



Team Work in Patient Centered Care

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Society for Quality in Health Care In Nigeria

Outline

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- Team work/Teams
- Cardinal Principles of Medical Ethics
- Goal of Patient Centered Care
- Why is Teamwork Important in Patient-Centered Healthcare
- Characteristics of Effective Teams
- Four Stages of Team Development



Patient-Centered Care

Entails

- Deep respect for the patients as unique beings
- Obligation to serve them on their terms.
 - Understood in the context of their social worlds
 - Listened to
 - Informed
 - Respected
 - Their wishes honored

During the entire healthcare journey



Team Work

- A Team is two or more individuals with high degree of interdependence geared towards achievement of a goal or completion of a task.
- Teams:
 - Make decisions
 - Solve problems
 - Provide support
 - Accomplish missions
 - Plan their work
 - Work together



Cardinal Principles of Medical Ethics

- Non- maleficence (Do no harm)
- Beneficence (Do good)
- Autonomy
- Justice



Goal of Patient Centered Care

- Provide the best possible clinical outcome, cost efficiently in the most satisfying manner.
- “Doing good well”



Why is Teamwork Important in Patient-Centered Healthcare

Our healthcare delivery system is not as safe, effective or efficient as it should be.

There are two teams to be considered.

1. Healthcare Team
2. Patient and Healthcare Providers



Why is Teamwork Important in Patient-Centered Healthcare

Promoting teamwork and good communication can dramatically improve healthcare delivery , resulting in

- Much better outcomes,
- Increased customer satisfaction,
- Increased provider satisfaction and
- Reduced cost.



Characteristics of Effective Teams

- Clarity of goals
- Result oriented
- A plan for achieving the result
- Clear roles for member



Characteristics of Effective Teams

- Members are committed to the goal.
- Competent members
- Decisions are arrived at by consensus
- Diversity amongst team members
- Good relationships amongst members.



Characteristics of Effective Teams

- Effective interpersonal skills
- Each member feels empowered to act, speak up or offer ideas.
- Each member has a high standard of excellence.
- An informal climate and easiness exists among members
- The team has the support of management



Characteristics of Effective Teams

- Open to new ideas
- Periodic self assessment
- Shared leadership
- Recognition of accomplishments
- Sufficient resources



Four Stages of Team Development

- Effective team-building takes time
- They must go through the four stages of development:
 1. Forming
 2. Storming
 3. Norming
 4. Performing
- Don't try to jump any stage.



Thank you

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