

Communication and Teamwork

Introduction to Surgical Technology



Lesson Objectives:

1. Describe the elements and qualities of good communication
2. Demonstrate body language and describe its meaning
3. Discuss different types of verbal abuse and why it is so destructive
4. Discuss problem behavior in the workplace
5. Define sexual harassment, and discuss how to manage it in the workplace
6. Describe the characteristics of good teamwork
7. Explain how poor teamwork results in poor patient care
8. Discuss computer systems in the OR setting used for communication

Why Study Communication?

Required for working
with patients and
coworkers

Important to relay
technical information
accurately and
precisely

Demonstrates
sensitivity

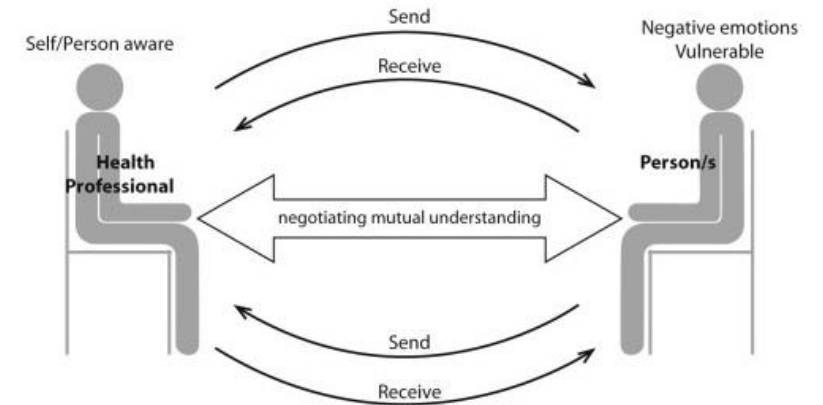
Reassures an anxious
patient

Can make or break
team relationships
and productivity

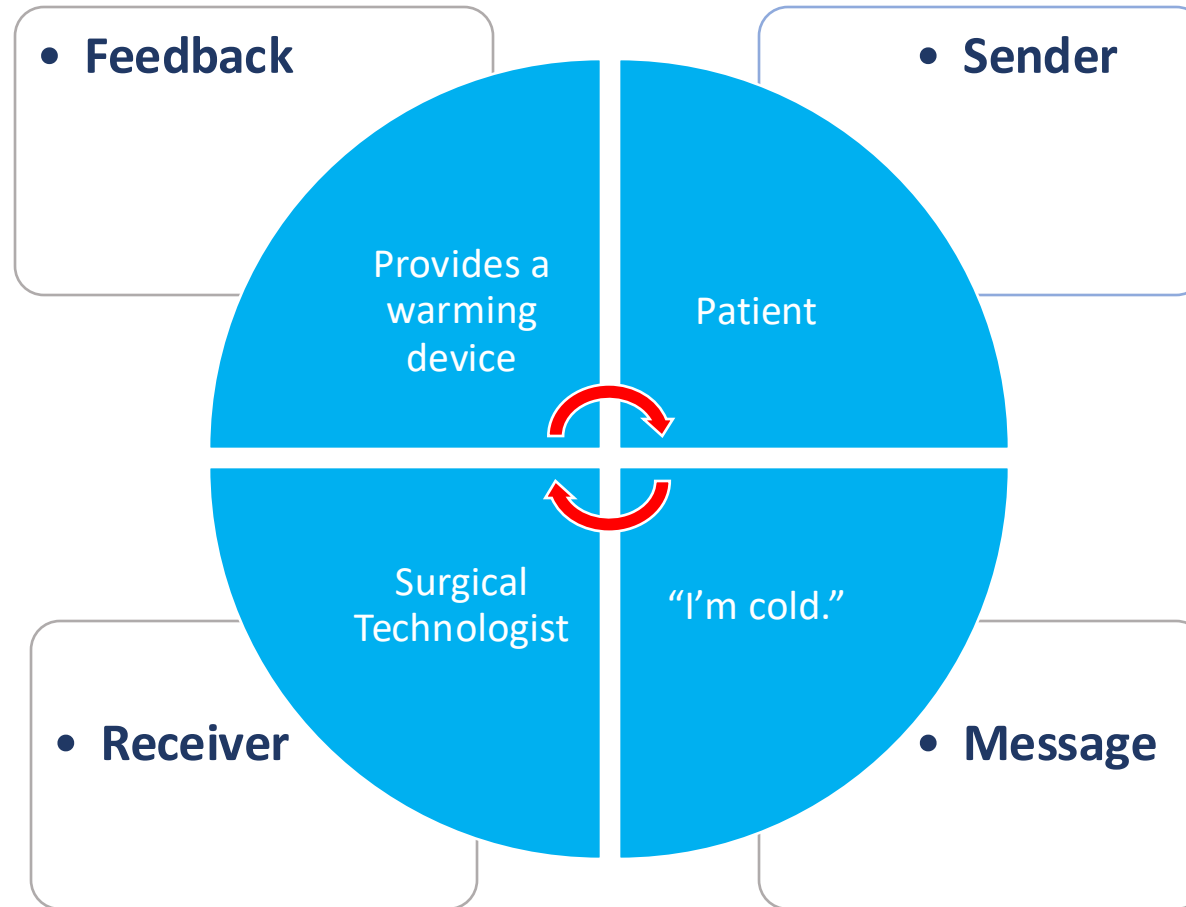
Helps establish
professional and
social boundaries

