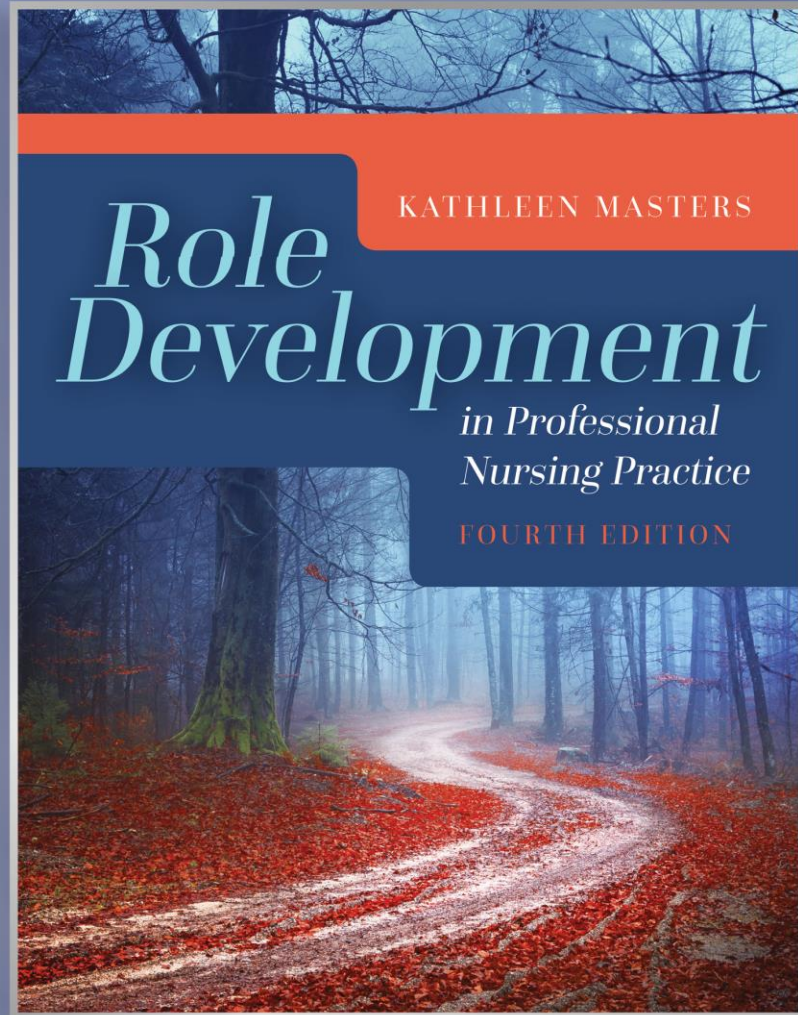


# Chapter 13

## Teamwork and Collaboration in Professional Nursing Practice



# Healthcare Delivery System

- Population shifts
- Cultural diversity
- Patterns of diseases
- Advances in technology
- Economic changes

# Models of Care

- Healthcare system models:
  - Chain of command
  - Complex adaptive systems (CASs)
- Nursing models of patient care:
  - Team nursing
  - Total patient care
  - Case management

# Roles of the Professional Nurse

- Caregiver
- Advocate
- Educator
- Leader
- Manager
- Collaborator
- Researcher

# Teamwork and Collaboration

- Refers to functioning effectively within nursing and interprofessional teams, fostering open communication, mutual respect, and shared decision making to achieve quality patient care (QSEN, 2007)

# Collaborative Practice Goals

- Improve client satisfaction with care
- Enhance continuity across continuum of care
- Provide research-based, high-quality, cost-effective care that is driven by expected outcomes
- Promote mutual respect and communication between clients and healthcare team members
- Provide opportunities to resolve issues and solve problems

# Levels on the Continuum of Collaboration

Information exchange

Consultation

Referral

**Lowest Level**

**Highest Level**

Communication  
between patient and  
each professional

Coordination of care

Co-management

# Interprofessional Collaborative Practice Domains

- Values/ethics for interprofessional practice
- Roles and responsibilities for collaborative practice
- Interprofessional communication practices
- Interprofessional teamwork and team-based practice



# Interprofessional Team Communication

- TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety)
- SBAR (**S**ituation, **B**ackground, **A**ssessment, and **R**ecommendation)
- Cross-monitoring
- CUS (**C**oncerned, **U**ncomfortable, **S**afety)
- Call out, check back, and 2-challenge rule

# Team Performance

- Groupthink
- Excessive authority gradients
- Excessive courtesy
- Performance-shaping behaviors

# Barriers to Interprofessional Communication and Collaboration

- Cultural differences, gender differences, generational differences, personality differences
- Hierarchy, organizational culture, differences in schedules and routines, differences in jargon, professional rivalry, disruptive behavior
- Differing values and expectations, varying qualifications and status, and complexity of care requiring rapid decision making

# *UQ Interprofessional Practice: Harness the Power of Healthcare Teams Video*

<https://youtu.be/iLwFrMYttz4>