

Seminar 1: **How to... revitalise workplace culture!**

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What... An interactive session demonstrating *The 9 Steps to Effective Teamwork* including 'Building a Momentum', 'Involving and Engaging', 'Challenging and Changing' and 'Nurturing and Sustaining' - with 'How To' takeaway guides and a short film about practitioners experiencing the change!

Who... The whole Maternity Department Multi-Disciplinary Team.

Why... Multi-Disciplinary Teamwork in healthcare leads to better clinical outcomes and experience for patients, and better quality of working life. 90% of staff report that they work in 'a team' (CQC, 6 2010); however only around 40% of staff report that their team has clear shared objectives, works closely and interdependently, and regularly reviews its effectiveness – the characteristics of a 'real' team. 'Pseudo Teams' existing in name only witness higher levels of errors, incidents and near misses, experience more harassment, bullying and abuse from staff and patients, and report lower levels of well-being and higher stress (West et al., 2012).

Clinical settings are complex, typically characterised by overlapping 'teams' co-existing at service and ward levels, within and between professional groups, and focused on clinical governance as well as day-to-day care. A team culture is needed across the whole Maternity clinical micro-system, grounded in effective teamworking practices including multi-disciplinary collaboration, two-way communication, shared learning, reflection and a coaching style of leadership.

Challenging traditional professional roles and demarcations is hard to achieve. While general principles of good clinical teamwork are well understood, their translation into specific clinical settings involves open dialogue, experimentation, learning from failure, and persistence - all without any relaxation of day to day clinical pressures.

Where... This interactive presentation offers practitioners fresh insights into how Multi-Disciplinary Teamwork principles can be translated into practice in Maternity Units. It is based on a change programme led by Workplace Innovation in partnership with Southern Health and Social Care Trust (Northern Ireland).