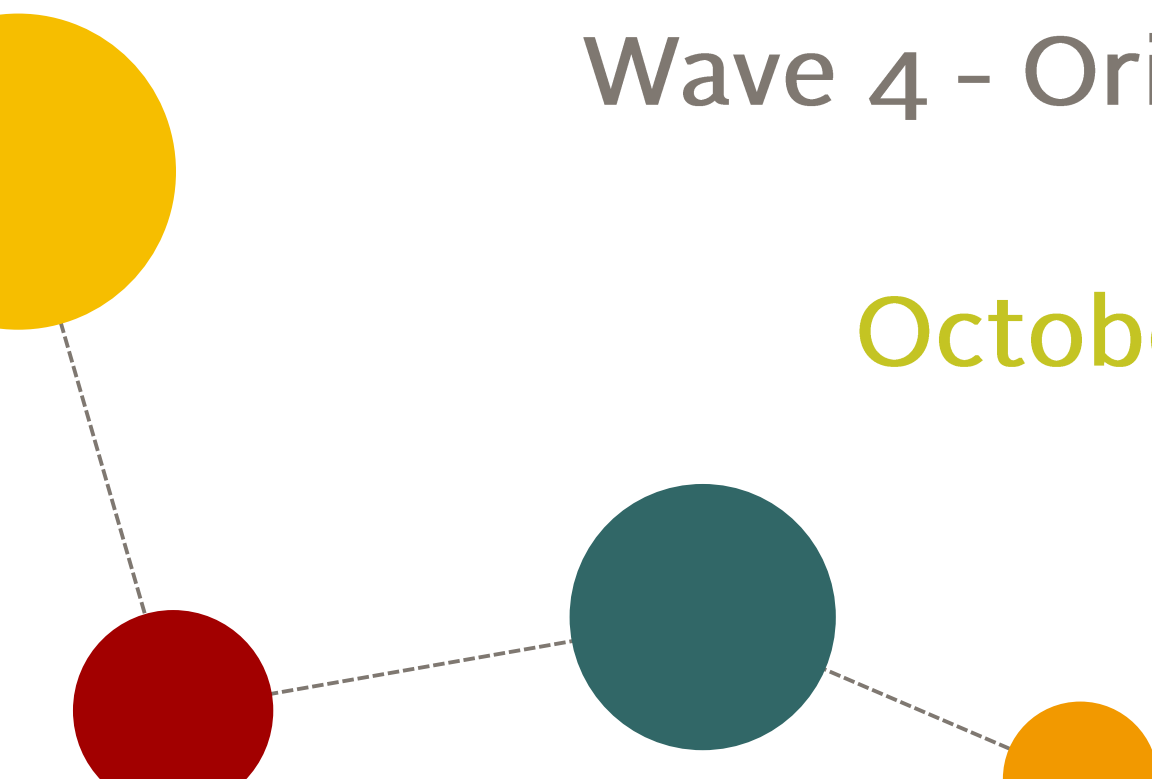


Teamwork and Communication Action Series

Wave 4 - Orientation Session

October 15, 2020



**Teamwork &
Communication Action Series**
BC PATIENT SAFETY & QUALITY COUNCIL

This session is being recorded

Personal information in this initiative is collected under s.26(c) and 26(d)(ii) of the Freedom of Information and Protection of Privacy Act. The information is being collected in order to facilitate training and education as part of the Action Series on Teamwork and Communication. This webinar is being recorded and will be shared with other program participants only, via a password-protected link in our follow-up email after each webinar. We ask that you refrain from identifying patients, specific team members or offering any other personal information. If you have further questions, please contact us at culture@bcpsqc.ca.



