



QRC: 3529

Price

One Day : \$410 inc. GST

Two Days: \$540 inc. GST

Date

28 Feb - 01 Mar 2019

Venue

Mercure Hotel Brisbane

85-87 North Quay , Brisbane, QL, 4003

CPD Hours

11 Hours | 0 Mins

What Great Teams Do! Seminar 2019

2 Day Seminar on Interprofessional Collaboration

Need for Program

Nowadays, a key skill of all health professionals is to regularly and constructively collaborate with others within a team. Including the patient in all decisions that affect their health is essential for the provision of evidenced care. Inter professional teamwork provides many benefits and it enriches the work environment enabling much personal and patient satisfaction. It improves the continuum of care and prevents costly double-ups, missed opportunities and even adverse events. Knowing how to work in interprofessional teams is an important skill which may be learned.

Purpose of Program

The purpose of this practical seminar is to provide a forum for health professionals to learn new skills and knowledge to enhance their involvement in interprofessional teams which will ultimately lead to better, risk-averse, evidenced patient care.

Learning Outcomes

At the conclusion of this program it is expected that the participants will be able to:

- Prevent costly overlaps of care, missed opportunities and adverse events through the use of advanced inter professional communication skills
- Reflect on your personal strengths that may make your involvement in interprofessional teams more effective
- Sharpen your ability to communicate your professional views and, in-so-doing demonstrate appropriate use of advocacy and assertiveness
- Discourage turf wars to facilitate collaboration and enhanced patient outcomes

Program Schedule

Day One

8:30am - Registration and Enjoy a Refreshing Drink

9:00am

The Five Steps To Make Collaboration Possible

- This interactive activity time enables you to discover five steps that are necessary for a small group of people to be able to work together efficiently.
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9:45am

You, the Patient, and the Collaborating Team

Because patients meet many professionals during their health journey, their plan of care can be confusing. Every time you work in a team the context will also change. This introductory session looks at what comprises different types of teams and what this will mean to the patient and you. It includes:

- Is a good team simply a collection of individuals?
 - What is the difference between a multidisciplinary, an interdisciplinary and an interprofessional team, and why is this important to know?
 - Why are teams fundamentally unstable?
 - Does the intensity of professional integration matter?
-

10:30am - Morning Tea

11:00am

Why Turf Wars Make No Sense

Turf wars are often associated with territory or status and can sabotage positive outcomes for patient care. They can also make the work environment unpleasant. Respecting each other's roles and responsibilities without drawing lines in the sand is important. This interactive session will illustrate how interprofessional collaboration gets the best results. It will also give you insights into your own capacity for communicating appropriately with others when placed in a stressful situation. This session looks at:

- How would you work in a team if you were shipwrecked?
-

12:00pm

Avoiding Stereotypes in Healthcare

Looking through other professional lenses and back again. This session considers some of the stereotypes associated with different professional groups – including nurses! Topics include:

- “The best nurses are hospital trained”
 - “Doctor’s handwriting is always illegible”
 - “Social workers seem to talk to people all day long”
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12:45pm - Lunch and Networking

1:45pm

Unblocking the Team - Managing Competition Constructively

Interprofessional collaboration results in best patient outcomes. However, strong personalities can occasionally block best outcomes, by doing such things such as withholding information. This lively session will explore how competition between professionals, who may believe their way is the only way, may detrimentally influence the outcomes for the project or the patient, even if they’re not necessarily blocking each other deliberately. Topics include:

- How team members don’t necessarily block others deliberately
 - With whom are you competing and why?
 - Is interprofessional competition destructive or can it be actually motivating?
 - Withholding information as a blocking device
 - What tips can flip conflict into constructive outcomes?
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3:15pm - Afternoon Tea

3:45pm

Case Studies

This first case study will look at a simple interprofessional collaboration and whether it was a genuine team event.

