



Exploring the influence of Teamwork on Recruitment and Retention

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Acknowledgements

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Background

Teamwork is promoted to deliver safe, effective, patient-centered care (Finn et al 2010; Smith-Carrier & Neysmith, 2014; WHO, 2010).

Links between teamwork and healthcare workers' intentions to continue working (Lartly et al., 2014; Mohr et al., 2008; Robson & Robson, 2014).

Teamwork impacts how care is delivered (Kurowski et al., 2012).

Aim

To examine the nature of teamwork and its impact on the effectiveness of care delivery and job satisfaction for healthcare workers.

Methods

Focused ethnography (Smith, 2001).

Semi-structured interviews with 17 participants representing a variety of roles

Residential care – older adults with complex needs

Preliminary Findings

Characteristics of good teamwork

Barriers and/or facilitators of teamwork



Characteristics of teamwork

Respect and common goals

***“The respect and being here for the right reasons”
(HCA).***

Listening

“If you are listening ... and hearing what your team members issues are, things that they are challenged with...it opens communication” (SW)

Barriers/Facilitators of teamwork

Communication

“We work well together and communicate well together” (HCA).

“Not everybody gets the same information...we just can't get it together...or even dietary or physio, its really hardyou have evenings doing something different than what days are doing” (HCA).

Barriers/Facilitators of teamwork cont

Commitment to the work

“I know one girl works three facilities...some work 80 hours in one week” (LPN).

“We are here for the right reasons, they can see it ...its in the energy they get given off by the entire team” (Educator).

Barriers/Facilitators of teamwork cont...

Familiarity

“Two girls with one brain, because we think the same...a lot of our residents appreciate us...they find it happy” (HCA).

“Once my trust is destroyed, I have a difficult time to build that again” (LPN).

Conclusions

“I like the people I am working with that’s why I am here” (LPN).

“I feel like I like coming to work, I get stuff done I go home feeling fulfilled. I feel like I am going come back the next day and I am going to find something else to work on, a new project to start and things like that” (Rehab).

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