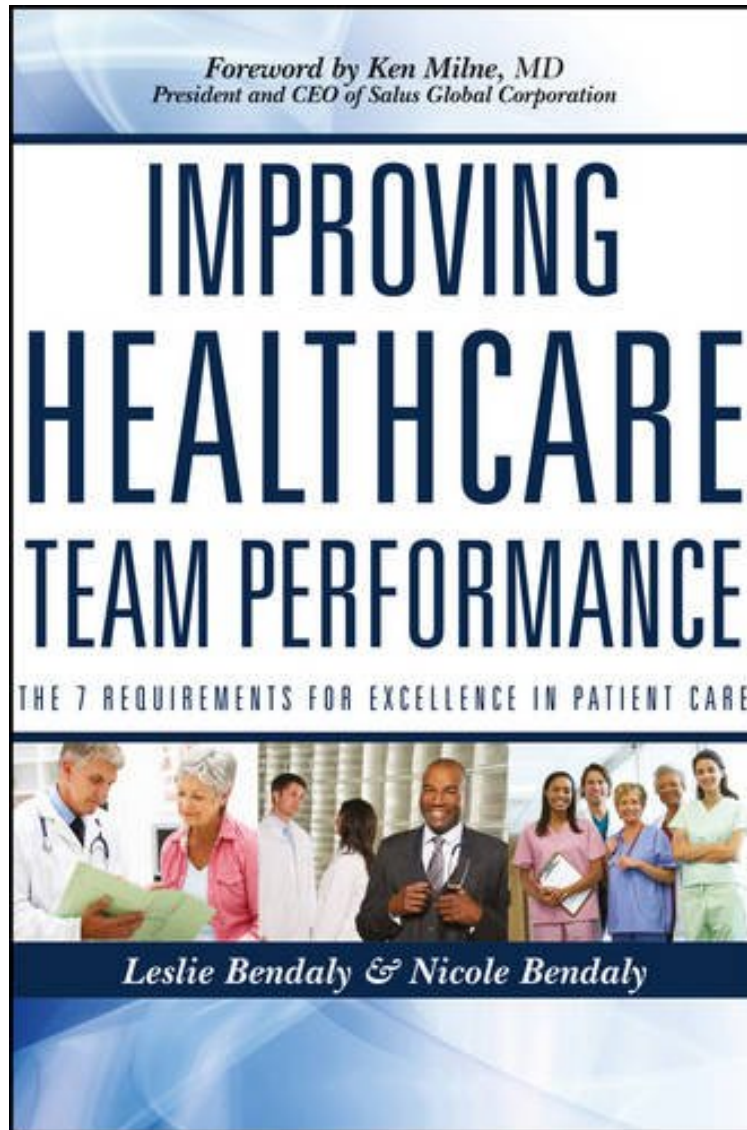


Improving Healthcare Team Performance: The 7 Requirements for Excellence in Patient Care

Leslie Bendaly, Nicole Bendaly
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Leslie Bendaly, Nicole Bendaly : Improving Healthcare Team Performance: The 7 Requirements for Excellence in Patient Care before purchasing it in order to gage whether or not it would be worth my time, and all praised Improving Healthcare Team Performance: The 7 Requirements for Excellence in Patient Care:

0 of 0 people found the following review helpful. Five StarsBy Nicholas MullenAs described!0 of 0 people found the following review helpful. but is a relevant human and easy read with nuggets of learning on every pageBy P. RayAn

immensely practical handbook packed with real life examples which have been personally witnessed by the authors in their extensive experience. The first case study in the Introduction, written by a patient, is a dramatic and totally engaging minute-by-minute account of what happens when teamwork, collaboration or compassion for a patient is lacking. I was particularly impressed by the emotions that washed over the patient once the crisis was over: Relief; Trepidation; Anger; Frustration; Self Doubt; Sadness and finally Gratefulness ---- "The miscommunication did not result in harm to her child." This sets the tone of the book, which is very carefully structured and thoroughly researched, but is a relevant human and easy read with nuggets of learning on every page. I do not generally like to mark my books but in this case I am almost embarrassed by the amount of underlining, asterisks and sticky notes marking the quotes, stories and tips which I frequently refer back to, not just for healthcare clients, but for other corporate clients who are struggling to achieve outstanding results through improved team work. Most important, however, are those stories instantly stuck, beginning with the Cherokee parable of the two wolves fighting ferociously inside the grandfather, one good and one evil.: "Do I have wolves inside me?" asked the grandson"; "Oh yes! You and everyone else"; "...and which will win, Grandfather?"; "The one you feed" the old man replied. The book is divided into 3 sections. PART 1: THE SEVEN ELEMENTS OF A HIGH PERFORMANCE HEALTHCARE TEAM with very useful reflections and applications at the end of every chapter. PART 2: MAKING IT HAPPEN including two vital chapters on the Leader as Coach and practical Learning Bites on Facilitation - The skill that determines the success of the the process PART 3: THE TOOLS TO MAKE IT HAPPEN in which the authors generously share team development exercises and workouts which provide a framework for team dialogue and learning which can be dosed over time used in team huddles or combined into full day workshops. Highly recommendable for both novices in exploring Team Performance and seasoned experts in search of inspiration and renovation.

