

# TRUST AND THE COORDINATION OF CARE

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“TRUST IN YOURSELF, YOU KNOW MORE THAN YOU THINK.” Dr. Spock

An individual's character is critically important for the creation of a professional team; a collective force with combined goals of efficiency in patient care.

We recognize a person's strengths to create a successful team; identifying distinctive abilities enable team members to excel and enjoy the responsibilities they are most passionate. As strengths are identified, we begin to define individual's expert responsibilities. We gradually begin to support each other; defined strengths encourage us to excel in our preferred assignments, creating a security and confidence within the team. Individuals will differ in knowledge, experience and education; our commonality is a commitment to provide the best patient medical eye care and vision care. Working together will eliminate notions of inadequacy in the team.

Team members benefit from continual combined training. Training together incorporates additional interest, and may eliminate boredom.

The energy between professionals is palpable; the team feels it and more importantly, our patient's feel it. Communication is imperative. The patient “hand-off” from the prescribing doctor to the team member following an examination, or office visit should be informative, and demonstrate the doctor's confidence in the team. As the patient observes, (the “hand-off”), the trust is effectively transferred from the doctor to the team member.

Workplace competition may split the team. A competition *outside* of the work environment, such as a physical challenge may create a sense of camaraderie, and can be fun.

Loosing a member can be devastating to a team's performance; one cause of loss, or team split is workplace burnout.

We cannot eliminate workplace burnout, but here are some recommendations to help:

## **Physical activity.**

Take a walk at lunchtime. It gives a sense of freedom, while providing exercise.

Replace a chair with a yoga ball, it has been shown to help with posture and provides constant movement.

Issue a fitness challenge, with a fun reward, with perhaps a celebratory dinner.

## **Get a New Hobby.**

A hobby will be a distraction the stress of a hectic day.

**Plan a workshop day.**

Plan a day when each team member has the opportunity to learn new skills, try new instruments, or practice services they may lack of confidence in.

**Take a field trip.**

Take a tour to the local laboratory; it is educational and fun.

**Volunteer.**

Research suggests teams feel pride when they participate to help others.

**Plan an evening out.**

Have an evening meal together. Encouraging relaxing team discussions.

Office gossip will tear a team apart very quickly. We all work together daily, it becomes easy to talk about our personal lives; but the number one way to avoid office gossip is to try to keep personal matters out of the office. Encourage privacy. Also keep professional work private. *Silence* is an end to gossip.

It is important to respect professional boundaries. Every team member plays a role in patient care. And each team member is aware of his or her responsibilities. If a team member should cross a professional boundary, they will be reminded of their individual obligation, and perhaps re-evaluate his/her strengths and weaknesses. It is not uncommon for team members to find other strengths, and the practice may benefit by encouraging this team member to try a new role.