Elements of Good Communication

- Two-way process of communicating a primary message
 - Sender conveys information
 - Receiver receives information
- Feedback - Golden Element of Effective Communication
 - Includes response by receiver
 - Receiver acknowledges receipt of message
 - Required further clarification if receiver did not grasp the message
- What is a successful communication?
 - When message is understood
 - When content and tone is understood as conveyed



Communication Channel



Types of Communication

Verbal Communication

- Successful Spoken Communication
 - Clear, neutral, concise, assertive, eye contact
- Listening Skills
 - Active participation, clear
- Handwritten Communication
 - Used in patient safety or legal issues

Non-verbal Communication

- Body Language
 - Avoid some gestures in some settings
- Therapeutic Touch
 - Conveys care and empathy
 - Patient's right to decline to be touched

Barriers to Good Communication

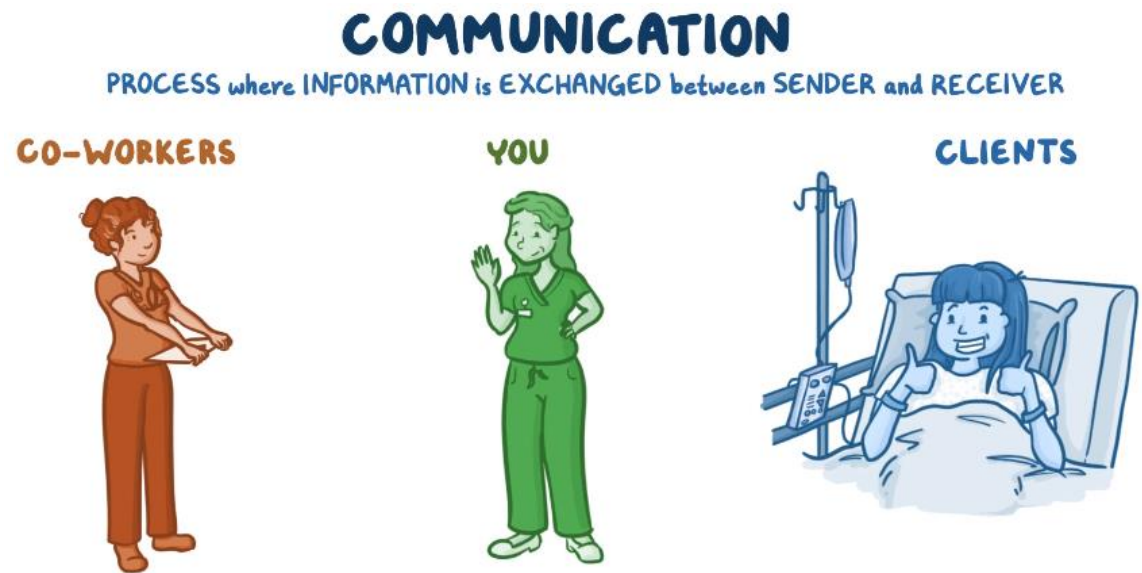


Communication may fail because of the following reasons:

- Misperceived situations
- Personal Bias in pre-existing opinions
- Environmental barriers (e.g. muffled voice due to masks)
- Socio-cultural influences (e.g. our unique point of views exist)
- Emotions
- Lack of desire to communicate
- Verbal Blocking

Verbal Blocking

- Refers to blocking communication with patients and among health care workers
- Can be caused due to:
 - Fear of escalating emotions
 - Fear of being unable to handle a difficult topic
 - Lack of confidence in managing sensitive discussions
 - Lack of privacy to discuss the topic
 - Environment is unsuitable for the discussion
(too loud, too distracting, too many people)
 - Mistrust in colleagues, ability to maintain confidentiality



Watch the "Art of Effective Communication" Video for a summary what makes good communication and how communication can be misunderstood

The Art of Effective Communication TEDTalk



The Art of Effective Communication TEDTalk

Summary of Video:

- Communication must be understood by receiver/audience
- Talking more than necessary can inhibit good communication
 - Be concise and specific
 - Superfluous information can distract from the message being delivered
- Good communication is Direct and Specific
- "If you can't explain it simply, you don't understand it well enough"
- Be Humble: You can always be wrong
- Your actions will either promote or nullify your words

