Team Structure

Objectives
- Discuss benefits of team structure in teamwork
- Define a “team”
- Identify the role of residents 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 unit, department, or work area who contribute to successful resident care.

**Partnering With the Resident**

Strategies for involving residents in their care
- Include residents in care planning
- Conduct handoffs at the resident’s bedside
- Provide residents with tools for communicating with their care team
- Involve residents in key committees
- Actively enlist resident participation
Care Team Responsibilities
Embrace residents and their families as valuable and contributing partners in resident care
- Listen to residents and their families
- Assess residents’ preference regarding involvement
- Ask residents about their concerns
- Speak to them in terms they understand
- Allow time for residents and families to ask questions
- Ask for their feedback
- Give them access to relevant information
- Encourage residents and their families to proactively participate in resident care

Resident and Family Responsibilities
- Provide accurate resident 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 resident’s condition
- Manage family members
- Follow instructions of the care team

Multi-Team System (MTS) for Resident Care
- Resident
- Core Team
- Coordinating Team
- Ancillary & Support Services
- Administration
- Contingency Teams
A Core Team is... Core Team members have the closest contact with the resident!

A Contingency Team is...

A Coordinating Team is...
Ancillary Services provide direct, task-specific, time-limited care to residents. Support Services provide indirect service-focused tasks which help to facilitate the optimal health care experience for residents and their families.

Team Structure

Ancillary and Support Services provide...

- 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 nursing home

The Role of Administration is to...

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?