TRUST AND THE COORDINATION OF CARE

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“TRUST IN YOURSELF, YOU KNOW MORE THAN YOU THINK.” Dr. Spock

A team of professionals working together will accomplish efficiency in eye care. Every person’s individual role becomes critically important to a collective force of diversity.

**Respect** - **R**ecognize individual strengths

**E**quality. We are equal and unified in our desire to provide patient care

**S**trength comes with a cohesive team

**P**roductivity within the team becomes unlimited

**E**nergy between each team member is palpable to our patients

**C**ommunication with every team member, constantly and consistently

**T**rust is built on honesty and credibility

Each team member has his or her own individual strengths, which may go unnoticed. It is important when a team is formed, to recognize all personal and professional strengths. An exercise to discover our strengths, start with two lists, the first will be a list of strengths-these would be the things you enjoy doing during the day. Do you enjoy answering the telephone? Or perhaps math is your strength. You may enjoy problem solving. This list will start to show some consistencies. Next, the second list; these are the tasks you like the least-or tasks you sometimes try to avoid. As you start to go thru the lists you will start to develop an understanding of your strengths, and weaknesses.

Once every team member has identified his or her strengths and weaknesses, we can start to define each individual’s professional duty. While we all will help each other, our defined strengths, enable us to excel in our preferred tasks. Although each individual differs in knowledge and education we all have a commonality; it is our commitment to provide the best patient medical eye care and vision care. There should never be a feeling of inadequacy present in the team.

Every team member benefits from additional training.

The energy between professionals is palpable; the team feels it and more importantly, our patient’s feel it. Our constant communication is imperative. Should a question arise, it should be treated with respect, and if possible a direct answer should follow.

Workplace competition is never great and can often split the team. A competition outside of the work environment, such as a physical challenge can be fun. It is great to learn from others without the struggle to try and be better than they are.

The number one reason for team split is individual burnout.

Suggestions for eliminating individual burn out:

Physical activity. Take a walk at lunchtime allows for a feeling of freedom, while providing exercise. Replace a chair of a yoga ball has been proven to help with posture and provides constant movements. Issue a fitness challenge, with a fun reward, perhaps a celebratory dinner

Get a New Hobby. A hobby will be a distraction the stress of a hectic day.

Have a workshop day. Plan a day when each team member can try a new position

Take a field trip. Take a tour at our laboratory it is educational and fun.

Volunteer. Research suggests teams feel proud to participate and help others.

Plan an evening out. Have an evening meal together. Encouraging relaxing team discussions.

The signs of burnout:

Relentless fatigue

Often feeling sick/headaches, muscle pain

Lack of/excessive appetite

Isolation or removing responsibilities

Procrastination

Food, Drugs, or alcohol abuse

Leaving work early, coming in late, or complete absence

Sleep change

The signs of stress:

Hyperactivity

Loss of energy

Intense emotions

According to Chris Atkins: “Stress is the biggest single cause of illness in the United States, affecting two in every 10 employees, from the overwhelmed new recruits to the busiest company executives. It is a major cause of company losses in the country amounting to $1.9 billion a year due to absenteeism; yet, most people still fail to manage stress completely in their workplaces resulting to lower productivity, lots of delays, and unfocused performance.”

Stress will lead to burn out; so controlling stress will control, or eliminate job burn out.

Stress relief:

Start the day relaxing, meditating-give yourself 15-30 minutes a day of pure quiet, no social media devices.

Try to maintain a healthy diet, avoid foods that have artificial ingredients, or have the word instant in them, as they will only provide instant fullness, and are not a nutritionally sustained Regular exercise will lead to improved sleep, and sleep itself is an essential stress reliever.

Disconnect during the day. Take a few minutes and turn off phones, move away from the computer, give yourself some valuable quiet time.

Office gossip will tear a team apart very quickly. We all work together daily, it becomes easy to talk about our personal lives; but the number one way to avoid office gossip is to try to keep personal matters out of the office. Encourage privacy. Also keep professional work private. Silence will always be a gossip killer.

It is important to respect professional boundaries. Every team member plays a role in patient care. And each team member is aware of his or her responsibilities. If a team member should cross a professional boundary, they will be reminded of their individual obligation, and perhaps re-evaluate his/her strengths and weaknesses. It is not uncommon for team members to find other strengths, and the practice may benefit by encouraging this team member to try a new role.

Empathy VS Sympathy:

Empathy is the ability to recognize and relate to another individual’s emotions.

Sympathy means to feel emotions towards a situation or person without a true personal understanding.

When we coordinate our team for complete patient eye care, we become less self serving, it is ok to be a little self serving, if it means improving ourselves. But it is imperative we never forget we are working as a cohesive productive team.

Acknowledgements

Michiganuniversity.com

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