- Watch the "Mixed Messages" Video for how your non-verbal communication can give mixed messages by not matching your words

Mixed Messages Video (Non-Verbal Communication)



Mixed Messages Video

Summary of Video:

- Saying one thing and meaning another gives mixed messaging
- Non-verbal cues can change the meaning of what is being said
- Understanding non-verbal communication is key to being a good communicator

Cultural Competence

"The ability to communicate effectively with people of different cultures and subcultures within populations"

- Also called cultural intelligence
- Successful communication demands cultural competence
- Built using self-assessment of our own beliefs first

**Watch the "Cultural Competence" Video
for an overview on this topic!**

Cultural Competence Video



Cultural Competence Video

Summary of Video:

- Consider your own bias
- It is impossible to be an expert in all cultures
- The world is increasingly diverse
- Listen and show interest in others

Teamwork and Problem Behaviors

- Surgical Technologist participates in:
 - Surgical teams; includes:
 - Surgeons, anesthesia provider, assistants, STs, registered nurse
 - Interdepartmental teams; includes:
 - Healthcare workers from other departments
- Team works together on a single procedure
- Communication is focused and task oriented
- Effective communication and teamwork helps resolve work-related obstacles

Team Conflict

- Creates stress, lack of motivation, and reduced productivity across the entire team

Types of Conflicts:

- Interpersonal Conflicts
- Intrapersonal Conflicts
- Conflict Between Team Goals and Personal Goals
- Role Confusion
- Interorganizational Conflicts

Different Levels of Conflict



Intrapersonal Conflict



Interpersonal Conflict



Intergroup Conflict



Interorganizational Conflict

Types of Problem Behaviors

- Complaining
 - Chronic complaining is problematic
 - Complaining without intention of solution
 - Coping with people who complain
- Overly Critical People
 - Can be positive or negative
 - Negative if aim is to exert power
 - Criticism creates conflict
- Gossip and rumors
- Groupthink
 - Collective behavior and thinking
 - Creates "us" versus "them" division
 - Establishes unwritten, unspoken rules



Sexual Harassment and Verbal Abuse

Sexual Harassment

- Includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature in the workplace or learning environment, according to the Equal Employment Opportunity Commission (EEOC)

Verbal Abuse

Verbal abuse includes but is not limited to the following behaviors:

- Vulgar remarks directed toward staff members
- Violent public criticism and demeaning of another person
- Loud and abrasive comments or demands
- Comments intended to deliberately embarrass or hurt another person
- Sexual remarks and innuendo directed toward others

Resolving Team Conflict

Conflict Resolution – Finding a win-win solution

- Objective view of the problem
- Open-mindedness to solutions
- Gather information about problem before resolving
- Viewing problem as team-problem
- Address interpersonal conflicts first
- Formulate plan for improvement



Watch the "Teamwork and Communication Video" for an understanding of the importance of effective communication in the Operating Room

Teamwork and Communication Video



Teamwork and Communication Video

Summary of Video:

- Teams with communication training have better outcomes
- Encourage all members of the surgical team to communicate their thoughts

Group Time

- Scenario: “Pick” one of the following scenarios
- Write the appropriate lessons on board
 - Positive Vs negative body language
 - Teamwork
 - Conflict behavior
 - Communication
 - Interview
 - ETC
- Act out with your partners (One writing: Others acting)
- TURN IN-Paper with NAMES, and terms

Scenarios for Group Activity

- ST meeting w/ charge nurse over new employee that is gossiping, lazy, bad listener
 - Nurse use communication, PS to fix
 - ST use communication/ body language to complain
- ST meeting w/ charge nurse to quit position over feeling ostracized
 - RN use communication, BL to encourage to stay
 - ST use listening/communication to get point across
- RN (stealing narcotics) and ST who sees the larceny in action (Confrontation)
 - Communication
 - Surgical conscience
 - Teamwork
- Develop ladder program for ST
 - Traits, knowledge, skills, etc need to move up ladder
 - New responsibilities, pay, recognition
- Develop policies for proper surgical conscience
 - IE-Anti-discrimination policy, HIPPA policy

Computers in the Perioperative Setting



- Use of computers to create, store, transmit and retrieve information
- Incorporated into equipment and biomedical devices like:
 - Electronic Management Systems for patient records
 - Preference cards for surgeons
 - Diagnostic imaging equipment
 - Surgical navigation
 - Robotic surgical systems
 - Tracking of supplies

Components of Computers in Perioperative Environment

Hardware (Physical Components)

Computer Software

Computer Networks (Electronically connected computers)

Navigating the Internet

Read Chapter 2 From The E-book

Read **Chapter 2** from your E-Book to pass the upcoming quiz from **Surgical Technology - Elsevier eBook on VitalSource, 8th Edition**.

[Click Here](#) access Chapter 2!

Thank you!

Get ready for your quiz and rest of the activities now. Best of luck!