

Network Session Summary

Session Topic:	LEADS in a Caring Environment: Team Building: Practical Tips for Engaging Your Team
Session Date:	September 21, 2022
Session Hosts:	Dr. Janet Craig, Michele Hannay
Session Objectives:	<p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> • Explain the importance of purposefully engaging staff members to work as a team, especially during challenging times. • Describe 3 strategies for engaging staff and supporting effective teamwork.

Recommended Resources:

Roles & Responsibilities Planner (see attached)
[Introductions With Intention](#)

Session Highlights & Themes:

- ***The landscape of primary care was changing before, but the last 2 years has really accelerated things. With increasingly complex patients and physicians and other care providers leaving or retiring early, a team approach to patient care is emerging as a critical strategy for family practices to be able to manage the increasing demand and workload. Turning a group of 'staff' into a team doesn't happen automatically. It requires a process of engagement.***

- Strategy 1: Build Agency
- Agency is the power and ability to make choices and act on them freely.
- Tips:
 - Encourage everyone to look for 'opportunities for improvement'
 - Brainstorm ideas together
 - Shared leadership (meetings, projects, etc.)
 - Reframe 'failures' as 'learning opportunities'
 - Celebration & recognition!

- Strategy 2: Provide Role Clarity
- Very often, when people are under-performing, it's because they're not really clear on what they're supposed to be doing and what others are supposed to be doing
- Meet with the team to define roles & responsibilities related to clinical and QI processes
- Think about who could do it (scope), who should do it (interest, availability, etc.) and who will be responsible
- Consider using the Roles & Responsibilities Planner (attached)

- Strategy 3: Introductions with Intention
- How the idea of someone else managing clinical care is introduced to patients can make a big difference in how smoothly the transition goes.
- A ‘warm handoff’ - when the physician is introducing the idea of handing off an aspect of clinical care to a team member with a patient - has the following characteristics:
 - Name and role of individual mentioned
 - Explain that the person is known personally & trusted
 - Reassure that they are very experienced and knowledgeable
 - Reassure that communication back to physician will be ongoing and that the physician is still the primary provider

Session Statistics

Total Physician Participants	North Zone Physician Participants	Edmonton Zone Physician Participants	Central Zone Physician Participants	Calgary Zone Physician Participants	South Zone Physician Participants	PCNs Represented
17	7	2	2	3	3	13