

# 5 Minute Flashcards

## Card 3: Teamwork & communication

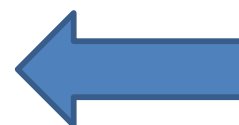
Why is teamwork important?



What does good teamwork look like?



How can we communicate effectively in an emergency?



Give it a go:

- An emergency occurs in theatre and the emergency bell is pulled.
- Staff from outside respond and the situation becomes chaotic and loud.
- How do you restore effective teamwork?

# Card 3: Teamwork & communication



## Why is teamwork important?

- Teamwork has an impact on safety. Patients receiving care with poor teamwork are more likely to experience poor outcomes.
- Miscommunication is a factor in surgical adverse events.
- Effective teams create a more positive, engaging, efficient and resilient workplace.



## What does good teamwork look like?

- Respecting that each team-member makes a valuable contribution to the overall success of the team
- Knowing each others' names
- **Remembering the importance of keeping the patient central to the work that we do**



## Giving it a go:

You could consider using a structured communication model such as SNAPPI:

**S**top and identify the problem

**N**otify the team

**A**ssessment

**P**lan

**P**rioritise

**I**nvoke ideas

**T**hink about role allocation & a scribe.



## How can we communicate effectively in an emergency?

- Nominate a leader
- Keep the room quiet – avoid unnecessary conversation
- Use each others' names. If you don't know them, ensure you have eye contact before communicating
- Use closed-loop communication: if you are asked to do a task, tell the leader when that task is completed
- The leader should use 'pause points' to summarise progress and invite ideas from the rest of the team.