Introductions





-Learning is a way of life

Today's Facilitators



April Price
Action Series Facilitator



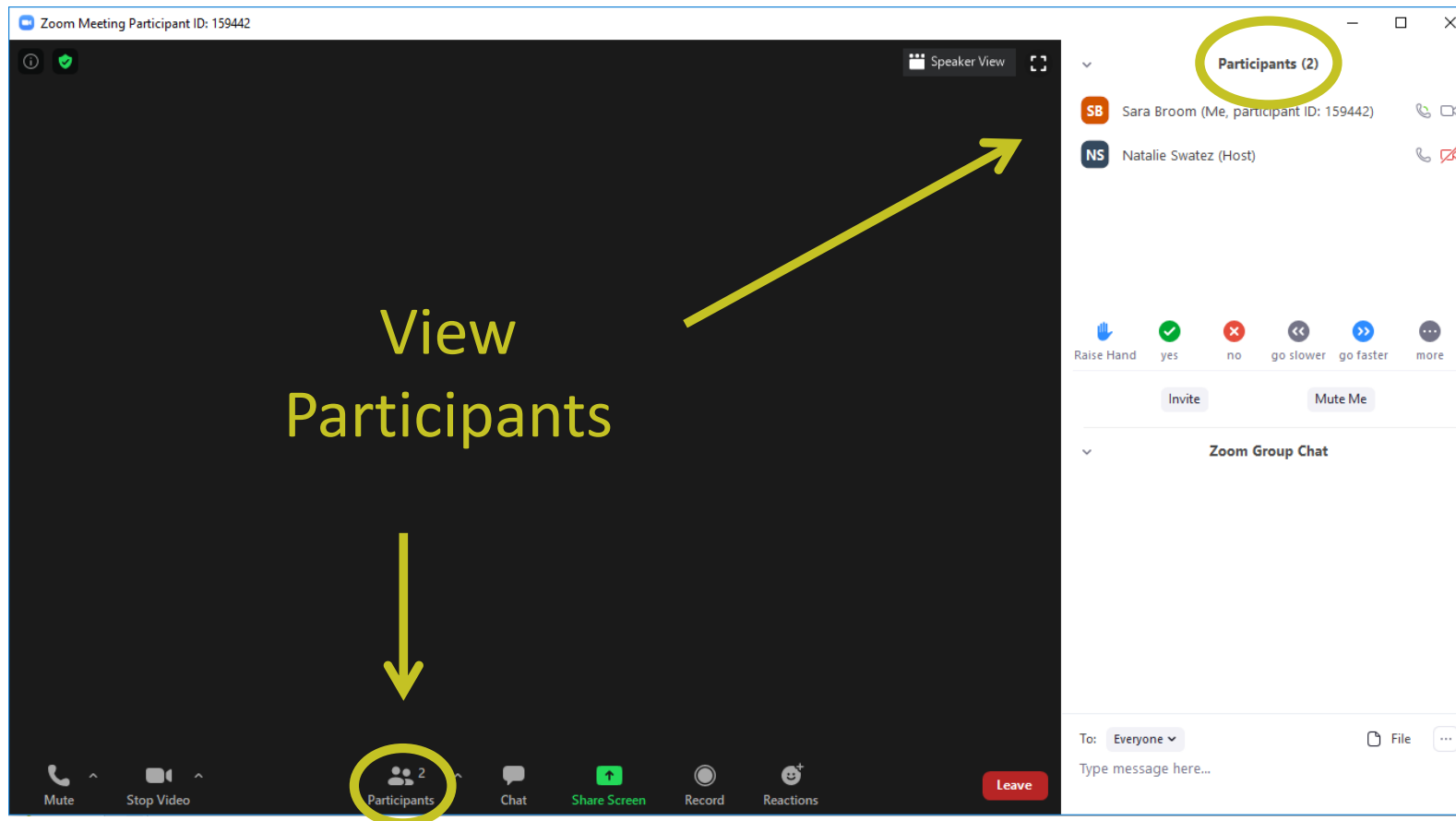
Sarah Carriere
Action Series Facilitator

Welcome to Zoom



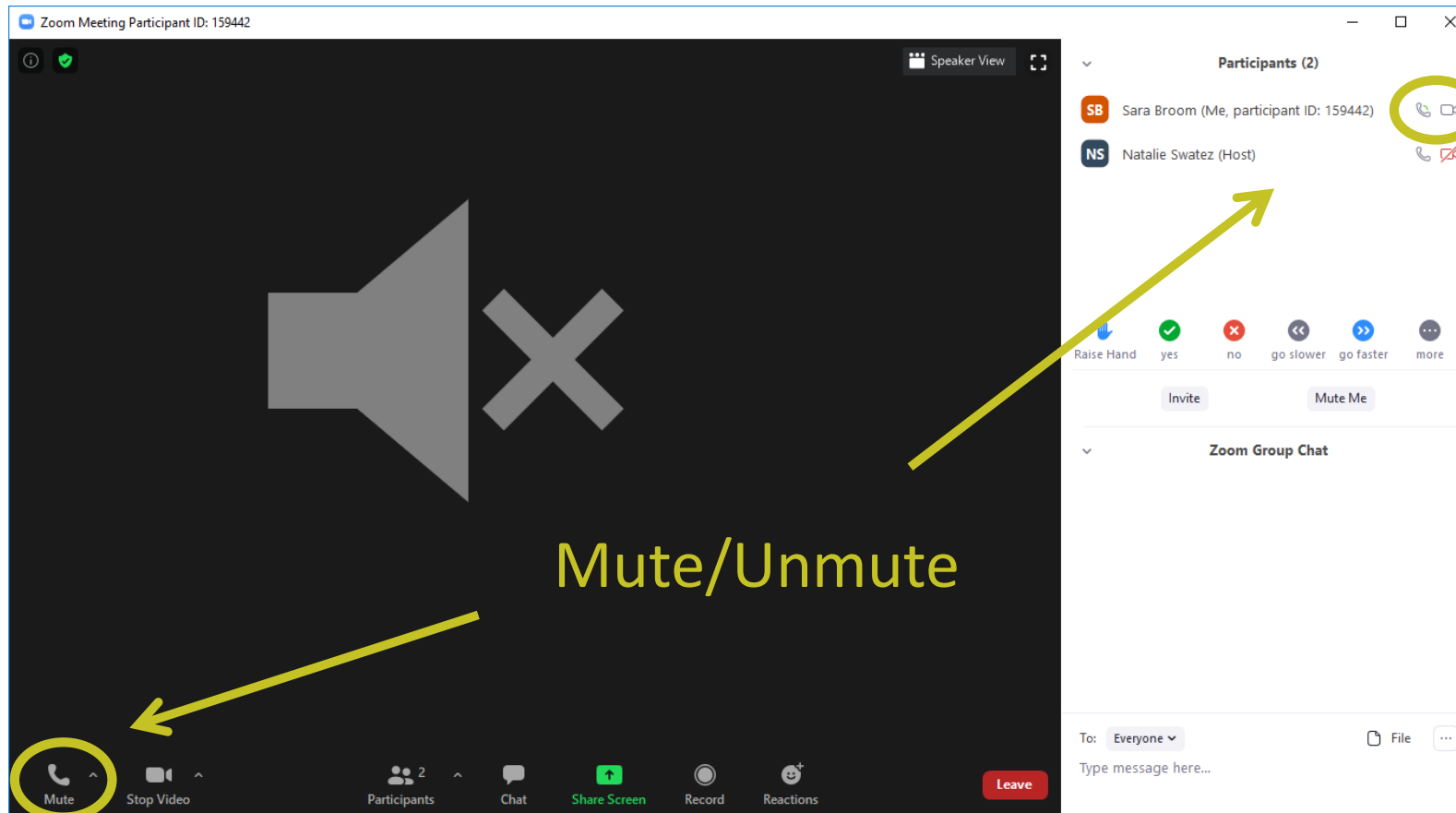
zoom

View Participants



View
Participants

Please Mute Your Lines



Chat Box

Zoom Meeting Participant ID: 159442

Speaker View

Participants (2)

