Trust and Communication as Critical Variables of Teamwork

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Nick Sevdalis, PhD (Imperial College London): *Regional Multi-Team Systems in Cancer Care Delivery: Challenges and Opportunities*
• Team principle – coordination
  – Coordination requires additional functions
    • Shared Mental Models
    • Communication
    • Trust
Additional team principles

- Multi team system
  - Coordination is more difficult
- Coordination in multidisciplinary teams
  - Communication, trust, and SMM are more difficult to achieve
• Rural vs. Urban differences
  – Not only in resources
  – Also in team dynamics
    • Within the rural community
    • Outside the rural community
• Interdependence between Communication, trust, and SMM

• Multiple team factors affect team performance and effective care
• Identifying a coordinating mechanism
  – Navigator
  – Limitations?
  – Other options?
Rebecca Johnson, MD (Seattle Children’s Hospital): Facilitating Teamwork in Adolescent and Young Adult (AYA) Oncology
• Team principle – coordination
  – Coordination requires additional functions
    • Shared Mental Models
    • Communication
    • Trust
• Unique challenges of addressing needs of youth and young adults

• Added layer of coordination and additional disciplines
• Are all needed disciplines and entities represented?
  – clinical social worker was not part of the team
  – Sperm bank was included later
• Closed Loop Communication
  – Effective when all team members are present
  – Issues of communication over time and location (presence)
• Trust development
  – Trust was lacking
  – Trust takes time to develop

• SMM development
Multidiscipline team vs. Multiteam system?

– Multiple teams
– Team members from different organizations
Craig Bunnell, MD, MPH, MBA (Dana-Farber Cancer Institute): *Team Communication in Transitioning to an Electronic Health Record*
• Main team issue: Trust
• Trust is hard to develop
• And can erode quickly
• The role of communication in building trust
• The effect of SMM
• The effect of introducing an innovation on
  – SMM
  – Trust
  – Communication
• Is the effect of trust erosion long lasting?
Elizabeth Lazzara, PhD (Embry-Riddle Aeronautical University): *Highlighting Trust in the Provision of Cancer Care*
• Main team issue: Trust
• Trust development
  – Traditional
  – Swift
• Trust violation (erosion)
• Trust repair
• The role of communication in building trust
  – Traditional trust
• The role of SMM in building trust?
• The need for continued trust development
  – Not a one shot issue
• Trust repair
  – Individual
  – Organizational