

Team Activity

Team Activity

Series 5
Personal Growth and Practice Development

Session 6
Patient Success Equals Practice Success (Part 2)

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1. Make a copy of this worksheet for each team member to use.
2. Complete the Team Activity.
3. Fax or email one "Master Worksheet" containing your team's collective efforts.

Send Us Your Master Worksheet

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Team Activity

Step 1
Full-Circle Communication

What is full-circle communication?

Team communication that creates a seamless patient experience. Every time.

The way to envision full-circle communication in motion is this:
Imagine a circle. At any point a patient enters the circle, that patient will have a smooth, gapless experience. And like a circle, there's no end.

This is exactly how communication amongst your team should be, too:
No beginning, no end, it just keeps going.



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Before going further into full-circle communication, it's critical to first refine your mindset (your communication with yourself) before refining your communication with your team.

Remember

Communication with yourself is far more critical and impactful than most anyone ever realizes, and especially, accepts responsibility for.

Make a daily decision to have a great day and to be mindful of how you talk with yourself.

"You are today where your thoughts have brought you, and you will be tomorrow where your thoughts take you."

Now, let's dive into the three refining questions for cultivating full-circle communication. Answer these questions individually.

1. **Am I doing a thorough and complete job with my individual tasks and responsibilities?**

2. **Am I communicating clearly and effectively to whomever is in need of information, or, the next step of the connected patient experience?**

3. **Am I receiving everything I need to be able to act on the previous two questions at the highest level every single time?**

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Step 2
Discuss as a Team

Gather as a team to discuss your full-circle communication on the collective level.

As you dialogue, use your responses and perspectives gained from the three refining questions in Step 1 to help inform your discussion together.

Remember

Your commitment to and mastery of full-circle communication will determine 100%, absolutely, the degree of success you have as a team. Like water, it seeks its own level, so everyone must have integrity within their communication and do their part to keep your circle complete.

First, engage in positive reflection and acknowledge and celebrate improvements your team has made.

Use this question as a conversation-starter:

With team-wide communication, where are we at now compared to where we've been in the recent past?

Create a list in ways you've improved your communication with each other.

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Second, brainstorm what could be better and direct your focus not to the negative, but to the positive: the areas of opportunity where small enhancements would make a significant difference to your team's and patients' experiences.

Write any and every circumstance in which communication could be improved for your team.

Some circumstances to consider:
Scheduling, timing, patient visits, labs, insurance, when you're in the operatory, triangles of trust, huddles or meetings.

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Third, complete Step 2 of this activity by taking these three actions.

Remember

Full-circle communication begins with a decision, just like your day, and then you bring that decision to life with every word you think and say, and ultimately, with your actions.

1. **Together, take each area of opportunity you wrote and assign it to a department.**

2. **Split into those departments, craft solutions and create commitments to tighten up those communication gaps.**

3. **Return as a full team and share with everyone your department's opportunities for improvement, solutions and commitments. Write them below.**

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Step 3
Complete the Circle

Now it's time to put it all together and practice your full-circle communication.

Choose a few types of patient visits and pick any point in the process of that experience in which to start. Then, turn it into a dynamic exercise where you roll through your circle of communication, jumping from one team member to the next around the room.

Tip

In order for you to be the very best team member possible, make sure there are no gaps that exist in any information or communication!

Note

This is your chance to iron out any variables or situations that arise through practice.

Write what you glean from practicing together as a team.

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Step 4
Making Meetings Matter

The best way to keep full-circle communication alive is to set yourselves up for success with effective, disciplined and routine meeting structures. Having time to communicate is the way to ensure communication happens.

Together, answer these questions to help maximize your meetings.

Gatherings that contribute to an overall solid meeting structure are:
Morning huddles, end-of-day debriefs, weekly check-ins, monthly trainings, quarterly reviews and renewal of goals.

What meetings do we have?

When do we have those meetings?

What's the objective(s) for each of those meetings?

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On a scale from 1-10, how would we rate how effective each of these types of meetings are for our team?

For all the meetings that are not currently at a level 10 of effectiveness and productivity, what would make them a level 10 for our team?

To help answer that question, ask yourselves:

- Are we holding our time sacred?
- Is everyone present?
- Is everyone prepared?
- Is there enough to accomplish?
- How do we know when we've made a meeting count?