



A Team Approach to Quality Care

What is a Team?

A team is a group of people working towards a common goal. At Trinitas, all employees are part of the Trinitas team working towards the common goal of providing quality patient care. Each department is a smaller team within the entire organizational structure.

To be effective, team members must be able to work together within their own team and with other Trinitas teams. Healthcare is better when it is delivered by a team! Teams have better knowledge, skills and resources than a single person and allow us to:

- Catch errors before they occur
- Learn why errors happen so we can do our jobs better
- Focus on our patients instead of our tasks
- Provide support for each other

As a member of the Trinitas Team, every employee will:

- Maintain the highest level of Customer Service Excellence.
- Be respectful towards other team members.
- Know and understand the responsibilities of their job.
- Be flexible and work together.
- Address conflicts or problem situations as soon as possible by working directly with those involved. Listen openly and work to find a creative and positive solution with your manager's support.
- Never disagree with or place blame on co-workers in front of customers.
- Coordinate services among staff, departments and across time.
- Value diversity among team members.
- **REMEMBER**, the actions of one team member will affect the work of other team members.

Essential Skills for Effective Teamwork

1. **Listen:** Listen to the ideas of others
2. **Question:** Interact, discuss and question other team members
3. **Persuade:** Exchange, defend and rethink your ideas
4. **Respect:** Respect the opinions and ideas of others
5. **Help:** Be ready and willing to help you team as a group or as individuals
6. **Share:** Share ideas, work tips and information
7. **Participate:** Be an active member of your team-join a committee