



Australian Primary Care  
**Collaboratives**  
Pioneering Change 



# Building the health service team

# Building the health service team

- Session aims
  - Gain a greater understanding of Change Principle 1 and change ideas
  - Understand what attributes successful teams possess
  - Gain strategies for engaging the health service team
    - Workshops
    - Activity periods
  - Gain ideas on how to support health services when teams are not working well

# Change Principle 1: Build and maintain the health service team

- Change ideas
  - Set realistic goals
  - Communicate with other team members
  - Engage the health service team
  - Develop the health service team
  - Reflect on and review what you are doing

# Set realistic goals



- Why did we join APCC?
- What do we want to achieve?
- What are the benefits?

# Communicate with other team members

- Team meetings?
- Intra / inter team communication
- What methods are currently used?



# Engage the health service team



- Lead from the front
- Inform
- Involve
- Provide a good work environment
- Provide feedback to the team

# Develop the health service team



- Assign roles and responsibilities
- Review team make up and skills
- Develop the skill mix of the team
- Create a personal development plan for clinicians and staff

# Reflect on and review what you are doing



- What's working well?
- What's not?
- What should we do more / less of?
- What have we achieved?
- What were we hoping to achieve?



# Your greatest team?

- The greatest team you have experienced?
- What made them so great?

# Attributes of a successful team





# Attributes of **an unsuccessful** team



# Attributes of a successful team





# Attributes of a successful team



- Shared goal
- Involved and empowered
- Clear roles
- Trust
- Communication
- Belief

# Engaging the health service team

- Stages of group development

- Forming

- Storming

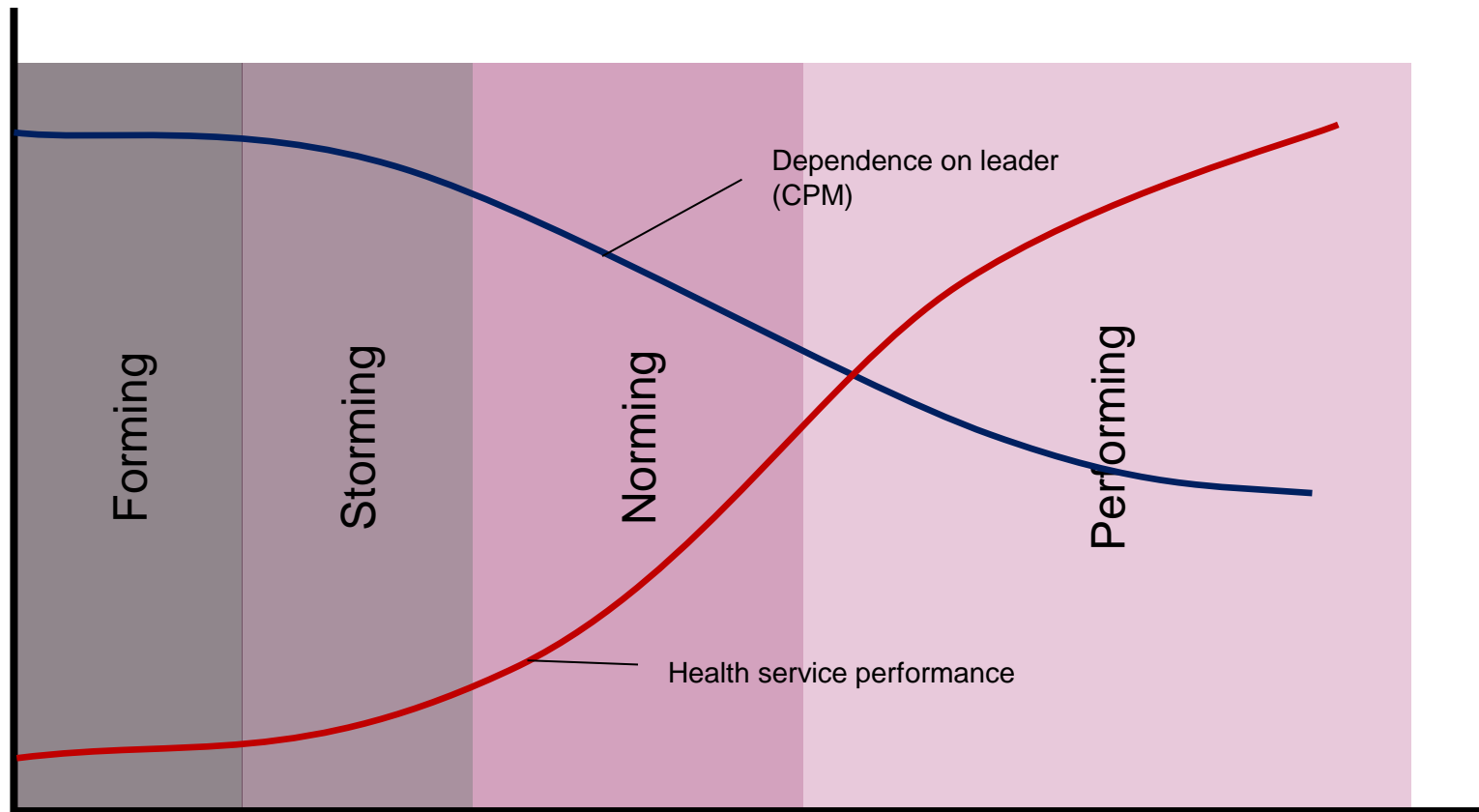
- Norming

- Performing

(Bruce Tuckman, 1965)

- Adjourning

# Engaging the health service team



# Strategies, tips, tricks

- At workshops
  - Set the ground rules
  - Be clear about roles, responsibilities and obligations
  - Take an interest in the health services
  - Get to know the characters
  - Be present



# Strategies, tips, tricks

- During activity periods
  - Be clear of expectations
  - Build capacity
  - Be there to support (and let health services know)
  - Celebrate the wins
  - Guide improvement activity
  - Foster sharing opportunities
  - Share info across division team (newsletters etc.)

# When it all goes wrong...

- Act early
- Be available
- Support the positives
- Remind team of expectations
- Presentations to team
- Link to original goals
- Benefits of participation
  - Practice, individual, PATIENT
- Ask other CPMs
- Don't be afraid of the challenge!



“Coming together is a beginning. Keeping together is progress. Working together is success.”

Henry Ford



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