- SB Sara Broom (Me, participant ID: 159442)
- NS Natalie Swatez (Host)

Raise Hand yes no go slower go faster more

Invite Mute Me

Zoom Group Chat

To: Everyone File

Type message here...

Mute Stop Video Participants 2 Chat Share Screen Record Reactions Leave

Say hello and ask questions!

View More

The image shows a Zoom meeting interface. At the top, a status bar indicates "Zoom Meeting Participant ID: 468390" and "You are viewing Natalie Swatez's screen". Below this, a "View Options" dropdown menu is highlighted with a yellow box and a yellow arrow. The main content area is a white rectangle with the text "Click View Options!" in yellow. The right sidebar shows a list of participants: Sara Broom (Me, participant ID: 468390) and Natalie Swatez (Host). Below the participants list are controls for "Raise Hand", "yes", "no", "go slower", "go faster", and "more". There are also "Invite" and "Mute Me" buttons. At the bottom of the sidebar is a "Chat" section with a "To:" dropdown set to "Everyone" and a "File" button. The bottom toolbar contains icons for "Mute", "Start Video", "Participants", "Chat", "Share Screen", "Record", "Reactions", and "Leave".

Annotation Bar

The image shows a Zoom meeting interface. At the top, a green bar indicates "You are viewing Natalie Swatez's screen". Below this, a "View Options" menu is open, with the "Annotate" option highlighted by a yellow box and a yellow arrow pointing to it. The menu also includes "Zoom Ratio 50%", "Request Remote Control", "Follow Presenter's Pointer", and "Side-by-side mode". The main meeting area is a white rectangle with the text "Find annotation bar here!" in yellow. The bottom of the screen shows the Zoom control bar with icons for Mute, Start Video, Participants, Chat, Share Screen, Record, Reactions, and Leave. On the right side, there is a "Participants (2)" list showing Sara Broom (Me) and Natalie Swatez (Host), and a "Chat" section.

Text Tool

The screenshot shows a Zoom meeting window with a toolbar at the top of the shared screen. The toolbar includes icons for Mouse, Text, Draw, Stamp, Arrow, Eraser, Format, Undo, Redo, Clear, and Save. The 'Text' icon (a white 'T' on a black background) and the 'Format' icon (a purple square) are both circled in yellow. A yellow arrow points from the text 'Text Tool' below to the 'Text' icon. Another yellow arrow points from the text 'Format (colour, width, etc.)' below to the 'Format' icon. The meeting interface also shows participant names 'Sara Broom' and 'Natalie Swatez', a 'Participants (2)' list on the right, and a bottom control bar with 'Mute', 'Start Video', 'Participants', 'Chat', 'Share Screen', 'Record', 'Reactions', and 'Leave' buttons.

Text Tool

Format
(colour, width, etc.)

