

**PERSONAL AND PROFESSIONAL  
QUALITIES OF A HEALTH CARE  
WORKER**  
Part 3: Information

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**TEAMWORK**

- Interdisciplinary health care team
- Created to provide quality holistic health care to every patient
- Consists of many professionals, with different levels of education, ideas, backgrounds, and interests, working together for the benefit of the patient



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**A SURGICAL TEAM MIGHT CONSIST OF**

- Admitting clerk
- Insurance representative
- Nurses or patient care technicians
- Surgeons
- Anesthesiologist
- Operating room nurses
- Surgical technicians
- Housekeepers
- Sterile supply personnel
- Recovery room personnel



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OTHER POSSIBLE TEAM MEMBERS

- Dietitian
- Social worker
- Physical therapist
- Occupational therapist
- Home health personnel



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BENEFITS OF TEAMWORK

- The patient knows his/her caregivers and support staff
- Team members can help
  - to identify the needs of the patient,
  - offer opinions on the best type of care,
  - participate as decisions are made on options of care,
  - suggest additional professionals who might be able to assist with specific needs
- Allows the patient to become more educated about health care options and to make informed decisions regarding treatment and care



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TEAM FUNCTIONS

- Every person on the team must understand the role of each team member
- Provides a picture of the patient's total care plan
- Helps clarify each person's responsibility
- Establish the goals that the team wants to achieve
- Include frequent patient care conferences (some to include the patient)
  - Opinions are shared,
  - options are discussed,
  - decisions are made,
  - goals are established



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LEADER

- Important to any team
- Responsible for organizing and coordinating the team's activities
- Encouraging everyone to share ideas and give opinions
- Motivating all team members to work toward established goals
- Assisting with problems
- Monitoring the progress of the team
- Providing reports and feedback to all team members on the effectiveness of the team



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GOOD INTERPERSONAL RELATIONSHIPS

- Maintain a positive attitude and learn to laugh at yourself
- Be friendly and cooperate with others
- Assist others when you see that they need help
- Listen carefully when another person is sharing ideas or beliefs
- Respect the opinions of others even though you may not agree with them
- Be open-minded and willing to compromise
- Avoid criticizing other team members
- Learn good communications skills so you can share ideas, concepts, and knowledge
- Support and encourage other team members
- Perform your duties to the best of your ability



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CONFLICTS

- Deal with the conflict in a positive way
- Those involved should meet and talk with each other to identify the problem
- Listen to the others point of view
- Avoid accusations and hostility
- Try to determine a way to resolve the problem in a cooperative manner
- Put the agreed upon solution into action
- Use a mediator if necessary



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LEGAL RESPONSIBILITIES

- Be aware of legal limitations on duties that can be performed
- Must function within legal boundaries
- No team member should ever attempt to solve a problem or perform a duty that is beyond the range of duties legally permitted



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EFFECTIVE TEAMS

- Result of hard work
- Patience
- Commitment
- Practice
- When each individual participates fully in the team and makes every effort to contribute to the team – the team achieves success.



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PROFESSIONAL LEADERSHIP

- Leadership is the skill or ability to encourage people to work together and to their best to achieve common goals.
- Defined: as an individual who leads or guides others, or who is in charge or in command of others
- Do you feel leaders are born or do they develop their own skills?
- In a group, can there be more than one leader?



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LEADERSHIP CHARACTERISTICS

- Respects the rights, dignity, opinions, and abilities of others
- Understands the principles of democracy
- Works with a group and guides the group toward a goal
- Believes that changes and improvements can be accomplished
- Participates in continuing education and professional development and understands the concept of lifelong learning
- Understands own strengths and weaknesses



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LEADERSHIP CHARACTERISTICS

- Displays self-confidence and willingness to take a stand
- Communicates effectively and verbalizes ideas clearly
- Shows self-initiative, a willingness to work, and complete tasks
- Shows optimism, is open-minded, and can compromise
- Praises others and gives credit to others
- Dedicated to meeting high standards



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LEADERSHIP CLASSIFICATION

- Democratic leader
  - Encourages participation of all involved in decisions making or problem solving
  - The leader listens to the opinions of others and then bases decisions on what is best for the group as a whole
  - Allows the group to take responsibility for the decision
- Laissez-faire leader
  - Believes in noninterference in the affairs of others
  - Only have minimal rules
  - Group functions as an independent manner with little or not direction
  - Hands off approach
- Autocratic leader
  - Dictator – maintains total rule
  - Makes all decisions



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STRESS

- Defined as the body's reaction to any stimulus that requires a person to adjust to a changing environment
- Change always initiates stress
- Stressors are the stimuli to change, alter behavior , or adapt to a situation
  - Situations
  - Events
  - Concepts
  - External ( new job)
  - Internal (heart attack)



