

Team Communication Mapping

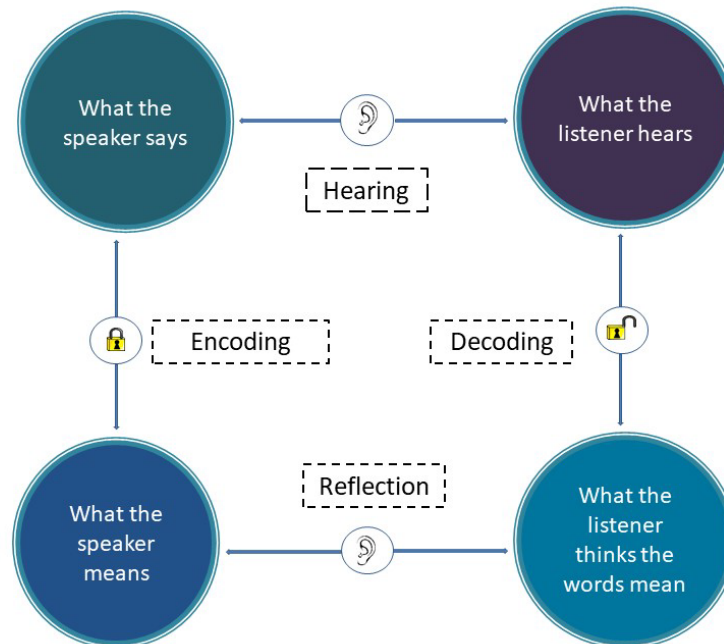
PSP Team Based Care Learning Series

Session: Interprofessional Communication
Resource: Team Communication Mapping
Activity: Identify and address barriers to team communication

Activity Description:

1. Work with team members to identify common barriers to communication
2. Reflect together on the questions related to the selected barriers

The Process of Communication



1. Barrier Identification:

What barriers most affect your team?

- a. Professional Culture
- b. Discipline-specific Jargon
- c. Context of Care
- d. Hierarchy

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2. Team Discussion:

Select the barrier that has the greatest impact on patient care. Discuss the following questions for the selected barrier.

Professional Culture

1. For each team member, describe your professional culture and listen to the perspective of your team members
 - a. What are the communication priorities in your professional culture?
 - b. What approaches to problem-solving are most respected in your profession?
2. Talk through a usual patient encounter and consider at which point these cultural differences may contribute to miscommunication between team members
3. How can each team member be more aware of the cultural preferences reflected in their communication and communicate more accurately so that others can clearly understand?
4. How can team members clarify and confirm meaning with other team members when needed?

Discipline-specific Jargon

1. What are the points at which jargon has come up in your team's workflow?
2. How has jargon affected the team? Has it ever inhibited understanding?
3. How can each team member be more aware of the jargon in their communication and communicate more accurately so that others can clearly understand?
4. How can team members clarify and confirm meaning with other team members when needed?

Context of Care

1. What methods of communication do you use most in your team?
 - a. For each method of communication, which work best for the team? Why?
 - b. Are there certain methods of communication that don't work well for one profession? Why?
2. What can team members do to reduce distractions to communication?
3. How can team members clarify and confirm meaning with other team members when needed?

Hierarchy

1. Describe a usual hierarchy in the typical setting of each team member's profession.
2. Within the current team, discuss which elements of hierarchy most affect your team (e.g. decision-making, workflow, reporting, etc.)
3. What can team members do to be more aware of the values and biases in their communication, so they can communicate more effectively with others on the team?
4. How can team members clarify and confirm meaning with other team members when needed?

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What do you want to accomplish as a team?

*What is the practice improvement that you are looking to achieve?
Make it SMART (Specific, Measureable, Achievable, Realistic, and Time-bound)*

What will you do now in order to accomplish this goal?

What steps can you do with your team immediately to move towards this bigger goal?