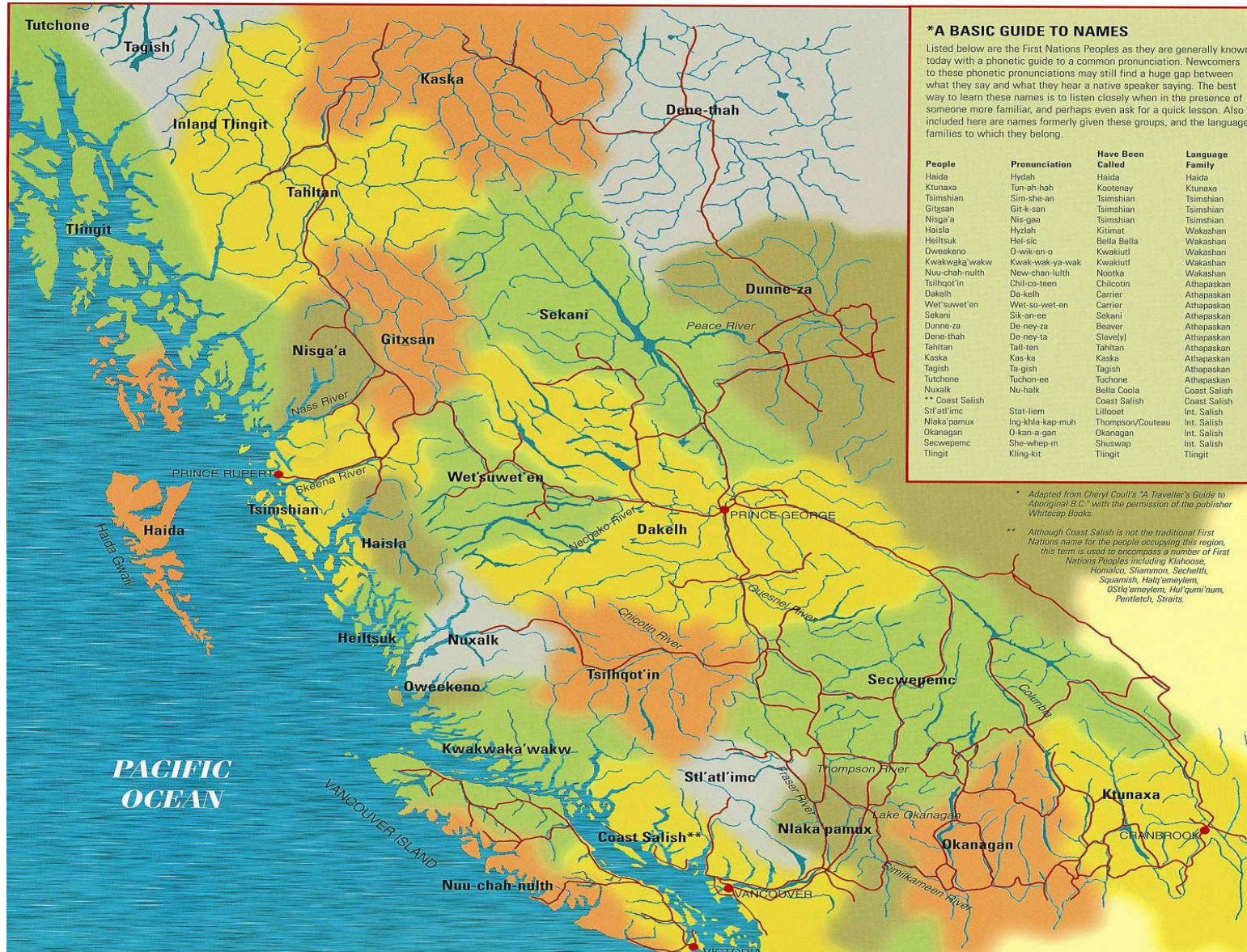
Practice your **TEXT TOOL**

Stamp Tool

The screenshot shows a Zoom meeting window with the following elements:

- Top Bar:** "Zoom Meeting Participant ID: 468390", "You are viewing Natalie Swatez's screen", and "View Options".
- Participant Names:** "Sara Broom" and "Natalie Swatez".
- Participants List (Right):** "Participants (2)" with entries for "Sara Broom (Me, participant ID: 468390)" and "Natalie Swatez (Host)".
- Meeting Controls (Bottom):** Mute, Start Video, Participants (2), Chat, Share Screen, Record, Reactions, and Leave.
- Annotation Toolbar (Center):** A horizontal toolbar with icons for Mouse, Text, Draw, Stamp (circled in yellow), Arrow, Eraser, Format, Undo, Redo, Clear, and Save. A yellow arrow points from the word "Stamp!" below to the Stamp icon.
- Meeting Actions (Right):** Raise Hand, yes, no, go slower, go faster, more, Invite, and Mute Me.
- Chat (Bottom Right):** "Chat" section with "To: Everyone" and "File" options.

Practice your STAMP TOOL



Raise Your Hand

Zoom Meeting Participant ID: 468390

You are viewing Natalie Swatez's screen

View Options

Sara Broom

Natalie Swatez

Participants (2)

- SB Sara Broom (Me, participant ID: 468390)
- NS Natalie Swatez (Host)

Raise Hand

yes no go slower go faster more

Invite Mute Me

Chat

To: Everyone

File

Mute Start Video Participants Chat Share Screen Record Reactions Leave

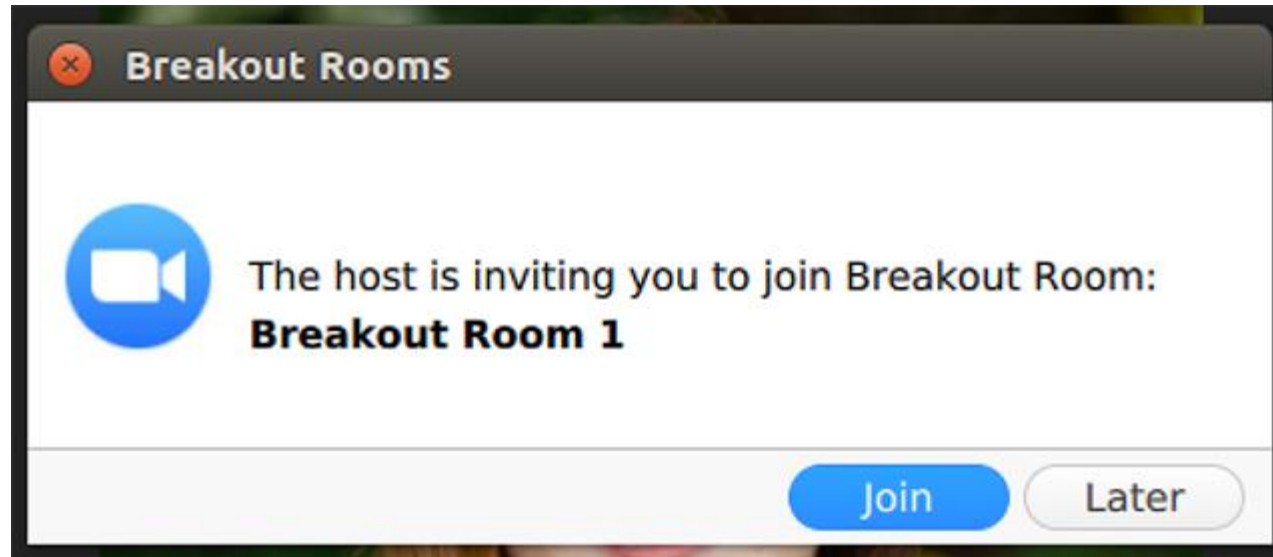
Ask a Question!

