

# FOSTERING POSITIVE RELATIONSHIPS

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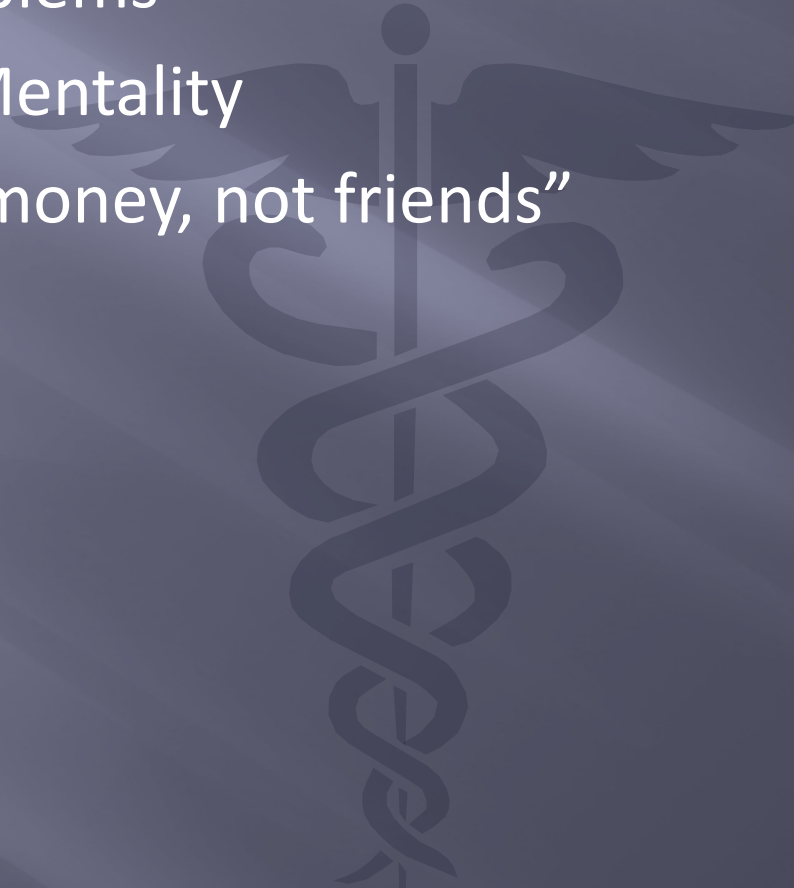




