

A Successful Foundation Relationship

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A Successful Foundation Relationship:

OVERVIEW

What do we mean by teamwork?

- Characteristics of a successful relationship and an effective team
- Barriers to successful teamwork
- How to form successful relationships

A Successful Foundation Relationship



Learning Outcomes:

Upon completion of this session, the successful dental nurse will be able to:

- Describe the qualities needed to make a successful clinical relationship.
- Discuss some of the barriers to effective teamwork
- Recognise the role of teamwork in relation to patient safety and patient care

Teamwork is...

- Two or more individuals who must interact and adapt to achieve specific, shared, valued objectives.
- An individual's ability to function as member of the team and entire team's ability to function as an efficient, collective entity.

Ostergaard et al 2004



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Task

Sinking Boat

Ask your team members:

If a boat is sinking, who would you save, and in what order:

- a doctor,
- a priest,
- a pregnant woman,
- a child,
- an elderly man,
- a teacher
- Boris Johnson?

The Spaghetti Tower Challenge



What is it?

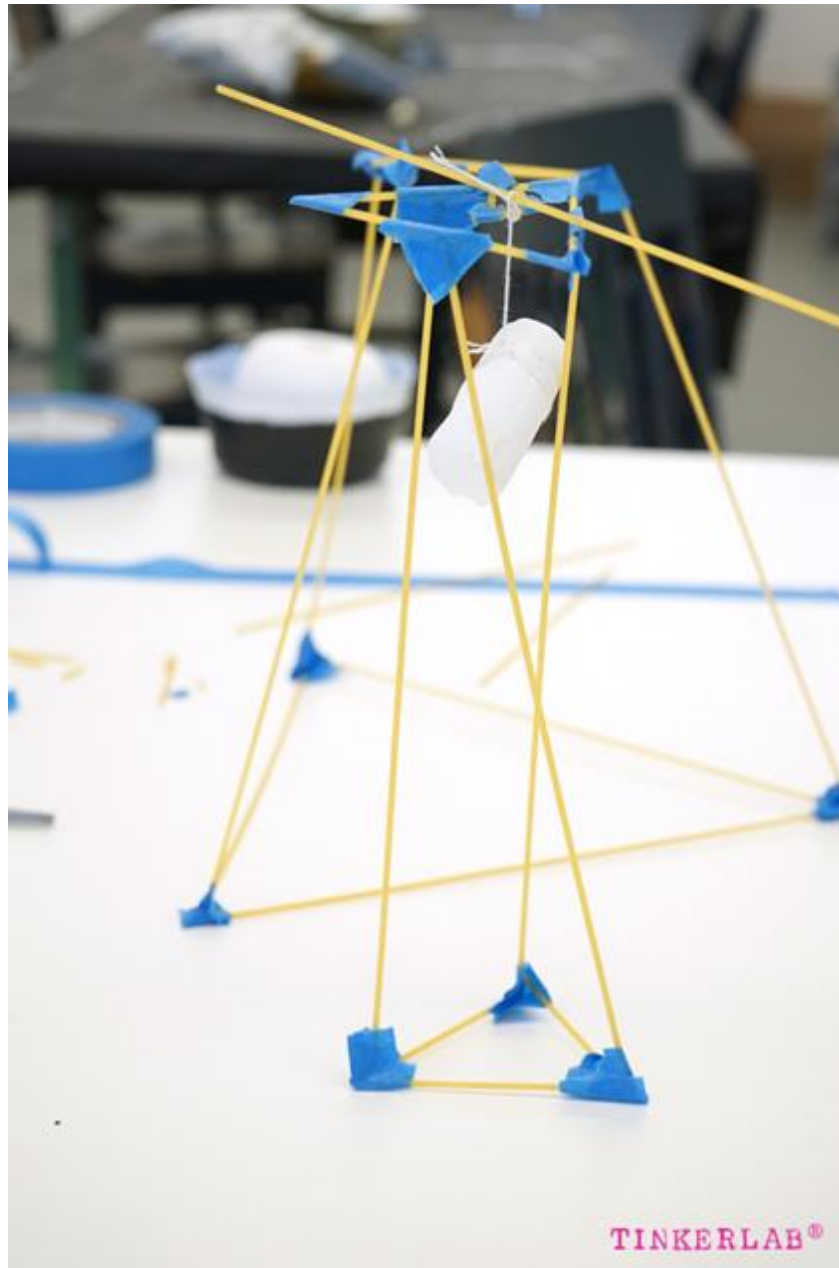
Your team has to work together to construct a spaghetti tower using only spaghetti and masking tape.



The marshmallow must be placed on the **top** of the tower. The tallest tower still standing unassisted wins.