Answer Yes or No

The image shows a Zoom meeting interface. At the top, it says "Zoom Meeting Participant ID: 468390" and "You are viewing Natalie Swatez's screen". The main content area displays a poll question: "Answer Yes or No!". A yellow arrow points from the text to the poll options. The poll options are "yes" (with a green checkmark icon) and "no" (with a red X icon), both of which are circled in yellow. Other poll options include "go slower" and "go faster". The interface also shows a "Participants (2)" list with Sara Broom (Me, participant ID: 468390) and Natalie Swatez (Host). The bottom toolbar includes icons for Mute, Start Video, Participants, Chat, Share Screen, Record, Reactions, and Leave.

Practice your POLL VOTING

Practice BREAKOUT ROOMS



Areas of Care

Long-Term Care

Primary Care

Professional & Practice Support

Renal

Community Programs

Rehab

Diagnostics

Support Services

Corporate Services

Public Health

Home & Community Care

Acute Care

Mental Health & Substance Use

Cancer Care

Palliative Care

Team Level Report #1: Pre-Assessment

Team: ABC Cares about you

Response Rate: 80%

This is your team's baseline team report. The data is based on how your team answered the Pre-Assessment. This report is meant to help guide a conversation with your team about what your strengths are and where there are opportunities for improvement. Reports will be available to your team after webinar 3, at the end of the series, and three and six months post series to help you gauge your progress as a team.

LEGEND

Disagree Strongly Disagree Slightly Neutral Agree Slightly Agree Strongly Not Applicable

TEAMWORK

We work together as a well-coordinated team.



People at work show sincere respect for others' ideas, values and beliefs.



COMMUNICATION

Communication breakdowns are common on this team.



It is easy for personnel here to ask questions when there is something that they do not understand.



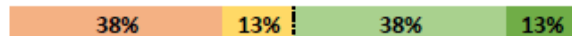
TRUST

There is a high level of trust on this team.



CONFLICT

Our team constructively deals with a problem.



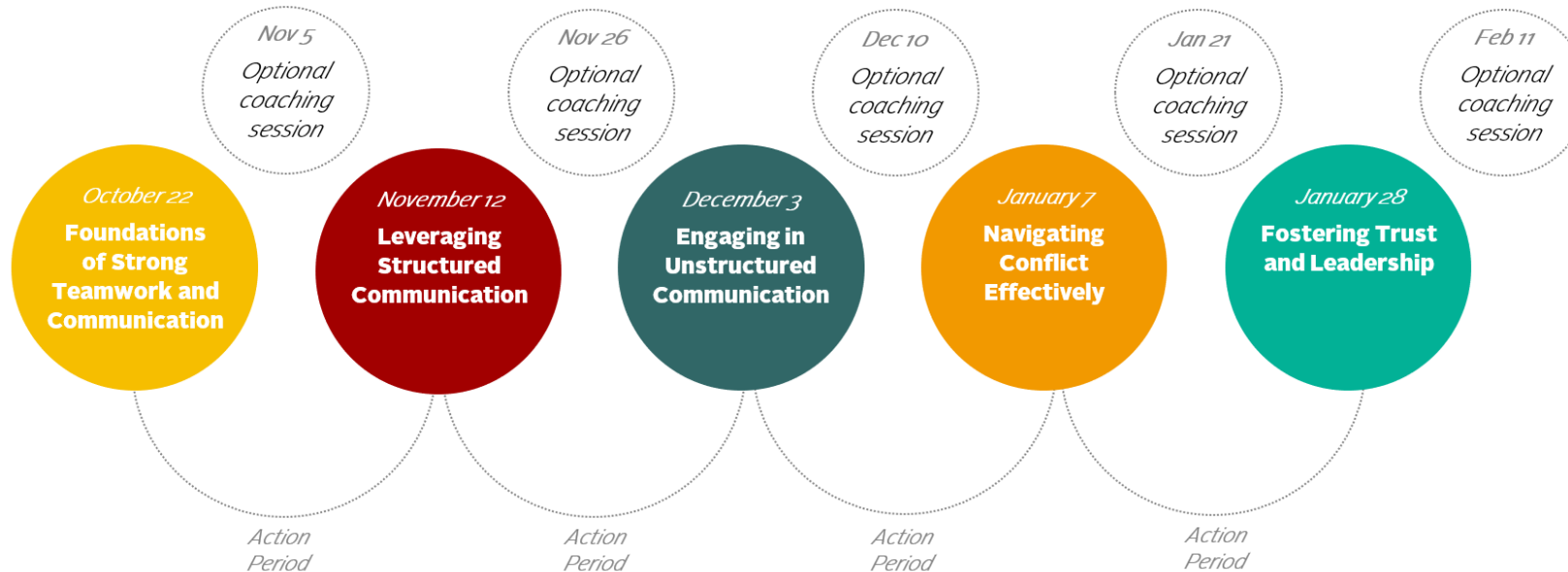
Unnecessary conflict is kept to a minimum in our workplace.



