

# JESSAMINE COUNTY HEALTH DEPARTMENT



## Quality Improvement

April 3, 2014

# Jessamine County Team Reports



**CLERICAL TEAM  
ENVIRONMENTAL TEAM  
CLINICAL TEAM  
COMMUNITY TEAM**



**EXERCISE WITH  
KAREN**



## Group

Two or more people who interact with each other to accomplish certain goals or meet certain needs.

# Definition



## **TEAM:**

A group whose members work intensely with each other to achieve a specific, common goal or objective.

*All teams are groups but not all groups are teams.*



# **Two characteristics distinguish teams from groups:**

- Intensity with which members work together
- Presence of a specific, overriding goal or objective

Let's Talk About Teams



**WHAT TEAMS EXIST  
AT JCHD?**

# Let's Talk About Teams



What was the most successful team you've been a part of?

What was the most unsuccessful team you've been a part of?

What made them successful/unsuccessful?



# Let's Talk About Teams





## **Advantage of synergy**

People working in a team are able to produce more outputs than would have been produced if each person had worked separately



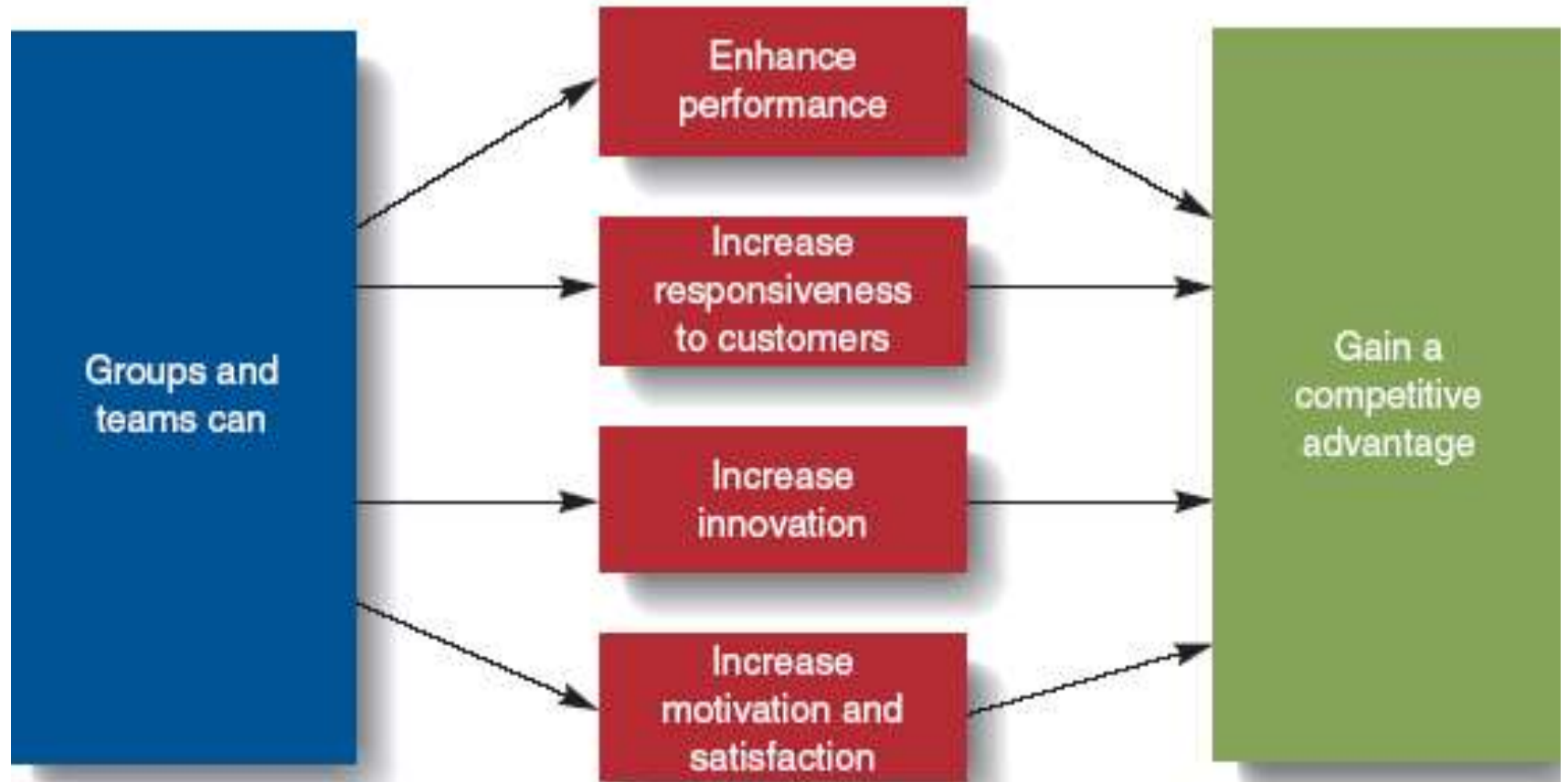
## **Factors that contribute to synergy:**

