



**Communications Toolkit:**

**Communicating as a Team**

**November 2023**

**Background**

Team-Based Care (TBC) is a model of health care delivery where many health professionals work together to support a patient’s needs. For health care workers, TBC can lead to higher job satisfaction, decreased workloads, increased work-life balance and prevention of burnout. For patients, TBC can mean greater continuity of care, improved access to care and improved health and wellness for people with chronic conditions.

While the benefits of TBC are well documented, it has not been universally adopted in BC. There are many reasons for this including a lack of time, staff turnover, misunderstandings about TBC and resistance to change. A provincial Team-Based Care Advisory Group sees the potential to change this.

The Advisory Group is made up of partners throughout the health system and guides work across the province to accelerate its transition to TBC. Administered by Health Quality BC (HQBC), the group has developed a dedicated TBC website and dozens of resources, tools and learning opportunities to support this transition.

**About this Toolkit**

HQBC is building toolkits to help health care professionals and communications staff in partner organizations and health authorities amplify information about TBC resources with their audiences. Each toolkit is centred on a specific theme and highlights related resources, tools and learning opportunities.

Please feel free to copy and paste the content directly or adapt it to your channels accordingly.

**Toolkit Theme: Communicating as a Team**

In health care, even a small communication breakdown among care providers can have a big impact on a patient’s quality of care. This month, the content and resources in this toolkit will help teams evaluate their communication styles and how they can communicate more effectively with each other.

**Useful Links**

* Team-Based Care BC website: <https://teambasedcarebc.ca/>
* Team Up! Podcast: <https://teamuppod.com/>
* Team Up! Webinar Series: <https://vimeo.com/showcase/8042538>

**Highlighted Resources**

* [Communication Style Assessment](https://teambasedcarebc.ca/resources/communication-style-assessment/) – This assessment will help identify the communication styles of different team members and how to best embrace their differences while also leveraging their strengths.
* [Tips for Effective Communication](https://patientvoicesbc.ca/resources/tips-tricks-effective-communication/) – Effective partnerships start with getting to know each other and working together to leverage experiences and abilities. These communication tips help create a comfortable environment with shared understanding and communication which is open, honest and respectful.
* [How Well Does Your Team Communicate? (Video)](https://teambasedcarebc.ca/resources/how-well-does-your-team-communicate/) (2 min 30 seconds) – This video is a guide to help teams hone their observation skills and work to develop and improve how their team communicates.
* [Healthy Huddles](https://teambasedcarebc.ca/resources/healthy-huddles-center-for-excellence-in-primary-care/) and [Huddle Worksheet](https://teambasedcarebc.ca/wp-content/uploads/Team-Huddles.pdf) – Short, daily meetings, or huddles, helps teams review patients and/or clinic concerns. Lasting no more than 10 minutes, huddles are important for high-functioning teams as they enable team members to anticipate care needs and special situations, which in turn helps all team members support each other throughout the day.

**Key Messages**

* In health care, even a small communication breakdown among care providers can have a big impact on a patient’s quality of care. That’s why it’s important to think about how your team will communicate with each other when you’re building team-based care into your practice.
* Establishing effective communication pathways are important for both new and seasoned teams. It’s the foundation of any healthy relationship.
* Communication in TBC can take many forms – verbal, non-verbal, written or technical – including texts, emails and electronic medical records. Consider how your team will formalize communication with each other, such as huddles, meetings, or consultations.
* Taking time to create pathways for effective communication is one of the keys to success – and to better patient outcomes.

**Website / Newsletter copy**

*Use some of or all of this content on your internal website or in a newsletter:*

In health care, even a small communication breakdown among care providers can have a big impact on a patient’s quality of care. That’s why it’s important to think about how your team will communicate with each other when you’re building team-based care into your practice.

Establishing effective communication pathways are important for both new and seasoned teams. It’s the foundation of any healthy relationship. Be it verbal, non-verbal, written or technical – including texts, emails and electronic medical records – consider how your team will formalize communication with each other. Do you use huddles? How often are meetings and consultations?

Taking time to create pathways for effective communication is one of the keys to success – and to better patient outcomes. Here are some tools to help build effective communication pathways with your team:

* [Communication Style Assessment](https://teambasedcarebc.ca/resources/communication-style-assessment/) – This assessment will help identify the communication styles of different team members and how to best embrace their differences while also leveraging their strengths.
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For more TBC resources, visit [teambasedcarebc.ca](https://teambasedcarebc.ca/) and sign up for the Team Up! Newsletter!

**Email copy**

*This content can be used by leaders to share resources and info about TBC*

Embedding team-based care (TBC) in our work gives us an opportunity to break down our processes and establish new ones that support effective team-based care. That includes how we communicate with each other and as a team.

If we can’t communicate well with each other, even a small breakdown might unintentionally have a big impact on a patient’s quality of care.

So, to help support all our learning and practice, I wanted to share a few resources to guide our conversations. I ask you to please have a look at these, and let’s discuss them at our next team meeting. We want the best for our patients – this will help us create a process to enable their best, highest-quality care.

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**Other Ways to Share**

*Here are some other ways you can help amplify Team-Based Care in BC.*

Share HQBC’s social media posts in your networks, both personal and professional. You can find us at Twitter/X: @healthqualitybc; Facebook/LinkedIn: @Health Quality BC.

Send a note to your friends and colleagues, along with this link to the [Team-Based Care BC website](https://teambasedcarebc.ca/), and encourage them to check it out.

**Graphics to Support Your Messages**

*Graphics that you may want to use with your communications are below and attached to this toolkit.*

**Logo:**