Team Level Reports

Action Series Roadmap

Orientation
Session
October
15/20



Wrap Up/
Celebration
February
18/21

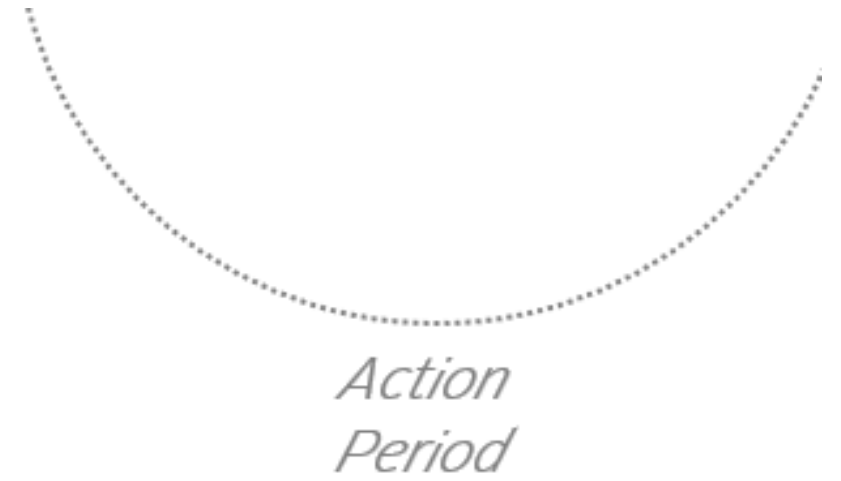
Learning Sessions

- Five mandatory online Learning Sessions to start each Module
- One hour sessions
- Didactic and Interactive

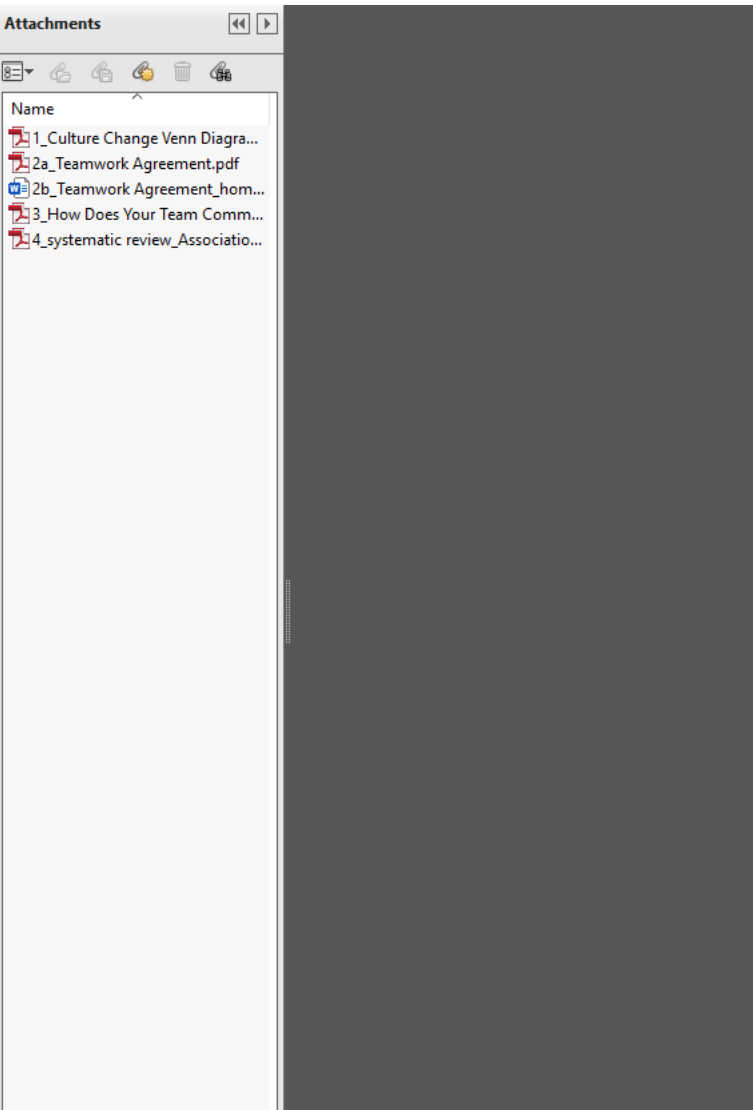


Action Period

- Two Week Action Period
- Action Period Guide
- Apply the learnings
- Team based assignment for submission
- Estimated time to complete the work is 1-2 hours



Action Period Guide



ACTION PERIOD GUIDE: 1

Foundations of Strong Teamwork and Communication

After Learning Session 1, participants will be able to:

- Recognize the importance of team culture – and how it influences patient outcomes, staff experience and work quality
- Identify the factors that can influence non-technical skills and impact culture

Summary of Learning Session content:

- The impact of culture on health care
- Definition of non-technical skills and their importance in health care
- Power distance index
- Mitigated speech
- Silence
- Psychological safety

Action Period outcomes:

- Raise awareness of how your own team functions.
- Identify how non-technical skills impact how you work as a team.

Working towards a certificate of completion:

