

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