- What happened in this interaction?
 - Did it enhance or diminish patient care?
 - What could have been improved?
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4:30pm - Close of Day One of Seminar

Day Two

9:00am - Commencement of Day Two

9:00am

Trust - Difficult to Establish, but Essential to Maintain

Trust between professionals reflects a recognition and respect for each others' roles. It is a necessary aspect of effective interprofessional collaboration. Trust means you have faith in another person's beliefs or actions and, although this is a complex subject, we will now take time to look at what trust is and include several ways to build trust. We will consider:

- What is trust and how does it operate in your work environment?
 - How can communication build trust?
 - How can you lead by example? - not behaving divisively or blaming others
 - How can you demonstrate transparency and integrity?
 - Educating together
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10:00am

Critical Conversations - Nobody Ever Has the Full Picture

In order to work seamlessly, interprofessional collaboration relies on sharing information. Communication is obviously essential to this process. In this session, you will see how even the best-intentioned communication can be flawed and how the resulting problems can be averted.

10:30am - Morning Tea

11:00am

Critical Conversations - Doing it Better

It is often not what you say but how you say it. Learn how to manage difficult or conflictual conversations. This session will include a debrief of the previous activity.

11:30am

Facing Interprofessional Conflict - Head On!

Conflict in an inter-professional team can be productive if it is handled sensitively. However,

confronting a person of seniority or status can sometimes appear overwhelming, especially if you feel you may “lose face” or believe that what you have to say is not important. However, conflict that is “swept under the carpet” will only arise again and again and cause even bigger problems if not tackled. In this interactive session, you will consider the best ways to deal with a large range of conflicts that can occur in any group setting. It includes:

- What are the causes of conflict in your teams?
 - How are these conflicts handled?
 - What part do you play in helping process these conflicts?
 - What is the key to dealing with conflict?
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12:15pm

Confidence is King

In trying to get yourself heard you usually need confidence and some level of assertiveness. However, there is a grey area between being assertive and being loud and aggressive. This session looks at some of the typical times when assertiveness matters. It will also give you practical tips on how to be confident and get yourself heard.

- When silence is NOT “golden”
 - How to be assertive in seven easy steps
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1:00pm - Lunch and Networking

2:00pm

Case Study - Passive Aggressive Behaviour

This session will entail a poignant case study that reveals the many frustrations that occur when passive aggression is present in a group interaction.

2:30pm - Afternoon Tea and Coffee

3:00pm

Tips on How to Coordinate Interprofessional Teams - A Crucial Skill

There are essential aspects when groups working together that involve joint decision-making. Effective coordination increases the efforts of an interprofessional interaction, assisting the likelihood of achieving consensual goals. This session includes:

- Quick ways you can bring your teams together to make meaningful and even complex decisions
- Coordination when no one is leading
- Delegating the workload with pizzazz

3:45pm

Bringing It All Together

Time to reflect on your contribution to interprofessional collaboration and patient outcomes – what are the gaps in your skill base that are still holding you back?

- What commitment to yourself will you now make to improve your knowledge and participation in the functioning of your own team (whether you are a team leader or a team member)?
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4:30pm - Close of Seminar and Evaluations

Presenters

Jane Stanfield

Jane Stanfield is a health service improvement coach. She comes with 30 years' experience in healthcare, half as a clinician and half in health administration, support and coaching. Having had a brush with burnout herself and several close family members receiving healthcare, her focus is on bringing compassion back to healthcare for all involved. Her current use of neuroscience and mindfulness at work enables healthcare providers to work with their own mind, emotions and behaviour to influence their culture in a way that will energise and motivate them as they manage the safety and reliability of their care and its focus on the patient—whilst caring for themselves. Jane is currently coaching several nurse leaders; and runs workshops on leadership, shaping cultures, wellbeing, and communication and patient safety (CAPS). Her most recent professional development personally is in LEAN thinking – reducing waste and improving flow in healthcare....because waste is disrespectful to people!

Registration form

Please fill out this form and mail it to: **Ausmed Education Pty. Ltd.**
121 Arden Street,
North Melbourne VIC 3051



Which program would you like to attend?

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