



MUSKOKA ALGONQUIN  
HEALTHCARE

# Working Together as a Team

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*Outstanding Care ~ People Focused*





# TEAMWORK

Coming together is a beginning...Keeping together is progress...Working together is a success.

# Common Goals - Different Roles



- 0216hrs Saturday single vehicle rollover highway 11 northbound at Luigi Road
- 911 caller states that he can see at least 4 individuals in the vehicle, that the driver's side is impacted into a rock cut and there is 'fluid' leaking from the vehicle
- 911 caller states that all individuals are able to communicate with him, however, they are unable to exit the vehicle

# Teams are Dispatched



# 'Team' Communication . . .



- Scene safety
- Scene assessment
- Roles and responsibilities of crew
- Potential equipment requirements
- Additional resources
- Use 'common' language



# 'Team' Communication



- Scene safety
- Scene/patient assessment
- Roles and responsibilities of crew
- Equipment requirements
- Additional resources
- Use 'common' language



# 'Team' Communication



- Scene safety
- Scene security
- Roles and responsibilities of crew
- Investigation
- Additional resources
- Use 'common' language

# At the Scene . . .





# At the Scene . . .



- OPP ensured scene safety by blocking traffic in NB lane
- GFD ensured vehicle stability and extricated all 4 individuals safely
- EMS ensured patient safety during extrication process
- Patients transferred to ER
  - 1 CTAS 2
  - 2 CTAS 3
  - 1 CTAS 4

# Three 'Teams' Become Four . . .



# 'Team' Communication



- Scene safety
- Scene/patient assessment
- Roles and responsibilities of crew
- Equipment requirements
- Additional resources
- Use 'common' language



# Strong Team Skills in all Groups



- Commonalities between teams
  - Communication
  - Common goals
  - Defined roles and responsibilities
  - Jargon
- Cohesiveness in teams
- Leadership in teams
- Trust in teams



# One Team





# Common Goals - Different Roles



- Each team plays an unique role in patient care
- Each individual within the team brings their own experiences, beliefs and expectations to the group
  - Respect
  - Engagement
  - Training
  - PROFESSIONALS!

# Build on Individual Team Strengths . . .



- Active Listening
- Active Engagement
- Consistent Verbal and Non-Verbal Messaging
- Respectful Communication
- Builds Trust
- Creates Relationships
- Celebrates Common Goals

# Some Suggestions . . .



- Formal/informal groups with representation from each 'team'
  - Understanding team specific roles and goals
  - Identifies commonalities
  - Allows for open discussion of differences
- Debriefing
  - Not just for the BIG things

## A cartoon illustration of a large, tan-colored hand with the word "GERMS" written in bold, black, stylized letters across the palm. The hand is the central focus, with various colorful, monstrous germs interacting with it. On the index finger, a green, lizard-like germ with a chain around its neck is perched. On the ring finger, a blue, dinosaur-like germ is hanging. On the pinky, a yellow, worm-like germ is coiled. On the thumb, a pink, pig-like germ is hanging from a rope. A green, spotted germ wearing a yellow hard hat is climbing a wooden ladder that leans against the wrist. At the base of the hand, a fire is burning, and a small, yellow, one-eyed germ with a backpack is standing next to it. The background is white, and the artist's signature "Leahoff" is visible in the bottom right corner.

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