

SerenaGroup
Building the Nation's Leading Wound Care Team

EDUCATION SERIES



Team, Diversity & Scope

Presented by: SerenaGroup Education Committee



JULY 2023

TODAY'S Agenda

- Safe & Supportive Culture
- Listening & Hearing
- Team Excellence
- Diversity

- A Different Perspective
- Positivity & Accountability
- Commitment & Scope
- Quiz

Safe & Supportive Culture

A strong team requires daily effort

Each member of the team need to support each other with the same empathy and genuine care we provide our patients. By advocating for your team, you are making your individual day smoother and safer.

We have the power to support each other - Daily



Listening & Hearing

Actively listen to your team's message that is being delivered. What do they need? What are they sharing with you?

Withhold Judgement and clarify what you are hearing to assure you are both understood.

6 KEY ACTIVE LISTENING SKILLS



PAY
ATTENTION



WITHHOLD
JUDGEMENT



REFLECT



CLARIFY



SUMMARIZE



SHARE

Team Excellence

Every member of the team provides a vital service to the patient care and in support of the greater team.

When we recognize and appreciate each other our contributions are more visible and impactful across the team. This care and awareness reaches the patient as a culture of strong team support.

*Whatever
you are*
**BE
A GOOD
ONE**

Diversity

Diversity is essential for innovation and a comprehensive team approach. Differences in background, education, interests and styles are sources of strength. When conflict arises reflect on the value of diversity on your team.

If you do not know the appropriate way to learn more about diversity present on your team – ask! A team relies on communication to develop. The more you learn about an individual's approach and rationale the more comprehensive the collaboration can be.



A Different Perspective

- Use Patient & Peer Preferred Pronouns
- Don't talk over each other, We all have a different pace.
- Ask Open Ended Questions to Clarify a Message
- Recognize stress in others and offer support
- We all get and should take time off to balance your life in and out of the clinic. Support your team on taking time!



Positivity & Accountability

Always & Never

Try to avoid always and never phrasing when describing opportunities to improve. Look at the problem for solutions to flip the opportunity to have a better team and center. If it is always broken or missing - Fix It! If someone never does what you need them to, let's educate or reassign. Don't contribute to the always or never by letting it continue.

Model Positivity

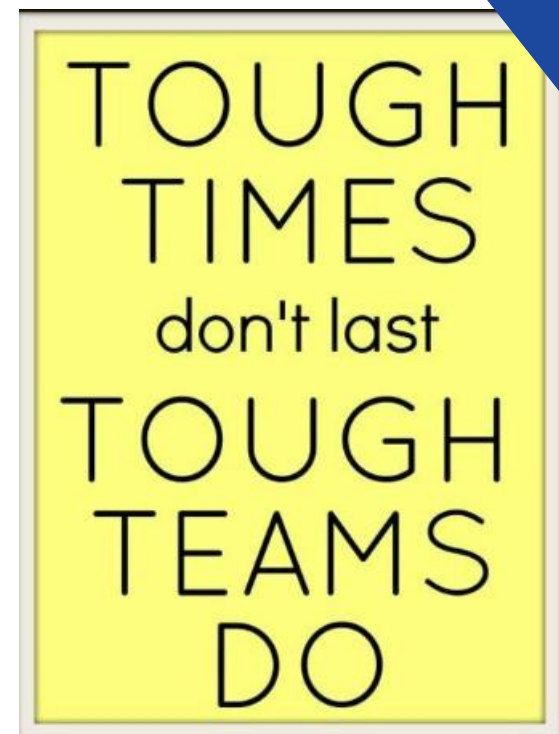
Having a positive attitude and approach is contagious. Look for the healing that has already occurred and encourage a brighter outlook.

Take Pride in Your Role

Our wound care centers heal people every day. We get to support our patients and each other through experience and care. Be proud of your contribution - We certainly are.

Respect

Respect each other through a lens of accountability to process, policy and as a team member. Mistakes happen to us all. Accountability to missing an expectation demonstrates integrity and respect for each other.



Commitment & Scope

Collaboration is essential! A strong team anticipates and responds to the need of the team and patient.

Scope

Always work to the highest level of your scope. Remember to follow policy and remain with the job description and competency of your department. SerenaGroup scope policy is available on the members portal as a resource.

Question

It is within all our scopes to ask questions. Learn from each other across the team. Providers, Techs, Nursing, Front Desk and Directors should understand the barriers we face, the decisions we make and what brings us the most joy throughout the day. Don't waste an opportunity to learn more about Wound Care & each other.



Communication

It is great to have your team anticipate your needs, but you need to advocate too.

Share ideas to improve the formulary, make the department throughput more efficient, have better staffing coverage or better team meetings. Identify communication opportunities that do not focus primarily on conflict.

- How can you improve recognition on your team?
- How does your team learn best?
- What team building approaches inspire you?



Advocate

In the same way support our patients', your team might not know what ask for or feel comfortable doing so. Advocate for each other and inclusion of diverse ideas.

