

Heemstra, Sarah

From: Heemstra, Sarah
Sent: Tuesday, February 19, 2019 1:42 PM
To: Heemstra, Sarah
Subject: Infection Prevention Champions Program: Teamwork

Infection Prevention Champions Program



Dear Champion,

Teamwork is defined as work done by several associates with each doing a part but all working together to support the efficiency of the whole. In healthcare, teamwork is the ongoing process of interaction between team members as they work together to provide care to patients. This letter will discuss teamwork and its importance in the GI unit.

There are four essential elements that combine to create an effective team:

Trust: Trust allows team members to be honest about their strengths and weaknesses, know they can rely on each other, focus on getting the job done, and feel supported by their teammates. Trust is the glue that holds teams together. Without trust, individual team members spend time and energy trying to protect themselves or to outdo each other, reducing the team's effectiveness.

Empathy: Empathy is the ability to imagine yourself in another person's situation. It means being aware of and appreciating another person's experiences and feelings. Healthcare workers are experts on empathy. They display empathy while caring for a client. Extending this level of consideration to coworkers helps strengthen the bond between workers and, at the same time, strengthens the team.

Attitude: Attitude is a manner, disposition, feeling or position with regards to a person or thing. A team will function better if all team members leave their personal problems at the door when they arrive to work, expect the best from each other, recognize and resolve small conflicts before they grow into larger ones, and attempt to feel cheerful even when feeling down.

Mutual Respect: Respect means recognizing and attempting to uphold the rights and dignity of another person. It also means accepting each other's view and the right to have them. Celebrating each other's success, sharing disappointments and working toward a solution together are ways individuals interact with each other within successful teams. Not all individuals will agree with, or even "like" all members of the caregiving team. However, treating everyone with courtesy and respect is crucial, and will go a long way toward building a team that can work together.

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- Every team member has strengths and weaknesses.
- Team members contribute their unique talents and strengths.
- A team's combined strengths can make up for individual weakness.
- Each team member is responsible for helping to create an effective team.

When we combine the T-E-A-M elements in the GI unit, we come together as a team which encompasses the gastroenterologist, anesthesiologist, nurse manager, nurse, GI technician, reprocessing technician, and patient care assistants. Each member of the team has specialized skills, but it is when we work together that we provide improved health outcomes and quality of care.

Remember that the difference between success and failure is a great team! You and your team can make the difference and provide your patients with exceptional patient care!

Requirements should either be emailed to Champions@sgna.org or faxed to 312-673-6694 as due. The the upcoming assignments are as follows:

1. Continue to develop and implement infection prevention education for your peers (total of 120 minutes)
2. Seek opportunities to educate yourself on infection prevention topics (total of 180 minutes).

As always, SGNA is available for any questions or difficulties you may have.

Sincerely,
The SGNA Infection Prevention Work Group

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