

## 1.2 Team Based Relationships

### *Change Concept 1.2.1 Enhancing Team Function / Structured Communication Strategies*

Video link

<https://vimeo.com/200711725>

#### Questions

1. Does our practice have any mutually understood, standardized processes for communication?
2. Might standardized communication processes help the efficiency in our practice?
3. Would our practice benefit from implementing SBAR, daily briefs, huddles, debriefs or more structured handoffs?
4. Are there problematic workflow issues that are often a problem because of inefficiency in communication?
5. How does our practice address and understand adverse events, or near misses? Do we assess the role of communication in these incidents?

#### Resources:

1. TeamSTEPPS website (multiple resources are available):  
<https://www.ahrq.gov/teamstepps/index.html>
2. Agency for Healthcare Research and Quality (AHRQ) Teamwork Primer:  
<https://psnet.ahrq.gov/primers/primer/8>
3. Clancy, C.M., & Tornberg, D.N. (2007). TeamSTEPPS: Assuring Optimal Teamwork in Clinical Settings. *American Journal of Medical Quality* 22(3), DOI: 10.1177/1062860607300616