

**Team Health Check**

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| **Setting Goals** |  |
| The goals of the practice or health service are clearly stated and have been communicated to all team members |  |
| The goals of the practice or health service include specific standards relating to patient care |  |
| Everyone who works in the practice or health service share the same goals |  |
| Everyone shares the same standards in patient care and work ethic |  |
| Each individual in the practice or health service is clear about the requirements of their role and how they contribute to the collective goals of the practice |  |
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| **Engaging the Team** |  |
| The practice or health service leaders are interested in team members suggestions for improving the effectiveness of the practice |  |
| Team members are given the opportunity to make suggestions and contribute ideas to the ways the practice or health service is run |  |
| All team members are treated with respect and dignity |  |
| Team members are provided with regular feedback on the progress the practice or health service is making in achieving its goals |  |
| Team member’s effort and good performance is acknowledged and recognised |  |
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| **Assign Roles & Responsibilities** |  |
| All the tasks required to keep the practice or health service running smoothly have been identified and have been allocated to individuals |  |
| All team members are aware of how their task impacts on others and have an agreed strategy that enhances efficiency and reduces duplication |  |
| The practice or health service has contingencies in place to deal with crises or ad-hoc situations |  |
| Team members have sufficient knowledge about each other’s work to be able to cover for individuals who are sick or on leave |  |
| Team members are clear about the parameters of their role and know which decisions they can take and which decisions they need to refer & who the decision needs to go to |  |
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| **Communicate** |  |
| The practice or health service has regular team Meetings |  |
| Team meetings are organised and conducted using a specific agenda |  |
| There are clear and well established communication channels for keeping all team members (including part-timers) informed of changes in the practice or health service |  |
| Team members know who to go to when they encounter problems in performing their work |  |
| The service area has an established channel for communicating with stakeholders |  |
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| **Reflect & Review** |  |
| The practice or health service has an established process for reviewing newly implemented procedures in the practice |  |
| There is an established process for monitoring and reviewing team members’ performance |  |
| There is opportunity and a process for the practice or health service to learn from mistakes and to use this information to improve the overall effectiveness and efficiency of the practice |  |
| The practice or health service seeks the input of patients in improving the provision of its services |  |