

# Teamwork in the Outcome Enhancement Process

# Objectives for This Module

- ❖ Identify most useful types of teams
- ❖ Discuss team roles and responsibilities
- ❖ Discuss key factors of team activity in OBQI

# What Is the “Work” of Outcome Enhancement?

- ❖ Reviewing outcome and case mix reports
- ❖ Selecting target outcome(s)
- ❖ Conducting the process-of-care investigation
- ❖ Writing the plan of action
- ❖ Implementing the plan of action
- ❖ Monitoring the plan of action

## A Team:

- ❖ **Starts with individual perspectives**
- ❖ **Commits to work inter-dependently**
- ❖ **Possesses a common objective and focus**

# Key Factors of Team Activity in OBQI

- ❖ **Involve agency staff**
- ❖ **Use time effectively**
- ❖ **Use group decision-making skills**
- ❖ **Document effective approaches**
- ❖ **Celebrate (food preferred)!**

# How Many People Need to Be Involved?

- ❖ Large enough number to feel ownership
- ❖ Small enough number to work efficiently

# What Options Have Agencies Tried?

## What Worked and What Didn't?

# Suggested Approach: Two Groups

- ❖ Target outcome selection
- ❖ Process-of-care investigation

# Target Outcome Selection Group

- ❖ **Reviews the outcome and case mix reports**
- ❖ **Selects the target outcome(s)**

# Possible Membership of This Group

- ❖ Director of patient services
- ❖ Quality improvement manager
- ❖ Data processing manager
- ❖ Rehabilitation supervisor
- ❖ Others as indicated/available

## Care Process Group

- ❖ **Conducts the process-of-care investigation**
- ❖ **Writes the plan of action**
- ❖ **Participates in implementing the plan of action**
- ❖ **Participates in monitoring the plan of action**

# Possible Membership of This Group

- ❖ Staff involved in care delivery related to outcome
- ❖ From across disciplines and functions
- ❖ Can utilize within-agency “consultants”

# Team Roles

- ❖ **Leader**
- ❖ **Facilitator**
- ❖ **Members**

# Responsibilities of Team Members

- ❖ Represent agency peers
- ❖ Represent a clinical discipline
- ❖ Actively participate in team functions
- ❖ Communicate with other agency staff

# An Imperative Activity: Communication with All Staff

# An Often-Overlooked Activity:

## Closure