Multidisciplinary Teams: Meeting the Triple Aim

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Objectives

• Describe three elements of the triple aim
• Understand the value every discipline brings to long-term healthcare goals (Triple Aim)
• Describe how educational/training backgrounds can be brought together to solve problems or improve processes
• Describe how interprofessional relationships enhance safety in the healthcare setting

Great Teams
Adversarial Teams

What teams are you a part of?
What makes them effective or ineffective?

Triple Aim

- Improve Health
- Lower Cost
- Better Care
CentraCare Health – Quadruple Aim

People are the Foundation

- Relationship matter, they are what moves teams
- People may not remember what you did for them, but they will remember how you made them feel
- Relationship building takes time – some come more natural than others

Examples of Efforts Towards the Quadruple Aim

- What are some examples of work done towards the quadruple aim where you work?
Why is the Triple Aim Important?

- Organizations and communities will have healthier populations
- Patients can expect better coordinated care
- Less cost of care
- Patients can expect safer, higher quality care with a
  enhanced experience

Achieving the Triple Aim

- Teams are important
- Many hands make light work
- Multiple brains are better than one
- Seeing the problem through a different lens
- Healthcare has become a team sport
- Care is safer when enhanced communication and a
  team approach is used

Let’s play a game!
What made your team effective?

What did not help your team?

How can you relate what happened in the game to one of your current teams?

What might you do differently to address this within your team?

Setting Up a Team to Achieve the Triple Aim

- Get organized
- Recruit the right individuals
- Identify a leader
- Involve stakeholders along the way
- Set objectives
- Set a timeline and deadlines
- Mutual commitment helps people overcome the fear of failure
- Each team has to run its own race
Building A Team

- Consistent vision
- Cannot force people into a role
- Go through an appraisal process of the team, what’s working, what’s not
- The level of cooperation on any team increases with trust
- People have to be given the freedom to show their talents
- Everyone plays a unique role

Leadership on a Team

- Whatever a leader does in the beginning, sets up for the future
- Every plan must be adjustable
- Goals should be realistic, yet a stretch
- Never set a goal that involves a number of wins. Set goals around playing together as a team.
- Every goal has to be worthy of the team’s commitment

Teamwork

- Great teams embrace responsibility and accountability
- Communication skills are just as important as technical skills
- No words are greater than trust
- Have each other’s back – win and lose together
- Two are better than one if two act as one
- You will not win every game, but you should learn from every game
Take Care of Yourself and Each Other

- Take time to get refreshed, clear your head and re-set
- Examine the demeanor of the team
- Know when to back off – set "mini-goals"
- Say thank you and genuine appreciation
- Celebrate

Inside the Physician Mind

- What motivates physicians?
  - Determine success by outperforming the competition
  - Achievement
  - Taking risks
  - Stamina
  - Intense focus
  - Quick decision-making

Inside the Physician’s Mind

- Training is hierarchical
- Live in an expert culture – treat other colleagues as experts
- Individual autonomy is important – difficult to have group representation
- May not understand the administrator world of meetings, processes, etc. Have in their mind concepts such as stat and now.
- Prescriptive or unified approach is not possible - individualize
Inside the Nurse’s Mind
- Collaboration is key to winning
- Formal training on communication AND listening skills
  - Seek to understand
  - Ask questions - open-ended
- Encourage feelings, convey empathy
- Treat each person as an individual
- Develop relationships
- Touch people’s hearts

Inside the Nurse’s Mind
- Profound sense of caregiving, difficult to turn this off
- Strong innate desire to educate others - patients, families
- In the beginning following a pathway versus critical thinking
- Have brilliant ideas and may be timid to bring these forward

Varying Perspectives
Healthcare in the New World

Every system is perfectly designed to get the results it gets.

Donald Berwick

Thinking and Doing Differently – Moving Ahead

• How will you think about the teams you serve on differently?
• How will you contribute differently to your team?
• What lessons have your teams taught you?
• How will you celebrate with your teams?

References

• Krzyzewski, Mike. 2000. Leading with the Heart. Grand Central Publishing.
Discussion