



# The presentation will begin shortly

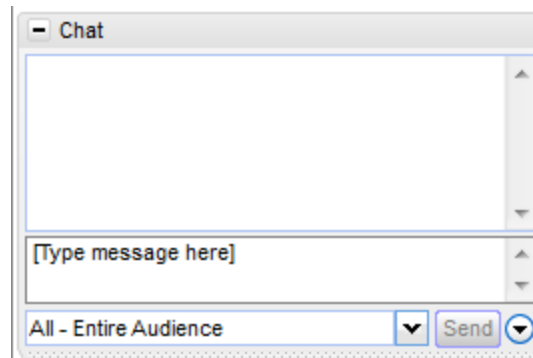
**Process of Cancer Care Cyber Discussion Series**  
**Process of Care Research Branch**

Division of Cancer Control and Population Sciences/Behavioral Research  
Program

\*This presentation is being recorded. You may disconnect at anytime if you do not want to be recorded.

# Participant Instructions

- A GoToMeeting control panel will open on the top right-hand side of your computer screen once you've entered the meeting.
- Click on the orange arrow to expand the control panel.
- If you would like to be unmuted and ask your question by phone, please type in your name in the "Chat" box on the bottom of the control panel. Your line will then be unmuted.
- You may also type your question directly in the "Chat" box to "All-Entire Audience."





# Improving The Process of Cancer Care

*Session 4 of a 5 part series*

Division of Cancer Control and Population Sciences/Applied Research  
Program

Stephen Taplin MD, MPH, Veronica Chollette RN

# Series Purpose – for NCI

- Solicit opinions from three sectors of the community regarding problems in the quality of cancer care
  - Providers, Researchers, Health Care Purchasers
- Identify potential research topics that might address those problems
- Focus the research agenda of PCRIB upon major underlying factors affecting the processes of cancer care.

# For Participants

- Understand the perspectives of three communities with respect to problems in cancer care delivery
- Learn conceptual, analytic, and practical approaches to understanding and addressing problems in cancer care delivery
- Contribute to the development of NCI's research agenda