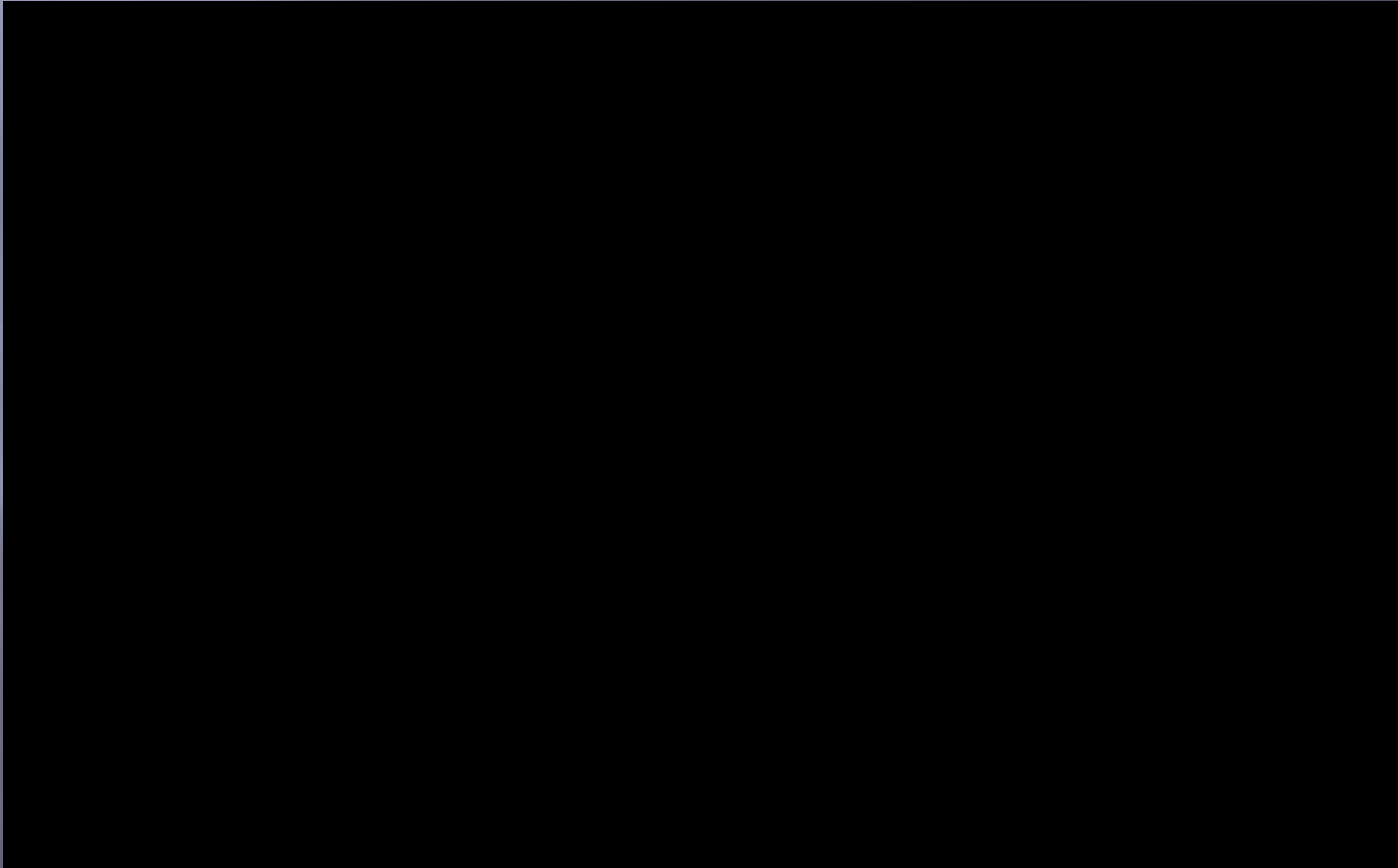


# Common Challenges

- ▣ Communication Problems
- ▣ The “Us vs. Them” Mentality
- ▣ “I am here to make money, not friends”



# Communication Problems





# Communication Problems

- ▣ Communication Errors in Healthcare
  - A malpractice study conducted by CRICO Strategies found that in a five year period, 1,744 deaths were caused by communication errors in healthcare
- ▣ Harvard-affiliated Hospitals and Research Institutes
  - ▣ Beth Israel Deaconess Medical Center
  - ▣ Boston Children's Hospital
  - ▣ Brigham and Women's Hospital
  - ▣ Broad Institute
  - ▣ Cambridge Health Alliance
  - ▣ Dana-Farber Cancer Institute
  - ▣ Forsyth Institute
  - ▣ Harvard Pilgrim Health Care
  - ▣ Hebrew SeniorLife
  - ▣ Joslin Diabetes Center
  - ▣ Judge Baker Children's Center
  - ▣ Massachusetts Eye and Ear Infirmary
  - ▣ Massachusetts General Hospital
  - ▣ McLean Hospital
  - ▣ Mount Auburn Hospital
  - ▣ Schepens Eye Research Institute
  - ▣ Spaulding Rehabilitation Hospital
  - ▣ Veterans Affairs Boston Healthcare System
  - ▣ Wyss Institute

# Communication Problems

- ▣ Communication Errors in the Operating Room
  - According to the Quality and Safety in Health Care Journal, 31% of all communications could be categorized as a failure in some way.
    - ▣ Sender
    - ▣ Receiver

# Working Together

- ▣ Common Goal
  - Our Goal is the same: Quality students that can function as a team to provide the best outcomes for surgery patients
- ▣ Remind students that each member has expertise that is valuable and unique
  - Each team member brings a very specific skillset to the OR table that is necessary to achieve the goal
- ▣ The better the relationships between team members, the better care a patient receives



"The key is, if you find yourself in a  
place where you stop caring—where  
your greatest concern becomes only you  
—get out of there." - Atul Gawande,

UNC Chapel Hill



# Fostering Positive Relationships

- ▣ Stop voicing programmatic injustices to your students
  - Budgets are a big source of contention, be innovative
- ▣ Help the student understand the value of teamwork
  - Include students from other programs in your college
- ▣ Lead by example with positive relationships at clinical sites and at the college
  - Establish go-to people at the clinical sites that can act as a liaison for students in each team role
    - ▣ Surgical Tech, Circulator, Attendant, SPD...



Human beings are social creatures. We are social not just in the trivial sense that we like company, and not just in the obvious sense that we each depend on others. We are social in a more elemental way: simply to exist as a normal human being requires interaction with other people.

- Atul Gawande -