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# Getting To The Heart

## Strengthening Team Communication

By Laura Miller, MD



## Week 8

### Week #8 – Location Specific Learning and Reflection

Dyads present their findings and “best practices” at site All-Staff meeting. Staff will collect data and feedback and adjust the program so that it can be used for continued training and team development.

Your notes on the best practices of others to consider:

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Teams develop a model for continued learning of the dialogue process

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## Week 1

### Week 1 Launch at Site All-Staff Meeting.

- Description of the Program
- The Huddle Show — a review of best practices for the huddle.
- Distribution of the guidebook
- Dialogue demonstration.

### Weeks 2 through 7

A series of dialogues designed to enhance communication and strengthen the MA-provider relationship. Lunch will be provided and time will be paid. Creativity may be required for team to find the time; each dyad may need to solve this according to their needs.

# Week 2

## Week 2 Purpose, Values and Trust

MA and provider come together to share a meal and to speak to each other from the heart about the work that they do. Use the work book to first write answers, and then be ready to share.

### Purpose:

I am

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I work at this clinic because

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What makes me feel good about the work that I have done at the end of the day

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What have we learned?

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How did these changes enhance patient care?

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How did these changes enhance my experience of work?

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How do we plan to continue our development?

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# Week 7

## Week 7 Case Review

What went well?

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What needed to be done differently?

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How did trust show up?

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How did our agreements make themselves evident?

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Did we learn something new that we need to incorporate?

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## Values:

These are the values that are important in my life

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These are the values I bring with me every day I come to work at the clinic

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## Trust:

I think trust in a work-colleague is

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Lack of trust in a work colleague looks like

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## Week 3

### Week 3 Power, Roles and Relationship Agreement

**Power** (in the context of MA and provider in the clinic setting).

To me, power is

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How can power be a good thing?

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How can power be a bad thing?

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#### **Roles:**

What is my role in the clinic?

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## Week 6

### Week 6 Case Review

What went well?

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What needed to be done differently?

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How did trust show up?

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How did our agreements make themselves evident?

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Did we learn something new that we need to incorporate?

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# Week 4

## Week 4 Review Prior Sessions and Agreements

What I have learned

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How I want to move forward....

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As a dyad we have learned:

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As a dyad we want to move forward with:

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What are some key lessons that we as a dyad want to present at the Mid-Point review next week?

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### Mid Point Review:

At an All-Staff Meeting after week 4, the process and progress will be reviewed. This will be facilitated by clinic staff .