Are some members of your team upset about something? Bring in the Director help find resolution and move forward, together.



Respect & Sensitivity

Identify

What is Distinct?
What is Needed?
How can I support
& respect it?

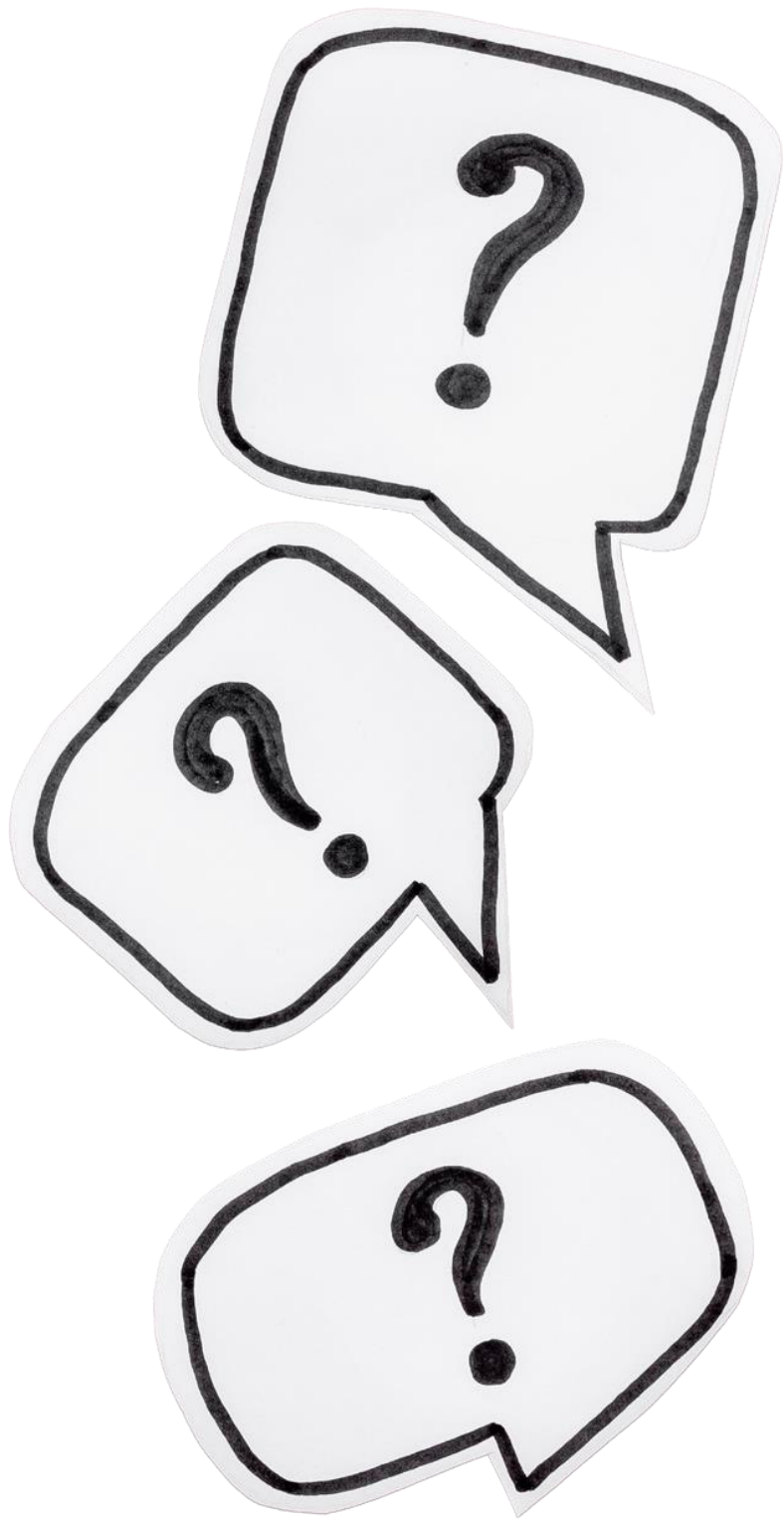
Listen

What is being asked?
How to recognize
strengths?
Do I need to advocate?

Share

Share Compassion
Ask Question
Share Solutions
Support Team Needs
Share Encouragement

QUIZ TIME



QUESTION ONE

It is alright to help a nurse as a medical assistant with a procedure if you have seen them do it before and they are busy. A team should help each other.

True or False

ANSWER ONE

True - But only in your scope

Carbohydrates release energy to facilitate inflammation, angiogenesis, collagen synthesis, and increased cellular activity



QUESTION TWO

If there is a personality clash with a team member, report them to your manager to fix the problem only.

True or False

ANSWER TWO

False!

Observe and listen to your team member to understand what they need for a supportive environment. Communicate what you need & bring solutions to your manager.

REFERENCES

www.serenagroupinc.com

THANK YOU

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