

## Objectives

- Describe various reasons why teamwork is critical to patient care
- Define the composition of an effective team
- Analyze challenges that may result in ineffective teams
- Identify methods to be utilized which will allow for effective communication
- Define conflict and identify strategies to resolve conflict
- List methods which will assist in developing effective team communication

## Content Outline

1. Introduction
2. Why Teamwork?
  - a. To err is human
  - b. Joint Commission
  - c. PSQIA Act of 2005
  - d. Team STEPPS
3. Teams vs. Groups
4. Team Members
5. Components of a Functioning Team
  - a. Leadership
  - b. Shared awareness
  - c. Mutual support
  - d. Communication
6. Techniques to Enhance Communication
  - a. Brief
  - b. Huddle
  - c. Debrief
  - d. SBAR
  - e. Call-out
  - f. Check back
  - g. Hand off
7. Conflict Resolution
  - a. Overview
  - b. Strategies to resolve conflict
8. Developing Effective Team Communication
  - a. Training
  - b. Simulation
9. Additional Considerations

## Reading Material Resources

**Module GH2422: Teamwork and Communication** is based on the chapter listed below. A copy is included with the module.

Chapter 24, Golden Hours: Care of the Very Low Birth Weight Neonate, Bissinger, R.L., Annibale, D.J., and Fanning, B.A. The National Certification Corporation (NCC), Chicago, IL 2019.