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STRESSOR EFFECTS

- Fight or flight mode
- Sympathetic nervous system prepares the body for action
- Adrenaline is released into the bloodstream
- Increases blood circulation to the heart and brain
- Constricts blood vessels to the skin and other internal organs resulting in cool skin, decreased movement in the digestive tract, and decreased production of urine
- Pupils become dilated to improve vision
- Heart beats more rapidly
- Blood pressure rises
- Respiratory rate increases
- These actions by the sympathetic nervous system provide the body with a burst of energy and stamina needed to respond to a stressor



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STRESSOR EFFECTS

- After you respond to the stressor and adapt or change as needed
- The parasympathetic system slowly kicks in
- Fatigue or exhaustion while the body returns to normal and recuperates
- Can cause illness if body is subjected to continual stress with constant "up and down" nervous system reactions
- Diseases related to stress:
  - Migraine headaches, anxiety reactions, depression, allergies, asthma, digestive disorders, hypertension, insomnia and heart disease



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### CAUSES OF STRESS

- Relationships with family, friends, peers, co-workers
- Job or school demands
- Foods such as caffeine
- Excessive sweets and salt
- Illness
- Lifestyle
- Financial problems
- Family events such as birth, death, marriage, or divorce
- Overwork
- Boredom and negative feelings
- Time limitations (to much to do and not enough time to do it)
- Failure to achieve goals



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### CONTROLLING STRESS

- Identify stressors
- Recognize the symptoms of “fight or flight”
- Keep a list or diary of stressors
  - Note what the event was
  - Why you feel stress
  - How much stress you experienced
  - How you dealt with the stress
- Evaluate ways to deal with the stressors or eliminate
- What is one of your chronic daily stressors?



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### PROBLEM SOLVING METHOD

- Gather information or data
- Identify the problem
- List possible solutions
- Make a plan
- Act on your solution
- Evaluate the results
- Change the solution



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### CONTROLLING A STRESS REACTION

- Stop
  - Immediately stop what you are doing to break out of the stress response
- Breath
  - Take a slow deep breath to relieve the physical tension you are feeling
- Reflect
  - Think about the problem at hand and the cause of the stress
- Choose
  - Determine how you want to deal with the stress



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### STRESS REDUCING TECHNIQUES

- Live a healthy life
- Take a break from stressors
- Relax
- Escape
- Relieve tension
- Rely on others
- Meditate
- Use imagery
- Enjoy yourself
- Renew yourself
- Think positively
- Develop outside interests
- Seek assistance or delegate tasks
- Avoid too many commitments



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### TIME MANAGEMENT

- A system of practical skills that allows an individual to use time in the most effective and productive way possible
- Helps prevent or reduce stress
- Puts the individual in charge
- Keeps things in perspective when events are overwhelming
- Increases productivity
- Uses time more effectively
- Improves enjoyment of activities
- Provides time for relaxing and enjoyable life



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TIME MANAGEMENT STEPS

- Keep a daily journal or log
- Track how actually uses time
- Note the activities and time spent on each
- Evaluate how effective the activity was
- Certain periods of time will show higher energy levels and improved quality of work
- Other periods of time may show fatigue and wasted time
- When are you most productive?
- What do you waste time on?



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GOALS

- Goals – a desired result or purpose working toward
- “If you don’t know where you are going – you will never get there”.
- Short term – days, weeks, or months
- Long term – may take a year or period of years



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GOAL: GRADUATE COLLEGE WITH A HEALTH CARE DEGREE (EXAMPLE)

- Short term goals
  - Research and learn about health careers
  - Job shadow someone in health careers
  - Talk with people in different health care
  - Complete job interest surveys to determine skills and interests
  - Discuss career opportunities with guidance counselor
  - Attend job fairs or career planning days
  - Discuss high school courses that will benefit most
  - Take required high school courses
  - Enroll in career and tech ed programs
  - Join a student organization
  - Obtain a job or work as a volunteer in health care area
  - Research and visit different colleges
  - Apply for financial assistance



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SETTING GOALS

- State goals in a positive manner
  - Use words like “accomplish” instead of “avoid”
- Define goals clearly and precisely
  - Set a time limit if possible to accomplish the goal
- Prioritize multiple goals
  - Determine which goals are the most important and complete them first
- Write goals down
  - Makes the goal seem real and attainable
- Make sure each goal is at the right level
  - Goals should present a challenge, but not be too difficult or impossible to complete



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TIME MANAGEMENT PLAN

- Analyze and prioritize
- Identify habits and preferences
  - Know when you have the most energy to complete work and when it is best to schedule rest, exercise, or social activities
- Schedule tasks
- Make a daily “to do” list
- Plan your work
- Avoid distractions
- Take credit for a job well done



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