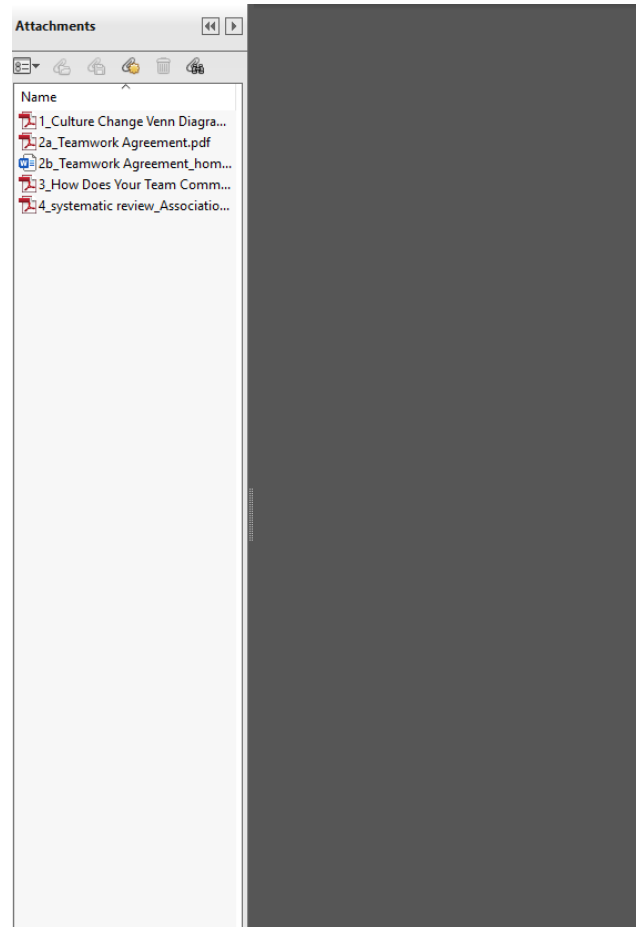
Each week there is **one required group activity**. The group activity needs to be completed and submitted for each Action Period by your team leader in order to receive your certificate of completion. We do encourage your team to do at least one additional optional activity to maximize your learning throughout the Action Series. You are not required to submit optional activities.

Questions? Don't hesitate to ask culture@bcpsqc.ca.

All learning sessions are mandatory, and attendance is required for certificate of completion. Please provide confirmation of attendance on your action period homework submission that all team members attended the learning session for this module or viewed the recording.



Action Period Guide



**Teamwork &
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BC PATIENT SAFETY & QUALITY COUNCIL

Your Action Period Work:

*Each Action Period will have **one mandatory team activity**. Sometimes there will be a personal activity required as pre-work prior to coming together to work on the team activity. The personal activity is **not** required to be submitted. The **team activity** must be submitted by the **team leader** to culture@bcpsqc.ca to receive credit for a certificate of completion. We also provide a list of options for additional team-based activities and encourage you to try at least one!*

Personal Activity (Pre-Work Required)

Culture Change Venn Diagram

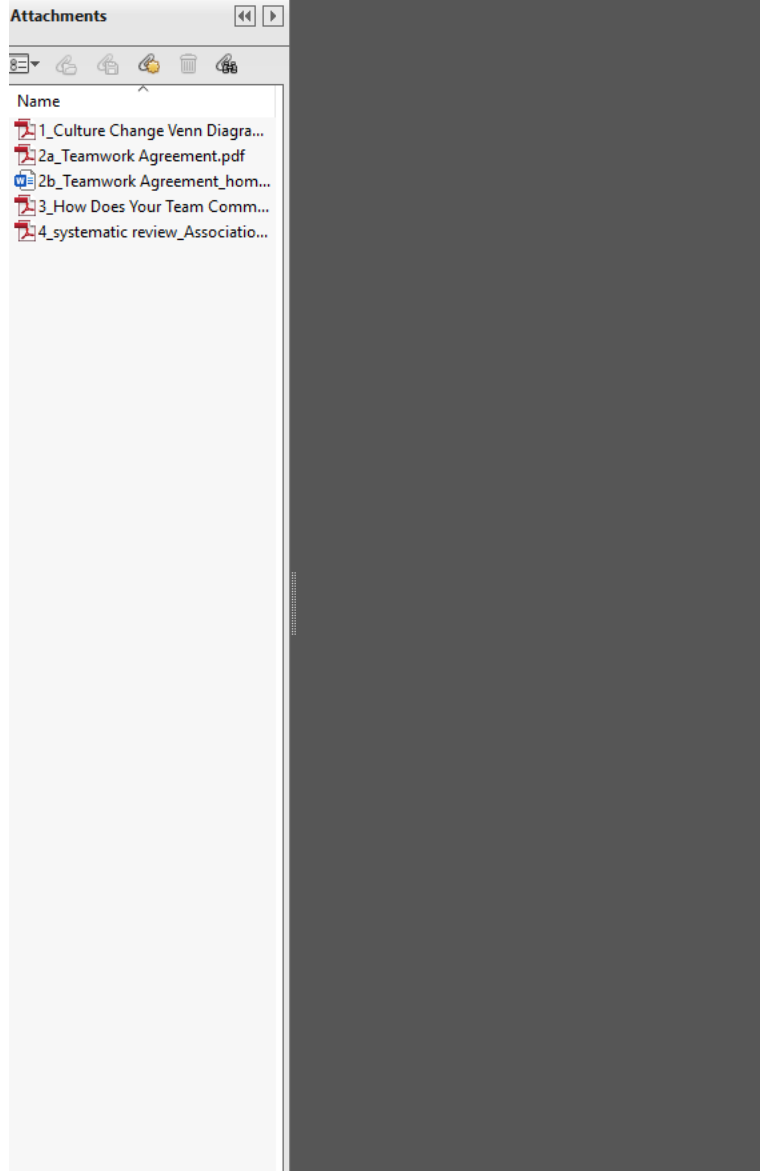
(estimated time is 10-15 min)

1. Prior to meeting with your team to work on the required team activity below, complete the Culture Change Venn Diagram exercise.
 - Look at the list of words. Choose 10 that describe your current team culture. Write them on the Venn diagram.
 - Then look at the list of words again. Choose 10 that describe your desired team culture.
 - Examine your two lists of chosen words. Are there any that overlap? Write the overlapping words in the keep section of the diagram
 - We do not require this exercise to be submitted; however, it may help to inform your discussion of creating a teamwork agreement.
2. Think about the team you currently work on.
 - What do you love about working on this team?
 - What aspects of the team's culture could be improved?
3. Is Power Distance Index (PDI) an issue on your team?
 - What steps could you take to mitigate PDI on your team?
4. Are you mitigating your speech with your team?
 - What purpose is it serving?
5. Do you feel psychologically safe to speak up on your team?
 - What needs to change for you to feel safe?



