

## CC15 Communication with colleagues and cooperation

Recognise and accept the responsibilities and role of the doctor in relation to other healthcare professionals. Communicate succinctly and effectively with other professionals as appropriate		
Knowledge	Assessment Methods	GMP Domains
<i>Understand the section in "Good Medical Practice" on Working with Colleagues, in particular:</i>	C, M, ESLE	1,2
<i>The roles played by all members of a multi-disciplinary team</i>	C, M, ESLE	1,2
<i>The features of good team dynamics</i>	C, M, ESLE	1,2
<i>The principles of effective inter-professional collaboration to optimise patient or population care</i>	C, M, ESLE	1,2
Skills		
<i>Communicate accurately, clearly, promptly and comprehensively with relevant colleagues by means appropriate to the urgency of a situation (telephone, email, letter etc), especially where responsibility for a patient's care is transferred</i>	ACAT, C, Mi, ESLE, S	1,2, 3
<i>Utilise the expertise of the whole multi-disciplinary team as appropriate, ensuring when delegating responsibility that appropriate supervision is maintained</i>	ACAT, C, Mi, M, ESLE, S	1, 3
<i>Participate in, and co-ordinate, an effective hospital-at-night team when relevant</i>	ACAT, C, Mi, M, ESLE	1
<i>Communicate effectively with administrative bodies and support organisations</i>	C, Mi, M, ESLE, S	1, 3
<i>Employ behavioural management skills with colleagues to prevent and resolve conflict</i>	ACAT, C, Mi, M, ESLE, S	1, 3

<b>Behaviours</b>			
	Be aware of the importance of, and take part in, multi-disciplinary work, including adoption of a leadership role when appropriate	ACAT, C, Mi, M, ESLE	3
	<i>Foster a supportive and respectful environment where there is open and transparent communication between all team members</i>	ACAT, C, Mi, M, ESLE, S	1, 2, 3
	Ensure appropriate confidentiality is maintained during communication with any member of the team	ACAT, C, Mi, M, ESLE	1, 3
	Recognise the need for a healthy work/life balance for the whole team, including yourself, but take any leave yourself only after giving appropriate notice to ensure that cover is in place	C, Mi, M, ESLE	1
	<i>Be prepared to accept additional duties in situations of unavoidable and unpredictable absence of colleagues</i>	C, M, ESLE	1,2
<b>Level Descriptor</b>			
1	Accepts his/her role in the healthcare team and communicates appropriately with all relevant members thereof		
2	Fully recognises the role of, and communicates appropriately with, all relevant potential team members (individual and corporate)		
3	Able to predict and manage conflict between members of the healthcare team		
4	Able to take a leadership role as appropriate, fully respecting the skills, responsibilities and viewpoints of all team members		
<b>Emergency department context</b>			
1	Recognises role of nurse in charge, lead registrar and consultant, Appreciates vital role of all members of team including administrative and portering staff		
2	Able to tell named nurse and/or nurse in charge the patient plan <i>Ensures effective handover of patients to other doctor at end of shift</i>		

3	<p>Identifies early when potential conflict is arising between ED staff and specialties or within ED team and takes appropriate action – particularly over weak referrals or lack of response from specialties</p> <p>Deals with breakdown in referral or request for imaging and resolves conflict achieving good patient outcome</p>
4	<p><i>Manages the shift to ensure all doctors have required breaks and leave on time</i></p> <p><i>Ensures the primacy of patient safety in all aspects of communication and cooperation and is able to utilise cognitive strategies, human factors and CRM to maximise this</i></p>
<b>Leadership</b>	Specialty trainees should demonstrate competence in all elements of domains, with some evidence in setting direction
Demonstrating personal qualities	Demonstrates respect for nursing staff in behaviour, tone and inclusion in decision making
Working with others	<p><i>Works with nurse in charge to effectively manage workload and patient throughput **</i></p> <p>Develops close working relationship with key specialties including medical registrar, Intensive Care Medicine registrar and paediatric registrar to ensure team working and effective patient care **</p>
Managing the service	<p>Ensures rota and staffing up to date and displayed at all times</p> <p>Is aware of workload of individual doctors during shifts and ensures no overload or no inappropriate relaxing</p>
Improving services	Asks for feedback from specialty doctors and investigative services on ED requests for support
Setting direction	Works with medical staffing and workforce planning to ensure appropriate competences in team 24/7 for emergencies in the ED and hospital