

Team Work and Collaborative Patient Care

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“Medicine is a team sport and it is only when the team is humming and everyone is working together that patients can have good outcomes” - Dr. Brayer

The word ‘collaboration’ implies working together for the greater good, but it actually encompasses far more. Well-coordinated collaboration across professions has the potential to allow comprehensive, population-based, cost-effective patient care and a new emphasis on health promotion and disease prevention, which will be essential in, meeting contemporary health care challenges.

Team Work

Team work is “a dynamic process involving two or more healthcare professionals with complementary backgrounds and skills, sharing common health goals and exercising concerted physical and mental effort in assessing, planning, or evaluating patient care.

Communication between doctors, nurses and other members of the team is vital for positive patient outcomes and to ensure quality patient care.

Collaboration : Collaboration is working together to achieve a goal. Quality care follows when health professionals collaborate.

Key Components of Team Care

A nurse care manager is added to the primary care team to collaborate with the patient and the primary care physician to:

- formulate an individualised health plan with specific and measurable targets;
- support patient self-management such as taking medicines and engaging in healthy lifestyle;
- carry out Treat-to-Target treatment intensification through frequent, incremental and consistent medication treatment titration steps to achieve individualised goals;
- engage in weekly case review and medical supervision; and
- monitor clinical progress pro-actively with ap-

propriate and timely outreach.

Collaborative Care Network in the TEAM care Intervention:

Elements of collaborative patient care (5A's)

Assess - changes or progress of health status

Agree - specific collaborative feasible goals

Assist - complete action plan, problem solve solutions

Advise - provide health modifying recommendations

Arrange - follow up contacts and resources

A suggestive model of collaborative care network in team care is given in Figure 2.

The Importance of Teamwork in Nursing

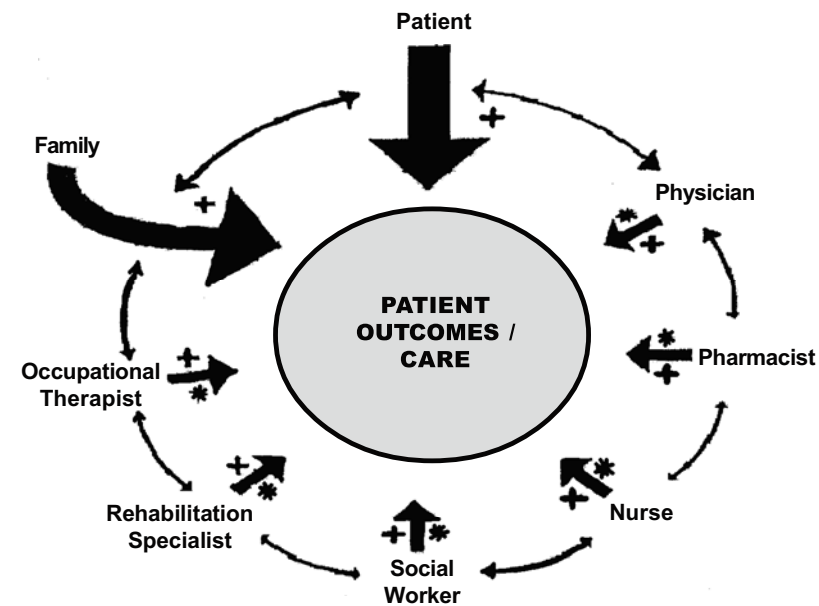
1. Team members work together and communicate effectively.
2. Teamwork clearly strengthens the ability of nurses and other health care providers to provide higher quality, more efficient care.
3. Teamwork is essential for optimising quality and safety in the care of hospitalised patients.

Ways to Develop Good Interpersonal Relationships

- Have a positive attitude and learn to laugh at yourself.
- Be friendly and cooperative.
- Assist others when you see that they need help.
- Listen carefully to others.
- Respect opinions of others even if you don't agree.
- Be open-minded & willing to compromise.
- Avoid criticising others.
- Learn good communication skills.
- Support and encourage other team members.
- Perform your duties to the best of your ability - be dependable.

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Fig. 1: Conceptualisation of the collaborative Patient / Person-centric Care model



* Patient-centric objectives

+ Therapeutic thought process - Regulated healthcare professional-specific

Developing a New Patient Care Model: A new patient care model was conceptualised and shown in Figure 1.

Collaboration

- Members of a team will have different cultural and ethnic backgrounds, genders, ages, socio-economic status, lifestyle preferences, beliefs, and levels of education. Each team member must understand that these differences affect

the way a person thinks and acts.

- Each person must be sensitive to the hopes, feelings, and needs of other team members.
- Treat others as you would want to be treated.

Advantages of Team Work:

For patients:

- Improves care by increasing coordination of services, especially for complex problems
- Integrates health care for a wide range of problems and needs
- Empowers patients as active partners in care
- Can serve patients of diverse cultural backgrounds
- Uses time more efficiently

For health care professionals

- Increases professional satisfaction
- Facilitates shift in emphasis from acute, episodic care to long-term preventive care
- Enables the practitioner to learn new skills and approaches
- Encourages innovation
- Allows providers to focus on individual areas of expertise.

Conclusion

The healthcare team works as a group utilising individual skills and talents to reach the highest of patient care standards. A multi-disciplinary plan of care should be decided by all of the team members. Team work reflects a good quality care.

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Figure 2: Collaborative care network in Team care intervention

