

Ask **THRIVE**: Teamwork Toolbox



Which “Teamwork Tool” will you use today?

When we work together, our patients are safer, have better outcomes, and have an overall better Patient Experience.

How can I help you?	<ul style="list-style-type: none">• Help a team member’s patient if they are not available at the moment• Help a coworker who needs a helping hand.
Work together	<ul style="list-style-type: none">• Complete a task with a team member to make everyone’s job faster/easier. <i>Ex: Change a patient’s sheets together.</i> <i>Ex: Split up sorting, loading, washing and putting away dishes to help the process go faster.</i> <i>Ex: Offer to transport a patient if another team member is not available.</i>
Bedside hand-off	<ul style="list-style-type: none">• Whenever a patient is transferred to or from your department, communicate to the patient where they are going and what is being done.• Share the information with your coworker and make sure they have an opportunity to ask questions.• Build up someone else in front of your patient. <i>Ex: This is Jake, he is going to take you for your MRI, you are going to be in great hands and he will make sure you get there safely.</i>
Identify a goal for today and work together to achieve it	<ul style="list-style-type: none">• What needs to be done, what can we achieve today? <i>Ex: How can I help my coworker or how can they help me, so everyone can leave on time today?</i> <i>Ex: How can we all work together to make sure all our patients get walked today? How can we achieve this with the team we have?</i>



Teamwork Toolbox (con't)

Listen

- Make sure that you listen to your coworkers and understand what is being communicated.
- Listen to your patients and let them know you have shared their concerns with the appropriate people and departments by name.

Ex: Your patient asks for something to help them relax. Listen to what they are asking for and why. Relay this to the provider and let the patient know who you spoke to, the outcome of the request, and who was involved in responding to their issue.

Learn who is on your team

- Learn the name of someone from a different department today and one thing about them.
- Personally introduce a care team member to your patient during a hand-off.
- Ask someone from a different department how their day is going.

Recognize others

- Send a CHEER to someone on your team this week.
- Send a CHEER to someone from another department.