1. Record Nr. UNINA9910788152903321 Collaborative caring: stories and reflections on teamwork in health care Titolo // edited by Suzanne Gordon, David L. Feldman, MD, and Michael Leonard, MD Ithaca, New York; London, [England]:,: ILR Press,, 2014 Pubbl/distr/stampa ©2014 **ISBN** 0-8014-5462-X 0-8014-5463-8 Descrizione fisica 1 online resource (297 pages): illustrations The Culture and Politics of Health Care Work Collana Disciplina 362.106 Soggetti Health care teams Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Nota di bibliografia Includes bibliographical references.

Nota di contenuto

Frontmatter -- Contents -- Introduction -- Part 1. Playing On A Real Team -- Learning To Really Listen / Jackson, Andrea -- Sea Change / Levitt, Philip -- A Genuine Collaboration / Perman, Jay A. / Stines, Elsie M. -- Out Of Sight, Out Of Mind / Diaper, Martyn -- The Telephone Call / Gold, Karen -- Interprofessional Learners Sharing Our Stories / Lowe, Mandy / Paulenko, Tracy / Sinclair, Lynne -- Part 2. The Dangers And Damage Of Poor Teamwork -- I Had To Yell At The Nurse / Bardes, Charles -- Lack Of Teamwork Further Complicates A Case / Berguer, Ramon -- Dying To Get To Baghdad / Fish, Peter -- Part 3. Is The Patient On The Team Or Not? -- No, I Am Not Doing It For You / Frosch, Dominick L. -- We're Not Listening / Leonard, Michael --Captain, You Need To Go / Keim, Susan -- Virginia's Knee / Hallisy, Julia -- Dangerous Assumptions / Skowronsky, Catherine -- Part 4. Psychological Safety -- Remember To Say "Please" / Diaper, Martyn --Getting Help When You Need It / Leonard, Michael -- Liberating The Positive Deviants / Gardam, Michael -- I Should Have Said Something / Gordon, Suzanne -- Thank You For Your Vigilance / Feldman, David L. -- Part 5. Teaching What We Preach -- Learning When The Team Fails / Sax, Harry C. -- Teaching A New Physician / Elliott, Adam -- Teamwork And Perseverance Prevail / Cassera, Fredrick B. -- The Story Of Our Patient Safety Fellows / Burke, Kathleen -- The Inconvenience Of Safety / Reynolds, Handel -- Do You Feel Like A Caregiver? / Hancock, K. Kelly / Merlino, James I. -- I'm Not Sorry For Calling You / Bleah, Paulina --Coaching The Huddle / Shunk, Rebecca -- Part 6. Patient Advocacy As Team Sport -- The Complex Discharge Needs Of Mr. And Mrs. K / Campitelli-Thompson, Chiara -- The "Nice" Patient Who Distrusts Our Best Advice / Fisher, Nelli -- Teamwork Is Part Of Our Duty To Advocate / Chandler, Jillian -- A Second Chance / Perlman, Illana --Taking Care Of Tom And Ethel / Young, Heather M. -- Hospital Without Walls / Quirk, Rebecca -- Alice Was Never Alone In Wonderland / Tse, Estella -- Part 7. Barriers To Teamwork -- Right Surgery, Wrong Patient? Wrong Surgery, Right Patient? / Nurse, Frustrated -- Talking The Talk But Not (Always) Walking The Talk / Reeves, Scott -- No Good Deed / Fiore, Darren -- The Impact Of Reimbursement On Interprofessional Care / Puente, Antonio E. -- The Time Trap / Gordon, Suzanne -- Part 8. Taking Teamwork Institution- And System-Wide --Making The Handoff Safe In Labor And Delivery / Block, Michael -- Not The Usual Suspects / Jain, Rajiv -- The Art Of Rounding / Fidyk, Lisa --Getting Everyone On Board / Rosinia, Francis A. -- Going Live With Teaching Teamwork / Adelman, Jason -- The Change In Rwanda / Early, Jessica -- The Devil's In The Details / O'Neill, Loraine -- Walking The Walk / Brier. Pamela -- Medical Teamwork Is All That Jazz / Brown. Theresa -- Investing In Meaningful, Sustainable Change / Plummer, Carolyn / Richards, Joy -- "Co" Is Cool / Gordon, Suzanne / Shunk, Rebecca -- Notes -- Editors

## Sommario/riassunto

Teamwork is essential to improving the quality of patient care and reducing medical errors and injuries. But how does teamwork really function? And what are the barriers that sometimes prevent smart, well-intentioned people from building and sustaining effective teams? Collaborative Caring takes an unusual approach to the topic of teamwork. Editors Suzanne Gordon, Dr. David L. Feldman, and Dr. Michael Leonard have gathered fifty engaging first-person narratives provided by people from various health care professions. Each story vividly portrays a different dimension of teamwork, capturing the complexity-and sometimes messiness-of moving from theory to practice when it comes to creating genuine teams in health care. The stories help us understand what it means to be a team leader and an assertive team member. They vividly depict how patients are left out of or included on the team and what it means to bring teamwork training into a particular workplace. Exploring issues like psychological safety, patient advocacy, barriers to teamwork, and the kinds of institutional and organizational efforts that remove such barriers, the health care professionals who speak in this book ultimately have one consistent message: teamwork makes patient care safer and health care careers more satisfying. These stories are an invaluable tool for those moving toward genuine interprofessional and intraprofessional teamwork.