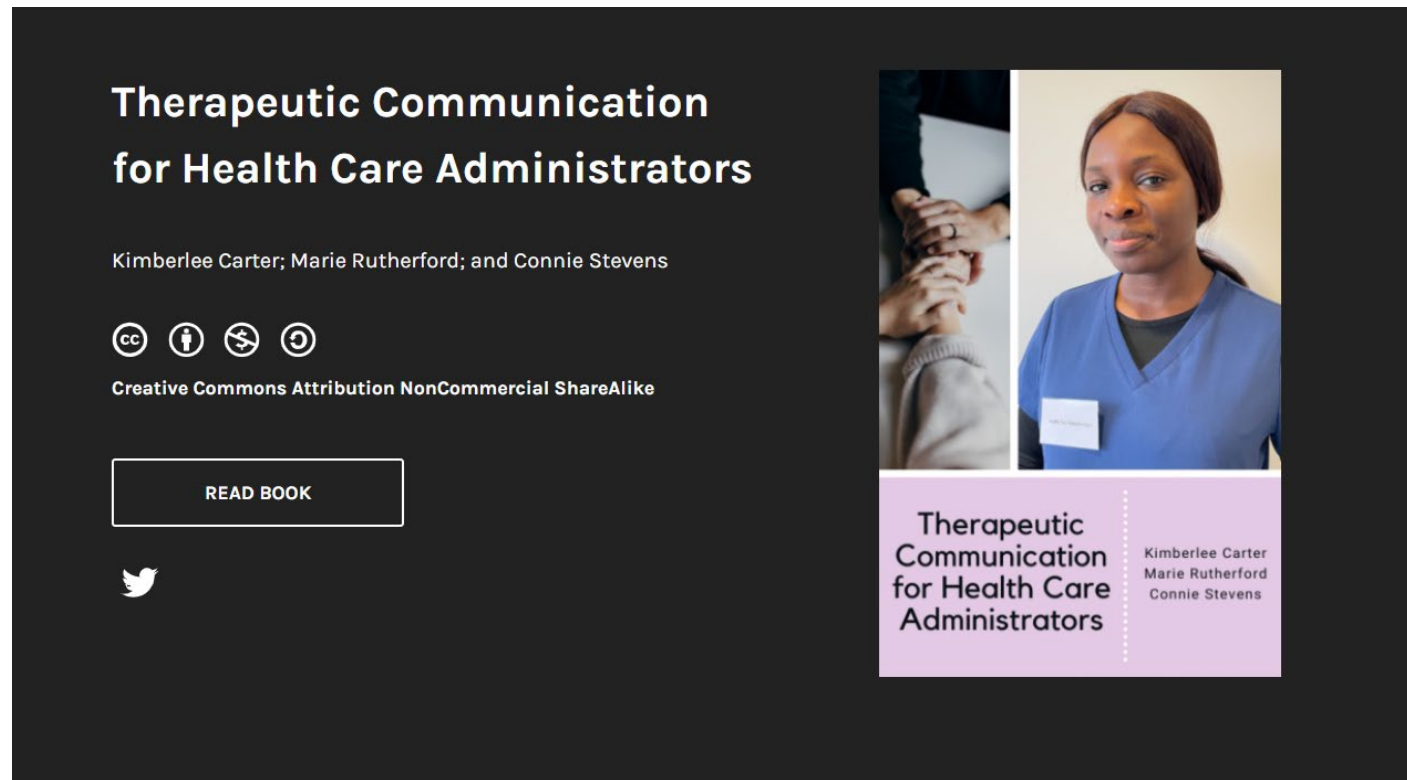


# Therapeutic Communication for HCA

## Chapter 3: Health Care Teams and Communication



# Accessibility Statement

- This PowerPoint is compatible with assistive technology
- Images have alternative-tags applied
- Complex images have long descriptions and are available in the notes section of each slide
- We welcome your feedback if you notice an area not addressed, please contact the authors listed here

# Learning Objectives

- Explore the types of health care teams and their role in the delivery of health services
- Describe therapeutic communications tools utilized by health teams to support patient outcomes
- Build collaborative communication strategies to function as a member of health care teams
- Analyze the role of self-awareness in team-based communication

# Introduction

A health care team is a group of professionals contributing to the care and treatment of a patient.

This chapter focuses on:

- The importance of communication among members of a health care team.
- The relation between cooperative team relationships and the patient's perception and quality of care.

# Interpersonal Dimensions of Health Care Teams

- Many components are involved in working effectively in a health care team.
- Interpersonal communication is the exchange of information between two or more people involving verbal and nonverbal methods.
- Interpersonal communication skills are vital to ensure collaboration with team members to support the patients.

# Common Types of Health Care Teams

- Primary
- Secondary
- Tertiary

# Collaboration and Open Communication

- Collaboration described in the context of the health care team involves professionals undertaking interdependent roles working together.
- Interventions to support collaborative team dynamics:
  - Try new methods for completing their functions
  - Look for solutions and improve processes
  - Support transparency in all interactions
  - Recognize and celebrate collaboration

# Judgement and Decision Making

- Health care team members typically utilize and apply knowledge based on their scope of practice and role.
- Health care decision making is also a process inclusive of definable steps in a sequential order.



# Self-Awareness and Identity

- Self-awareness provides the opportunity to adjust the thoughts and personal interpretations.
- As you change your interpretations emotions change.

# Technology and the Impact on Health Care Team Communication

- Technology has enhanced the accessibility of team communication through the variety of devices and channels available.
- Technology can strengthen therapeutic communication team relationships when used in a consistent manner.

# Navigating Challenging Conversations and Workplace Conflict

- Challenging conversations may arise based on several contributing factors.
- Conflict is not always negative.
- Positive conflict=Positive outcomes.

# Diversity and the Health Care Team

- Health care teams composed of diverse members often have a wide range of decision-making and critical thinking abilities.
- Developing an awareness of unconscious bias allows for strategies to prevent and address it.

# Summary

In this chapter you have:

- Reviewed the complexity of health care delivery systems makes the ability to work effectively as a member of the health care team an essential attribute.
- Explored different types of health care teams
- Considered strategies for effective and productive communication channels