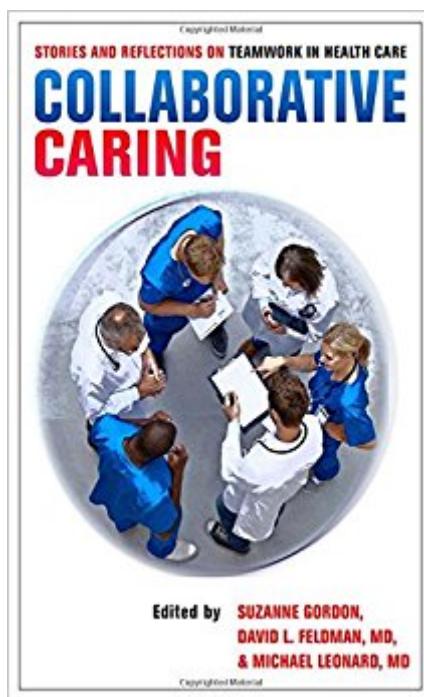


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# Collaborative Caring: Stories And Reflections On Teamwork In Health Care (The Culture And Politics Of Health Care Work)



## Synopsis

Teamwork is essential to improving the quality of patient care and reducing medical errors and injuries. But how does teamwork really function? And what are the barriers that sometimes prevent smart, well-intentioned people from building and sustaining effective teams? Collaborative Caring takes an unusual approach to the topic of teamwork. Editors Suzanne Gordon, Dr. David L. Feldman, and Dr. Michael Leonard have gathered fifty engaging first-person narratives provided by people from various health care professions. Each story vividly portrays a different dimension of teamwork, capturing the complexity and sometimes messiness of moving from theory to practice when it comes to creating genuine teams in health care. The stories help us understand what it means to be a team leader and an assertive team member. They vividly depict how patients are left out of or included on the team and what it means to bring teamwork training into a particular workplace. Exploring issues like psychological safety, patient advocacy, barriers to teamwork, and the kinds of institutional and organizational efforts that remove such barriers, the health care professionals who speak in this book ultimately have one consistent message: teamwork makes patient care safer and health care careers more satisfying. These stories are an invaluable tool for those moving toward genuine interprofessional and intraprofessional teamwork.

## Book Information

Series: The Culture and Politics of Health Care Work

Hardcover: 296 pages

Publisher: ILR Press; 1 edition (December 30, 2014)

Language: English

ISBN-10: 0801453399

ISBN-13: 978-0801453397

Product Dimensions: 1.2 x 6.2 x 9.2 inches

Shipping Weight: 1.2 pounds (View shipping rates and policies)

Average Customer Review: 4.4 out of 5 stars 4 customer reviews

Best Sellers Rank: #1,438,554 in Books (See Top 100 in Books) #65 in Books > Textbooks > Medicine & Health Sciences > Medicine > Special Topics > Essays #429 in Books > Textbooks > Medicine & Health Sciences > Administration & Policy > Hospital Administration & Care #433 in Books > Medical Books > Administration & Medicine Economics > Health Care Administration

## Customer Reviews

"Collaborative Caring includes an examination of interprofessional practice, teamwork, and collaborative practice or collaborative caring. By using narratives and reflections that relate to real events in health care, this book discusses the contemporary concept of working together in teams." *Suzanne Murphy, Canadian Journal of Occupational Therapy (2016)* "Collaborative Caring makes a unique contribution in the scope and breadth of teamwork it considers. It is an important book." *Audrey Lyndon, PhD, RNC, FAAN, University of California San Francisco* "Collaborative Caring tells the human side of health care through a clever collection of frank essays and personal accounts on teamwork. While it candidly acknowledges the personal, cultural, and political tribulations faced by health care teams everyday, it also inspires perseverance and fortitude by arming readers with stories that can be retold to drive meaningful teamwork in their own workplace." *John Chuo, MD, MS, Children's Hospital of Philadelphia and University of Pennsylvania* "Teamwork is the neglected part of medical training and the new frontier for the reliable delivery of quality care. It is not enough to know what to do; providers need to be able to deliver that knowledge reliably and that takes teamwork. This book emphasizes the essential elements of true teamwork: actions coordinated by a shared goal, a shared mental model of the situation, crossmonitoring, a flat hierarchy, mutual respect, and trust. If your operating room team or patient care team does not have these characteristics, this book is for you." *John R. Clarke, MD, Professor of Surgery, Drexel University; Clinical Director for Patient Safety and Quality Initiatives, ECRI Institute; Clinical Director, Pennsylvania Patient Safety Authority*

Suzanne Gordon is coeditor of the Cornell University Press series *The Culture and Politics of Health Care Work* and was program leader of the Robert Wood Johnson Foundation's *Nurse Manager in Action Program*. She is the author of *Nursing against the Odds* and *The Battle for Veterans' Healthcare*; coauthor of *From Silence to Voice*, *Life Support*, *Safety in Numbers*, *Beyond the Checklist*, and *Bedside Manners*; editor of *When Chicken Soup Isn't Enough*; and coeditor of *The Complexities of Care*, *First, Do Less Harm*, and *Collaborative Caring*, all from Cornell. David L. Feldman, MD, is Senior VP and Chief Medical Officer at Hospitals Insurance Company. Michael Leonard, MD, is Managing Partner at Safe and Reliable Healthcare, Adjunct Professor of Medicine at Duke University, and a faculty member at the Institute for Healthcare Improvement.

This book was excellent. It challenged me to question the hierarchy of the healthcare profession and how it can be very dangerous to patient health. It was easy to read because it is full of real-life examples that bring to life the issues. When nurses and others are empowered to be bold, speak up and question, the outcomes for patients are invariably better. Further, when healthcare support professionals (such as orderlies, maintenance workers and dietitians) are able to participate in problem solving, they are more likely to "buy in" to the solution and the remedies they identify are more likely to be effective. Collaborative Caring gives the reader much to consider. Best of all, many of the lessons of this book are relevant to other industries.

The stories and reflections in this book are inspiring and informative. Many lessons can be gleaned from them and are very useful to health professionals as well as patients to ensure that both providers and receivers of care are co-responsible for ensuring good health.

Insightful.

Enjoyable vignettes that inspire and challenge you to keep going in your pt safety and quality quest!

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