

CC8 Team working and patient safety

To develop the ability to work well in a variety of different teams, e.g. the ward team and the infection control team, and to contribute to discussion on the team's role in patient safety		
To develop the leadership skills necessary to lead teams so that they are more effective and able to deliver better safer care		
Knowledge	Assessment Methods	GMP Domains
Outline the components of effective collaboration	C, ACAT, ESLE	1
Describe the roles and responsibilities of members of the healthcare team	C, ACAT ESLE	1
<i>Outline factors adversely affecting a doctor's performance and methods to rectify these</i>	C,ESLE	1,2
Skills		
Practise with attention to the important steps of providing good continuity of care	Mi, C, ACAT, ESLE	1,3,4
<i>Accurate attributable note-keeping</i>	Mi, C, ACAT ESLE	1, 2,3
Preparation of patient lists with clarification of problems and ongoing care plan	Mi, C, ACAT. M ESLE	1
<i>Detailed handover between shifts and areas of care</i>	Mi, C, ACAT, M ESLE, S	1, 2,3
<i>Demonstrate leadership and management in the following areas: education and training, deteriorating performance of colleagues (e.g. stress, fatigue), high quality care, effective handover of care between shifts and teams</i>	Mi, C, ACAT ESLE S	1, 2, 3
Lead and participate in interdisciplinary team meetings	Mi, C, ACAT	3
<i>Provide appropriate supervision to less experienced colleagues</i>	Mi, C, ACAT, M ESLE	2,3

Behaviours		
<i>Encourage an open environment to foster concerns and issues about the functioning and safety of team working</i>	Mi, C, ACAT, M ESLE, S	2,3
<i>Recognise and respect the request for a second opinion</i>	Mi, C, ACAT, M ESLE	2,3
<i>Recognise the importance of induction for new members of a team</i>	Mi, C, ACAT, M ESLE	2,3
<i>Recognise the importance of prompt and accurate information sharing with the Primary Care team following hospital discharge</i>	Mi, C, ACAT, M ESLE	2,3
Level Descriptor		
1	<p>Works well within the multidisciplinary team and recognises when assistance is required from the relevant team member</p> <p><i>Demonstrates awareness of own contribution to patient safety within a team and is able to outline the roles of other team members</i></p> <p>Keeps records up-to-date, legible and relevant to the safe progress of the patient</p> <p>Hands over care in a precise, timely and effective manner</p>	
2	<p>Demonstrates ability to discuss problems within a team to senior colleagues. Provides an analysis and plan for change</p> <p>Demonstrates ability to work with the virtual team to develop the ability to work well in a variety of different teams, e.g. the ward team and the infection control team, and to contribute to discussion on the team's role in patient safety</p> <p>To develop the leadership skills necessary to lead teams so that they are more effective and able to deliver better, safer care</p>	
3	<p>Leads multidisciplinary team meetings but promotes contribution from all team members</p> <p>Recognises need for optimal team dynamics and promotes conflict resolution</p> <p>Demonstrates ability to convey to patients after a handover of care that although there is a different team, the care is continuous</p>	

4	<p>Leads multi-disciplinary team meetings allowing all voices to be heard and considered. Fosters an atmosphere of collaboration</p> <p>Demonstrates ability to work with the virtual team</p> <p>Ensures that team functioning is maintained at all times</p> <p>Promotes rapid conflict resolution</p>
Emergency department context	
1	<p>Acts as an effective team member of trauma/cardiac arrest teams</p> <p>Maintains legible clinical record</p> <p>Completes the GP discharge letter for all patients during the shift</p> <p>Makes appropriate referrals with relevant information and successfully refers patients</p> <p>Ensures that patient safety is a core feature of team working</p>
2	<p>Acts under supervision as leader of resuscitation team</p> <p>Works with the nurse in charge to ensure patient management plans are clear and documented at all times</p> <p>Works with the reception staff to ensure patient demographics are complete and updated</p>
3	<p>Leads resuscitation team for adults and children</p> <p>Supports in-patient specialty teams including hospital-at-night team</p> <p>Undertakes induction of locum staff during shift</p> <p>Ensures handover and referral of patients on CDU /observation ward</p>
4	<p>Develops team working between ED middle grade staff including non-trainees and part time staff</p> <p>Effectively leads handover of shifts</p> <p>Seeks nurse views and support and able to delegate leadership appropriately</p> <p>Assemble and manage an unrehearsed rapidly formed team to maximise effectiveness</p>

EmNTS	Specialty trainees should develop expertise in the following non-technical skills
Supervision and feedback	Assesses capabilities and identifies knowledge gaps. Provides opportunities teaching and constructive feedback
Team building	Provides motivation and support for the team. Appears friendly and approachable
Quality of Communication	Gives verbal and written information concisely and effectively. Listens, acknowledges receipt of information and clarifies when necessary
Authority and Assertiveness	Behaves in an appropriately forceful manner and speaks up when necessary. Resolves conflict effectively and remains calm when under pressure
Leadership	Specialty trainees should demonstrate competence in all elements of domains, with some evidence in setting direction
Demonstrating personal qualities	Leads by example, taking on the 'routine' tasks as well as critical care patients Recognises and demonstrates different leadership styles where required e.g. critical care patient vs. multiple minor patients *** Listens to other professionals e.g. in-patient specialty medical staff and nursing staff
Working with others	Able to supervise others in developing leadership roles (i.e. CT1/2)** Debriefs the team in supportive manner ensuring learning for all **
Managing the service	Identifies colleagues with performance problems and reports in constructive way to relevant supervisor Seeks out other teams who may impact on the departmental safety and asks for advice e.g. infection control, Intensive Care Medicine outreach, pharmacy, community matrons, discharge team
Improving services	Attends ED senior team meetings and contributes to suggestions for change Undertakes change management project to improve care of particular groups e.g. introducing new protocols *
Setting direction	Makes suggestions for team development at junior doctor, nurse and multidisciplinary level including team exercises