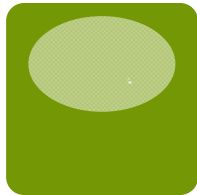
A decorative graphic on the left side of the slide. It features a large, light green circle at the top left. Inside this circle is a smaller, semi-transparent circle containing a sunset scene with a sun on the horizon and horizontal lines representing water. Below this is another semi-transparent circle, and at the bottom, a small semi-transparent circle. The background of the slide is a solid dark green color.

# Collaboration: Building capacity in your own backyard

Darschelle M. Foster, MSW, LICSW  
Outpatient Medical Social Worker  
Washington Hospital Center  
Washington, DC

# Introduction

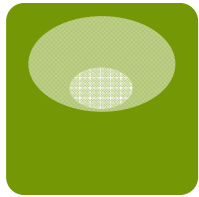


- Interest evolved out of our participation in trainings by the National Quality Center
  - Training-the-trainer Program
  - Training of Quality Leader Program
- Ongoing pressure from funding agencies to produce outcomes and demonstrate linkages between AIDS service organizations

# Washington Hospital Center HIV/AIDS Outpatient Program

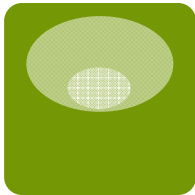


- Ryan White Funded (Parts C &D)
- Located in Washington, DC
- Care provided to approximately 800+ adult patients
- Team members:
  - 1 social worker, 1 peer navigator, 2 nurses, 1 nutritionist, 4 attending physicians, 4 fellows, 1 psychologist, 1 research liaison from NIH

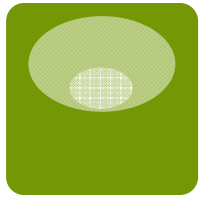


What is “capacity”?

# What is “capacity”?



- Actual or **potential ability** to perform, yield, or withstand
- Capability to **perform or produce**
- Power to **learn** or retain knowledge
- **Maximum** production possible



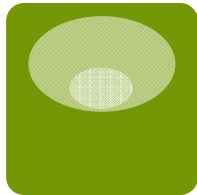
What is “collaboration”?

# What is “collaboration”?



- A **systematic approach** to health care quality improvement in which organizations and providers **test and measure** practice innovations, then **share their experiences** in an effort to **accelerate learning** and widespread **implementation of best practices**.
  
- *“Everyone teaches, everyone learns.”*

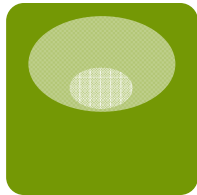
# Research question: What is the nature of the relationship between social work and nursing? What makes it work?



- Key Characteristics:
  - Mutual trust and respect
  - Clear understanding of roles
  - Openness
  - Responsible for actions
  - Praise for successes
  - Embrace differences

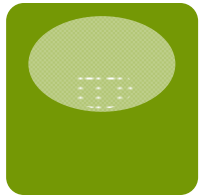


# How do we get our team to be highly effective? (Tools)



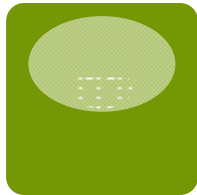
- Assessment
  - Individual behavioral assessment
  - Why are we here? Why do we come to work?
  - What are the priorities of the program?
  - What are our primary outcomes?
  - What are our problems?
- Planning as a team
- Implementing
- Evaluation/Re-evaluation
  - Does this actually work?!
- Keep it going!

# Individual Behavioral Assessment



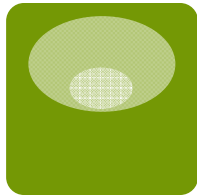
- Exercise

# Take home points



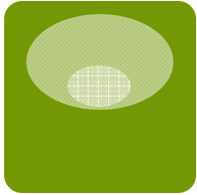
- **Differences between styles can cause communication and relationship difficulties**
- It's not who you are, but how you are seen by others as a result of what you do
- We all exhibit some characteristics of each style and tend to favor one style over others
- We each tend to like our own style; we believe our approach to life is appropriate and productive
- There is no correlation between styles likelihood of success; **no one style is better or worse than an other only different**

# Process for building highly effective teams



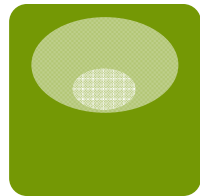
- Ask yourself and your team members the following questions:
  - Do team members openly and readily disclose their opinions?
  - Are team meetings compelling and productive?
  - Does the team come to decisions quickly and avoid getting bogged down by consensus?
  - Do team members confront one another about their shortcomings?
  - Do team members sacrifice their own interests for the good of the team?

