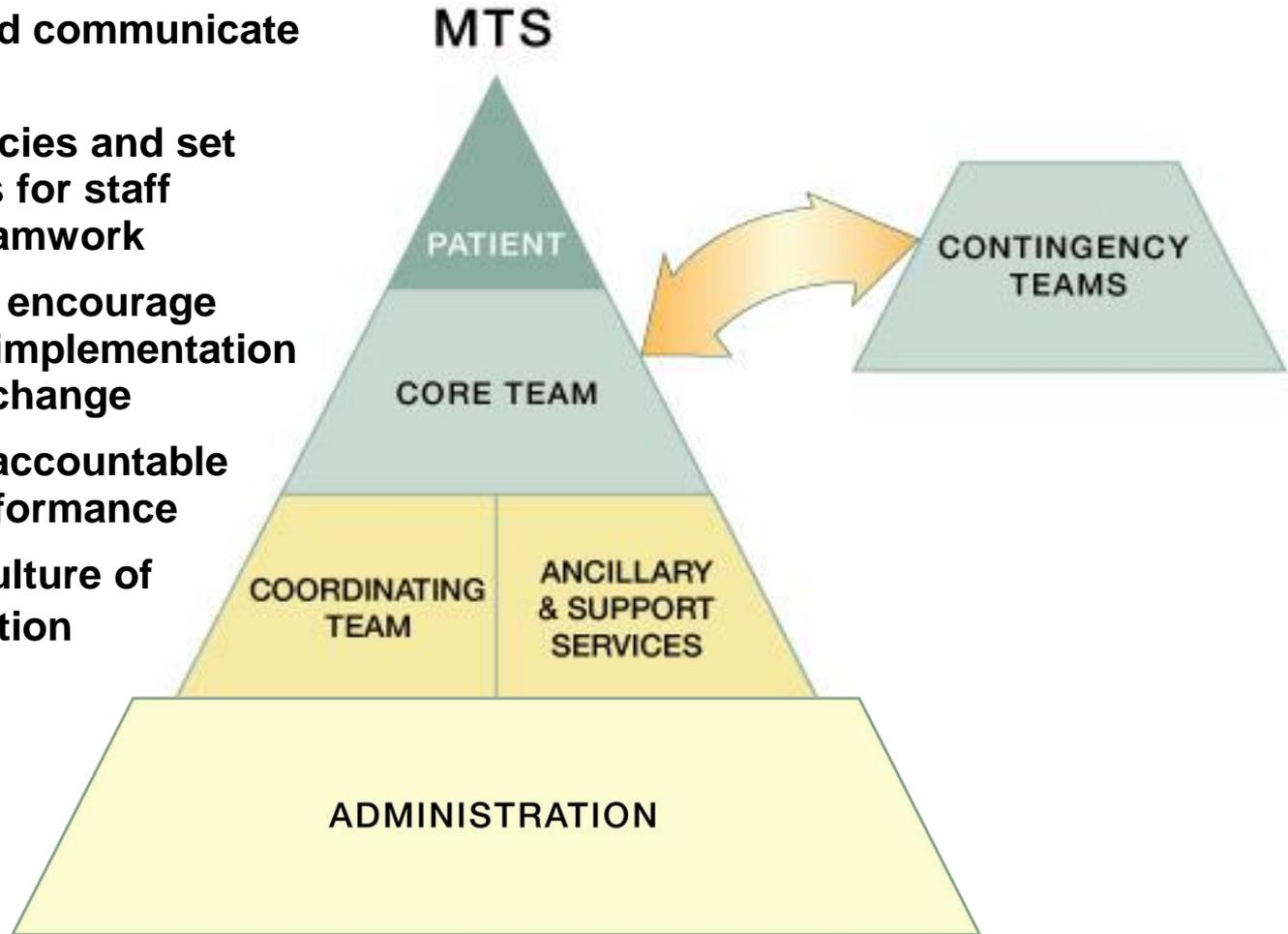
Ancillary Services provide direct, task-specific, time-limited care to patients.

Support Services provide indirect service-focused tasks which help to facilitate the optimal health care experience for patients and their families.



The Role of Administration is to...

- Establish and communicate vision
- Develop policies and set expectations for staff related to teamwork
- Support and encourage staff during implementation and culture change
- Hold teams accountable for team performance
- Define the culture of the organization



Team Structure Video



Team Structure Video Analysis

- What members of the following teams were involved in the scenario?
 - Core team
 - Coordinating team
 - Contingency team
 - Ancillary and support services
- Where did the breakdowns occur between the components of this multi-team system?
- What could the individuals involved in this scenario have done differently to produce a better outcome?



Applying TeamSTEPPS Exercise

1. Who are the members of the team experiencing a teamwork issue?
2. Which team or teams within your multi-team system are experiencing the teamwork issue? Which team or teams interact with or are otherwise affected by the team(s) experiencing the issue?