Rules

- Your team may only use the materials provided. This includes one yard of masking tape, 20 sticks of spaghetti, and your marshmallow.
- You may not use any other materials to assist in the support of your tower.
- You will have only 18 minutes. The marshmallow must be on the top of the tower when time is called, and your tower must be standing unassisted.
- Measurement is a vertical measurement from the bottom of the spaghetti to the top of the marshmallow.
- You may stick masking tape to any part of the structure
- Spaghetti may be broken into smaller pieces. However, once broken, pieces may not be replaced.



Questions

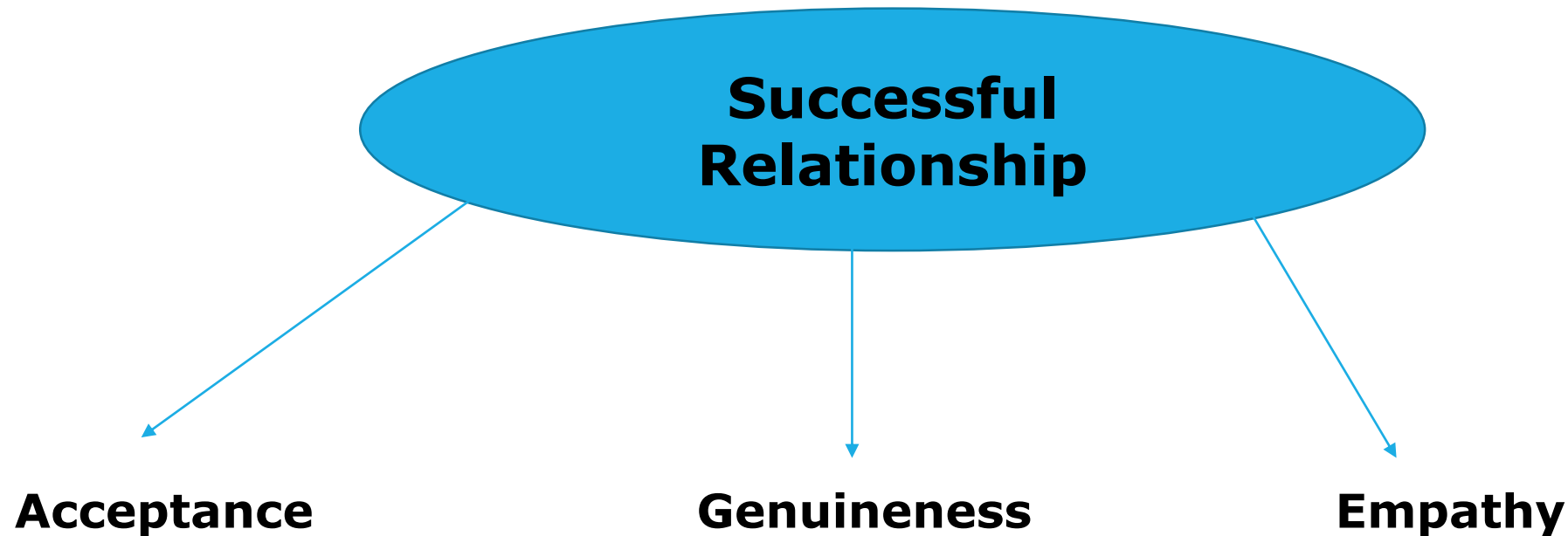


- What were the challenges and what would do differently next time?
- What makes a successful team?
- List the characteristics needed to develop a good working relationship

**What makes a
successful relationship?**

How do we form successful relationships?

They are based on **mutual trust** between the two parties, that in turn rely on the following **three key conditions**:



Price (2005) suggest 4 stages in building a clinical learning relationship

1. Strangers
2. Explorers
3. Companions
4. Network associate

Communication

Verbal



Non-verbal



What are the barriers to effective teamwork?



Why do teams fail?

SUMMARY: **Characteristics of an effective team**

Skilled in collaborating &
communicating,

Sensitive to group dynamics,

Respect and trust

Why is it important?

Francis Report (2013)

<http://www.midstaffspublicinquiry.com/report>

Responses to Francis Report (2013)

- ❖ Standards
 - ❖ Raising Concerns
 - ❖ Duty of Candour
-
- Deliver more effective and efficient patient-centered care
 - Reduce medical errors and improve quality of patient care
 - Provide more thorough, efficient and cost-effective performance
 - Improve job satisfaction via supportive staff and an increased sense of being value

Waters (2008) explored the qualities that patients rate in nurses, and found these qualities to be;

attentiveness

caring

organised

professionalism

kindness

sympathy

cheerfulness

thoughtfulness

selflessness

advocacy

efficiency

politeness

FD needs
in the first
few
weeks ?

What do think are
the main FD needs?



How can you support
them ?



What issues may
arise?



How can these be
overcome?

*"I've learned that people will forget what you said,
people will forget what you did, but people will never
forget how you made them feel."*

– Maya Angelou