# Characteristics of a highly effective team



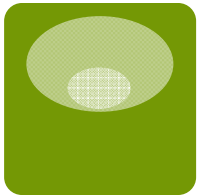
- Share common goals and beliefs
- Understand your self, your own personality, strengths, weaknesses, etc.
- Understand and embrace each other's differences
- Work as a transdisciplinary team, working across disciplines

# Five dysfunctions of a team

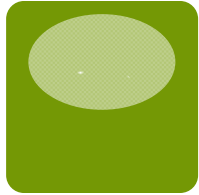


# What is a transdisciplinary team?

- Team members share roles and systematically cross discipline boundaries
- Purpose is to pool and integrate the expertise of team members so that more efficient and comprehensive assessment and intervention services may be provided.
- Involves continuous give-and-take between all members on a regular, planned basis.
- Professionals from different disciplines teach, learn, and work together to accomplish a common set of goals
- Role differentiation between disciplines is defined by the needs of the situation rather than by discipline-specific characteristics.
- Assessment, intervention, and evaluation are carried out jointly by designated members of the team.



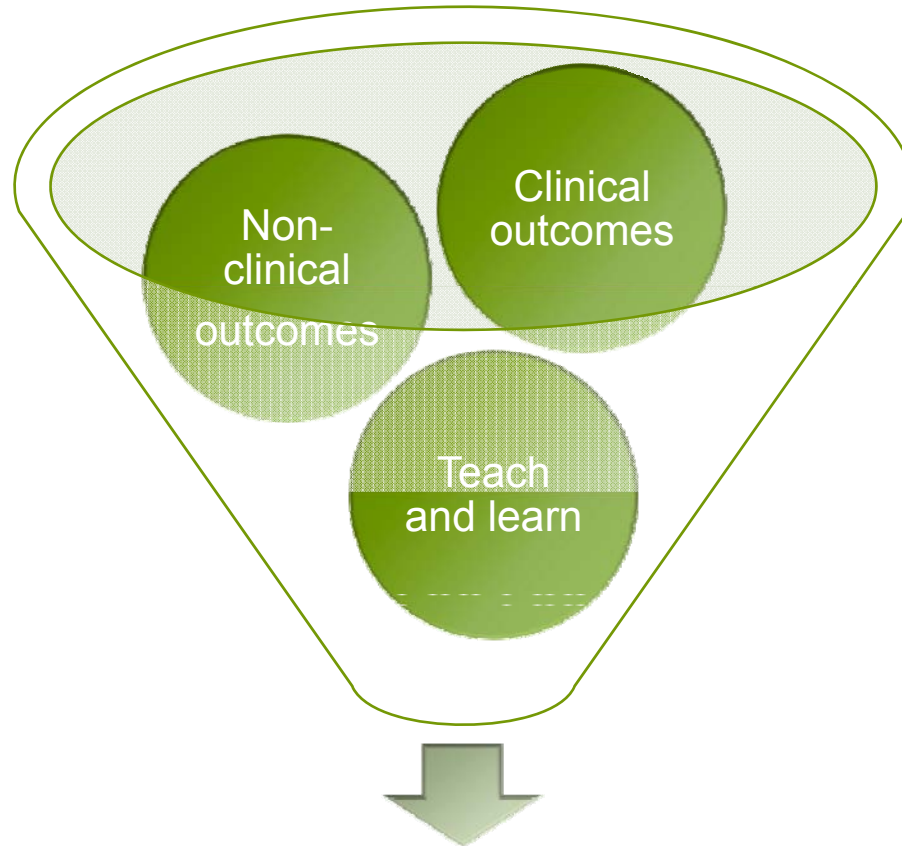
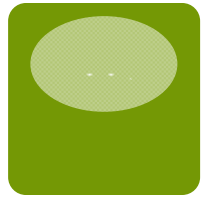
# Transdisciplinary Outcomes



- Examples:
  - Adherence
  - Symptom management
  - Retention
  - Decreased hospitalizations
  - Decreased visits to the ED
  - Transition from crisis management to preventative management



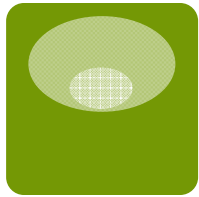
# Primary goal of transdisciplinary care



**Self-management**

# Capacity Building





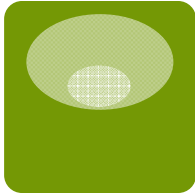
## Discussion

# Contact information

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