**Teamwork &
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Action Period Guide



Teamwork & Communication Action Series

BC PATIENT SAFETY & QUALITY COUNCIL

Team Activity: (Required)

Activity 1 (Required): Create a teamwork agreement

(estimated time is 30-40 minutes)

Using the “Creating a Teamwork Agreement” worksheet and template, create a teamwork agreement for your team. Teamwork agreements are a powerful way to have a set of ground rules that all team members can agree to that will help them move forward in their work. It can help facilitate collaboration and teamwork within a team.

Please note: The “Creating a Teamwork Agreement” worksheet is adapted from the IPC on the Run resources’. This is an excellent free online resource designed for any health care practitioner to enhance their ability to practice collaboratively.

In-person: Resources needed for this activity:

- Creating a Teamwork Agreement template
- Letter size paper (8.5x11)
- Tape
- Post-it notes
- Pens
- Marker(s) or dots for dot-voting
- Your team!

Virtual: Resources needed for this activity:

- Virtual platform to host meeting
- Virtual whiteboard OR
- Pen and paper
- Slide presentation – include the steps to creating a teamwork agreement

Important: Please have your team leader submit your teamwork agreement homework template (2b) to culture@bcpsqc.ca by **NOVEMBER 9, 2020** to ensure you get credit towards your certificate of completion.

Team Activities: (Optional)



Teamwork & Communication Action Series

BC PATIENT SAFETY & QUALITY COUNCIL

Tips for Action Period Homework

- Schedule regular team huddles
- Block off additional “Action Period” outside of sessions
- Connect virtually
- Dedicate lead person to submit homework on behalf of team
- Incorporate team accountability measures
- Use your calendar with checklist in Welcome Package

Coaching Sessions

- Optional but highly encouraged
- One hour Zoom meeting
- Two weeks after Learning Session
- Interactive
- Further advance the learning

October 22

*Nov 5
Optional
coaching
session*

November 5

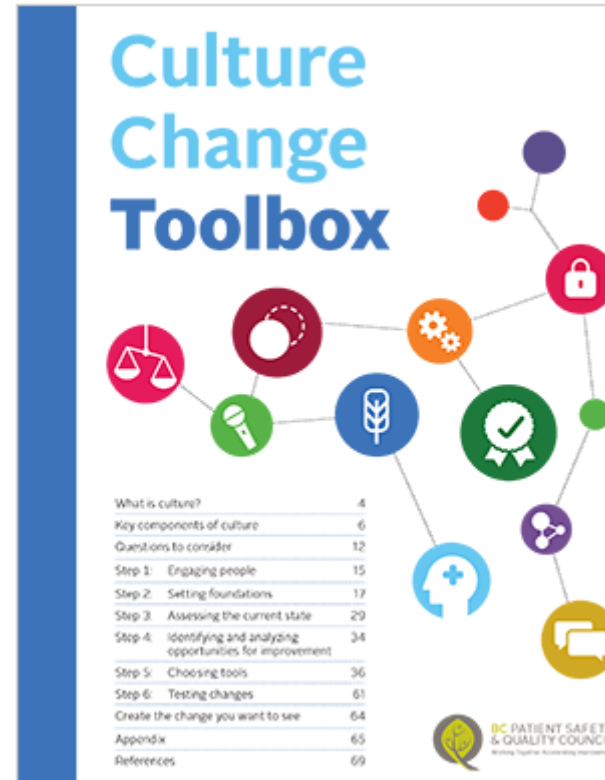
Assessments and Evaluations

- Pre-assessment
- Team-level reports available at four intervals
- Surveys after completion of each module

Certification

- Attend all 5 Learning Sessions
- Submit required Action Period Work
- Complete all Team Level Reports

Welcome Package



Website



Connect with us: [f](#) [t](#) [in](#) [@](#) [v](#)

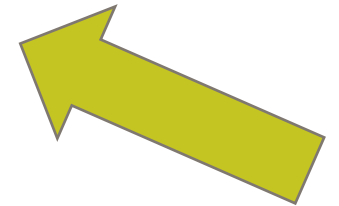
[About](#) [Improve Care](#) [Sharpen Your Skills](#) [Improve Culture](#) [Advance the Patient Voice](#) [Resources](#)

Resources

Curious about what the action series involve? Check out the resources from previous waves! You will find slides, action period guides and supporting activities and reading. Webinar recordings are only available to past participants. If you completed the action series, please email culture@bcpsqc.ca to ask for the password.

[ATTIC Card Resource](#)
[Culture Change Toolkit Resource](#)
[Worksheets](#)

- [Access Wave 4 Resources](#)
- [Access Wave 3 Resources](#)
- [Access Wave 2 Resources](#)
- [Access Wave 1 Resources](#)



What's Next?

- ✓ If you've had issues with this Zoom meeting, contact your IMIT department to make sure nothing is blocked
- ✓ Review the Welcome Package provided
- ✓ Join us for the first Action Series Learning Session:
Foundations of Strong Teamwork and Communication
October 22nd from 12:30:1:30pm

