

2020 UNTHSC Conclave Resident Poster Session Form

To submit and present your poster at the 2020 UNTHSC TCOM Educational Conclave,
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Fill in the following information

*Please be sure to include all relevant information and titles of all associated participants

Main Contact:

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Catagory: Clinical Research Educational Research Case Report

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Include main contact email to receive information about Conclave and the Poster session

Additional Authors: *(add additional page if needed)*

Institutional Affiliation: Methodist Charlton Medical Center

Faculty Advisor: Bassem Elsayy, MD

Program Director: Brett Johnson, MD

2. On the Next Page:

Fill in all of the information for your abstract on the following page.

This abstract will be published in the proceedings

This abstract will be provided to the judges a week before the poster session. Judges will ask you questions about your research.

Please keep the font at 10 Calibri

There is not a maximum or minimum word count, however, **your abstract is limited to one page.**

Poster information will follow when an abstract submission is accepted

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Teambuilding in the Residency Setting

First Author: Shermin Sayani, MD

Institutional Program: Methodist Charlton Family Medicine Residency

Additional Authors & Affiliations: Ronya Green, MD

BACKGROUND/INTRODUCTION:

There are few industries that match the scale of health care. A single doctor visit requires collaboration among a multidisciplinary group of clinicians, administrative staff, patients, and their loved ones. In delivering health care, effective teamwork positively affects patient safety and outcome. Ineffective care coordination and the underlying suboptimal teamwork processes are a public health issue (1,2,3). Good team building is where all team members understand, believe in, and work towards a shared purpose of caring and working for patients (4). Teambuilding has the capacity to significantly reduce medical errors, and therefore, improve patient safety and outcome (1,2,3). Organizations utilize teambuilding activities for a variety of purposes, including improving interpersonal relationships, increasing motivation, increasing productivity, finding direction and resolving conflict (5,6,7). Patrick Lencioni in his best-selling book, *The Five Dysfunctions of a Team* (2002), identifies the root causes of dysfunction on a team and provides practical solutions to building high performing teams (8). According to the book, the five dysfunctions are: absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results.

METHODOLOGY:

This research study utilizes the information from Lencioni's book to identify team dysfunctions at the Methodist Charlton Family Medicine Clinic. Five teambuilding workshops were created for faculty members, residents, nursing, and ancillary staff. Team members were given Lencioni's Five Dysfunctions Team Assessment. To examine whether the workshops had any impact on survey results, individuals were given a survey before and after the workshops ended. For the purpose of this research the average team score for each question was used to calculate a total score for each dysfunction.

RESULTS/CONCLUSION/DISCUSSION:

The average post-intervention scores for all dysfunctions increased after the completion of the teambuilding workshops. This implies that team members perceived less dysfunction after the intervention. However, because there is no control group in this study, it cannot be definitively stated that the increase in the average scores is due to the intervention, i.e. workshops. In addition, while there was an increase in the post-intervention scores, the increase was minimal. This could be explained by the fact that the workshops were conducted within a period of four months. Teams need constant support and attention to build their strength to change deep-rooted systems effectively (7). Interestingly, when average post-intervention scores for Dysfunction #3 (Lack of Commitment) were compared between team members at the residency program for >4 years and <4 years, there was a significant difference ($p < 0.05$, $\alpha = 0.05$) between the perceived level of commitment. Meaning, those at the program for >4 years perceived a greater sense of commitment than those at the program for < 4 years. Ultimately, teambuilding should result in actionable ideas to help the team and organization achieve their goals. For the Methodist Charlton Family Medicine Residency Program, the goal is to improve patient care and efficiency.

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8. Patrick Lencioni "The Five Dysfunctions of a Team (2002)"

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