

Week 1 –Learning Objectives

- Discuss the concept of patient care in health practice

Partnering with clients is important because there is good evidence that patient-centred approaches to care can lead to improvements in safety, quality and cost effectiveness, as well as improvements in patient and staff satisfaction

Find a definition for patient-centred care. Record your team's definition here:

Patient centred care is an approach to the planning, delivery, and evaluation of health Carew that is grounded in mutually beneficial partnerships among providers, patients and families.

What is the **World Health Organisation's** (the WHO's) position on the term "patient-centred care"?

They believe that it describes how a healthcare system meets people/ expectations regarding respect for people and their wishes, communicating between health workers and patients and waiting times.

- Define and describe professionalism

Professionalism embodies all the qualities described here and includes self-awareness and self-reflection.

Practitioners are expected to reflect regularly on whether they are practising effectively, on what is happening in their relationships with patients or clients and colleagues, and on their own health and wellbeing. They have a duty to keep their skills and knowledge up to date, refine and develop their clinical judgement as they gain experience, and contribute to their profession.

- Identify and describe factors that influence professional practice in health care
 - providing good care, including shared decision-making
 - working with patients or clients
 - working with other practitioners
 - working within the healthcare system
 - minimising risk
 - maintaining professional performance
 - professional behaviour and ethical conduct
 - ensuring practitioner health
 - teaching, supervising and assessing, and
 - research.
- Identify the role of professional bodies and registering authorities in each area of practice

Outline the role of AHPRA? Australian Health Practitioner Regulation Agency (AHPRA)

Making sure the public is safe and that a practitioner is not mal-practising.

Auditing

Manage complaints

Ensure training and education

The functions of the Medical Radiation Practice Board of Australia include:

- developing standards, codes and guidelines for the medical radiation profession
- approving accreditation standards and accredited courses of study
- registering medical radiation practitioners and students
- handling notifications, complaints, investigations and disciplinary hearings, and
- assessing overseas-trained practitioners who wish to practise in Australia.

Australian Paramedicine Association Queensland --- The International Association of EMTs and Paramedics

Australian Podiatry Association --- International Federation of Podiatrists

Pharmaceutical Society of Australia --- International Pharmaceutical Federation

ASMIRT --- Society of Intraoperative Radiation Therapy

- Group work: QUT Creating Effective Teams

- Individual work: QUT Team Learning Modules

What is a team? Teams are similar to social groups except that their membership is not necessarily based on affiliation or friendship, and they have a goal to achieve.

-Success through diversity. Because all people are different, teamwork is an exercise in managing diversity. It is this diversity that is the source of the benefits and the difficulties of teams.

- A good team benefits from the differences between people
- A bad team suffers from these differences

-literature on teamwork and came to the conclusion that teams cycled through four stages of development: forming, storming, norming, conforming and, later, he added the fifth stage: mourning. He called this model of how teams change "the lifecycle of teams".

successful teams possess some general characteristics. These are:

- A team atmosphere which is informal, comfortable, relaxed, involved and interested
- Discussions involve all parties and remain focused on tasks
- Tasks and roles are well understood
- The team is self-conscious about its own operation
- Team members listen to each other
- When disagreement occurs, team members carefully examine the issues and seek to resolve them through consensus
- Criticism is frequent and frank, focussed on team goals rather than individual characteristics
- There are few hidden agendas
- The leader does not dominate, with leadership moving between members as required

-TASK ROLES

Some roles help a team focus on its goals, assist the problem solving and creative thinking of the team, and help it achieve a successful conclusion. These are called TASK roles. You may think this list is fairly obvious, because it would be hard to imagine a team succeeding without these inputs!

INFORMATION GIVER

Offers facts, ideas or suggestions to the team

INFORMATION SEEKER

Asks for facts, ideas or opinions from others

STARTER

Initiates action towards achieving team goals

DIRECTION GIVER DIRECTION GIVER

Develops plans on how to proceed with the task

SUMMARISER

Pulls together related ideas or suggestions; restates and summarises major points discussed

DIAGNOSER

Reveals the sources of any difficulties the team is having, and any blocks preventing the accomplishment of team goals

REALITY TESTER

Examines the practicality and workability of the team's ideas

EVALUATOR

Compares decisions with the team goals

ENERGISER

Stimulates and motivates group members to engage with task-related issues.