Practical, proven techniques for improving team performance in the health care world Teams and collaboration have become an expectation in most healthcare facilities and environments. It is accepted that high performance, patient focused teams are critical to quality patient care. However, there is often a wide gap between traditional practices and the new behaviours and practices required for teamwork and collaboration. Improving Health Care Team Performance goes beyond theory to provide the knowledge, tools, and techniques required to develop a single team, or to develop an organization wide team based culture, from which exceptional patient care emerges. Most uniquely it emphasizes that effective teamwork goes far beyond team dynamics and provides detailed description of additional requirements, such as shared learning and change compatibility, and how to fulfill them. A practical handbook for healthcare leaders striving to ensure a superior patient experience and high quality of care, Improving Healthcare Team Performance not only provides specifics on how to develop high functioning teams, whether multidisciplinary, interdisciplinary, or departmental but also offers those dealing with the common healthcare leadership challenges of low morale, poor communication, interpersonal conflict, and lack of knowledge sharing the tools to take immediate action to improve performance. Providing a proven approach to addressing and preventing everyday issues impacting patient care, Improving Health Care Team Performance contains everything needed to identify areas of greatest need within a team or department, take targeted action to address key gaps, and measure progress towards positive change. Presents a clear depiction of what constitutes collaboration and a high-performing patient focused team. This includes the skills and practices required to improve team performance and ultimately the quality of patient care, how to develop new attitudes and behaviours within the team, as well as the leadership requirements for success in a patient focused, team based culture. Provides a set of development tools accessible online to help the reader quickly and easily apply the knowledge gleaned. Offers targeted solutions including tips/recommendations, a step-by-step approach for affecting necessary change at every level of the organization, and skills and team development activities. Designed for leaders working in any healthcare environment, Improving Health Care Team Performance is a practical approach to improving team performance and the quality of patient care.

From the Back Cover "Great leadership starts with deep personal reflection. This new addition to the leadership library will help create the conditions for sustainable change and transformation. It blends theory with practical how-to tools." — Hugh MacLeod, CEO, Canadian Patient Safety Institute Improving Healthcare Team Performance is a practical handbook that provides the knowledge, tools, and techniques required to develop a team-based culture within a healthcare environment that will result in exceptional patient care. Most importantly, the authors emphasize that effective teamwork goes far beyond team dynamics—and provide strategies for fulfilling each of the 7 Requirements that differentiate high-performance healthcare teams from the rest. As healthcare leaders strive to ensure patient safety and a high quality of patient care amid the challenges of shrinking resources, less-than-optimally-functioning teams, and low staff morale, this book recognizes those challenges and offers actionable steps to improve performance by Depicting clearly what constitutes a high performing, patient-focused team Offering targeted solutions, including team development exercises complete with facilitator's guides and handouts, tips and recommendations, and a step-by-step approach for effecting necessary change at every level of the organization Providing a set of online development tools to help the reader quickly and easily apply the knowledge gained

Designed for leaders working in any healthcare environment, *Improving Healthcare Team Performance* not only provides specifics on how to develop high-functioning teams, but also offers guidance on common healthcare leadership challenges along with the tools to create needed change. About the Author Leslie Bendaly is recognized as a forward thinker and practitioner in the areas of leadership, teamwork and organizational change. She is the founder of Kinect Inc. and author of several books on leadership including *Strength in Numbers*, *Winner Instinct* and *Leadership on the Run*. Her models, tools and publications are used in organizations worldwide and her books have been selected as mandatory reading for MBA and other postgraduate programs in both the USA and Canada. Nicole Bendaly is president of Kinect Inc. and has developed a reputation as an acute observer and interpreter of organizational behaviour in healthcare. She applies her knowledge and experience to the design and implementation of learning solutions and assessment tools that support the development of patient-focused cultural change and improved leadership and team performance. A number of these are used in over 200 healthcare organizations across North America.