- to bounce ideas off one another
- to correct one another's mistakes
- to bring a diverse knowledge base
- to accomplish work that is too vast for any one individual to achieve



To take advantage of the potential for synergy, make sure teams are composed of members who have complementary skills and knowledge relevant to the work...

Think EMERGENETICS!





# Innovation

The creative development of new products, new technologies, new services, or new organizational structures

Individuals rarely possess the wide variety of skills needed for successful innovation.

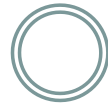
Team members can uncover opportunities for growth and balance each other's strengths and weaknesses.

Empower the team and hold it accountable.



Members of groups, particularly teams, are often better motivated and satisfied than individuals.

- Team members are more motivated and satisfied than if they were working alone.
- Team members can see the effect of their contribution to achieving team and organizational goals.
- Teams provide social interaction and help employees cope with work-related stressors.



## **Formal**

- Formed to establish and achieve organization goals

## **Informal**

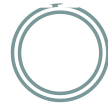
- Employees form to help achieve their own goals or to meet their own needs.





## **Advantage of small teams**

- Interact more with each other and easier to coordinate their efforts
- More motivated, satisfied, and committed
- Easier to share information
- Better able to see the importance of their personal contributions



## **Advantages of large teams**

- More resources at their disposal to achieve group goals
- Enables managers to obtain division of labor advantages

## **Disadvantages of large teams**

- Problem of communication and coordination
- Lower level of motivation
- Members might not think their efforts are really needed

**Inattention  
to Results**

**Avoidance of  
Accountability**

**Lack of Commitment**

**Fear of Conflict**

**Absence of Trust**



## **Absence of Trust**

**Identify and discuss individual strengths and weaknesses.**

**Spend considerable time in face-to-face meetings and working sessions.**

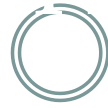
## **Fear of Conflict**



**Acknowledge that conflict is required for productive meetings.**

**Establish common ground rules for engaging in conflict.**

**Understand individual team member conflict style – EMERGENETICS!**



## **Lack of Commitment**

**Review commitments at the end of each meeting to ensure all team members are aligned.**

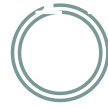
**Adopt a “disagree and commit” mentality – make sure all team members are committed regardless of initial disagreements.**



## **Avoidance of Accountability**

**Explicitly communicate goals and standards of behavior**

**Regularly discuss performance versus goals and standards.**



## **Inattention to Results**

**Stay focused on tangible group goals.**

**Reward individuals based on team goals and collective success.**





**Consensus Building**

Informed group

**Voting**

Consensus is unlikely

**Subgroup**

Expertise

**One Person**

Emergency

# CHANGE!





# Managing Change

<http://www.youtube.com/watch?v=fEH6fvU8i7o>

**What does the cheese represent?**

**What does the maze represent?**

**Identify the cheese and the maze at Jessamine County Health Department. What would happen if someone moved your cheese? How would you deal with it?**

**What changes have already occurred and how are you dealing with them?**

**Why is change so hard?**

**Now identify the cheese and the maze in your personal life. What would happen if someone moved your cheese? How would you deal with it?**

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