# Continuing the Discussion

**July 1, 2015, 2:00 PM - 3:00 PM EST**

*Team Cognition: Understanding the Factors That Drive Process and Performance*

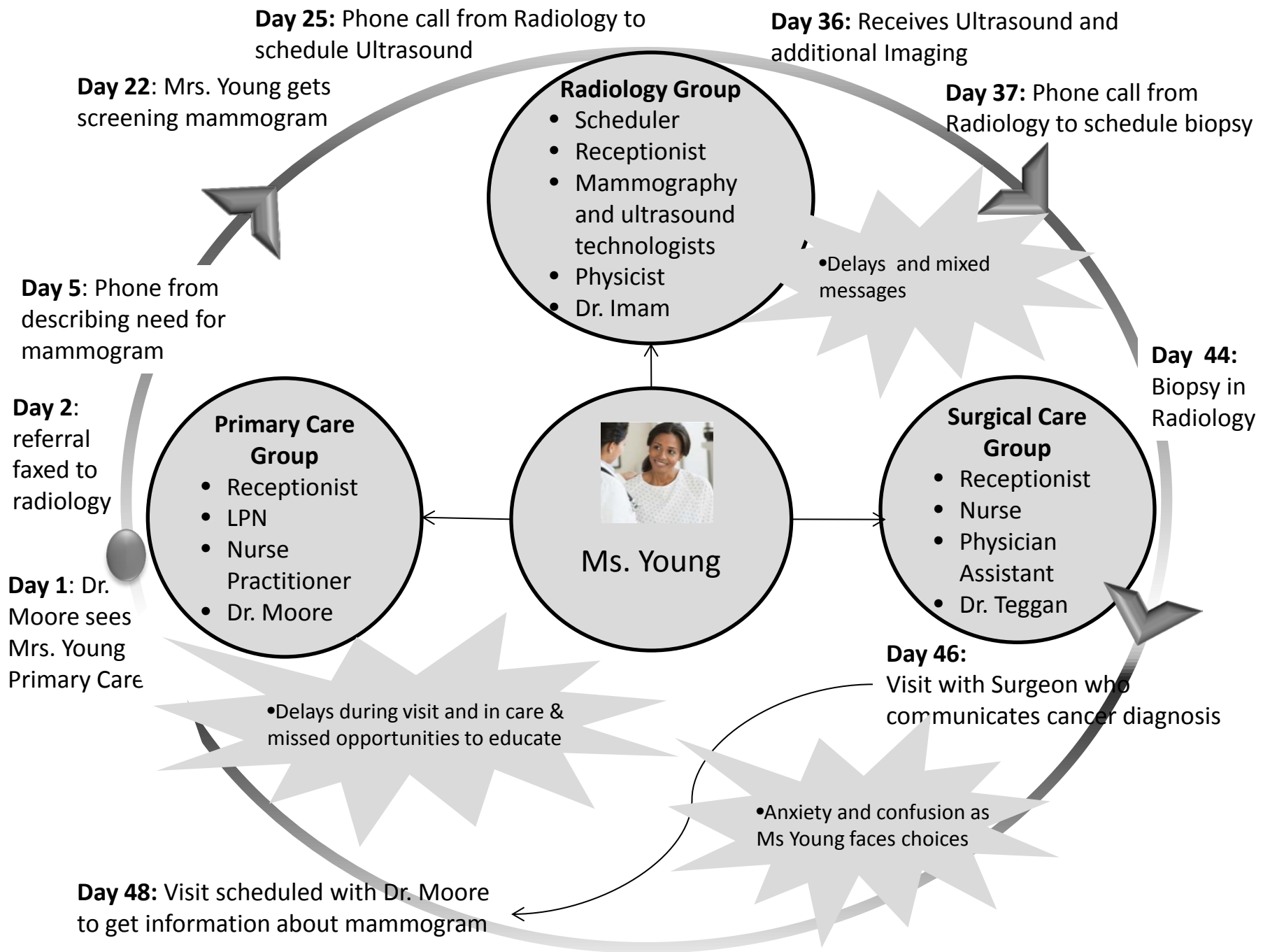
*Dr. Steve Fiore*

*To register, go to: <http://dccps.nci.nih.gov/brp/pcrb/cyberseminars.html>*

*If you have questions, contact Veronica Chollette  
([cholletv@mail.nih.gov](mailto:cholletv@mail.nih.gov))*

## *57 yo woman* for “routine” care

- Seen 3-4 times/year by NP or 1<sup>0</sup> MD for hypertension, hypothyroidism, mildly overweight
- Physician misses she was due for mammographic screening, Rn catches it late in day after visit
- Referral is made by phone, education is limited, patient gets confused – delays occur
- Abnormality on screening exam is not communicated efficiently while 1<sup>0</sup> MD is on vacation
- Biopsy done
- Patient referred to surgeon for discussion and is told she has breast cancer





# The 7 C's of Teamwork...

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**INSTITUTE for  
SIMULATION  
& TRAINING**



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**Cooperation**  
Motivational Drivers

**Coordination**  
Behavioral Mechanism

**Cognition**  
Common Understanding

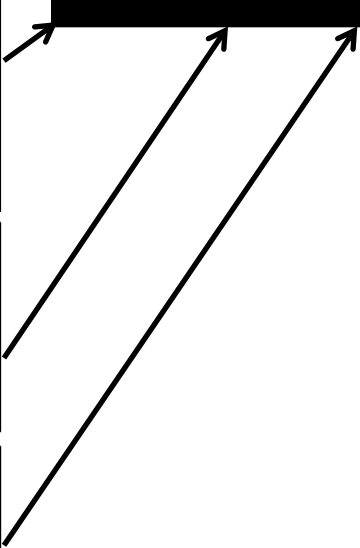
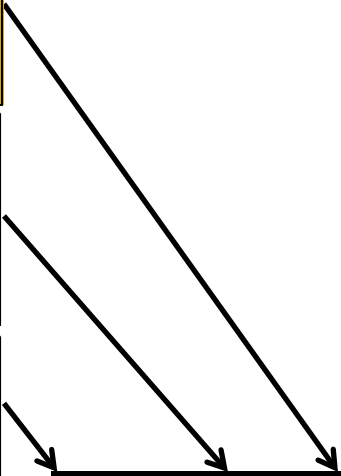
**Coaching**  
Leadership Activities

**Conflict**  
Conflict Resolution Procedures

**Conditions**  
Norms & Support

**TEAMWORK**

**Organizational  
&  
Individual  
Outcomes**



# Cooperation...

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- Attitudes & Beliefs:
  - Team Orientation
  - Collective Efficacy
  - Mutual Trust
  - Openness to Experience
- Good Teams...
  - Develop collective efficacy
  - Have strong team orientation



# Coordination...

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- Behavioral Mechanisms:
  - Mutual Performance Monitoring
  - Back-up Behavior/Supportive
  - Adaptability/ Flexibility
- Good Teams...
  - Self-correct
  - Employ huddle, debriefs



# Communication...

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- Information exchange protocols:
  - Close-loop communication
  - Precise, Timely, Clarity
  - Appropriate terminology
- Good Teams...
  - Share unique information



# Cognition...

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- Shared understanding:
  - Roles & Responsibilities
  - Knowledge of team mission; Objectives, Norms, & Resources
  - Familiarity with Teammates
- Good Teams...
  - Have clear roles
  - Team norms are clear



# Coaching...

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- Leadership:
  - Team Leadership
    - Promotes teamwork
    - Cares about team members
    - Sets ground rules
- Good Teams...
  - Have coaches
  - Set expectations
  - Clarify roles



# Conflict...

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- Conflict resolution strategies:
  - Interpersonal skills
  - Psychological safety
- Good Teams...
  - Deal with conflict, confront it
  - Coaches create psychological safety







# Conditions...

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- Supportive context
  - Good performance recognized & reinforced
  - Access to resources
  - Information needed available
- Policies, procedures & incentives aligns
- Leadership sends “signals” that teamwork matters

# Question/Comments?

**Contact:**

**[PC3CyberDiscussions@icfi.com](mailto:PC3CyberDiscussions@icfi.com)**

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